



# **Avaya Aura<sup>®</sup> Messaging Events, Alarms, and Errors Reference**

Release 7.2.0  
Issue 1  
October 2020

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# Chapter 1: Introduction

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## Purpose of this guide

This document provides maintenance procedures and best practices for routine maintenance. Routine maintenance practices include regularly scheduled backup and restoration, daily monitoring, service pack installation, and verification testing.

This document is intended for people responsible for maintenance tasks.

# Chapter 2: Alarms

An alarm indicates a hardware, software, or environmental problem that could affect the operation of the system. The system displays alarms in the Alarm Log.

The alarm descriptions and resolution procedures in this section are organized by the alarm application identifier (ID). The ID is the two-letter code used to identify the application or subsystem for which an alarm is being generated. For example, the application ID for the MT BACKUP 1 alarm is MT. If you want to find information about the MT BACKUP 1 alarm, see the Maintenance (MT) alarm information.

This document covers the alarms and events for the Avaya message store. Links to other related alarms are listed here:

- For alarms and events generated by the Exchange backend, refer to [the Microsoft Web site](#).

## Related links

[Enhanced List Application \(EL\) Alarms](#) on page 12

[Lightweight Directory Access Protocol \(LD\) Alarms](#) on page 18

[Messaging \(MG\) Application alarms](#) on page 20

[Maintenance \(MT\) alarms](#) on page 27

[SM \(Station Manager\) alarms](#) on page 33

[Telephony \(TLPNY\) alarms](#) on page 34

[Voice Messaging \(VM\) Alarms](#) on page 35

[Voice Platform \(VP\) alarms](#) on page 60

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## Enhanced List Application (EL) Alarms

The ELA application generates the following alarms to indicate a problem with Enhanced List Application:

### Related links

[Alarms](#) on page 12

---

## EL DELIVTS 1

### Description

All of the trusted server data is lost.

### Severity

Warning

## Repair procedure

### Procedure

Use one of the following recovery methods:

- a. Reenter the trusted server information.
- b. Restore the data from the most recent backup of the system data.

---

## EL DELIVTS 2

### Description

Some of the trusted server data is lost.

### Severity

Warning

## Repair procedure

### Procedure

Use one of the following recovery methods:

- a. Reenter the trusted server information.
- b. Restore the data from the most recent backup of the system data.

---

## EL DELIVTS 3

### Description

Trusted server data is corrupt.

### Severity

Warning

## Repair procedure

### Procedure

Use one of the following recovery methods:

- a. Reenter the trusted server information.
- b. Restore the data from the most recent backup of the system data.

---

## EL DELIVTS 4

### Description

Trusted server data is no longer valid.

### Severity

Warning

## Repair procedure

### Procedure

Reenter the trusted server information.

---

## EL REGISTRY 1

### Description

The E-list registry is lost. The ELA software detected that the registry database disappeared.

### Severity

Warning

## Repair procedure

### Procedure

1. Restore the system data from a backup.
2. Re-administer the registry by recreating each of the ELA Lists.

 **Note:**

When you recreate the ELA lists, you do not need to reenter the names of individual members.

---

## EL REGISTRY 2

### Description

The system failed to write an updated E-list registry.

**Severity**

Minor

**Repair Procedure****Procedure**

See [Contact your remote support center](#) on page 88.

---

**EL SHADOW 1****Description**

The system lost the shadow mailbox data.

**Severity**

Warning

**Repair procedure****Procedure**

Use one of the following recovery methods:

- Reenter the shadow mailbox extension and community ID.
- Restore the data from the most recent backup of the system data.

---

**EL SHADOW 2****Description**

The shadow mailbox is corrupt.

**Severity**

Warning

**Repair procedure****Procedure**

Use one of the following recovery methods:

- a. Reenter the shadow mailbox extension.
- b. Restore the data from the most recent backup of the system data.

---

**EL SHADOW 3****Description**

The shadow mailbox is corrupt.

**Severity**

Warning

## Repair procedure

### Procedure

Use one of the following recovery methods:

- a. Reenter the shadow mailbox extension.
- b. Restore the data from the most recent backup of the system data.

---

## EL SHADOW 4

### Description

The shadow mailbox does not allow access to the trusted server.

**Severity**

Warning

## Repair procedure

### Procedure

Ensure that the Enhanced-List Application Shadow Mailbox Number on the System Mailboxes page has the Class of Service set to ELA. If this has been done correctly, See [Contact your remote support center](#) on page 88.

---

## EL SHADOW 5

### Description

The shadow mailbox does not exist at the expected extension.

**Severity**

Warning

## Repair procedure

### Procedure

Reenter the shadow mailbox extension.

---

## EL SHADOW 6

### Description

The shadow mailbox contains messages for recipients whose mailboxes are full. ELA cannot deliver new messages until the users make space in the mailboxes. The shadow mailbox can hold

a large number of messages. The shadow mailbox might also become full if the messages in the shadow mailbox exceed a certain size. If the shadow mailbox becomes full, no more messages can be delivered.

With the default settings, Messaging can take up to two weeks to determine that a message is undeliverable and to generate a log entry for a delivery failure. Depending on the number of times that you administer Messaging to retry sending messages to the full mailboxes, Messaging might take longer to generate the log entry.

**Severity**

Warning

## Repair procedure

### About this task

Find out whether persons with full mailboxes have abandoned their mailboxes. Abandoned mailboxes routinely consist of unwanted messages distributed by often-used lists. You can then remove these mailboxes, or ask subscribers with full mailboxes to delete at least half of their messages.

If you get this alarm regularly, evaluate how your business uses ELA:

### Procedure

1. Do your subscribers use large enhanced lists too frequently? Do your subscribers use the lists for trivial or non-business purposes?
2. Are subscriber mailboxes too small? Should you increase mailbox space?
3. Are the intervals for rescheduling delivery on the System Ports and Access page appropriate?

---

## Internet Messaging (IM) alarms

---

### IM IMAPDALTPORT

<b>Alarm text</b>	IMAPD unable to open ALT port
<b>Alarm level</b>	Minor
<b>Trigger component</b>	Application server

### Problem description

Messaging raises this alarm when IMAPD is unable to open the alternate IMAPD port. Messaging automatically clears this alarm when IMAPD can open the port.

## Repair procedure

### Procedure

If Messaging does not automatically clear the alarm, contact your remote support center.

For more information, see *Contact your remote support center*.

---

## Lightweight Directory Access Protocol (LD) Alarms

The LD application generates the following alarms to indicate a problem with Lightweight Directory Access Protocol:

### Related links

[Alarms](#) on page 12

---

## LD LFE 1

### Description

This alarm indicates that the maximum allowed size of the postmaster mailbox, as defined in the assigned class-of-service is less than 64MB.

### Severity

Warning

## Repair procedure

### Procedure

Complete one of the following tasks to resolve this alarm:

- a. Edit the class-of-service assigned to the postmaster mailbox to set the Maximum Mailbox Size field to at least 64 MB.
- b. Edit the subscriber mailbox of the postmaster mailbox to change the class-of-service to one with a Maximum Mailbox Size of at least 64 MB.
- c. Change the Internet Postmaster Mailbox Number on the System Mailboxes page to a mailbox assigned a class-of-service with a Maximum Mailbox Size of at least 64 MB.

---

## LD LFE 2

### Description

This major alarm indicates that there is no postmaster mailbox specified.

### Severity

Major

## Repair procedure

### Procedure

Administer a postmaster mailbox and enter the postmaster mailbox in the Internet Postmaster Mailbox Number on the System Mailboxes page.

---

## LD UPD 1

### Description

The LDAP replication server (SLURPD process) received a timeout on a request to a remote LDAP machine (the LDAP request to a networked machine timed out and raised an alarm). The alarm is cleared after a request to the same machine succeeds.

**Severity** Warning

## Repair procedure

### Procedure

Check the administration and status of the remote LDAP machine as follows:

- a. Verify the administration of the LDAP machine on the Networked Servers page.
  - b. Check the connection to the remote machine by selecting Test LDAP Connection from the Diagnostics menu.
  - c. If you cannot resolve the problem, see [Contact your remote support center](#) on page 88.
- 

## LD UPD 2

### Description

The LDAP replication server (SLURPD process) failed to connect to a remote LDAP machine. The alarm is cleared after a connect to the same machine succeeds.

**Severity** Warning

## Repair procedure

### Procedure

Check the administration and status of the remote LDAP machine as follows:

- Verify the LDAP machine administration on the Networked Servers page.
- Test the LDAP Connection from the Diagnostics menu.

If you cannot resolve the problem, see [Contact your remote support center](#) on page 88.

---

## LD UPD 3

### Description

The LDAP replication server (SLURPD process) failed to log in to a remote LDAP machine (the LDAP server could not log in to a networked machine and raise an alarm). The alarm is cleared after a login to the same machine succeeds.

### Severity

Warning

## Repair procedure

### Procedure

Check the administration and status of the remote LDAP machine as follows:

- Verify the LDAP machine administration on the Networked Servers page.
- Test the LDAP Connection from the Diagnostics menu.

If you cannot resolve the problem, see [Contact your remote support center](#) on page 88.

---

## Messaging (MG) Application alarms

This topic provides information about the alarms generated by the Messaging application. These alarms indicate a problem with the Messaging system.

### Related links

[Alarms](#) on page 12

---

## MG MANGO001

### Text

System went offline.

### Severity

Major

### Description

The application server is offline and cannot connect to the storage server. The MANGO001 alarm is raised when an application server cannot connect to the storage server for anywhere between approximately seven minutes to thirty five minutes.

