



Avaya IP Office Contact Center Events, Errors, and Alarms Reference

Release 10.1
Issue 1
May 2017

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Chapter 1: Introduction


Purpose

This document describes the events, errors, alarms, and other messages of IP Office Contact Center.

It is intended for people who:

- Troubleshoot IP Office Contact Center issues.
- Work with log files and database processes.

Change history

Issue	Release date	Summary of changes
Release 10.0, Issue 1	November 2016	<p>This document replaces the existing <i>IP Office Contact Center Error Reference</i>. This document will continue to be updated to include other types of reference information, such as events and alarms.</p> <p> Note:</p> <p>Task tag reference information is not in this document. The content in the existing <i>IP Office Contact Center Task Tags Reference</i> has been moved to <i>Administering Avaya IP Office Contact Center Task Flow Editor</i>.</p>
Release 10.1, Issue 1	May 2017	<ul style="list-style-type: none">• Made minor editing and formatting changes throughout the document.

Chapter 2: Log files and processes

Installation log files

Installation and upgrade log files for the IP Office Contact Center server are located in the Windows temp directory. You can find the temp directory using the *Temp* system variable.

The following log files are necessary to analyze installation issues:

- Setup Wizard: Avaya IP Office Contact Center-SetupWizard_YYMMDDThhmmss.log
- Installation setup: MSIxxx.log
- Watchdog Wizard: WDCfgWiz_YYMMDDThhmmss.log
- AdjustHostname tool: AdjustHostname YYMMDDThhmmss.log

You must also analyze all log files with `EXCEPTION` in the file name.

The following log files appear in the temp directory when the database setup fails:

- YYMMDDThhmmss Database-EXCEPTION.txt
- YYMMDDThhmmss -SQL-EXCEPTION.txt

Check the Database log file located at `C:\ProgramData\Avaya\PostgreSQL\9.3\pg_log`. Every day, the system generates a new log file with a name such as `postgresql-2014-11-23_000000.log`.

Log files from the Import tool

When you run the `DataImport.exe` and the `configuration.csv` files, the `Avaya_IP_Office_Contact_Center_Configuration.log` file is stored in the folder where the `Avaya_IP_Office_Contact_Center_Configuration.xlsm` is located. When you run the `DataImport.exe` file in the *Temp* directory, the following logs are generated:

- Dataimport.log
- Dataimportbcp.log
- Dataimportcc.log
- Dataimportc3k.log

TTrace server logging process

For every process, the TTrace server generates and stores two log files in a specified folder on the IP Office Contact Center server. By default, the TTrace server generates new log files every day and deletes them after 10 days. You can change the default settings through *TTraceConfig*. The TTrace server saves the log files in ASCII format. You can open the log files using a standard word processing program, such as Notepad.

TTrace log folders

TTrace log folders are stored in the following location by default: `C:\ProgramData\Avaya\TTLogfiles`. You can change the location at any time.

Note:

By default, the folder is hidden. To see the folder, you must change the server folder options to display hidden files, folders, and drives.

The TTrace server generates a log file daily in ASCII format for every process. The server retains the files for 10 days.

The following folders contain the log files for each process:

- AddressBook
- CCUI
- Chat
- Core
- CRM
- Database
- EMail
- IP Office
- IVR
- LandingPage
- Optional
- Server
- System
- Test
- Wallboard
- WebServices
- WebUI

For more information about collecting and downloading logs, see Downloading logs in *Using Avaya IP Office Contact Center Web Administration Portal*.

TTrace log files

The name of the log file has the following format:

YYYY_MM_DD_tt_<Processname>@<Hostname>_<Pid>_<Split>.log

Item	Description
YYYY	Specifies the year. For example: 2006
MM	Specifies the month. For example: 05
DD	Specifies the day. For example: 24
<Processname>	Specifies the name of the process.
<Hostname>	Specifies the host name of the machine that runs the process.
Pid	Specifies the Process ID (PID).
Split	Specifies the split sequence, if applicable. You can split up a log file at anytime. The identifier <i>_letter</i> (_A to _Zn) is inserted in the file name. After the identifier letter _A, the log file is identified by Z plus a consecutive number (Z<number>). Log files larger than 150 MB are automatically divided. The log file generated previously is not deleted automatically.
.log	Specifies the extension of the log file.

Examples for the name of the log file

- 2014_06_12_tt_kernel@stu13117.log
- 2014_06_12_tt_testappl@stu13117_890.log

For every component, the server creates a second log file. The output of the service log file is reduced. The log file only contains important messages, such as messages about the process start or serious errors.

The name of the service log file displays in the following format:

YYYY_MM_DD_tt_<Processname>@<Hostname>_<Pid>_<Split>.log_service.

TTrace log management

TTraceDisplay

TTraceDisplay provides a basic overview about the status of all processes that are indicated through LED colors:

- Green: Process is running.
- Yellow: Process is starting.

- Red: Process is stopped.

Starting TTrace Console

Before you begin

Ensure that the TTrace Server is configured and operational.

Procedure

1. From the Windows **Start** menu, click **All Programs > Avaya > Server > Trace System > Console**.
2. Enter the host name of the TTrace Server.

TTrace Console connects to TTrace Server and displays the output of each process in a separate window.

Note:

You must choose the “not automatic opening of process windows” option.

Windows and views

The Service window displays a time-sorted history about the processes from the service log files, up to a maximum limit of 1000 rows.

The Activate service window displays service messages for each process.

Event log entries as alarms

The TTrace scans the TTrace logs and writes for important events as alarms to an Event Log. The standard TTrace configuration `tt_srv.xml` file, provided during installation, directs the most important messages to the Event Log. The `tt_srv.xml` file is located at `C:\Program Files (x86)\Avaya\IP Office Contact Center\Trace System`.

From the Application log, you can view the events reported in the Event log. The events are marked with TTrace in the Source column. TTrace messages are classified by event types, such as information, warning, and error. Each entry of the Event Log contains the name of the IP Office Contact Center process and the message text that caused the entry.

Event log entries, which are caused due to the user login failure for the following applications, are marked with a keyword “Audit Failure”:

- Web Administration Portal
- IP Office Contact Center User Interface for Windows
- IP Office Contact Center Web User Interface
- Wallboard

You can:

- Change the delivered default configuration file with the tool tt_config.
- Add or remove scanned messages.
- Configure email addresses and server to send an email when a particular error occurs.

Ensure that the port 25 is not blocked in the IP Office Contact Center server when you are using emails.

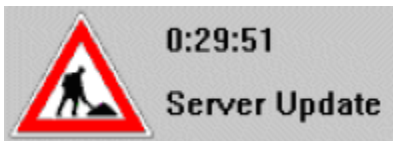
Starting and finishing maintenance

About this task

To prevent unwanted messages generation during the maintenance of IP Office Contact Center, you can pause the logscan. You can set a duration for the maintenance work. The logscan will automatically start after the set duration.

Note:

During maintenance, the system displays the following image in TTraceConsole to indicate the estimated duration of maintenance:



Procedure

1. To start maintenance:
 - a. Start TTraceConsole.
 - b. Click **Extra > Starting Maintenance**.
 - c. In the **Estimated duration** field, enter the duration of maintenance.
 - d. In the **Name & cause** field, enter the name and reason for maintenance.
 - e. Click **OK**.
2. To finish maintenance:
 - a. Start TTraceConsole.
 - b. Click **Extra > Finished Maintenance**.

Task Reporting log files

Log files save data transfers to the task reporting database. The log files are stored in C:\Program Files (x86)\Avaya\IP Office Contact Center\Statistics. For every task report, a log

file is created: `LevelOneData.log`, `LevelTwoAgentData.log`, `LevelTwoTopicData.log`, `LevelOneCustHist.log`, and `LogfileALData.log`. Agent state data is logged in the `LogfileALData.log`.

