



Error Messages

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B.1 Cisco MGM Client Error and Warning Messages

Error and warning messages are categorized by message type and are listed in ascending numeric order within each category.



Note

Because error and warning messages are grouped in number ranges, they are not listed in exact numeric order.

Error Message EID-100: Fatal error: Cannot connect to EMS server. Check the configuration and retry.

Recommended Action Check your configuration in the *install_directory/config/ems-client.cfg* file and log in again.

Error Message EID-102: Fatal error: This service is currently disabled. If the problem persists, contact your service provider.

Recommended Action Retry later. If the problem persists, contact your service provider.

Error Message EID-103: Fatal error: Connection to the EMS server was lost. The application will be shut down.

Recommended Action Restart the application after verifying that the Cisco MGM server is operational and available from the client LAN.

Error Message EID-104: Cisco MGM internal error: Invalid help URL.

Recommended Action Contact your service provider or Cisco technical support.

Error Message EID-105: This user is currently logged in. Second connection to the EMS server is not allowed.

Recommended Action If you know where you are logged in currently, close that session. If you do not know where you are logged in, ask the administrator to end the session. After the session ends, start a new session.

Error Message EID-106: Fatal error: Cannot initialize database connection. Verify that the EMS database is operational.

Recommended Action Ask the administrator to check the database configuration. Contact Cisco technical support if you cannot find problems with the database.

Error Message EID-107: Cannot launch a JVM for help.

Recommended Action Xterm is missing from the Sun Solaris path. Edit the `ems-client.cfg` file and provide the correct xterm path.

Alternately, there might not be enough memory to launch a separate help process. Shut down some applications to free memory.

Error Message EID-108: The administrator has logged out your session. The MGM client will be closed.

Recommended Action Try relogging into Cisco MGM client.

Error Message EID-109: Could not log back into MGM server. Cannot start server.

Recommended Action Run the `showmgm` command to see what Cisco MGM server processes are running. Restart the Cisco MGM server using the `mgms-start` command.

Error Message EID-110: Could not log back into MGM standby server(s).

Recommended Action Cisco MGM client cannot connect to the servers listed in Control Panel > Recovery Properties > Server Lists. Ping the IP address of the server that you are trying to connect to.

Error Message EID-111: Your password has expired. You need to set a new password. Do you want to continue?

Recommended Action Enter a new password.

Error Message EID-112: You are entering a protected Cisco domain. Do you want to continue?

Recommended Action Click **OK** to continue.

Error Message EID-113: Invalid password: The password cannot contain the same characters as the user ID, even in a different order.

Recommended Action Choose a different password, one that does not contain the same characters as your username.

Error Message EID-114: Invalid password: The new password must differ from the old password by at least three characters.

Recommended Action Choose a different password, one that differs from your old password by at least three characters.

Error Message EID-115: Cannot save Auto Refresh state in User Preferences database table.

Recommended Action Check your database. Cannot update Auto Refresh Mode in the USER_PREFERENCES_TABLE.

Error Message EID-116: Cannot launch a browser. Verify that a browser is installed on your system and that the browser path in `ems-client.cfg` is set correctly.

Recommended Action Use the following procedure to correct the error:

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- Step 1** Verify that the browser path is correct in the `ems-client.cfg` file.
 - Step 2** Check the browser version. Cisco MGM 5.0 supports Internet Explorer 5.5 and later, and Netscape 4.79 and later.
 - Step 3** Ensure that the browser is Javascript-enabled in Windows.
 - Step 4** If Steps 1 to 3 do not correct the error, install a new browser.
-

Error Message EID-117: Cannot launch a browser. MGM uses the default browser to display the online help. If you want to use a specific browser to launch MGM online help, make the default browser for your workstation "javascript:scrollTo(0,3400) Scroll down to Save Issue.

Recommended Action Check your \$PATH variable and make sure that "netscape" is included in the PATH. Also run the **netscape** command from your command prompt and make sure that the browser comes up.

Error Message EID-118: Your password has been set by the administrator. You need to set a new password. Do you want to continue?

Recommended Action Continue setting a new password.

Error Message EID-120: This session has logged out. MGM client will be closed.

Recommended Action The logout timer has logged you out of this session. Log back into Cisco MGM client and modify client inactivity timer settings in Control Panel > Security Properties.

Error Message EID-121: Client application cannot be restarted because the required port is not available.

Recommended Action Restart Cisco MGM client.

Error Message EID-126: The table view has changed. You must refresh the table before performing this operation.