## Repair procedure

### Procedure

1. Do one of the following actions:
  - Try restarting the storage server. To do this,
    - a. Stop the Messaging software.
    - b. Start the Messaging software.
  - Check the path and the connectivity to the storage server.
2. If the alarm is still active, contact your remote support center. See [Contact your remote support center](#) on page 88.

## MG MANGO002

### Text

Cannot connect to a Cluster Member.

### Severity

Major

### Description

ADCS determines that one of the other cluster members is down. The MANGO002 alarm is raised when an application server cannot connect to another application server in the cluster for anywhere between approximately seven minutes to thirty five minutes.

## Repair procedure

### Procedure

1. Perform one of the following actions:
  - Check the path and the connectivity to the cluster member that is not connected to the system.
  - Restart the application server that is non functional.
2. If the alarm is still active, contact your remote support center. See [Contact your remote support center](#) on page 88.

## MG MANGO003

### Text

Cannot get provisioning data.

### Severity

Major

### Description

The application server has problem fetching provisioning information from the storage server. Provisioning information is the site/topology configuration information as defined in the Messaging SMI.

The MANGO003 alarm is triggered when the application server cannot download the provisioning information from the storage server or fails to persist to the ADCS. The system resets the alarm every time the application server downloads or refreshes the data from the **Sites** web page on the Messaging SMI. The **Sites** web page data is downloaded or refreshed during the nightly synchronization of cache data.

### Repair procedure

#### Procedure

1. Check that the network connectivity to the storage server and the application server cluster is up and running fine.
2. Ensure that any active MANGO001 or MANGO002 alarms are cleared, before proceeding to the next step.
3. Try to manually update the Application Distribution Cache by:
  - a. Open the Messaging SMI and navigate to **System Operations**.
  - b. Click **Application Distribution Cache (ADCS): Synchronize**.
4. If the previous step does not resolve the alarm, restart Messaging:
  - a. Stop the Messaging software.
  - b. Start the Messaging software.
5. If the alarm is still active, contact your remote support center. See [Contact your remote support center](#) on page 88.

---

## MG MANGO004

<b>Alarm text</b>	Failed to set telephony configuration
<b>Alarm level</b>	Major
<b>Trigger component</b>	Application server

### Problem description

Messaging raises an alarm if the telephony integration with the application server fails. When you correctly administer the telephony settings and resolve the alarm, Messaging displays:

Ready to configure telephony settings

---

## MG MANGO005

**Alarm text** `Cannot create recognizer`

**Alarm level** Major

**Trigger component** Voice Browser

### Problem description

Messaging raises an alarm when the Voice Browser (VXBrowser) cannot create a recognizer for a new call. During that call, the caller may experience problems with voice and DTMF recognition or dead air.

## Repair procedure

### Procedure

1. Restart the Voice Browser from the System Operations page.
2. If the alarm is still active, contact your remote support center. For more information, see [Contact your remote support center](#) on page 88.

---

## MG MANGO006

**Alarm text** `Cannot create synthesizer`

**Alarm level** Major

**Trigger component** Voice Browser

### Problem description

Messaging raises an alarm when the Voice Browser (VXBrowser) cannot create a synthesizer for a new call. During that call, the caller may experience problems with Text-to-Speech or dead air.

## Repair procedure

### Procedure

1. Restart the Voice Browser from the System Operations page.
2. If the alarm is still active, contact your remote support center. For more information, see [Contact your remote support center](#) on page 88.

---

## MG MANGO007

<b>Alarm text</b>	VXIBrowser is out of free lines
<b>Alarm level</b>	Major
<b>Trigger component</b>	Voice Browser

### Problem description

Messaging raises an alarm when the Voice Browser (VXBrowser) cannot allocate a line for a new call. That call will be rejected.

## Repair procedure

### Procedure

1. Wait for the alarm to be automatically cleared on receiving the next new call.
2. If the alarm is still active, restart the Voice Browser from the System Operations page.
3. If the alarm is still active, contact your remote support center. For more information, see [Contact your remote support center](#) on page 88.

---

## MG MANGO040

<b>Alarm text</b>	License ERROR incompliance mode
<b>Alarm level</b>	Minor
<b>Trigger component</b>	Storage server

### Problem description

Messaging raises an alarm and changes from the License mode to the Error mode in the following conditions:

- The license expires.
- The license is missing.
- The license exceeds any of the limits.

The system stays in the Error mode for up to 30 days. If the issue is not resolved within 30 days, the system changes to the Restricted mode.

---

## MG MANGO041

<b>Alarm text</b>	License RESTRICTED incompliance mode
<b>Alarm level</b>	Major
<b>Trigger component</b>	Storage server

### Problem description

Messaging raises an alarm and changes from the License mode to the Restricted mode in the following conditions:

- The license expires.
- The license is missing.
- The license exceeds any of the limits.

In the Restricted mode, you cannot update subscribers and user preferences from System Management Interface (SMI).

---

## MG MANGO042

<b>Alarm text</b>	MSGCORE Imap connectivity error
<b>Alarm level</b>	Major
<b>Trigger component</b>	Storage server

### Problem description

Messaging raises an alarm when the IMAP connection fails because of issues with ports or an unavailable trustor server.

---

## MG MANGO043

<b>Alarm text</b>	MSGCORE LDAP connectivity error
<b>Alarm level</b>	Major
<b>Trigger component</b>	Storage server

### Problem description

Messaging raises an alarm when the LDAP connection fails.

---

## MG MANGO044

**Alarm text** MSGCORE SMTP connectivity error

**Alarm level** Major

**Trigger component** Storage server

### Problem description

Messaging raises an alarm when the SMTP connection fails. The SMTP connection failure impacts voice messages delivery.

---

## MG MANGO045

**Alarm text** EWS or Exchange Server connectivity error

**Alarm level** Major

**Trigger component** Storage server

### Problem description

Messaging raises an alarm when it faces exceptions in Exchange Web Services connections. These exceptions can be related to any Exchange Web Services operation for any user.

---

## MG MANGO046

**Alarm text** Application servers detected offline on storage server

**Alarm level** Major

**Trigger component** Storage server

### Problem description

Messaging raises an alarm when it detects that an application server is offline.

---

## MG MANGO047

**Alarm text** Cluster topology mismatch has been detected

**Alarm level** Major



---

## MT BACKUP 1

### Description:

An unattended backup failed.

### Severity

Warning

## Repair procedure:

### About this task

To repair the alarm:

### Procedure

1. Check the backup logs for Messaging and Avaya Aura® Communication Manager to see if the logs display a cause for the alarm.
2. Check LAN connectivity and the path to the backup server.
3. Check for any additional alarms associated with the backup process.  
If you find additional alarms, see [Contact your remote support center](#) on page 88.
4. If none of the previous steps resolves the issue, see [Contact your remote support center](#) on page 88

---

## MT BACKUP 2

### Description:

An attended backup failed.

### Severity

Warning

## Repair procedure:

### About this task

To repair the alarm:

### Procedure

1. Check for any additional alarms associated with the backup process.  
If you find additional alarms, see [Contact your remote support center](#) on page 88.
2. Check the backup logs for Messaging and Communication Manager to see if any log entry displays a cause for the alarm.
3. Check LAN connectivity and the path to the backup server.

4. If none of the previous steps resolves the issue, see [Contact your remote support center](#) on page 88

---

## MT DISK 0

**Description:**

A hard disk drive failed.

**Severity**

Major

## Repair Procedure

**Procedure**

See [Contact your remote support center](#) on page 88.

---

## MT FS 0

**Description:**

This alarm indicates that the file system is fragmented. Currently, this is only an informational message.

**Repair Procedure:**

No corrective action is necessary.

## Repair procedure

**Procedure**

1. Remove any old log files that are no longer needed. For a voice filesystem, for example /msg/media1, ensure that users remove old messages that are no longer needed.
2. After you execute Step 1, if the alarm is not resolved within an hour, see [Contact your remote support center](#) on page 88.

---

## MT RESTORE 1

**Description:**

A restore failed. The system was unable to access the restored information.

**Severity**

Minor

## Repair procedure:

### About this task

To repair the alarm:

### Procedure

1. Check the restore logs for Messaging and Communication Manager to see if any log entry displays a cause for the alarm.
2. Check LAN connectivity and the path to the backup server.
3. If none of the previous steps resolves the issue, see [Contact your remote support center](#) on page 88

---

## MT SOFTWARE 34

### Description:

A messaging process failed to restart.

**Severity**

Minor

## Repair Procedure

### Procedure

See [Contact your remote support center](#) on page 88.

---

## MT UNIX 0

### Description:

A file system is close to becoming full. Unless this alarm is resolved, the system might not be able to record new messages.

**Severity**

Major

## Repair Procedure

### Procedure

See [Contact your remote support center](#) on page 88.

---

## MT UNIX 1

**Description:**

The system has used up almost all of the inodes. If all of the inodes are in use, the system will not be able to start new processes and could behave as if it were out of space.

**Severity** Major

## Repair Procedure

**Procedure**

See [Contact your remote support center](#) on page 88.

---

## MT UNIX 2

**Description:**

The system's memory is low because one of the processes is using too much memory. Unless this alarm is resolved, the system can fail.

**Severity** Major

## Repair Procedure

**Procedure**

See [Contact your remote support center](#) on page 88.

---

## MT UNIX 3

**Description:**

The system has too many internal message queues. The number of message queues is greater than 90 percent of the system limit.

**Severity** Major

## Repair Procedure

**Procedure**

See [Contact your remote support center](#) on page 88.