Report activation

Activated reports can use existing log files or new log files. The log file is written to the database after the connection is established. If the connection is not operational, data is not transferred. The data is still written to the log file. The system tries to reestablish the connection every 10 seconds. When the database connection is reestablished after a failure, the content of the log file is automatically transferred to the task database. No content is written if the log file does not contain data.

Connection failure during content transfer

If the connection fails during the content transfer, the system creates a new log file, `name.log_temp_date_time`, which contains the data that was not yet transferred. The log file is not transferred automatically.

Log file larger than 2 GB

If the size of the log file exceeds 2 GB, the content is copied to the file `name.log_overflow_date_time`. The log file is not transferred automatically. The system creates a new empty log file.

SQL statement cannot be written

Syntax errors can prevent the `tr_srv` process from being written to the task database. When this issue occurs, the system creates a new log file, `logfile_name.log.DontRetryTransfer`, which contains the data that was not successfully transferred. The log file is not transferred automatically. You must import the log file manually.

Updating the data in log files

About this task

You cannot edit the log file `logfile_name.log.DontRetryTransfer` when the `tr_srv` process is running.

Procedure

1. Open **TTraceConsole**.
2. Click **CopySqlFile**.
3. Click **Send**.

The system copies the log file to `logfile_name.log.ForEdit` and then creates a new log file `logfile_name.log.DontRetryTransfer`.

Chapter 3: Error and alarm messages

UI (001)

Message number	Description
001.004.0002	No such license. License for a feature not found.
001.004.0008	No license-server found.
001.004.0012	Grace period has started. License is expired for an earlier version.
001.004.0014	Grace period is reset. Connected successfully to the license server.
001.555.0001	Login of a user failed.
001.555.0002	Login of a user is successful.
001.555.0010	Security relevant changes of the configuration.

db_srv (002), c3k_sb_Srv (033), tr_db_srv (082), and mediastore_db_srv(083) messages

Message number	Description
002.000.1000	Error when starting the database (DB) server.
002.000.1001	Cannot get the database ref. The server will retry.
002.000.1002	Cannot insert the DBServerVersion table.
002.000.1003	Cannot register ccid_generator at the naming service. The db_srv process has stopped and will try to reconnect.
002.000.1004	Cannot register log_server at the naming service. The server will retry.
002.000.1005	Cannot register the database at the naming service. The server will retry.
002.000.1006	Cannot register the statistic at the naming service. The server will retry.
002.000.1007	The fetching sybase error log failed.
002.000.1008	Cannot create a session to retrieve the sybase error log. The server will retry.
002.000.2000	The db_srv process is starting.
002.000.2001	The db_srv process is operational.

Table continues...

Message number	Description
002.000.2002	The db_srv process is stopping.
002.000.2003	The db_srv process stopped successfully.

Ina_srv (003), cc_Ina_srv (003), and c3k_Ina_srv (034) messages

Message number	Description
003.000.1000	Error when starting the server.
003.000.1001	Cannot get the database ref. The server will retry.
003.000.1002	The Ina_srv process is stopping.
003.000.1008	Cannot read the required registrations from the database. The server will retry.
003.000.2000	The Ina_srv process is starting.
003.000.2001	The Ina_srv process is operational.
003.000.2002	The Ina_srv process is stopping.
003.000.2003	The Ina_srv process stopped successfully.

Kernel messages (004.000)

Message number	Description
004.000.1000	Failed to access the database.
004.000.1001	Failed to access the task server manager.
004.000.1002	Failed to access the observable process of vectors.
004.000.1003	Failed to access the Common Object Request Broker Architecture (Corba) name service. Check the naming service, start parameter, and network settings.
004.000.1004	Invalid shared memory values in the database.
004.000.1005	Failed to access the reconstructor.
004.000.1100	Invalid task type operation.
004.000.1101	A task type is missing in an object.
004.000.1102	No object for the specified object ID.
004.000.1200	Failed to access a specific database table.

Table continues...

Error and alarm messages

Message number	Description
004.000.1201	Failed to load a database table.
004.000.1202	No mandatory record in the database.
004.000.1300	Failed to register a specific observer.
004.000.1301	Failed to de-register a specific observer.
004.000.1400	A clip data server signaled a specific address more than once.
004.000.1500	A public interface uses an unknown data type.
004.000.1800	External distribution is unavailable.
004.000.1850	The reconstructor process is unavailable for the offline task statistic reconstruction.
004.000.2000	A task server is registered more than once.
004.000.2001	The task server has an unknown task type.
004.000.2002 and 004.000.2003	The task server proxy is inaccessible.
004.000.2004	Conflict between VEP and PEP.
004.000.2005	The task server did not provide an object.
004.000.2006	Corba call failed.
004.000.2007	The request from the kernel to the task server timed out.
004.000.2008	A task server with this ID is unavailable.
004.000.2009	Proxy exception.
004.000.2010	The ID of the email task server changed during reconstruction.
004.000.3000	Unknown event.
004.000.3001	Unexpected event.
004.000.3002	Invalid event content.
004.000.3003	Unexpected state.
004.000.3100	Event or operation is rejected because the object is out of service.
004.000.3101	Invalid task structure.
004.000.3200	Invalid PauseOff event for an agent.
004.000.3201	Agent login state is invalid.
004.000.3202	The agent is unable to sign on or the device is out of service.
004.000.3300	No empty space in the shared memory of the object. The system cannot add a new task or agent to the shared memory.
004.000.3301	Invalid operation. The task connection is in the shared memory, but the server cannot store another connection from the same contact.
004.000.4000	The task ID disappeared.
004.000.4001	The task ID does not have a NetMaster.
004.000.4002	Reservation of a related topic has timed out.

Kernel/custident messages (004.011)

Message number	Description
004.011.0001	The customer identification component is starting.
004.011.0002	Data from the customer identification database is loading.
004.011.0003	The startup process is complete.
004.011.0004	Reconnecting the lna_srv process.
004.011.0005	The lna_srv process is reconnected.
004.011.0101	The VALUE_CIE_CC_CLIP license is unavailable.
004.011.0102 and 004.011.0103	Cannot reach the database server.
004.011.0104	Invalid database table proxies.
004.011.0105	Invalid registration.
004.011.0106	Cannot connect to the lna_srv process.
004.011.0107	Invalid address type for address=searchAddress.
004.011.0108	Invalid address.
004.011.0109	Address=normalizedAddress is already registered.

lad_srv messages (006)

Message number	Description
006.000.0001	The lad_srv process is starting.
006.000.0002	The lad_srv process has started.
006.000.0003	The lad_srv process stopped.
006.000.0101	No database server.
006.000.0102	Waiting for a valid database.
006.000.0103	Waiting for a valid kernel.
006.000.0104	The kernel did not provide the last agent data server interface.
006.000.0105	No kernel or adapter is available.

Vector messages (007)

Message number	Description
007.000.1000	Successfully initialized the Object Request Broker (ORB).
007.000.1001	ORB startup failed. The process is exiting.
007.000.1002	Successfully registered ORB at the naming service.
007.000.1003	Failed to register the vector process at the ORB name service.
007.000.1100	Database server successfully connected.
007.000.1101 and 007.000.1102	Failed to bind the database server.
007.000.1103 and 007.000.1104	Failed to obtain a database session.
007.000.1105	Successfully loaded the static objects from the database server.
007.000.1106 and 007.000.1107	Failed to load static objects from the database server.
007.000.1108	Lost connection to the database server.
007.000.1109	Successfully reconnected to the database server.
007.000.1110	Failed to reconnect to the database server.
007.000.1200	The Notification server has connected successfully.
007.000.1201	Failed to bind the notification server.
007.000.1202 and 007.000.1203	Failed to register an observer for change notifications.
007.000.1204 and 007.000.1205	Failed to register an observer for request notifications.
007.000.1206	Lost connection to the notification server.
007.000.1207	Successfully reconnected to the notification server.
007.000.1208	Failed to reconnect to the notification server.
007.000.1300	Kernel successfully connected.
007.000.1301	Failed to bind the kernel manager.
007.000.1302	Failed to connect the kernel.
007.000.1303	Kernel not yet ready. The server is waiting.
007.000.1304	Failed to call the kernel vector destination.
007.000.1305	Reconnected the vector destination successfully.
007.000.1306	Failed to reconnect the vector destination.
007.000.1307	Failed to access the tag modification object in kernel.
007.000.1308	Connection to kernel lost.
007.000.1310	Failed to reconnect the kernel.