Recommended Action Click the **Refresh Data** tool.

Error Message EID-127: An error occurred while scheduling the SNTP configuration.

Recommended Action Error occurred while scheduling Simple Network Time Protocol (SNTP). Try performing the task again.

Error Message EID-130: Cannot authenticate user. Try again.

Recommended Action Enter your username and password and retry.

Error Message EID-131: Cannot connect to the specified EMS server. Check IP connectivity and try again.

Recommended Action Ping the server workstation to see if you have IP connectivity. If there is no connectivity, contact the administrator to verify that connectivity is established.

Error Message EID-132: User disabled due to a security violation. Contact administrator to enable user account.

Recommended Action Contact the administrator to re-enable the user account.

Error Message EID-133: Specify a username.

Recommended Action Enter the username.

Error Message EID-134: Enter or select an IP address.

Recommended Action Enter the IP address.

Error Message EID-136: No Undeleted NEs in the Selection Context.

Recommended Action The NEs are no longer available. Relaunch the window.

Error Message EID-137: No Finish Action defined for the Selected Model.

Recommended Action No action was defined to complete operation on the NE. Select a different NE.

Error Message EID-140: Select at least one NE or select Export EMS Alarms.

Recommended Action Select at least one NE or select **Export EMS Alarms**.

Error Message EID-141: Specify the alarm severity.

Recommended Action Select at least one alarm severity from the list provided.

Error Message EID-142: Specify the export destination file.

Recommended Action Specify the export destination file.

Error Message EID-143: Cannot write to specified export file.

Recommended Action Verify that the user has the required permission in the directory where the export file is being created. Verify that there is enough disk space available; then, retry.

Error Message EID-144: Cannot create directory: *directory_name*.

Recommended Action Verify that the user has the required permission in the directory where the export file is being created. Verify that there is enough disk space available; then, retry. Verify that there is no existing directory with the name *directory_name*.

Error Message EID-145: Illegal record count. Enter a positive integer.

Recommended Action Enter a positive integer.

Error Message EID-146: Event Export Manager - Cannot create or append to *filename*. Check access rights and disk space.

Recommended Action Check access rights and disk space.

Error Message EID-147: Event Export Manager - Cannot write to *filename*. Check access rights and disk space.

Recommended Action Check access rights and disk space.

Error Message EID-148: Enter the message to be sent.

Recommended Action No message is specified. Enter the message you want to send.

Error Message EID-149: Message is too long. Only the first 512 bytes will be sent.

Recommended Action The maximum message size allowed is 512 bytes. If you entered more than 512 bytes, only the first 512 bytes will be sent.

Error Message EID-150: Illegal threshold value. Enter a number between 0 and 100.

Recommended Action Enter a number between 0 and 100.

Error Message EID-152: No MGM server to NE connection username. Username is a mandatory field. Specify a username.

Recommended Action Enter a username.

Error Message EID-154: The ML-series card to NE connection username is a mandatory field. Specify a username.

Recommended Action Enter an ML-series card username.

Error Message EID-155: The MGM server to NE connection username is a mandatory field. Specify a username.

Recommended Action Enter a username.

Error Message EID-159: Selected NEs for software download are of different model types.

Recommended Action Reselect the NEs. All NEs selected for software download must be the same model type.

Error Message EID-160: Year entered is before the current year. Enter a year greater than or equal to the current year.

Recommended Action Enter a year that is equal to or greater than the current year.

Error Message EID-161: Month entered is before the current month. Enter a month greater than or equal to the current month.

Recommended Action Enter a month that is equal to or greater than the current month.

Error Message EID-162: Date entered is before the current date. Enter a date greater than or equal to the current date.

Recommended Action Enter a day of the month that is equal to or greater than the current day of the month. The day should be a valid day for the month and year selected.

Error Message EID-163: Hour entered is before the current hour. Enter an hour greater than or equal to the current hour.

Recommended Action Enter an hour that is greater than or equal to the current hour.

Error Message EID-164: Minute entered is before the current minute. Enter a minute greater than or equal to the current minute.

Recommended Action Enter a minute that is greater than or equal to the current minute.

Error Message EID-165: Source filename is empty. Enter a valid filename.

Recommended Action Enter a source filename, which is required for the software download or memory restore operation.

Error Message EID-166: Source filename does not exist. Enter a valid filename.

Recommended Action The source filename specified for the software download or memory restore operation does not exist. Specify a valid source filename.

Error Message EID-167: Selected NE list is empty. Select NEs from the Available NEs list.