---

## MT UNIX 4

### Description:

The system is under an unusually heavy load, and processes are getting behind in answering messages. Unless this alarm is resolved, the system could stop processing calls.

**Severity**

Major

## Repair Procedure

### Procedure

See [Contact your remote support center](#) on page 88.

---

## MT UNIX 5

### Description:

The system has too much information in internal communications. The total amount of information is within 60 percent of the limit. Unless this alarm is resolved, the system could stop processing calls.

**Severity**

Major

## Repair Procedure

### Procedure

See [Contact your remote support center](#) on page 88.

---

## MT UNIX 6

### Description

The system has too many processes operating and has nearly reached the limit allowed. The system could stop processing calls or operating at any time.

**Severity**

Major

## Repair Procedure

### Procedure

See [Contact your remote support center](#) on page 88.

---

## MT UNIX 7

**Description:**

The system is operating too many requests for one login type.

**Severity**

Major

## Repair Procedure

**Procedure**

See [Contact your remote support center](#) on page 88.

---

## SM (Station Manager) alarms

This topic provides information about alarms generated by the SM application. These alarms indicate a problem with the station manager:

**Related links**

[Alarms](#) on page 12

---

## SM SOFTWARE 4

**Description:**

The system had a memory mapping failure.

**Severity**

Minor

## Repair Procedure

**Procedure**

See [Contact your remote support center](#) on page 88.

---

## SM SOFTWARE 11

**Description:**

The system had a file access error.

**Severity**

Major

## Repair Procedure

### Procedure

See [Contact your remote support center](#) on page 88.

---

## SM SOFTWARE 12

### Description:

Your subscriber listing cannot be found.

### Severity

Minor

## Repair Procedure

### Procedure

See [Contact your remote support center](#) on page 88.

---

## SM SOFTWARE 13

### Description:

The SM process restarted more than three times in five minutes.

### Severity

Minor

## Repair Procedure

### Procedure

See [Contact your remote support center](#) on page 88.

---

## Telephony (TLPHNY) alarms

The telephony processes generate alarms when a restart of the telephony processes or Messaging is required.

### Related links

[Alarms](#) on page 12

---

## TLPHNY01

**Alarm text** You must restart the telephony processes from the Telephony Integration page for each affected application server.

**Alarm level** Warning

### Problem description

Messaging raises an alarm when a restart of the telephony processes is required to read the new configuration information.

## Repair procedure

### Procedure

Restart the telephony processes from the Telephony Integration page for each affected application server.

---

## TLPHNY02

**Alarm text** You must restart Messaging.

**Alarm level** Warning

### Problem description

Messaging raises an alarm when Messaging must be restarted to read the new configuration information.

## Repair procedure

### Procedure

Restart Messaging.

---

## Voice Messaging (VM) Alarms

The alarms on this page are generated by the VM application and indicate a problem with the voice messaging system. The VM alarms are organized as follows:

- VM Alarms (excluding SOFTWARE alarms)
- VM SOFTWARE Alarms

### Related links

[Alarms](#) on page 12

---

## VM ALARM\_ORIG 0

### Description:

This alarm indicates a test of Alarm Origination. The remote support center is conducting this test.

**Severity** Minor

## Repair procedure

### Procedure

1. Remove any old log files that are no longer needed. For a voice filesystem, for example /msg/media1, ensure that users remove old messages that are no longer needed.
2. After you execute Step 1, if the alarm is not resolved within an hour, see [Contact your remote support center](#) on page 88.

---

## VM AUD\_BKUP 0

### Description:

Portions of the messaging software data backup failed.

 **Note:**

The system is providing messaging service, and the current backup is valid. However, future backups could fail.

**Severity** Minor

## Repair Procedure

### Procedure

See [Contact your remote support center](#) on page 88.

---

## VM AUD\_RESTOR 0

### Description:

A messaging system-data restore failed. The messaging application will not initialize.

**Severity** Major

## Repair Procedure

### Procedure

See [Contact your remote support center](#) on page 88.

---

## VM AUDIT 0

### Description:

The nightly audit failed.

### Severity

Minor

## Repair Procedure

### Procedure

See [Contact your remote support center](#) on page 88.

---

## VM AUDIT 1

### Description:

The delivery data audit failed.

### Note:

This alarm is probably related to the mailing lists audit.

### Severity

Minor

## Repair Procedure

### Procedure

See [Contact your remote support center](#) on page 88.

---

## VM AUDIT 2

### Description:

The database audit failed. This condition can occur after a move from one switch to another or after a power outage.

This alarm is for switch names data.

### Severity

Minor

## Repair Procedure Procedure

See [Contact your remote support center](#) on page 88.

---

### VM AUDIT 3

#### Description:

The database audit failed. This condition can occur after a move from one switch to another or after a power outage.

This alarm is for mw audit.

**Severity**

Minor

## Repair Procedure Procedure

See [Contact your remote support center](#) on page 88.

---

### VM AUDIT 100

#### Description:

Portions of the weekly database audit failed. The system is providing messaging service. This service, however, might be limited or inconsistent.

**Severity**

Minor

## Repair Procedure Procedure

See [Contact your remote support center](#) on page 88.

---

### VM AUDIT 101

#### Description:

The weekly database audit failed.

**Severity**

Minor

## Repair Procedure

### Procedure

See [Contact your remote support center](#) on page 88.

---

## VM AUDIT 102

### Description:

The weekly delivery data audit failed.

### Severity

Minor

## Repair Procedure

### Procedure

See [Contact your remote support center](#) on page 88.

---

## VM AUDIT 103

### Description:

Portions of the weekly database (mbdata) audit failed.

### Severity

Minor

## Repair Procedure

### Procedure

See [Contact your remote support center](#) on page 88.

---

## VM AUDIT 104

### Description:

Portions of the weekly database (swxln) audit failed.

### Severity

Minor

## Repair Procedure

### Procedure

See [Contact your remote support center](#) on page 88.

---

## VM MSGING\_FS 0

### Description:

The system logs this alarm when the voice storage space used is at 90% capacity or greater. The system automatically resolves this alarm when the space usage drops below 85%.

### \* Note:

This condition causes serious subscriber problems.

**Severity**

Minor

## Repair Procedure

### Procedure

See [Contact your remote support center](#) on page 88.

---

## VM MSGING\_FS 1

### Description:

The messaging data space that the software is using reached 80% capacity. The system automatically resolves this alarm when the space usage drops below 75%. If the space usage does not decrease, this alarm can escalate to a VM MSGING\_FS 0 alarm.

**Severity**

Warning

## Repair procedure

After performing each step, check for resolved alarms to see if you have freed enough space.

### Procedure

1. Decrease the maximum number of activity log entries:
  - a. Log in to the Avaya Aura Messaging Web page.
  - b. Under Messaging System (Storage), select User Activity Log Configuration. The system displays the User Activity Log Configuration page.
  - c. Decrease the number in the Maximum Number of Activity Log Entries field.
  - d. Click Save.
2. Ask subscribers to delete unneeded messages. Use the Broadcast Messages feature to inform your subscribers.
3. Reduce message retention time:
  - a. Log in to the Avaya Aura Messaging Web page.

- b. Under Messaging System (Storage), select Class of Service.
  - c. Select the most commonly used Class of Service from the Class of Service drop-down list box.
  - d. Decrease the days retention in the Message Retention section.
  - e. Click Save.
4. If the alarm is still active, contact your remote support center. See [Contact your remote support center](#) on page 88.

---

## VM MSGING\_FS 2

### Description:

The file count reached 80% capacity. This alarm can escalate to VM MSGING\_FS 0. The system automatically resolves this alarm when the file count used goes below 75%.

**Severity**

Warning

## Repair procedure

### Procedure

1. Ask subscribers to delete unneeded messages. Use the **Broadcast Message** feature to contact your subscribers.
2. To remove unused local and remote subscribers, perform the following:
  - a. Log in to the Avaya Aura® Messaging webpage.
  - b. On the **Administration** menu, click **Messaging > Messaging System (Storage) > User Management**.
  - c. To delete each user, enter the mailbox number of that user in the **Edit User / Info Mailbox** field, and click **Edit**.
  - d. Verify the mailbox data, and then click **Delete**.
3. Reboot the system to allow the messaging software to reclaim unused resources.
4. If the alarm is still active, contact your remote support center. See [Contact your remote support center](#) on page 88.

---

## VM MSGING\_FS 3

### Description:

An attempt to restart the messaging software failed because the messaging database is corrupted. The software is not providing messaging service.

**Severity**

Major

## Repair Procedure

### Procedure

See [Contact your remote support center](#) on page 88.

---

## VM MSGING\_FS 5

### Description:

The messaging data files are corrupted. Although the system is providing messaging service, subscribers might have trouble sending or receiving messages.

**Severity**

Minor

## Repair Procedure

### Procedure

See [Contact your remote support center](#) on page 88.

---

## VM MSGING\_FS 6

### Description:

The database might be corrupted. Although the system is providing messaging service, this condition could lead to severe problems.

**Severity**

Minor

## Repair Procedure

### Procedure

See [Contact your remote support center](#) on page 88.

---

## VM MSGING\_FS 7

### Description:

The system is experiencing possible file system corruption. Although the system is providing messaging service, this condition could lead to severe problems. Nightly and manual backups usually fail while this alarm is active.

**Severity**

Minor

## Repair Procedure

### Procedure

See [Contact your remote support center](#) on page 88.

## VM NET\_CONN 0

### Description:

A digital networking connection failure has occurred.

**Severity** Warning

## Repair procedure

### Procedure

1. Verify that the system IP address is correct:
  - a. Select Server Settings (Storage) > Networked Servers which displays a list of networked servers.
  - b. Verify that the IP Address is correct for the server in question.
  - c. Delete any unnecessary test machines.
2. If this alarm persists, reboot the system.