Table continues...

Message number	Description
007.000.2000	Startup is complete and the process is operational.
007.000.2001	Message: Initializing shutdown.
007.000.2002	Initialization resulted in an exception. The process is exiting.
007.000.2100	Task flow group activation started.
007.000.2101	Task flow group activation succeeded.
007.000.2102	Task flow group activation failed.
007.000.2103	Task flow group syntax check started.
007.000.2104	Task flow group syntax check succeeded.
007.000.2105	Task flow group syntax check failed.
007.000.2106	Task flow element activation started.
007.000.2107	Task flow element activation succeeded.
007.000.2108	Task flow element activation failed.
007.000.2109	Task flow element syntax check started.
007.000.2110	Task flow element syntax check succeeded.
007.000.2111	Task flow element syntax check failed.

statistics_srv messages (008)

Message number	Description
008.000.1000	Failed to access Corba name service.
008.000.1001	Failed to access configuration database.
008.000.1002	Failed to access statistic database.
008.000.1003	Failed to access database session.
008.000.1004 and 008.000.1005	Database session Bye command failed.
008.000.1006	Lost Connection to <process/object>.
008.000.1100	Invalid configuration and task type operation.
008.000.1101	Invalid configuration. A specific task type is missing an object.
008.000.1102	Invalid configuration. No object for the specified object ID.
008.000.1103	Invalid configuration. No default object, such as Agent Group (AG), Topic, Team, or Agent.
008.000.1104	Invalid configuration. The agent group has an invalid value of 0. The valid value is 1.
008.000.1105	Invalid configuration and object ID loaded from the database.

Table continues...

Message number	Description
008.000.1106	Invalid configuration. Cannot load the configuration from the IP Office Contact Center database.
008.000.1107	A notification call from the Ina_srv process caused a configuration error.
008.000.1108	The startup process failed and exited.
008.000.1200	Failed to access a specific database table.
008.000.1201	Cannot load content from a database table.
008.000.1202	A mandatory record is unavailable in the database.
008.000.1203	Lost statistic data. Cannot write to <name>Statistic table.
008.000.1300	Failed to register a specific observer.
008.000.1301	Failed to de-register a specific observer.
008.000.1500	A public interface uses an unknown datakind type.
008.000.2000	Startup is complete and the application is operational.
008.000.2001	The statistics_srv process is stopping.
008.000.2002	The statistics_srv process is stopping and exiting.
008.000.2003	The startup process is operational.
008.000.2004	The startup process is complete.
008.000.2005	Process is connecting to <process/object>.
008.000.2006	Process connected to <process/object>.
008.000.2007	Process reconnected to <process/object>.

monitor_srv messages (009 and 064)

Message number	Description
009.000.1000	Failed to access Corba name service.
009.000.1001	Failed to access configuration database.
009.000.1002	Failed to access statistic database.
009.000.1003	Failed to access database session.
009.000.1004 and 009.000.1005 and 009.000.1005	Database session Bye command failed.
009.000.1006	Lost connection to the process and associated object.
009.000.1100	Invalid configuration and task type operation.
009.000.1101	Invalid configuration. A task type is missing an object.
009.000.1102	Invalid configuration. No object for the specified object ID.

Table continues...

Message number	Description
009.000.1103	Invalid configuration. No default object, such as Agent Group (AG), Topic, Team, or Agent.
009.000.1104	Invalid configuration. The agent group has an invalid value of 0. The valid value is 1.
009.000.1105	Invalid configuration and object ID loaded from the database.
009.000.1106	Invalid configuration. Cannot load the configuration from the IP Office Contact Center database.
009.000.1107	A notification call from lna_srv caused a configuration error.
009.000.1108	The startup process failed and exited.
009.000.1200	Failed to access a specific database table.
009.000.1201	Failed to load content from a database table.
009.000.1202	A mandatory record is unavailable in the database.
009.000.1203	Lost statistic data. Cannot write to <name>Statistic table.
009.000.1300	Failed to register a specific observer.
009.000.1301	Failed to de-register a specific observer.
009.000.1500	A public interface uses an unknown data type.
009.000.2000	Startup is complete and the application is operational.
009.000.2001	The monitor_srv process is stopping.
009.000.2002	The monitor_srv process is stopping and exiting.
009.000.2003 and 009.000.2004	Startup is complete and the process is operational.
009.000.2005	The process is connecting to <process/object>.
009.000.2006	The process connected to <process/object>.
009.000.2007	The process reconnected to <process/object>.

tr_srv messages (010)

Message number	Description
010.000.0100	Cannot establish the Corba connection to the database server. Ensure that the database server is operational and the host name is correct.
010.000.0101	Cannot close the log file.
010.000.0102	Programming error. The internal data type is not supported.
010.000.0104	Cannot read the TaskTypes database table. Ensure that the database server is operational.

Table continues...

Error and alarm messages

Message number	Description
010.000.0105	Cannot read the TRGeneral database table. Ensure that the database server is operational.
010.000.0106	Configuration error. A report with the same ID is defined twice.
010.000.0107	Configuration error. A report with an ID is not defined. The server is activating the report.
010.000.0108	The server has an unexpected internal state and cannot activate the report. Restart the server.
010.000.0109	Configuration error. A report with an ID is not defined. The server is deactivating the report.
010.000.0110	The server has an unexpected internal state and cannot deactivate the report. Restart the server.
010.000.0111	Configuration error. A report with an ID is not defined. The server is deleting the report.
010.000.0112	The server has an unexpected internal state and cannot delete the report. Restart the server.
010.000.0114 and 010.000.0115	Cannot open the database session. Ensure that the database server is operational.
010.000.0116	Cannot write the ServerVersion database table. Ensure that the database server is operational.
010.000.0117	Cannot write the TRLevelParameter database table. Ensure that the database server is operational.
010.000.0118, 010.000.0119, and 010.000.0120	Internal programming error.
010.000.0122	Cannot delete customer data. Failed to get StatHoldTime from the database.
010.000.0123	Cannot convert or delete DeleteCustData: StatHoldTime.
010.000.0124	The server cannot register for a database table notification.
010.000.0200	Configuration error. The TRLevelStmt table is missing a Structured Query Language (SQL) statement.
010.000.0201 and 010.000.0202	Programming error. Cannot read a report from the database and store the report internally.
010.000.0203	Configuration error. An SQL statement fragment has an invalid index value. The valid range of values is between 0 and 20.
010.000.0204	Configuration error. The position of a parameter description does not match the SQL statement.
010.000.0205	Programming error. SQL statements are not connected in the correct order.
010.000.0206	Configuration error. Level 2 requires a user-defined task tag.
010.000.0207	Configuration error. Level 3 requires a user-defined task tag.

Table continues...