Recommended Action Select at least one NE for the memory backup or software download operation.



Note You can run the memory restore operation for only one NE at a time.

Error Message EID-168: An error occurred while scheduling the software download operation.

Recommended Action The software download operation could not be scheduled. Restart the Cisco MGM client and retry the software download operation.

Error Message EID-169: An error occurred while scheduling the memory restore operation.

Recommended Action The memory restore operation could not be scheduled. Restart the Cisco MGM client and retry the memory restore operation.

Error Message EID-170: An error occurred while scheduling the memory backup operation.

Recommended Action The memory backup operation could not be scheduled. Restart the Cisco MGM client and retry the memory backup operation.

Error Message EID-173: An error occurred while sending the message.

Recommended Action The message could not be delivered. Restart the Cisco MGM client, retype the message, and resend.

Error Message EID-174: Cannot retrieve the list of existing configuration files for the NE.

Recommended Action Restart the Cisco MGM client and retry.

Error Message EID-176: An error occurred while reading the global MGM configuration.

Recommended Action A database error occurred during this operation. Verify that the Cisco MGM database is up and running properly. Restart the Cisco MGM client and retry.

Error Message EID-177: An error occurred while modifying the global MGM configuration. Changes might not take effect.

Recommended Action A database error occurred during this operation. Verify that the Cisco MGM database is up and running properly. Restart the Cisco MGM client and retry.

Error Message EID-178: An error occurred while modifying the global MGM configuration. Changes might not be communicated to other MGM clients.

Recommended Action Restart the Cisco MGM client and retry.

Error Message EID-180: An error occurred while starting this service. Verify that this service is installed on the MGM server and retry.

Recommended Action Use the following procedure to verify that the Cisco MGM processes are running:

Step 1 Log into the Cisco MGM server as the root user and enter the following command:

```
showmgm
```

Step 2 Contact Cisco technical support with the results of the **showmgm** command.

Error Message EID-181: An internal state error occurred. Do you want to continue using a default standard configuration?

Recommended Action Click **Yes** or **No**; then, continue accordingly. Alternately, reopen the Control Panel window.

Error Message EID-182: An internal state denied the request to read the configuration. Do you want to continue using a default standard configuration?

Recommended Action Click **Yes** or **No**; then, continue accordingly. Alternately, reopen the Control Panel window.

Error Message EID-183: An I/O error occurred. Do you want to continue using a default standard configuration?

Recommended Action Click **Yes** or **No**; then, continue accordingly. Alternately, reopen the Control Panel window.

Error Message EID-184: An internal protocol error occurred. Do you want to continue using a default standard configuration?

Recommended Action Click **Yes** or **No**; then, continue accordingly. Alternately, reopen the Control Panel window.

Error Message EID-185: An internal error prevented the current configuration file from being opened.

Recommended Action An incorrect server configuration appears on the Control Panel window. Reopen it and verify that the server parameters are correct.

Error Message EID-186: The request to open the current configuration file was denied.

Recommended Action An incorrect server configuration appears on the Control Panel window. Reopen it and verify that the server parameters are correct.

Error Message EID-187: There is a problem opening the current configuration file.

Recommended Action An incorrect server configuration appears on the Control Panel window. Reopen it and verify that the server parameters are correct.

Error Message EID-188: An exception occurred while opening the current configuration file.

Recommended Action An incorrect server configuration appears on the Control Panel window. Reopen it and verify that the server parameters are correct.

Error Message EID-189: There is an input character problem in the current configuration file.

Recommended Action An incorrect server configuration appears on the Control Panel window. Reopen it and verify that the server parameters are correct.

Error Message EID-190: Error detected in the server configuration file at line *line_number*.

Recommended Action The server configuration file contains an invalid entry (or is missing a mandatory entry) at the line specified. If the line number specified is one more than the last line in the file, invalid data exists on the last line, or some mandatory field values are missing after the last line.

Error Message EID-191: Error occurred while writing the changes to the server configuration file. The previous changes made to the server configuration have been lost.

Recommended Action Refresh the Control Panel window. Redo the changes and click **Save**.

Error Message EID-192: Server configuration has been modified by another user since it was last read. You must refresh this view before any changes can be made to the server configuration file.

Recommended Action To proceed with the save, click the **Refresh Data** tool, change the selected Control Panel property sheet, and click **Save**.

Error Message EID-193: This IP address was already added as an {0}.

Recommended Action Enter a different IP address.

Error Message EID-194: A maximum of n can be configured. You must remove an existing host if you want to add another host.