## VM REORGDB 0

### Description:

The system logs this alarm when messaging initialization fails. System initialization is suspended while the database is reorganized. This error can occur under the following circumstances:

- Power supply is interrupted.
- Messaging restarts for a maintenance reason.
- Someone presses the Reset button.

The system automatically resolves this alarm after it reorganizes the database and completes initialization.

### **Note:**

Do not press the Reset button. Wait for the system to reorganize the database and initialize.

**Severity** Major

## Repair procedure

### Procedure

Wait for the alarm to automatically clear. Clearance can take up to 2 hours. If the alarm does not clear after this length of time, contact your remote support center. See [Contact your remote support center](#) on page 88.

---

## VM REORGDB 1

### Description:

The system logs this alarm when a database repair fails. This alarm occurs in the following circumstances:

- Power supply is interrupted.
- Messaging restarts for a maintenance reason.
- Someone presses the Reset button.

The system automatically resolves this alarm after it reorganizes the database and re-initializes.

**Severity**

Major

## Repair procedure

### Procedure

To restore the database from a previous backup, contact your remote support center. See [Contact your remote support center](#) on page 88.

---

## VM RPCTEST 001

### Description:

The operating system's RPC processes are not running and cannot be restarted. This problem results in MCAPI functionality being impaired and Trusted Server services not being available. Since messaging services are still provided, subscribers can use the telephone interface to retrieve messages.

**Severity**

Minor

## Repair Procedure

### Procedure

See [Contact your remote support center](#) on page 88.

---

## VM SERVER 900

**Description:**

A trusted server exceeded the inactivity time out period that was administered on the Trusted Servers screen.

**Severity**

Major

### Repair Procedure

**Procedure**

See [Contact your remote support center](#) on page 88.

---

## VM SERVER 901

**Description:**

A trusted server logged an alarm.

**Severity**

Minor

### Repair Procedure

**Procedure**

See [Contact your remote support center](#) on page 88.

---

## VM TRAFIXFAIL 0

**Description:**

The automatic file recovery procedure that was started by VM SOFTWARE 6616 failed. The system will continue to provide service, but traffic collection data is incomplete.

**Severity**

Minor

### Repair Procedure

**Procedure**

See [Contact your remote support center](#) on page 88.

---

## VM SOFTWARE 0

**Description:**

A messaging process failed.

**Severity**

Major

### Repair procedure

**Procedure**

When this alarm occurs, the messaging application automatically restarts. This alarm remains active during the restart and is resolved when the messaging application successfully restarts. If the system does not successfully restart, contact your remote support center. See [Contact your remote support center](#) on page 88.

---

## VM SOFTWARE 1

**Description:**

A messaging process failed.

**Severity**

Major

### Repair procedure

**Procedure**

When this alarm occurs, the messaging application automatically restarts. This alarm remains active during the restart and is resolved when the messaging application successfully restarts. If the system does not successfully restart, contact your remote support center. See [Contact your remote support center](#) on page 88.

---

## VM SOFTWARE 2

**Description:**

A messaging process failed.

**Severity**

Major

## Repair procedure

### Procedure

When this alarm occurs, the messaging application automatically restarts. This alarm remains active during the restart and is resolved when the messaging application successfully restarts. If the system does not successfully restart, contact your remote support center. See [Contact your remote support center](#) on page 88.

---

## VM SOFTWARE 100

### Description:

A messaging process failed to restart.

**Severity**

Minor

## Repair Procedure

### Procedure

See [Contact your remote support center](#) on page 88.

---

## VM SOFTWARE 101

### Description:

Nonstandard system software is in use.

**Severity**

Major

## Repair Procedure

### Procedure

See [Contact your remote support center](#) on page 88.

---

## VM SOFTWARE 201

### Description:

A messaging process could not initialize. The system might be providing limited messaging service.

**Severity**

Minor

## Repair procedure

### Procedure

When this alarm occurs, the system automatically attempts to restart the failed process. The alarm remains active until the process successfully initializes, and then the alarm is automatically resolved. If this alarm fails to resolve, contact your remote support center. See [Contact your remote support center](#) on page 88.

---

## VM SOFTWARE 203

### Description:

A messaging process failed to initialize. The system might be providing limited messaging service.

**Severity** Minor

## Repair Procedure

### Procedure

See [Contact your remote support center](#) on page 88.

---

## VM SOFTWARE 204

### Description:

A messaging process failed during operation. The system might be providing limited messaging service.

**Severity** Minor

## Repair Procedure

### Procedure

See [Contact your remote support center](#) on page 88.

---

## VM SOFTWARE 601

### Description:

The system detected nonstandard system software in use.

**Severity** Minor

## Repair Procedure

### Procedure

See [Contact your remote support center](#) on page 88.

---

## VM SOFTWARE 6000

### Description:

A messaging process could not initialize. The system is not providing messaging service.

### Severity

Minor

## Repair Procedure

### Procedure

See [Contact your remote support center](#) on page 88.

---

## VM SOFTWARE 6001

### Description:

A messaging process failed to operate.

### Severity

Minor

## Repair Procedure

### Procedure

See [Contact your remote support center](#) on page 88.

---

## VM SOFTWARE 6600

### Description:

The messaging database automatic rebuild failed.

The system is not providing messaging service. The messaging application has automatically stopped its own operation and networking and attempted a restart. During this restart, the application operates database file checks and performs a rebuild audit to correct any problems or discrepancies that were detected. If the rebuild audit is not successful, this system generates this alarm.

### Severity

Major

## Repair Procedure

### Procedure

See [Contact your remote support center](#) on page 88.

---

## VM SOFTWARE 6603

### Description:

The messaging application detected file damage during a restart.

The system stops the initialization and the software attempts to fix the file problems. The system automatically resolves this alarm after completing the fix and continues initialization.

**Severity**

Major

## Repair Procedure

### Procedure

See [Contact your remote support center](#) on page 88.

---

## VM SOFTWARE 6604

### Description:

The system encountered problems while updating extension length values. Although the system updated the extension length, the messaging application could not update its internal tables. This alarm can block administrators from adding new subscribers.

**Severity**

Warning

## Repair procedure

### Procedure

1. Stop the Messaging software.
2. Start the Messaging software.
3. If the alarm fails to resolve, contact your remote support center. See [Contact your remote support center](#) on page 88.

---

## VM SOFTWARE 6611

**Description:**

The messaging application cannot communicate with the voice platform software. The system is providing limited or interrupted messaging service.

**Severity**

Minor

### Repair Procedure

**Procedure**

See [Contact your remote support center](#) on page 88.

---

## VM SOFTWARE 6612

**Description:**

The messaging outcalling feature failed.

**Severity**

Minor

### Repair Procedure

**Procedure**

See [Contact your remote support center](#) on page 88.

---

## VM SOFTWARE 6613

**Description:**

An error occurred during system installation, or the system experienced incorrect modifications. System operation might be impaired.

**Severity**

Minor

### Repair Procedure

**Procedure**

See [Contact your remote support center](#) on page 88.

---

## VM SOFTWARE 6614

### Description:

The system failed to initialize the messaging application because of insufficient system resources. The software is not providing messaging service.

**Severity**

Major

## Repair Procedure

### Procedure

See [Contact your remote support center](#) on page 88.

---

## VM SOFTWARE 6615

### Description:

During system initialization, the traffic process is unable to access one of its database files.

**Severity**

Minor

## Repair procedure

### Procedure

Reboot the system.

---

## VM SOFTWARE 6616

### Description:

The messaging initialization process detected corrupt traffic data files. The system automatically begins to correct the corruption.

**Severity**

Minor

## Repair Procedure

### Procedure

See [Contact your remote support center](#) on page 88.

---

## VM SOFTWARE 6617

**Description:**

The messaging software detects that the LDAP Server is not responding.

**Severity** Major

### Repair procedure

**Procedure**

The server attempts to restart the LDAP Server. If the LDAP Server restarts, the alarm is resolved. If the LDAP Server does not restart, the system then raises the minor alarm VM LDAPFAIL0.

---

## VM SOFTWARE 6618

**Description:**

The system detected a database problem. Stopping and restarting the voice system automatically repairs the database.

**Severity** Warning

### Repair procedure

**Procedure**

1. Stop the messaging software (voice system).
2. Start the messaging software (voice system).
3. If the alarm is still active, contact your remote support center. See [Contact your remote support center](#) on page 88.

---

## VM SOFTWARE 6619

**Description:**

Call processing detected a problem with the LDAP server.

**Severity** Minor

### Repair procedure

**Procedure**

Reboot the system.

---

## VM SOFTWARE 6622

### Description

The messaging server detects that the LDAP Update server is not responding.

**Severity** Major

## Repair procedure

### Procedure

1. If the LDAP update server is not functional, the messaging server attempts to restart the LDAP update server.
2. If the alarm is not cleared in 5 minutes, reboot the system.

---

## VM SOFTWARE 6623

### Description:

The message server detects that the LDAP Replication server (SLURPD process) is not responding.

**Severity** Major

## Repair procedure

### Procedure

1. The message server attempts to restart the LDAP Replication server if it is down.
2. If the alarm is not cleared in 5 minutes, reboot the system.

---

## VM SOFTWARE 6624

### Description

The weekly audit detects inconsistencies in the LDAP index. This may cause several problems, such as LDAP searches not retrieving correct data. When the weekly audit finds these inconsistencies in the LDAP index, it logs an event (VM0353) indicating the number of problems found.