Message number	Description
010.000.0208	Configuration error. This SQL data type is not supported.
010.000.0209	Configuration error. Counters do not support this SQL data type.
010.000.0210	Configuration error. Time stamps do not support this SQL data type.
010.000.0211	Configuration error. Task IDs do not support this SQL data type.
010.000.0212	Configuration error. Bit counters do not support this SQL data type.
010.000.0213	Configuration error. Enumeration counters do not support this SQL data type.
010.000.0214	Configuration error. Tags do not support this SQL data type.
010.000.0216	Configuration error. An attribute name is not supported.
010.000.0217	Configuration error. Counters do not support this name.
010.000.0218	Configuration error. The column width of a char or binary column cannot be 0.
010.000.0219	Configuration error. The number of parameters in the SQL statement does not match the configured number of parameters.
010.000.0220	Configuration error. The column width for task ID binary columns must be 8.
010.000.0400	Failed to connect to the statistic server. Ensure that the statistic server is operational.
010.000.0401 , 010.000.0402, 010.000.0403 and 010.000.0404	Cannot bind the statistic server as a Corba object. Ensure that the statistic server is operational. Then restart the statistic server and the task reporting server.
010.000.0405	The statistic server sent a data object with an unknown data type. The task reporting server will ignore this data object.
010.000.0406	Cannot interpret the data object sent by the statistic server. The task reporting server will ignore this data object.
010.000.0407	The statistic server cannot reach the report submitted for registration. The task reporting server will resubmit the report.
010.000.0408	The statistic server cannot reach the report submitted for de-registration. The task reporting server will resubmit the report.
010.000.0409	The task reporting server cannot connect to the statistic server. The server will retry the connection later.
010.000.0410	Cannot reach the statistic server. Ensure that the statistic server is operational.
010.000.0411	Programming error. Cannot reach the statistic server.
010.000.0412	Cannot reach the statistic server to start or stop a report. Ensure that the statistic server is operational and then try to reconnect.
010.000.0413	The startup process cannot reach the statistic server. The task reporting server will retry after 1 second.

Table continues...

Message number	Description
010.000.0414	Cannot register the report to the statistic server.
010.000.0415	Cannot de-register the report from the statistic server.
010.000.0416	Programming error. Cannot find a user-defined tag.
010.000.0417	Error when starting a report in the statistic server. See the error message from the statistic server.
010.000.0418	Error when stopping a report in the statistic server. See the error message from the statistic server.
010.000.0500	A data record will be written to the customer database after a connection becomes available.
010.000.0501	Failed to create a command to write a data record in the customer database. The server might not have enough memory.
010.000.0502	Configuration error. Too many parameters for the SQL statement.
010.000.0503	Configuration error. Not enough parameters for the SQL statement.
010.000.0504	Configuration error. Negative numbers are invalid parameter values.
010.000.0505	Configuration error. A parameter is configured twice.
010.000.0506	Configuration error. Invalid parameter type.
010.000.0507	Configuration error. The SQL type for a parameter is invalid.
010.000.0508	Configuration error. Invalid C type for a parameter.
010.000.0600	Open Database Connectivity (ODBC) database connection failed. Check the URL, user, and password.
010.000.0601	Cannot allocate a handle to an ODBC statement.
010.000.0602	Cannot allocate a handle to an ODBC statement while reading the procedure information.
010.000.0603	Cannot allocate a handle to an ODBC statement while reading a task ID.
010.000.0604	Cannot allocate a handle to an ODBC statement while executing the SQL statement.
010.000.0605	Cannot allocate a handle to an ODBC statement while reading column information.
010.000.0606	Failed to prepare an ODBC statement.
010.000.0607	Failed to bind an ODBC statement.
010.000.0608	Failed to execute an ODBC statement.
010.000.0609	Failed to execute an ODBC statement because the database was shutting down.
010.000.0610	An ODBC function returned an <code>SQL_ERROR</code> error message.
010.000.0611	An ODBC function returned an <code>SQL_NEED_DATA</code> error message.
010.000.0612	An ODBC function returned an <code>SQL_STILL_EXECUTING</code> error message.
010.000.0613	An ODBC function returned an <code>SQL_NO_DATA</code> error message.

Table continues...

Message number	Description
010.000.0614	An ODBC function returned an SQL_INVALID_HANDLE error message.
010.000.0615	An ODBC function returned unknown results.
010.000.0616	An ODBC function returned SQLNumParams().
010.000.0617	Error returned while getting column information.
010.000.0618	Error returned while getting procedure information.
010.000.0619	Error returned while getting a task ID.
010.000.0620	Error returned while binding columns to read a task ID.
010.000.0621	Error returned while executing an SQL statement.
010.000.0622	Error returned while executing an SQL statement to get a task ID.
010.000.0623	Error returned while calling the ODBC function SQLSetConnectAttr().
010.000.0624 and 010.000.0625	Error returned while calling the ODBC function SQLEndTran().
010.000.0626	Error returned while calling the ODBC function SQLProcedureColumns().
010.000.0627	Internal programming error.
010.000.0700, 010.000.0701, 010.000.0702, 010.000.0703, 010.000.0711, and 010.000.0714	Cannot create a log file. Ensure there is enough disk space.
010.000.0704 and 010.000.0705	Cannot check the size of a log file. Ensure there is enough disk space.
010.000.0706	Cannot read the information in a log file. This failure occurred when starting the data transformation.
010.000.0707	Cannot read the information in a log file. This failure occurred when stopping the data transformation.
010.000.0708 , 010.000.0710, 010.000.0709, and 010.000.0710	Cannot set the pointer to the start of the file. Ensure there is enough disk space.
010.000.0712 and 010.000.0713	Cannot write a data record to the log file. Ensure there is enough disk space.
010.000.0715	Cannot open a log file.
010.000.0716	Error message returned while reading a log file.
010.000.0717, 010.000.0718, and 010.000.0719	Error message returned while checking the size of a log file.
010.000.0720	Cannot delete a log file.

Table continues...

Message number	Description
010.000.0721	Data transfer from a file to the database stopped. More data records are in the file.
010.000.0997	Internal Corba error. See the text message for more information.
010.000.0998	The application ran out of memory.
010.000.0999	Programing error.

VoiceControl messages (022)

Message number	Description
022.021.0002	Failed to connect to Challenge-Handshake Authentication Protocol (CHAP).
022.021.003	CHAP disconnected. Check CHAP service.
022.021.0004	Failed to dispatch an incoming call because the call is too short.
022.021.0100	Connection to CHAP established.
022.022.0002	Cannot start a script. The task server is using an incorrect script ID.
022.022.0003	Check configuration of the association VC<-> task server.
022.022.0004 and 022.022.0005	Task Manager server is unavailable.
022.022.0006	Cannot route a voice message due to a problem with the task server.
022.024.0001	Failed to create a database session.
022.024.0002	Failed to connect the database server.
022.025.0002	Voice Control startup process is complete.
022.025.0003	Voice Control process stopped manually.

CHAP messages (024)

Message number	Description
024.006.0002	Cannot start or stop controller.
024.006.0220	Cannot connect TCP to PBX IP address.
024.000.0140	ServiceId=0x<s> is not responding.
024.000.0320	Answer call operation IPO-SIPEXT-IP-1 failed.

Table continues...

Message number	Description
	The DLL function returned the following response: res=5, ch=<s> line=1 callID=<s>.
024.007.0100	The SIP connection is lost.
024.000.0030	The Wav file cannot be opened.

Voice Extension Adapter messages (028)

Message number	Description
28.000.0102	Error while accessing the database.
28.000.0211	Connection to database lost.
28.000.0210	Connection to database established.
28.000.0220	Connection to PBX task server established.
28.000.0221	Connection to PBX task server lost.
28.000.0302	The Voice Extension Adapter (VEA) dropped a call, because the PBX task server did not respond.
28.000.0404	Error in announcement script configuration.
28.000.0407	Cannot write a .wav file to the specified location.
28.000.0408	Cannot convert a .wav file into a format suitable for CHAP.
28.001.0202	Internal error.
28.001.0300	Error in CHAP communication.