Recommended Action Remove an existing Simple Network Management Protocol (SNMP) host; then, add a new host.

Error Message EID-196: An error occurred while sending the truncate queue event to the server.

Recommended Action Error while sending event to the server. Restart client.

Error Message EID-198: An error occurred while scheduling the Alarm Profile Management operation.

Recommended Action Reschedule the job.

Error Message EID-199: An error occurred while scheduling the Disclaimer Message Management operation.

Recommended Action Reschedule the job.

Error Message EID-200: An error occurred while scheduling the NE Defaults Management operation.

Recommended Action Reschedule the job.

Error Message EID-201: An error has occurred while scheduling the configure node operation.

Recommended Action Make sure that the node is reachable and in service. Try again.

Error Message EID-206: Duplicate server address. Enter a unique address.

Recommended Action Enter a unique server address.

Error Message EID-207: A maximum of n servers can be configured. You must remove an existing server to add another server.

Recommended Action Remove an existing server; then, configure another server.

Error Message EID-208: Could not cancel selected task(s). Action failed.

Recommended Action The selected task or job is already running or has already been cancelled. Click the **Refresh Data** tool to see the current status.

Error Message EID-209: Could not cancel selected job(s). Action failed.

Recommended Action The selected task or job is already running or has already been cancelled. Click the **Refresh Data** tool to see the current status.

Error Message EID-210: Could not activate selected task(s). Action failed.

Recommended Action Activate (Commit) fails when the active software version is newer than the standby software version. Only the reactivate (Revert) operation is allowed in this case.

Reactivate (Revert) fails when the active software version is older than the standby software version. Only the activate (Commit) operation is allowed in this case.

Activate or reactivate might fail because a similar administrative operation (such as backup, restore, download, or commit/revert) occurs on the NE. Wait several minutes and try again.

Error Message EID-211: Could not reactivate job(s). Action failed.

Recommended Action Activate (Commit) fails when the active software version is newer than the standby software version. Only the reactivate (Revert) operation is allowed in this case.

Reactivate (Revert) fails when the active software version is older than the standby software version. Only the activate (Commit) operation is allowed in this case.

Activate or reactivate might fail because a similar administrative operation (such as backup, restore, download, or commit/revert) occurs on the NE. Wait several minutes and try again.

Error Message EID-212: Software image download failed for *NE_ID*.

Recommended Action The software image file might be empty or corrupt. Or, the problem might be the communication link between Cisco MGM and the NE; the NE might not perform the correct handshake response with the Cisco MGM. Retry the software download.

Error Message EID-215: There are no reachable or known model NEs.

Recommended Action The NE you chose is unreachable or the NE model type does not support the operation. Choose a different NE.

Error Message EID-216: No partitions for *NEs*.

Recommended Action Initial discovery might still be in progress. Try again after some time.

Error Message EID-217: Selected NEs do not have a partition selected to download the image file.

Recommended Action The selected NE does not have a partition selected for downloading the image. Select a partition to which the image will be downloaded.

Error Message EID-218: Some NEs have no associated partitions to download the image file. Proceed anyway?

Recommended Action One or more of the selected NEs have no partition selected for downloading the image. Select appropriate Flash partitions for all NEs. If you proceed anyway, those NEs will not be scheduled for image download.

Error Message EID-219: Some selected NE Flash partitions do not have enough space for the image.

Recommended Action Clean up the space on the Flash partition before job execution time or the job will fail.

Error Message EID-220: This operation will only append the new commands to the already running configuration. It will not replace the existing running configuration. Proceed anyway?

Recommended Action Restoring the configuration file as running configuration will only append to the existing running configuration and will not delete the commands that are now present in the new configuration file. This is not a replacement of the running configuration.

Error Message EID-221: Add at least one NE and a Flash bank in Selected Downloads to download the image file.

Recommended Action Add at least one NE and a Flash bank to the Selected Downloads list.

Error Message EID-225: OSS Client Name is a required field. Specify a unique name for this OSS client and retry.

Recommended Action Enter a unique OSS client name and retry.

Error Message EID-226: An EFD has not been associated with this OSS client. Choose an existing EFD or create a new one for this OSS client and retry.

Recommended Action Choose an EFD or create a new EFD; then, retry.

Error Message EID-227: IP Address is a required field. Specify a unique IP address for this OSS client and retry.

Recommended Action Enter a unique IP address and retry.

Error Message EID-228: An OSS client with the same name already exists. Specify a unique OSS client name and retry.