**Severity** Minor

## Repair Procedure Procedure

See [Contact your remote support center](#) on page 88.

---

## VM SOFTWARE 7701

### Description:

The system failed to locate all of the software needed to initialize the messaging application. The system is not providing messaging service. This failure can occur after a power hit or when a disk error happens. This alarm is also sent to the remote support center.

**Severity** Minor

## Repair Procedure Procedure

See [Contact your remote support center](#) on page 88.

---

## VM SOFTWARE 7702

### Description:

The system found that messaging database files were missing during messaging initialization. The system is not providing messaging service. This failure can occur after a power disruption or when a disk error happens.

**Severity** Major

## Repair Procedure Procedure

See [Contact your remote support center](#) on page 88.

---

## VM SOFTWARE 7703

### Description:

The system experienced an unexpected file check failure after a voice system restart or a reboot.

**Severity** Major

## Repair Procedure

### Procedure

See [Contact your remote support center](#) on page 88.

---

## VM SOFTWARE 7704

### Description:

The system restarts too often.

Because of another alarm, the messaging application has tried to restart itself twice but has failed. The system is not providing messaging service.

**Severity**

Major

## Repair Procedure

### Procedure

See [Contact your remote support center](#) on page 88.

---

## VM SOFTWARE 7705

### Description:

The messaging maintenance software automatically shut down the messaging application and attempted a restart. This alarm can also indicate that the system attempted too many restarts or that an unexpected error occurred during the shutdown. The system is not providing messaging service.

**Severity**

Major

## Repair Procedure

### Procedure

See [Contact your remote support center](#) on page 88.

---

## VM SOFTWARE 7706

### Description:

The system rebooted too often. Because of another alarm, voice messaging has tried to restart itself but has failed. The system is not providing messaging service.

**Severity**

Major

## Repair Procedure Procedure

See [Contact your remote support center](#) on page 88.

---

## VM SOFTWARE 7707

### Description:

The messaging maintenance software automatically shut down the messaging application and attempted a restart.

This alarm can also indicate that the system attempted too many restarts or that an unexpected error occurred during shutdown. The system is not providing messaging service.

**Severity**

Major

## Repair Procedure Procedure

See [Contact your remote support center](#) on page 88.

---

## VM SOFTWARE 7708

### Description:

The system rebooted too many times.

Because of another alarm, the messaging application has tried to restart itself but has failed. The system is not providing messaging service.

**Severity**

Major

## Repair Procedure Procedure

See [Contact your remote support center](#) on page 88.

---

## VM SOFTWARE 7709

### Description:

The messaging maintenance software automatically shut down the messaging application and attempted a restart.

This alarm can also indicate that the system attempted too many restarts or that an unexpected error occurred during shutdown. The system is not providing messaging service.

**Severity**

Major

## **Repair Procedure**

### **Procedure**

See [Contact your remote support center](#) on page 88.

---

## **VM SOFTWARE 7710**

### **Description:**

The maintenance software stopped messaging operation during a restart. The system is not providing messaging service.

**Severity**

Major

## **Repair Procedure**

### **Procedure**

See [Contact your remote support center](#) on page 88.

---

## **VM SOFTWARE 7712**

### **Description:**

The maintenance software has automatically shut down the messaging application and attempted a restart. The system is not providing messaging service.

**Severity**

Major

## **Repair Procedure**

### **Procedure**

See [Contact your remote support center](#) on page 88.

---

## **VM SOFTWARE 7715**

### **Description:**

The trusted server notification feature failed. The system is providing only limited messaging service.

**Severity**

Minor

## Repair Procedure

### Procedure

See [Contact your remote support center](#) on page 88.

---

## VM SOFTWARE 7716

### Description:

The system failed to find the external security password file. Any usage of the old, external security password will fail. If you have one or more external trusted servers, administer a new external security password.

**Severity**

Warning

## Repair Procedure

### Procedure

See [Contact your remote support center](#) on page 88.

---

## VM SOFTWARE 7718

### Description:

During the system initialization, the messaging database integrity check failed. The system is not providing service.

**Severity**

Major

## Repair Procedure

### Procedure

See [Contact your remote support center](#) on page 88.

---

## VM VMDIRS 0

### Description:

The messaging application is experiencing problems with a file. Although the system is providing messaging service, the system response times might be slow and the performance poor.

**Severity**

Minor

## Repair Procedure

### Procedure

See [Contact your remote support center](#) on page 88.

---

## Voice Platform (VP) alarms

The VP application generates the following alarms to indicate a problem with the voice platform.

### Related links

[Alarms](#) on page 12

[VP VOIP 12](#) on page 74

[VP VOIP 20](#) on page 74

---

## VP CGEN 2

### Description

The system cannot access a system table, possibly because of corruption. System functionality is severely impaired.

**Severity**

Major

## Repair Procedure

### Procedure

See [Contact your remote support center](#) on page 88.

---

## VP CGEN 3

### Description

An internal process cannot communicate with other internal processes. System functionality is severely impaired.

**Severity**

Major

## Repair procedure

### Procedure

Reboot the system.

---

## VP CGEN 4

### Description

The system failed to receive a message because an internal process could not communicate with other internal processes. System functionality is severely impaired.

**Severity**

Major

## Repair Procedure

### Procedure

See [Contact your remote support center](#) on page 88.

---

## VP CGEN 6

### Description

The system failed to start up properly. System functionality is severely impaired.

**Severity**

Major

## Repair Procedure

### Procedure

See [Contact your remote support center](#) on page 88.

---

## VP CGEN 7

### Description

The system failed to allocate memory internally for data. System functionality is severely impaired.

**Severity**

Major

## Repair Procedure

### Procedure

See [Contact your remote support center](#) on page 88.

---

## VP CGEN 12

### Description

The system failed to perform the indicated function on a voice channel or an analog-line interface card. Card functionality is impaired.

**Severity** Minor

## Repair Procedure

### Procedure

See [Contact your remote support center](#) on page 88.

---

## VP CGEN 17

### Description

The system failed to save circuit card configuration changes. The system will lose shared memory updates during a restart or a reboot. Call processing will probably not be affected until a reboot or a restart.

**Severity** Minor

## Repair Procedure

### Procedure

See [Contact your remote support center](#) on page 88.

---

## VP CGEN 18

### Description

The system detected a hardware failure on a voice channel or an analog-line interface card. Card functionality is impaired.

**Severity** Minor

## Repair Procedure

### Procedure

See [Contact your remote support center](#) on page 88.

---

## VP CGEN 21

### Description

An internal software error occurred when the system was identifying channel characteristics during a restart or a reboot. After the restart or the reboot, a channel is unusable.

**Severity** Minor

## Repair Procedure

### Procedure

See [Contact your remote support center](#) on page 88.

---

## VP CGEN 22

### Description

The system failed to reset the restriction list for a channel. System functionality could be impaired if applications are assigning resource restrictions to channels.

**Severity** Minor

## Repair Procedure

### Procedure

See [Contact your remote support center](#) on page 88.

---

## VP CGEN 25

### Description

A service registration file has a bad format or is the wrong version. The service corresponding to this registration file might be started incorrectly. If the service is not started correctly, it will not function properly.

**Severity** Minor

## Repair Procedure

### Procedure

See [Contact your remote support center](#) on page 88.

---

## VP CGEN 27

### Description

The system could not open a file.

**Severity**

Minor

## Repair Procedure

### Procedure

See [Contact your remote support center](#) on page 88.

---

## VP CGEN 28

### Description

A call to a third-party API failed.

**Severity**

Warning

## Repair procedure

### Procedure

1. Stop the messaging software (voice system).
2. Start the messaging software (voice system).
3. If the alarm remains active, contact your remote support center. See [Contact your remote support center](#) on page 88.

---

## VP CGEN 31

### Description

The system detected an error in describing groups to the Resource Manager. Applications that are using the equipment group might not function correctly.

**Severity**

Minor

## Repair Procedure

### Procedure

See [Contact your remote support center](#) on page 88.

---

## VP CGEN 32

### Description

The system is unable to read the function resource characteristics.

### Severity

Minor

## Repair Procedure

### Procedure

See [Contact your remote support center](#) on page 88.

---

## VP CGEN 34

### Description

The system failed to perform an action on a file.

### Severity

Minor

## Repair Procedure

### Procedure

See [Contact your remote support center](#) on page 88.

---

## VP CGEN 37

### Description

The system experienced difficulty while it was enabling a feature license. The text-to-speech feature is not available. Other features on the system that are already enabled will not be affected.

### Severity

Minor

## Repair Procedure

### Procedure

See [Contact your remote support center](#) on page 88.

---

## VP CGEN 38

### Description

The system experienced difficulty while it was enabling a feature license. The text-to-speech feature is not available. Other features on the system that are already enabled will not be affected.

**Severity**

Minor

### Repair Procedure

#### Procedure

See [Contact your remote support center](#) on page 88.

---

## VP CGEN 39

### Description

The system experienced failure while it was enabling a feature license. The text-to-speech feature is not available. Other features on the system that are already enabled will not be affected.

**Severity**

Major

### Repair Procedure

#### Procedure

See [Contact your remote support center](#) on page 88.

---

## VP CHRIN 1

### Description

The system detected an error while it was describing channel characteristics to the Resource Manager. System functionality is severely impaired.

**Severity**

Major

### Repair Procedure

#### Procedure

See [Contact your remote support center](#) on page 88.

---

## VP CPUPERF 2

### Description

The CPU is overworked. There is insufficient idle time.

### Severity

Minor

## Repair procedure

### Procedure

To repair the problem, perform one of the following actions:

- a. Decrease system usage.
- b. Increase system capacity.