CHAPSync messages (029)

Message number	Description
29.000.0103	Error while accessing the database.
29.000.0201	Failed to connect to CHAP.
29.000.0200	Error in CHAP configuration detected and fixed.
29.000.0301	Internal error while communicating with CHAP.
29.000.0306	Cannot get the server host name.

DialUpNumberPool messages (030.004)

Message number	Description
030.004.0001	Incorrect registry configuration.
030.004.0002	Nameservice error. Check omniNameService.
030.004.0003	DialUpNumberPool error. Contact your support personnel.

SMTP Connector messages (030.021)

Message number	Description
030.021.0010	The Simple Mail Transfer Protocol (SMTP) connector cannot start the Gateway Server Interface (GSI) Library. Contact your support personnel.
030.021.0011	Cannot disconnect SMTP connector from GSI. GSI is starting on another thread.
030.021.0012	Cannot stop the SMTP connector. Check the network connection or the relay host parameter.
030.021.0013	Cannot stop the SMTP connector. Contact your support personnel.
030.021.0020	The SMTP connector cannot receive SMTP messages because another software module is using the SMTP port. Check the configuration and the other SMTP modules.
030.021.0021	A standard exception occurred while receiving SMTP messages. Contact your support personnel.
030.021.0022	SMTP failed with an unknown exception. Contact your support personnel.
030.021.0030	The relay host uses an unsupported authentication method. Check the configuration parameter of the relay host.
030.021.0031 and 030.021.0032	Cannot send an mail to the relay host. Check the error text for more information. The SMTP connector will retry later.
030.021.0033 and 030.021.0034	Cannot send a delivery report to the relay host. Check the error text for more information. The SMTP connector will retry later.
030.021.0040	Cannot save the message to the UMR C3000 database because the GSI interface is inactive. Contact your support personnel.
030.021.0041	Error when saving a new message to the UMR C3000 database.
030.021.0050 and 030.021.0051	The tag parser library failed. Check the message token or contact your support personnel.
030.021.0052	The tag parser library failed with an unknown exception. The Post Office Protocol 3 (POP3) and Internet Message Access Protocol 4 (IMAP4) stopped. Check the message token or contact your support personnel.

Table continues...

Message number	Description
030.021.0053	Cannot save a new message to the UMR C3000 database because the GSI interface is not ready. Contact your support personnel.
030.021.0054	The fill level for the UMR C3000 database returned an incorrect format. Contact your support personnel.
030.021.0055	The UMR C3000 database has reached the maximum size. The POP3 and IMAP4 cannot write any more messages to this database. The UMR C3000 database is full. The POP3 and IMAP4 cannot write any more messages to this database.
030.021.0056 and 030.021.0057	Cannot route a new service message.
030.021.0950	Registry configuration error. The <i>C3KIdent</i> key is missing.
030.021.0951	Registry configuration error. Replace the ID key for the <i>C3KIdent</i> key.
030.021.0952	Registry configuration error. The value of the Polling parameter exceeds the valid range. The valid range is between 1 second to 3600 seconds.
030.021.0953	C3000 server connection error.
030.021.0955	C3000 server communication error. Cannot accept a request to get a MIME message.
030.021.0956	C3000 server communication error. Cannot get the requested MIME message data.
030.021.0957	C3000 server communication error. Cannot get the MIME message.
030.021.0958 and 030.021.0967	C3000 server communication error. Cannot get the MIME message address data to route a message to a user.
030.021.0960	C3000 server communication error. Cannot use the system ID to get address data. Check the sender values in the <i>s-file</i> .
030.021.0961	C3000 server communication error. Cannot create a MIME message.
030.021.0962	C3000 server communication error. Cannot send the message to the target.
030.021.0965	C3000 server communication error. Cannot get the postmaster address to route the MIME message.
030.021.0966	C3000 server communication error. Cannot do the following: <ul style="list-style-type: none"> • Use the system ID to get address data from <code>order file *.s..</code> • Route the message to the user. Check the sender values in <i>s-file</i> .
030.021.0970	C3000 server error. Cannot set the status of a message to <i>Read</i> .
030.021.0971	C3000 server error. Cannot set the status of a message to <i>Success</i> .
030.021.0972	C3000 server error. Cannot set the status of a message to <i>Failed</i> .
030.021.0973	C3000 server error. Cannot set the status of a message to <i>Tried</i> .
030.021.0975	C3000 server release request failed.
030.021.0976	Cannot verify that the SMTP address exists.

Table continues...

Message number	Description
030.021.0977	Cannot get the system IDs for the specified address from the C3000 server.
030.021.0978	Cannot get the postmaster ID from the C3000 server.
030.021.0980	Cannot create a new MIME message. The failure occurred while routing the message to an address.
030.021.0981	C3000 server error. Cannot route the message to an address.
030.021.0990	C3000 server communication error. Cannot check for acknowledgements.
030.021.0991	Cannot call to <code>SendMimeMessageToMailSystem</code> . Check the log files.

POP3/IMAP4 Client messages (030.022)

Message number	Description
030.022.0010	POP3 and IMAP4 cannot start the GSI-Library. Contact your support personnel.
030.022.0011	Cannot disconnect POP3 and IMAP4 from GSI. GSI is starting on another thread.
030.022.0012	Cannot check the C3000 database fill level. The GSI interface is not ready.
030.022.0013	The fill level for the UMR C3000 database returned an incorrect format. Contact your support personnel.
030.022.0014	The UMR C3000 database is full. POP3 and IMAP4 cannot write any more messages to this database.
030.022.0015	Cannot save a new message to the C3000 database because the GSI interface is not ready. Contact your support personnel.
030.022.0016 and 030.022.0017	Cannot route a new service message.
030.022.0018 and 030.022.0019	The tag parser library failed. Check the message token or contact your support personnel.
030.022.0020	The tag parser library failed with an unknown exception. POP3 and IMAP4 stopped. Check the message token or contact your support personnel.
030.022.0021	Cannot stop POP3 and IMAP4. Contact your support personnel.
030.022.0030	An email account has an invalid protocol. Before you can receive new emails, you must reconfigure the email account. POP3 and IMAP4 are the only valid protocols for UMR email accounts.
030.022.0031	Cannot read UMR email accounts from the BCC database server. Check the configuration parameter.
030.022.0032	Cannot read C3000 email accounts with this configuration. Check the configuration parameter.

Table continues...

Message number	Description
030.022.0033	Cannot check the email account because the protocol type is not defined. Configure the account for POP3 or IMAP4.
030.022.0035	A standard exception occurred while checking email accounts. Contact your support personnel.
030.022.0036	Email service check failed. POP3 and IMAP4 stopped. Contact your support personnel.
030.022.0200	IMAP4 connection error. Cannot reach the email server on the IMAP4 port. Check the mailbox configuration parameter or the network connection.
030.022.0201, 030.022.0202	Error in connecting IMAP4 to the email server. Check the mailbox configuration parameter.
030.022.0205	IMAP4 connection error. The email server does not accept the user name. Check the mailbox configuration parameter or the network connection.
030.022.0206 and 030.022.0207	IMAP4 login error. Check the mailbox configuration parameter.
030.022.0210	IMAP4 connection error. The email server cannot create the Move folder. Check the mailbox configuration parameter or the network connection.
030.022.0211	IMAP4 creation error. The email server cannot create the Move folder. Check the mailbox configuration parameter.
030.022.0215, 030.022.0216, and 030.022.0217	IMAP4 connection error. Cannot select the Inbox folder because the Select command failed. Check the network connection or the mailbox on the email server.
030.022.0220, 030.022.0221 and 030.022.0222	IMAP4 connection error. Cannot find messages in the Inbox folder because the Search command failed. Check the network connection or the mailbox on the email server.
030.022.0225, 030.022.0226, and 030.022.0227	IMAP4 fetch error. Cannot get the message size from the Inbox folder because the Fetch command failed. Check the network connection or the mailbox on the email server.
030.022.0228	Cannot save a message to the UMR database because the message is too long. Check the mailbox on the email server.
030.022.0230, 030.022.0232, and 030.022.0233	IMAP4 fetch error. Cannot get the message content because the Fetch command failed. Check the network connection or the mailbox on the email server.
030.022.0231	Cannot save the message to the UMR database. Check the UMR database server.
030.022.0235, 030.022.0236, and 030.022.0237	IMAP4 copy error. Cannot copy the email to the Move folder because the Copy command failed. Check the network connection or the mailbox on the email server.
030.022.0240	IMAP4 connection error. Cannot change message status flags in a user inbox. Check the network connection.

Table continues...

Message number	Description
030.022.0241 , 030.022.0243 and 030.022.0245	IMAP4 connection error. Cannot write the message to the UMR database or change the status flag. The message is in the user inbox and is marked as <i>Seen</i> . Check the network connection.
030.022.0242 and 030.022.0244	IMAP4store failed. Cannot store the email with a new message flag. Check the mailbox on the email server.
030.022.0250, 030.022.0252, and 030.022.0254	Cannot delete a message from the inbox. Check the network connection or the mailbox on the email server.
030.022.0260, 030.022.0261, and 030.022.0262	IMAP4 logout error. Cannot log out of the user inbox. Check the network connection or the mailbox on the email server.
030.022.0300, 030.022.0301,030.022.03 02, and 030.022.0303	POP3 connection error. Cannot connect to the email server. Check the mailbox configuration parameter or the network connection.
030.022.0304 and 030.022.0305	The POP3 Pass command failed and the user cannot log in to the email server. Check the mailbox configuration parameter or the network connection.
030.022.0306 and 030.022.0307	The POP3 stat command request failed. The system cannot display the number of messages for a user. Check the mailbox configuration parameter or the network connection.
030.022.0308 , 030.022.0309, and 030.022.0310	The POP3 List command failed. The system cannot obtain the size of a message. Check the mailbox on the email server or the network connection.
030.022.0311	The requested message is too big to save to the UMR database. Check the mailbox on the email server.
030.022.0312 and 030.022.0313	The POP3 Retr command failed. A user mailbox cannot receive messages. Check the network connection or the mailbox on the email server.
030.022.0314	Cannot save an email to the UMR database. Check the UMR database server.
030.022.0315 and 030.022.0316	The POP3 Dele command failed. The system cannot mark messages in a user mailbox for deletion. Check the network connection or the mailbox on the email server.
030.022.0317 and 030.022.0318	The POP3 quit command failed. The system cannot log out a user or delete messages. Check the network connection or the mailbox on the email server.
030.022.0950	Registry configuration error. The <i>C3KIdent</i> key is missing.
030.022.0951	Registry configuration error. Replace the ID key for the <i>C3KIdent</i> key.
030.022.0952	Registry configuration error. The value of the Polling parameter exceeds the valid range. The valid range is between 1 second to 3600 seconds.
030.022.0953	C3000 server communication error.

Table continues...

Message number	Description
030.022.0955	C3000 server communication error. Cannot accept a request to get a MIME message.
030.022.0956	C3000 server communication error. Cannot get the requested MIME message data.
030.022.0957	C3000 server communication error. Cannot get the MIME message.
030.022.0958 and 030.022.0967	C3000 server communication error. Cannot get the MIME message address data. Address data is required to route a message to the user.
030.022.0960	C3000 server communication error. Cannot use the system ID to get the address data. Check the sender values in the <i>s-file</i> .
030.022.0961	C3000 server communication error. Cannot create a MIME message.
030.022.0962	C3000 server communication error. Cannot send the message to the target.
030.022.0965	C3000 server communication error. Cannot get the postmaster address to route the MIME message.
030.022.0966	C3000 server communication error. Cannot do the following: <ul style="list-style-type: none"> • Use the system ID to get the address data from <code>order file *.s</code>. • Route the message to the user. Check the sender values in <i>s-file</i> .
030.022.0970	C3000 server error. Cannot set the status of a message to <i>Read</i> .
030.022.0971	C3000 server error. Cannot set the status of a message to <i>Success</i> .
030.022.0972	C3000 server error. Cannot set the status of a message to <i>Failed</i> .
030.022.0973	C3000 server error. Cannot set the status of a message to <i>Tried</i> .
030.022.0975	C3000 server release request error.
030.022.0976	Cannot verify that the SMTP address exists.
030.022.0977	Cannot get the system IDs for the specified address from the C3000 server.
030.022.0978	Cannot get the postmaster ID from the C3000 server.
030.022.0980	Cannot create a new MIME message. The failure occurred while routing.
030.022.0981	C3000 server error. Cannot route the message.
030.022.0990	C3000 server communication error. Cannot check for acknowledgements.
030.022.0991	Cannot call the <code>SendMimeMessageToMail</code> system. Check the log files.

RoD Archie messages (041)

Message number	Description
041.000.1000	The archive process is starting.
041.000.1001	The archive process has started successfully.
041.000.1002	The archive process is stopping.
041.000.1003	The archive process is complete.
041.000.1004	The archive process is connected to the observation service.
041.000.2000	A Corba dialogue failed.
041.000.2001	Cannot connect to the Corba naming service. Check the host name and port.
041.000.2002	The archive process is operational. Stop running this instance of this process.
041.000.2003 and 041.000.2004	Cannot connect to the observation service. Check the host name and port, and then ensure that the service is operational.
041.000.2005 and 041.000.2007	Cannot archive the database.
041.000.2006	Cannot send a Corba request.
041.000.2008 and 041.000.2009	Database error occurred during backup.
041.000.2009	Database error occurred during restore.
041.000.2010 and 041.000.2011	Cannot start the database library. Ensure that the library exists on the server.
041.000.3000	An unexpected error occurred.

Rod CommandExecuter messages (042)

Message number	Description
042.000.1000	The CommandExecuter process is starting.
042.000.1001	The CommandExecuter process started successfully.
042.000.1002	The CommandExecuter process is stopping.
042.000.1003	The CommandExecuter process is complete.
042.000.2000	A Corba dialogue failed.
042.000.2001	Cannot connect to the Corba naming service. Check the host name and port.

Table continues...

Message number	Description
042.000.2002	The CommandExecuter process is operational. Stop running this instance of the process.
042.000.2003	The CommandExecuter process cannot start another program. Ensure that the program exists on the server.
042.000.3000	An unexpected error occurred.

Rodomat messages (043)

Message number	Description
043.000.1000	The Rodomat process is starting.
043.000.1001	The Rodomat process started successfully.
043.000.1002	The Rodomat process is stopping.
043.000.1003	The Rodomat process is complete.
043.000.1004	The Rodomat process used the observation service to connect to the RepoServ process.
043.000.2000	A Corba dialogue failed.
043.000.2001	Cannot connect to the Corba naming service. Check the host name and port.
043.000.2002 and 043.000.2003	Cannot use the observation service to connect to the RepoServ process. Check the host name and port, and then ensure that the observation process is operational.
043.000.3000	An unexpected error occurred.

TextTemplate Admin messages (046)

Message number	Description
046.000.0001	The TextTemplate Autoreplyadmin process is starting.
046.000.0002	The TextTemplate Autoreplyadmin process started.
046.000.0003	The TextTemplate Autoreplyadmin process is stopping.
046.000.0004	The TextTemplate Autoreplyadmin process stopped.
046.000.0010	Reconnect to {0}.
046.000.0014	Failed to connect to the external process. The process is not operational or the Corba name service is not configured properly.
046.000.0015	Connection to external process lost. Ensure that the process is operational.