---

## VP CPUPERF 4

### Description

The system is using too much kernel memory (kmem).

### Severity

Warning

## Repair Procedure

### Procedure

See [Contact your remote support center](#) on page 88.

---

## VP DSKMG 1

### Description

The indicated file cannot be accessed. Applications that need to reserve speech files could fail.

### Severity

Minor

## Repair Procedure

### Procedure

See [Contact your remote support center](#) on page 88.

---

## VP DSKMG 2

### Description

An application cannot be reserved by a file. Applications that need to record to the file will be incomplete.

**Severity**

Minor

## Repair Procedure

### Procedure

See [Contact your remote support center](#) on page 88.

---

## VP INIT 1

### Description

The system configuration from the previous operation is completely lost, so the system is using default values. Services must be reassigned to channels, the channels must be placed into service, and circuit card functionality must be specified for the system to operate under any configuration other than the default settings. The system might not process telephone calls until after the system has been readministered.

**Severity**

Major

## Repair Procedure

### Procedure

See [Contact your remote support center](#) on page 88.

---

## VP INIT 5

### Description

The system cannot save configuration data to the hard disk. If the voice system is stopped and started, some or all of the voice system's administered values could be lost, and system functionality will be severely impaired.

**Severity**

Minor

## Repair Procedure

### Procedure

See [Contact your remote support center](#) on page 88.

---

## VP MTC 9

### Description

An internal software error occurred while the system was attempting to download firmware to a circuit card.

### Severity

Minor

## Repair Procedure

### Procedure

See [Contact your remote support center](#) on page 88.

---

## VP SOFTWARE 4

### Description

One of the following events has occurred:

- The system is unable to free previously reserved space. This alarm indicates an application error and could eventually result in failed requests to allocate space for voice recording.
- The system experienced a failure during an audit. The system could experience failures in recording voice messages.
- A speech audit detected an inconsistency. The system could experience failures in recording voice messages.
- The system is unable to reserve space. The system could experience failures in recording voice messages.

### Severity

Minor

## Repair Procedure

### Procedure

See [Contact your remote support center](#) on page 88.

---

## VP SOFTWARE 15

### Description

The system detected an invalid value or a nonexistent overhead file. The system will use the default overhead values, which can adversely impact performance. If the default overhead values are acceptable, system operations will not be affected.

**Severity**

Minor

## Repair Procedure

### Procedure

See [Contact your remote support center](#) on page 88.

---

## VP SPEECH\_FS 1

### Description

The system is unable to reserve space because no space is available. Subscribers and callers will not be able to record messages.

**Severity**

Minor

## Repair procedure

### Procedure

1. Ask subscribers to delete unneeded messages to free space in the system as a temporary repair measure.
  2. Contact your remote support center. See [Contact your remote support center](#) on page 88.
- 

## VP THR 2

### Description

The system exceeded the minor threshold level for messages. This alarm typically indicates that too many messages of a particular type are being generated.

**Severity**

Minor

## Repair Procedure

### Procedure

See [Contact your remote support center](#) on page 88.

---

## VP THR 3

### Description

The system exceeded the minor threshold level for messages. This alarm typically indicates that too many messages of a particular type are being generated.

**Severity**

Minor

**Repair Procedure****Procedure**See [Contact your remote support center](#) on page 88.

---

**VP THR 4****Description**

The system exceeded the major threshold level for messages. This alarm typically indicates that too many messages of a particular type are being generated.

**Severity**

Major

**Repair Procedure****Procedure**See [Contact your remote support center](#) on page 88.

---

**VP VCHKOANM 02****Description**

More than 90 percent of total hours of speech are used.

**Severity**

Minor

**Repair Procedure****Procedure**See [Contact your remote support center](#) on page 88.

---

**VP VOICE\_PORT 1****Description**

More than 25 percent of the system's channels are not operational.

**Severity**

Major

## Repair Procedure

### Procedure

See [Contact your remote support center](#) on page 88.

---

## VP VOICE\_PORT 2

### Description

An analog-line interface card or a channel is busied out. The system cannot use the equipment.

### Severity

Warning

## Repair Procedure

### Procedure

See [Contact your remote support center](#) on page 88.

---

## VP VOIP 2

### Description

Call processing has been disabled. The messaging system is not accepting calls.

### Severity

Minor

## Repair procedure

### Procedure

1. The system has a problem communicating with the far end. Verify that the IP addresses and port numbers entered on the **Telephony Integration** page are correct.
  2. Verify that the switch translation data reflects the values entered on the **Telephony Integration** page.
  3. Verify that the SipAgent is running.
  4. Contact your remote support center. See [Contact your remote support center](#) on page 88.
- 

## VP VOIP 3

### Description

There is a VoIP configuration problem. The VoIP card is not configured correctly.

### Severity

Minor

## Repair procedure

### Procedure

1. The system has a problem communicating with the far end. Verify that the IP addresses and port numbers entered on the **Telephony Integration** page are correct.
2. Verify that the switch translation data reflects the values entered on the **Telephony Integration** page.
3. Contact your remote support center. See [Contact your remote support center](#) on page 88.

## VP VOIP 4

### Description

There is a packet network problem. The packet network is inaccessible.

### Severity

Minor

## Repair procedure

### Procedure

1. The system has a problem communicating with the far end. Verify that the IP addresses and port numbers entered on the **Telephony Integration** page are correct.
2. Verify that the switch translation data reflects the values entered on the **Telephony Integration** page.
3. Contact your remote support center. See [Contact your remote support center](#) on page 88.

## VP VOIP006

### Description

Messaging faced a lot of media-related issues in the past hour. Messaging detected a break in the incoming RTP or SRTP stream and packets were lost or delayed.

### Severity

Warning

## Repair Procedure

### Procedure

If this event occurs frequently, there might be an issue with the network. Examine the maintenance log for the specific problems encountered.

---

## VP VOIP 7

### Description

A problem occurred when the system attempted to process an administrative, operations, or maintenance request. As a result, the card and channels may not be working.

**Severity**

Minor

## Repair procedure

### Procedure

1. Try to restart messaging to see if the problem clears up. Click **Utilities > Stop Messaging**. After messaging stops, click **Utilities > Start Messaging**.
2. If a messaging restart does not solve the problem, contact your remote support center. See [Contact your remote support center](#) on page 88.

---

## VP VOIP 12

### Description

An initialization problem occurred.

**Severity**

Minor

## Repair Procedure

### Procedure

See [Contact your remote support center](#) on page 88.

---

## VP VOIP 20

### Description

VOIP process crashed with segmentation fault.

**Severity**

Major

## Repair Procedure

### Procedure

See [Contact your remote support center](#) on page 88.

# Chapter 3: Events

An event is an informational message about system activities that indicate routine conditions or conditions that can lead to an alarm. For example, the system logs an event when the system is rebooted. The messaging system displays events in the administrator's log.

## **Finding information about a specific event:**

The event descriptions and resolution procedures in this section are organized by the event application identifier (ID). The event application identifier is the two-letter code that is used to identify the application or subsystem for which an event is being generated. For example, the application ID for the MT BKRST029 event is MT. If you want to find information about the MT BKRST029 event, see the Maintenance (MT) Events information.

## **Related links**

- [Maintenance \(MT\) Events](#) on page 75
- [Station Manager \(SM\) Events](#) on page 77
- [Voice Messaging \(VM\) Events](#) on page 79
- [Voice Platform \(VP\) Events](#) on page 81
- [Contact your remote support center](#) on page 88

---

## **Maintenance (MT) Events**

This topic provides information about the events generated by the MT application. These events indicate a problem with the maintenance system.

## **Related links**

- [Events](#) on page 75

---

## **MT BKRST001**

### **Description:**

The system successfully completed a backup.

## Repair Procedure

### Procedure

No corrective action is necessary.

---

## MT BKRST008

The system is missing a backup file or a directory.

## Repair Procedure

### Procedure

See [Contact your remote support center](#) on page 88.

---

## MT BKRST009

### Description:

The system has detected a missing backup file or a missing directory.

## Repair Procedure

### Procedure

No corrective action is necessary.

---

## MT BKRST015

### Description:

The system successfully completed a restore.

## Repair Procedure

### Procedure

No corrective action is necessary.

---

## MT BKRST024

### Description:

An unattended backup failed.

## Repair Procedure

### Procedure

Check MT BACKUP alarms.

---

## MT BKRST025

### Description:

An attended backup failed.

## Repair Procedure

### Procedure

Check MT BACKUP alarms.

---

## MT BKRST029

### Description:

The system completed a partial nightly backup.

## Repair Procedure

### Procedure

No corrective action is necessary.

---

## Station Manager (SM) Events

The following events are generated by the SM application and indicate a problem with the Station Manager

### Related links

[Events](#) on page 75

---

## SM SM101

The messaging system cannot receive certain application information.

## Repair Procedure

### Procedure

See [Contact your remote support center](#) on page 88.

---

## SM SM102

The application code is too large.

### Repair Procedure

#### Procedure

See [Contact your remote support center](#) on page 88.

---

## SM SM103

The system could not find the switch ID.

### Repair Procedure

#### Procedure

See [Contact your remote support center](#) on page 88.

---

## SM SM104

#### Description:

The system received a script message from the wrong channel or mode.

### Repair Procedure

#### Procedure

No corrective action is necessary.

---

## SM SM105

The system is reporting that no switch is active.

### Repair Procedure

#### Procedure

See [Contact your remote support center](#) on page 88.

---

## SM SM106

The switch link is down.

## Repair Procedure Procedure

See [Contact your remote support center](#) on page 88.