Table continues...

Message number	Description
046.000.0021	Invalid configuration.
046.000.0023	Component error. Check the log files.

Rod RepoServ messages (047)

Message number	Description
047.000.1000	The RepoServ process is starting.
047.000.1001	The RepoServ process started.
047.000.1002	The RepoServ process is stopping.
047.000.1003	The RepoServ process is complete.
047.000.1004	The RepoServ process is connected to the observation service.
047.000.2000	A Corba dialogue failed.
047.000.2001	Cannot connect to the Corba naming service. Check the host name and port.
047.000.2002	The RepoServ process is operational. Stop running this instance of the process.
047.000.2003	Cannot create a directory. Ensure that there is enough disk space and that the write protection is off.
047.000.2004 and 047.000.2005	Cannot connect to the observation service. Check the host name and port, and ensure that the service is operational.
047.000.2006	The connection to the archive service is lost. Ensure that the process is operational.
047.000.2007	The error message is not used in UMR.
047.000.2008	Cannot send the Corba request response.
047.000.2009 and 047.000.2010	Cannot send a progress update event. Ensure that the connection is operational.
047.000.2011 and 047.000.2012	Cannot start the database library. Ensure that the library exists on the server.
047.000.3000	An unexpected error occurred.

Reconstructor messages (052)

Message number	Description
052.000.1000	Cannot register TaskStatisticAdapter at the Corba name service.

Table continues...

Message number	Description
052.000.1001	Cannot register TaskHistoryAdapter at the Corba name service.
052.000.1002	Cannot read reconstruction files.
052.000.1003	Calls are being treated as emails.
052.000.1700	The reconstructor is shut down.
052.000.1701	The reconstructor is ending all unused tasks because of a timeout or a user request.
052.000.1800	Tracing by request.
052.000.2000	A Corba exception occurred while connecting to the kernel.
052.000.2001	Cannot register an observer to the observable kernel.
052.000.2700	The reconstructor is connected to the kernel.
052.000.2701	The connection to the kernel is lost.
052.000.2702	The kernel is connected to TaskHistorylf.
052.000.2703	The kernel lost the connection to TaskHistorylf.
052.000.3000	The reconstructor cannot connect to the mon_srv process. Ensure that there is only one s_srvs.
052.000.3700	The statistic_srv process is connected to the reconstructor.
052.000.3701	The connection to the statistic_srv process is lost.
052.000.4000	Cannot create the directory for the reconstruction data.
052.000.4001	Cannot find or open the directory for the reconstruction data.
052.000.4002 and 052.000.4003	Error while reading a file. Cannot find the directory.
052.000.4004	Error while opening a file.
052.000.4700	Read task IDs of active or inactive tasks from the directory.
052.000.4701	Finished reconstructing active tasks. Inactive tasks are still under construction.
052.000.4702	Finished reconstructing active and inactive tasks.

C3000 Server messages (053)

Message number	Description
053.000.0001	The C3000 server process started.
053.000.0002	The C3000 server license is expired.
053.000.0003	Internal error.
053.000.0004	The C3000 server process is stopping.
053.000.0005	The C3000 server process stopped.

Table continues...

Message number	Description
053.000.0006	Configuration error.
053.000.0007	Licensing error. Ensure that the license exists and the server is available.
053.000.0008	Network problem. Ensure that the network connection is available and the remote component is operational.
053.000.0009	Components are not installed and might be missing dll files.

ChatTaskServer messages (066)

Message number	Description
066.000.0999	Connection to the UI is lost. Check the network connection or the client system.
066.000.1000	Cannot load settings. Ensure that the properties file exists then check the installation.
066.000.1001	Cannot start the basic application environment. Check the installation for corruption.
066.000.1100	ORB run error. Check the network connection and Corba settings.
066.000.1101	Database connection error. Check the network connection and Corba settings. Ensure that the database is operational.
066.000.1102	Task Manager server connection error. Check the network connection and Corba settings. Ensure that the Task Manager server is operational.
066.000.1103	Extensible Messaging and Presence Protocol (XMPP) server connection error. Check the network connection and XMPP settings. Ensure that the XMPP server is operational.
066.000.1200	The server is out of resources. Check memory and thread consumption.

UMR Taskserver messages (201)

Message number	Description
201.000.0001	The system is configured incorrectly.
201.000.0002 and 201.000.0005	Ensure that the database server is operational.
201.000.0003	Ensure that the UMS Client Adapter server is operational.
201.000.0004	Ensure that the Task Manager server is operational.
201.000.0006 and 201.000.0008	Configuration mismatch.

Table continues...

Message number	Description
201.000.0007	Cannot reach the mailbox on the UMS server. Ensure that the mailbox exists.

UmrClientAdapter messages (242)

Message number	Description
242.000.0001	The UMRClientAdapter process is starting.
242.000.0002	The UMRClientAdapter process started.
242.000.0003	The UMRClientAdapter process is stopping.
242.000.0004	The UMRClientAdapter process stopped.
242.000.0010	Reconnected to {0}.
242.000.0011	Startup error. Check the configuration file.
242.000.0012	Ensure that the database is operational and configured in the properties file.
242.000.0013	A database exception occurred while executing an action.
242.000.0014 and 242.000.0015	Cannot connect to an external process. Ensure that the process is operational and the Corba name service is configured.
242.000.0016	The observation service returned a <i>Create</i> error. Ensure that the remote process is operational.
242.000.0017	Cannot register the object at the Corba name service. Ensure that the name service is operational.
242.000.0018 and 242.000.0019	Cannot start the Corba main loop. Check the Corba name service configuration.
242.000.0101	The C3000 Server returned a JPI exception error. The exception occurred while executing an action.
242.000.0102	Cannot start the observation process. Check the Corba name service configuration.
242.000.0103	The connection to the C3000- lna_srv process is lost. Ensure that the process is operational and the Corba name service is configured.
242.000.0104	Ensure that the dll that is configured in the properties file is in a class path.
242.000.0105 and 242.000.0111	Internal error.
242.000.0106 and 242.000.0107	Check configuration. The specified class in JAR archive must be in a class path.
242.000.0108 and 242.000.0109	The system component for decryption is missing.
242.000.0110	Archive adapter error. Check the message in {0}.

Table continues...

Message number	Description
242.000.0112 and 242.000.0113	Cannot call Corba. A server process might not be operational.

UISessionManager messages (244)

Message number	Description
244.000.0001	The UISessionManager process is starting.
244.000.0002	The UISessionManager process started.
244.000.0003	The UISessionManager process is stopping.
244.000.0004	The UISessionManager process stopped.
244.000.0016	The observation service returned a <i>Create</i> error. Ensure that the remote process is operational.
244.000.0018	Cannot start the Corba main loop. Check the Corba name service configuration.
244.000.0101	Cannot call Corba. The server process might not be operational.
244.000.0102	Internal error.

Chapter 4: Resources

Documentation

See the following related documents on the Avaya Support website at <http://support.avaya.com>.

Document title	Use this document to:	Audience
Overview		
<i>Avaya IP Office Contact Center Start Here First</i>	Understand the structure of IP Office Contact Center documentation, and determine which document you should reference to obtain information on a specific topic.	All users
<i>Avaya IP Office Contact Center Feature Description</i>	Understand IP Office Contact Center features and capabilities.	All users
Planning		
<i>Avaya IP Office Contact Center Reference Configuration</i>	Understand IP Office Contact Center deployment topologies, network architecture, system capacities, product interoperability, and functional limitations of specific configurations.	<ul style="list-style-type: none">• Sales and support personnel• Architects• Implementation engineers
Deploying		
<i>Avaya IP Office Contact Center Core Installation Task Based Guide</i>	Perform basic IP Office Contact Center installation.	<ul style="list-style-type: none">• Support personnel• Implementation engineers
<i>Avaya IP Office Contact Center Telephony User Interface Configuration Task Based Guide</i>	Configure IP Office Contact Center telephony.	<ul style="list-style-type: none">• Support personnel• Implementation engineers
<i>Avaya IP Office Contact Center Dialer Task Based Guide</i>	Configure Dialer functionality.	<ul style="list-style-type: none">• Support personnel• Implementation engineers
<i>Avaya IP Office Contact Center Task Flow Editor Telephony Task Based Guide</i>	Configure the Task Flow.	Administrators
<i>Avaya IP Office Contact Center IVR Scenarios Task Based Guide</i>	Configure the IVR Editor module. This document also describes IVR editor script options and how to configure each option.	Administrators

Table continues...








Document title	Use this document to:	Audience
<i>Avaya IP Office Contact Center Email and Chat Services Task Based Guide</i>	Configure email and chat services. You must complete this configuration before you can use email and IM functionality on the IP Office Contact Center user interface.	Administrators
<i>Avaya IP Office Contact Center Reporting Task Based Guide</i>	Configure the IP Office Contact Center Reporting module.	<ul style="list-style-type: none"> • Implementation engineers • Administrators
Administering		
<i>Using the Avaya IP Office Contact Center Configuration and User Interface Configuration Modules</i>	Perform administration tasks with the Configuration and UI Configuration modules.  Note: This document is also available as a help system through the product interface.	Administrators
<i>Administering Avaya IP Office Contact Center Dialer</i>	Work with the Dialer module in the IP Office Contact Center interface.  Note: This document is also available as a help system through the product interface.	Administrators
<i>Administering Avaya IP Office Contact Center Task Flow Editor</i>	Create and edit task flow editor scripts. As of Release 10.0, this document also contains the task tag information that was previously in a separate <i>IP Office Contact Center Task Tags Reference</i> document. The separate document has been discontinued.  Note: This document is also available as a help system through the product interface.	Administrators
<i>Administering Avaya IP Office Contact Center IVR Editor</i>	Create and edit IVR editor scripts.  Note: This document is also available as a help system through the product interface.	Administrators
<i>Administering Avaya IP Office Contact Center Text Blocks</i>	Create, edit, and administer text blocks for the IP Office Contact Center email feature.	Administrators

Table continues...

Document title	Use this document to:	Audience
	<p> Note:</p> <p>This document is also available as a help system through the product interface.</p>	
<i>Administering Avaya IP Office Contact Center Address Book</i>	<p>Administer address books in the IP Office Contact Center interface. The address book feature simplifies agent tasks such as making calls and sending emails.</p> <p> Note:</p> <p>This document is also available as a help system through the product interface.</p>	Administrators
<i>Avaya IP Office Contact Center Statistics Counter Reference</i>	Understand the statistics counters.	<ul style="list-style-type: none"> • Implementation engineers • Administrators
Using		
<i>Using Avaya IP Office Contact Center for Windows</i>	<p>Use the IP Office Contact Center User Interface for Windows.</p> <p> Note:</p> <p>This document is also available as a help system through the web administration portal.</p>	All interface users, including agents, supervisors, and administrators.
Supporting		
<i>Avaya IP Office Contact Center Maintenance Task Based Guide</i>	Perform maintenance and upgrade tasks.	<ul style="list-style-type: none"> • Support personnel • Implementation engineers • Administrators

Finding documents on the Avaya Support website

Procedure

1. Navigate to <http://support.avaya.com/>.
2. At the top of the screen, type your username and password and click **Login**.
3. Click **Support by Product > Documents**.
4. In **Enter your Product Here**, type the product name and then select the product from the list.
5. In **Choose Release**, select an appropriate release number.
6. In the **Content Type** filter, click a document type, or click **Select All** to see a list of all available documents.

For example, for user guides, click **User Guides** in the **Content Type** filter. The list displays the documents only from the selected category.

7. Click **Enter**.

Training

You can access training courses and credentials at <http://www.avaya-learning.com>. To search for a course, after logging in to the website, enter the course code or the course title in the **Search** field and press **Enter** or click **>**.

Table 1: IP Office Contact Center courses and certification credentials

Course code	Course title
ACSS-3003	ACSS — IP Office Contact Center credential
AIPS-4000	AIPS — IP Office Platform credential
ACSS-3000	ACSS — Avaya Midmarket Communications credential
4001	Avaya IP Office Platform Implementation Test
3002	Avaya IP Office Platform Configuration and Maintenance Exam
3003	Avaya IP Office Contact Center Implementation and Maintenance Exam
8S00010E	Knowledge Access: Avaya IP Office Contact Center Implementation and Support.
0S00100E	Knowledge Access: Avaya IP Office Contact Center Administration
0S00010E	Knowledge Collection Access: Avaya Midmarket Implementation and Support
8S00010I	Fast Track: Avaya IP Office Contact Center Implementation and Support Instructor Led
8S00010V	Fast Track: Avaya IP Office Contact Center Implementation and Support Virtual Instructor Led
10S00005E	Knowledge Access: Avaya IP Office Contact Center Platform Implementation
5S00004E	Knowledge Access: Avaya IP Office Contact Center Platform Support
2251E	Knowledge Access: Avaya IP Office Contact Center Platform Administration
2252C	Avaya IP Office Contact Center Expanded Configuration and Administration

Viewing Avaya Mentor videos

Avaya Mentor videos provide technical content on how to install, configure, and troubleshoot Avaya products.

About this task

Videos are available on the Avaya Support website, listed under the video document type, and on the Avaya-run channel on YouTube.

Procedure

- To find videos on the Avaya Support website, go to <http://support.avaya.com> and perform one of the following actions:
 - In **Search**, type `Avaya Mentor Videos` to see a list of the available videos.
 - In **Search**, type the product name. On the Search Results page, select **Video** in the **Content Type** column on the left.
- To find the Avaya Mentor videos on YouTube, go to www.youtube.com/AvayaMentor and perform one of the following actions:
 - Enter a key word or key words in the **Search Channel** to search for a specific product or topic.
 - Scroll down Playlists, and click the name of a topic to see the available list of videos posted on the website.

Note:

Videos are not available for all products.

Support

Go to the Avaya Support website at <http://support.avaya.com> for the most up-to-date documentation, product notices, and knowledge articles. You can also search for release notes, downloads, and resolutions to issues. Use the online service request system to create a service request. Chat with live agents to get answers to questions, or request an agent to connect you to a support team if an issue requires additional expertise.

Using the Avaya InSite Knowledge Base

The Avaya InSite Knowledge Base is a web-based search engine that provides:

- Up-to-date troubleshooting procedures and technical tips
- Information about service packs
- Access to customer and technical documentation
- Information about training and certification programs
- Links to other pertinent information

If you are an authorized Avaya Partner or a current Avaya customer with a support contract, you can access the Knowledge Base without extra cost. You must have a login account and a valid Sold-To number.

Use the Avaya InSite Knowledge Base for any potential solutions to problems.

1. Go to <http://www.avaya.com/support>.
2. Log on to the Avaya website with a valid Avaya user ID and password.
The system displays the Avaya Support page.
3. Click **Support by Product > Product Specific Support**.
4. In **Enter Product Name**, enter the product, and press `Enter`.
5. Select the product from the list, and select a release.
6. Click the **Technical Solutions** tab to see articles.
7. Select relevant articles.

Glossary

SQL Structured Query Language. A programming language for managing data in a relational database management system.

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