---

## SM SM107

A timeout occurred. A switch audit on the switch side can cause this condition.

## Repair Procedure Procedure

See [Contact your remote support center](#) on page 88.

---

## SM SM108

A message-waiting lamp (MWL) update failed for a subscriber. The MWL alerts messaging users when they receive a new message.

## Repair Procedure Procedure

See [Contact your remote support center](#) on page 88.

---

## SM SM201

### Description:

The system failed to locate the indicated user.

## Repair Procedure Procedure

No corrective action is necessary.

---

## Voice Messaging (VM) Events

Each of these events is generated by the VM application and indicates a problem with the Voice Messaging system

### Related links

[Events](#) on page 75

---

## VM Messaging\_FS0004

### Description:

Voice messaging files were corrupted. Subscribers cannot send or receive messages. Subscribers might be hearing "System experiencing difficulties."

The alarm might occur if the system crashed or if messaging was not shut down gracefully.

## Repair Procedure

### Procedure

1. Stop the messaging software
2. Start the messaging software.
3. Verify that users can create and retrieve messages. If users cannot create and retrieve messages, [Contact your remote support center](#) on page 88.

---

## VM RPCTEST000

### Description:

The messaging system resets the operating system's RPC processes if this event occurs four times within an hour. If RPC cannot be reset, the system issues a [VM RPCTEST 001](#) on page 44 minor alarm.

## Repair Procedure

### Procedure

No corrective action is necessary.

---

## VM Software0006

### Description:

A messaging port process failure occurred.

## Repair Procedure

### Procedure

No corrective action is necessary.

---

## VM SOFTWARE0200

A restartable messaging process failed to initialize. The system attempts to restart the process every 5 minutes. This event remains active until the system initializes the process successfully, and then the event automatically resolves. If this event is logged three times within the hour, the system raises a single software VM SOFTWARE 203 alarm.

This event usually indicates a problem with the MCAPI administration of the system.

### Repair Procedure

#### Procedure

See [Contact your remote support center](#) on page 88.

---

## VM SOFTWARE0202

A messaging restartable process failed. When this alarm occurs, the failed process is automatically restarted. The event remains active until the system initializes the process successfully, and then the event resolves automatically. If this event is logged a second time within the hour, the system raises a single VM SOFTWARE 204 minor alarm.

This event usually indicates a problem with the MCAPI administration of the system .

### Repair Procedure

#### Procedure

See [Contact your remote support center](#) on page 88.

---

## Voice Platform (VP) Events

The following are events generated by the VP application, which indicate a voice platform problem.

### Related links

[Events](#) on page 75

[VP VOIP019](#) on page 87

---

## VP Admin001

### Description:

The system uses this event to log command executions for display in the Administration History Log or in the Maintenance Log. ADM001 messages display details such as the process ID, process name, executed command, and status.

## Repair Procedure

### Procedure

No corrective action is necessary.

---

## VP CGEN001

The system detected an unexpected message about internal communications.

## Repair Procedure

### Procedure

See [Contact your remote support center](#) on page 88.

---

## VP CGEN023

### Description:

A channel was returned to the default owner because of an abrupt exit of the prior channel owner. Any outstanding activities on the channel are canceled, and the channel is made available to take new calls.

## Repair Procedure

### Procedure

No corrective action is necessary.

---

## VP CGEN024

The system failed to execute a process.

## Repair Procedure

### Procedure

See [Contact your remote support center](#) on page 88.

---

## VP CGEN026

The system experienced a timeout failure when it attempted to idle the specified channel.

### Repair Procedure

#### Procedure

See [Contact your remote support center](#) on page 88.

---

## VP CGEN036

### Description:

This is an informational message that occurs at startup.

### Repair Procedure

#### Procedure

No corrective action is necessary.

---

## VP CPU\_DATAPEG

The system's CPU usage exceeded configuration guidelines.

### Repair Procedure

#### Procedure

See [Contact your remote support center](#) on page 88.

---

## VP Fax001

### Description:

The fax could not be sent.

### Repair Procedure

#### Procedure

This is an informational message. No corrective action is necessary.

---

## VP Fax002

**Description:**

The fax could not be retrieved.

### Repair Procedure

**Procedure**

This is an informational message. No corrective action is necessary.

---

## VP Fax004

**Description:**

The system cannot get the transmitting subscriber's information.

### Repair Procedure

**Procedure**

This is an informational message. No corrective action is necessary.

---

## VP Fax005

**Description:**

A general fax error, such as a disconnect, occurred.

### Repair Procedure

**Procedure**

This is an informational message. No corrective action is necessary.

---

## VP M\_CGEN024

**Description:**

The system failed to execute a process.

### Repair Procedure

**Procedure**

[Contact your remote support center](#) on page 88

---

## VP MTC002

**Description:**

The card state for the identified card or channel changed as the result of an external action.

**Repair Procedure****Procedure**

No corrective action is necessary.

---

## VP PAGE\_SCANPEG

The system is experiencing too many page scans per second.

**Repair Procedure****Procedure**

See [Contact your remote support center](#) on page 88.

---

## VP SPDM008

**Description:**

The speech disk manager started.

**Repair Procedure****Procedure**

No corrective action is necessary.

---

## VP THR001

The system exceeded the threshold level messages.

**Repair Procedure****Procedure**

See [Contact your remote support center](#) on page 88.

---

## VP VCHCK001

More than 80% of the total hours available are being used.

### Repair Procedure

#### Procedure

1. Ask subscribers to delete unneeded messages.
2. Click **Utilities > Stop Messaging** to stop the messaging software.
3. Click **Utilities > Start Messaging** to start the messaging software.
4. If the problem persists, you must purchase additional resources. For more information, contact your Avaya sales representative.

---

## VP VOIP001

Call processing is enabled.

### Repair Procedure

#### Procedure

This is an informational message. No corrective action is necessary.

---

## VP VOIP008

A signaling problem has occurred.

### For SIP Integrations

#### Procedure

A failure to initialize an SSL connection. This could indicate a potential problem with the TLS connection for SIP signaling. If the problem persists, verify the far-end IP ports on the Switch Link Admin form. If messaging does not answer, contact your remote support center for help.

---

## VP VOIP009

A call request processing problem has occurred. Check the maintenance log for more details.

### Repair Procedure

#### About this task

If the maintenance log indicates that no free channels are available:

**Procedure**

1. Check to see how many voice ports are configured. If this number can be increased, do so.
2. If call activity is low, [Contact your remote support center](#) on page 88 for more help.

---

**VP VOIP010**

Call force cleared. This most likely indicates an internal error.

**Repair Procedure****Procedure**

If this event occurs frequently, [Contact your remote support center](#) on page 88.

---

**VP VOIP013**

The call processing process (SipAgent) is starting up or shutting down.

**Repair Procedure****Procedure**

This is an informational message. No corrective action is required.

---

**VP VOIP018**

Fax session limit reached.

**Repair Procedure****Procedure**

If there are no fax sessions in progress, [Contact your remote support center](#) on page 88.

---

**VP VOIP019****Description**

Possible channel leak detected.

**Severity** Major

**Repair procedure**

See [Contact your remote support center](#) on page 88.

Events

### Related links

[Voice Platform \(VP\) Events](#) on page 81

---

## VP WIO\_DATAPEG

The system input/output wait times exceed the configuration guidelines.

### Repair Procedure

#### Procedure

See [Contact your remote support center](#) on page 88.

---

## Contact your remote support center

### Technical Support

To obtain technical support for messaging, customers within the United States must call the following:

- Customer Maintenance: 800.242.2121
- Partner Support: 877-295-0099
- Premium Maintenance: 800-282-1361
- Consulting, Optimization: 800-345-4960
- Avaya Technical Service Center Toll Fraud Intervention Hotline: 800.643.2353
- Technical Support Organization Hotline: 800.248.1234

Customers outside the United States need to call their local Avaya supplier.

### Training

For more information on messaging Training, call Avaya University at one of the following:

- Organizations within Avaya: 904.636.3261
- Avaya customers: 800.288.5327

### Related links

[Events](#) on page 75

# Chapter 4: Related resources

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## Documentation

You can download the documents you need from the Avaya Support website at <https://support.avaya.com>. In addition to the documentation listed here, you can download a ZIP file that is a compilation of the Avaya Aura® Messaging documentation library. You can install this library on a computer or on your corporate network.

The Avaya Support website also includes the latest information about product compatibility, ports, and Avaya Aura® Messaging releases.

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## Training

You can get the following Messaging courses at <https://www.avaya-learning.com>. Enter the course code in the **Search** field and click **Go** to search for the course.

The course titles might differ from the titles shown.

Course code	Course title
4311W	Selling Unified Communication Messaging — Overview
5U00140V	Avaya Aura® Messaging Implementation, Administration, and Support Virtual Instructor Led
5U00140I	Avaya Aura® Messaging Implementation, Administration, and Support Instructor Led
ATI01674VEN	Avaya Aura® Messaging — Caller Applications

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## 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.

- To find videos on the Avaya Support website, go to <https://support.avaya.com/> and do one of the following:
  - In **Search**, type `Avaya Mentor Videos`, click **Clear All** and select **Video** in the **Content Type**.
  - In **Search**, type the product name. On the Search Results page, click **Clear All** and select **Video** in the **Content Type**.

The **Video** content type is displayed only when videos are available for that product.

In the right pane, the page displays a list of available videos.

- To find the Avaya Mentor videos on YouTube, go to [www.youtube.com/AvayaMentor](http://www.youtube.com/AvayaMentor) and do one of the following:
  - Enter a key word or key words in the **Search Channel** to search for a specific product or topic.
  - Scroll down Playlists, and click a topic name to see the list of videos available for the topic. For example, Contact Centers.

 **Note:**

Videos are not available for all products.

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## Support

Go to the Avaya Support website at <https://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.

# Appendix A: Major alarms

## Lightweight Directory Access Protocol (LD) alarms

Name	Description
LD LFE 2	The administrator has not specified a postmaster mailbox.

## Messaging (MG) Application alarms

Name	Description
MG MANGO001	The application is offline and cannot connect to the storage server. Messaging raises this alarm when an application server cannot connect to the storage server for a minimum of 7 to a maximum of 35 minutes.
MG MANGO002	ADCS determines that one of the other cluster members has failed. Messaging raised this alarm when an application server cannot connect to another application server in the cluster for a minimum of 7 to a maximum of 35 minutes.
MG MANGO003	The application server cannot get the site and the topology configuration from the storage server.  Messaging raises this alarm when the application server cannot download the configuration from the storage server or fails to store the configuration in ADCS. Messaging resets the alarm every time the application server downloads or refreshes the data from the SMI <b>Sites</b> webpage. Messaging downloads or refreshes the <b>Sites</b> webpage data during the nightly synchronization of the cache data.
MG MANGO004	The telephony integration with the application server failed. When you correctly administer the telephony settings and resolve the alarm, Messaging displays: Ready to configure telephony settings

*Table continues...*

## Major alarms

Name	Description
MG MANGO005	Messaging raises an alarm when the Voice Browser (VXBrowser) cannot create a recognizer for a new call. During that call, the caller may experience problems with voice and DTMF recognition or dead air.
MG MANGO006	Messaging raises an alarm when the Voice Browser (VXBrowser) cannot create a synthesizer for a new call. During that call, the caller may experience problems with Text-to-Speech or dead air.
MG MANGO007	Messaging raises an alarm when the Voice Browser (VXBrowser) cannot allocate a line for a new call. That call will be rejected.
MG MANGO041	The Messaging license expired before 30 days and the license mode of Messaging is Error Mode. In Restricted Mode, you cannot update the subscribers and the user preferences on SMI.
MG MANGO042	The IMAP connection failed because of errors with ports or an unavailable truster server.
MG MANGO043	The LDAP connection failed.
MG MANGO044	The SMTP connection failed. The SMTP connection failure impacts the delivery of voice messages.
MG MANGO045	Messaging detected exceptions in the Exchange Web Services connections. These exceptions can be related to any Exchange Web Services operation for any user.
MG MANGO046	Messaging detected that an application server is offline.
MG MANGO047	Messaging detected that there is an invalid member in a cluster, for example, a server that is not administered in the cluster or the IP address of a server that is not added to the list of servers in the cluster.

## Maintenance (MT) alarms

Name	Description
MT DISK 0	A hard disk drive failed.
MT UNIX 0	A file system is reaching the storage limit. Unless this alarm is resolved, Messaging might not be able to record new messages.
MT UNIX 1	Messaging has used up most of the inodes. If all inodes are in use, Messaging cannot start new processes and might function as if the system is low on resources.

*Table continues...*

Name	Description
MT UNIX 2	The available memory of Messaging is low because one of the processes is using excess memory. Unless this alarm is resolved, Messaging might fail.
MT UNIX 3	Messaging has too many internal message queues. The number of message queues is greater than 90 % of the system limit.
MT UNIX 4	Messaging is facing an unusually heavy load and the processes that respond to messages is slow. Unless this alarm is resolved, the system might stop processing calls.
MT UNIX 5	Messaging has excess information in internal communications. The total amount of information has reached 60 % of the limit. Unless this alarm is resolved, the system might stop processing calls.
MT UNIX 6	Messaging has too many processes operating and has nearly reached the administered limit. The system might stop processing calls or fail.
MT UNIX 7	Messaging is operating too many requests for one login type.

### Station Manager (SM) alarms


Name	Description
SM SOFTWARE 11	Messaging had a file access error.

### Voice Messaging (VM) alarms

Name	Description
VM AUD_RESTOR 0	A Messaging system data restore failed. The messaging application does not initialize.
VM MSGING_FS 3	Messaging cannot be restarted because the database is corrupt. The software is not providing the messaging service.

*Table continues...*

## Major alarms

Name	Description
VM REORGDB 0	<p>Messaging start failed. The system start is suspended until the database is reorganized. This error can occur under the following circumstances:</p> <ul style="list-style-type: none"> <li>• Power supply is interrupted.</li> <li>• Messaging restarts for a maintenance reason.</li> <li>• The administrator presses the <b>Reset</b> button.</li> </ul> <p>Messaging automatically resolves this alarm after it reorganizes the database and starts.</p> <p> <b>Note:</b></p> <p>Do not press the <b>Reset</b> button. Wait for Messaging to reorganize the database and start.</p>
VM REORGDB 1	<p>A database repair failed. Messaging raises this alarm when:</p> <ul style="list-style-type: none"> <li>• Power supply is interrupted.</li> <li>• Messaging restarts for a maintenance reason.</li> <li>• The administrator presses the <b>Reset</b> button.</li> </ul> <p>Messaging automatically resolves this alarm after it reorganizes the database and starts.</p>
VM SERVER 900	<p>A trusted server exceeded the inactivity timeout period that was administered on the Trusted Servers page.</p>
VM SOFTWARE 0	<p>A messaging process failed.</p>
VM SOFTWARE 1	<p>A messaging process failed.</p>
VM SOFTWARE 2	<p>A messaging process failed.</p>
VM SOFTWARE 101	<p>A nonstandard system software is in use.</p>
VM SOFTWARE 6600	<p>The Messaging database automatic rebuild failed.</p> <p>The system is not providing messaging service. Messaging automatically stopped the operation and connections and attempted a restart. During this restart, the application operates database file checks and performs a rebuild audit to correct any problems or discrepancies that were detected. If the rebuild audit is not successful, Messaging raises this alarm.</p>
VM SOFTWARE 6603	<p>A file is corrupt from a restart.</p> <p>Messaging stops the initialization and the software attempts to fix the file problems. Messaging automatically resolves this alarm after fixing the error and continues initialization.</p>

*Table continues...*

Name	Description
VM SOFTWARE 6614	Messaging failed to initialize the messaging application because of insufficient system resources. The software is not providing messaging service.
VM SOFTWARE 6617	The LDAP Server is not responding.
VM SOFTWARE 6622	The LDAP Update server is not responding
VM SOFTWARE 6623	Messaging detected that the LDAP Replication server or the SLURPD process is not responding.
VM SOFTWARE 7702	The database files are missing during the Messaging start. The system is not providing messaging service. This failure can occur after a power disruption or when a disk error.
VM SOFTWARE 7703	A file check failed unexpectedly after a voice system restart or a restart.
VM SOFTWARE 7704	Messaging restarts often. Because of another alarm, the Messaging application restart failed twice. The system is not providing messaging service.
VM SOFTWARE 7705	The Messaging maintenance software automatically shut down Messaging and attempted a restart. This alarm might also indicate that the system attempted too many restarts or that an unexpected error occurred during the shutdown. The system is not providing messaging service.
VM SOFTWARE 7706	Messaging restarts often. Because of another alarm, voice messaging restart failed twice. The system is not providing messaging service.
VM SOFTWARE 7707	The Messaging maintenance software automatically shut down the Messaging application and attempted a restart.  This alarm might also indicate that the system attempted too many restarts or that an unexpected error occurred during shutdown. The system is not providing messaging service.
VM SOFTWARE 7708	Messaging restarts often. Because of another alarm, the Messaging application restart failed twice. The system is not providing messaging service.

*Table continues...*

## Major alarms

Name	Description
VM SOFTWARE 7709	The Messaging maintenance software automatically shut down the Messaging application and attempted a restart.  This alarm might also indicate that the system attempted too many restarts or that an unexpected error occurred during shutdown. The system is not providing messaging service.
VM SOFTWARE 7710	The Messaging maintenance software stopped the Messaging operation during a restart. The system is not providing messaging service.
VM SOFTWARE 7712	The Messaging maintenance software automatically shut down the Messaging application and attempted a restart. The system is not providing messaging service.
VM SOFTWARE 7718	During the system initialization, the Messaging database integrity check failed. The system is not providing service.

## Voice Platform (VP) alarms

Name	Description
VP CGEN 2	Messaging cannot access a system table because the table might be corrupt. The system functionality is severely impaired.
VP CGEN 3	An internal process cannot communicate with other internal processes. The system functionality is severely impaired.
VP CGEN 4	Messaging failed to receive a message because an internal process cannot communicate with other internal processes. The system functionality is severely impaired.
VP CGEN 6	Messaging failed to start. The system functionality is severely impaired.
VP CGEN 7	Messaging failed to allocate memory internally for data. The system functionality is severely impaired.
VP CGEN 39	Messaging detected a feature license activation. The text-to-speech feature is unavailable. Other features on the system are not affected.
VP CHRIN 1	Messaging detected an error while defining channel characteristics to Resource Manager. The system functionality is severely impaired.

*Table continues...*

Name	Description
VP INIT 1	Messaging configuration from the previous operation is lost, so the system is using default values. To ensure the system uses your configuration instead of the default configuration, administer the system again by reassigning the channels, activating the channel service, and specifying the circuit card functionality. The system might not process telephone calls until you administer the system again.
VP THR 4	Messaging exceeded the major threshold level for messages. This alarm indicates that too many messages of a particular type are being generated.
VP VOICE_PORT 1	More than 25 % of the Messaging channels are not operational.

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