Recommended Action Enter a unique OSS client name and retry.

Error Message EID-229: An EFD with the same name already exists. Specify a unique EFD name and retry.

Recommended Action Enter a unique EFD name and retry.

Error Message EID-230: An OSS IP address with the same name already exists. Specify a unique IP address and retry.

Recommended Action Enter a unique IP address and retry.

Error Message EID-231: An error occurred while reading the database. Restart the MGM client and retry.

Recommended Action Restart the Cisco MGM client and retry.

Error Message EID-232: An error occurred while creating a new EFD. Try to add the EFD again.

Recommended Action A database error occurred during this operation. Add the EFD again.

Error Message EID-233: Unable to delete the user from the database. Check whether the user is already logged in.

Recommended Action Check if the user is logged in.

Error Message EID-234: EFD Name is a required field. Specify a unique name for this EFD and retry.

Recommended Action Enter a unique EFD name and retry.

Error Message EID-235: The password confirmation does not match the actual password. Try again.

Recommended Action Reenter the password.

Error Message EID-236: An error occurred while saving the OSS client properties to the database. Make the changes again and retry.

Recommended Action Redo the EFD changes; then, retry.

Error Message EID-237: The Password field is mandatory. Enter the password.

Recommended Action Enter a password that is at least four characters in length.

Error Message EID-238: At least one network element should be allowed.

Recommended Action Add at least one NE to the EFD.

Error Message EID-239: At least one access element should be allowed.

Recommended Action Add at least one access element to the EFD.

Error Message EID-241: An error occurred while logging out a MGM user.

Recommended Action Retry.

Error Message EID-242: The OSS client name cannot be <NEW>. Enter another name.

Recommended Action Enter an OSS client profile name other than "<NEW>."

Error Message EID-243: An error occurred while stopping this service.

Recommended Action Use the following procedure to verify that the Cisco MGM processes are running:

Step 1 Log into the Cisco MGM server as the root user and enter the following command:

```
showmgm
```

Step 2 Contact Cisco technical support with the results of the **showmgm** command.

Error Message EID-244: Unable to retrieve model or service type for this service.

Recommended Action Try again.

Error Message EID-245: Modified OSS client was not found in the database.

Recommended Action Database user data missing. Recreate the OSS user.

Error Message EID-246: An error occurred while sending events to other clients.

Recommended Action JMOCO notification error. Restart the Cisco MGM client.

Error Message EID-247: Cannot delete a new client.

Recommended Action Error deleting selected OSS client. Select another OSS client with an OSS name length greater than 0 characters.

Error Message EID-248: TID/SID for MGM is mandatory. Enter a value.

Recommended Action Enter a target identifier (TID) or source identifier (SID) value.

Error Message EID-249: Threshold values must follow the order Critical > Major > Minor. Enter valid values.

Recommended Action Enter threshold values where the critical value is greater than the major value, which is greater than the minor value.

Error Message EID-250: In the Time Period selection, the start time is greater than the end time.

Recommended Action Enter a start time that is before the end time.

Error Message EID-253: The selection list contains only the deleted NE.

Recommended Action Relaunch the window.

Error Message EID-254: The deleted NE was removed from the selection list.

Recommended Action One or more NEs has been deleted. Relaunch the window.

Error Message EID-255: Tag can have only alphanumeric, underscore (_), and period (.) characters.

Recommended Action Add a tag that contains only alphanumeric characters, an underscore, or a period.

Error Message EID-256: This username is being used by another MGM user. Choose a different username.

Recommended Action Choose a different username.

Error Message EID-257: The new password does not match the confirmation password. Retype the password.

Recommended Action Reenter the password.

Error Message EID-258: An error occurred while scheduling the job related to NE user management.

Recommended Action Error occurred while scheduling the job. Try doing the task again.

Error Message EID-259: Select a user to modify.

Recommended Action Select a user.

Error Message EID-260: Select an NE for the user.

Recommended Action Select an NE.

Error Message EID-261: This user is already defined on some or all of your selected NEs.

Recommended Action Select a different user.

Error Message EID-262: Select at least one user.

Recommended Action Select at least one user.

Error Message EID-263: Change the user attributes.

Recommended Action Change the user attributes.

Error Message EID-264: Selected user has been deleted from the NE.

Recommended Action Select a different user.

Error Message EID-265: Fatal error occurred while notifying the *product_name* server of this change. Restart the server and all the clients.

Recommended Action Restart the Cisco MGM server and clients.

Error Message EID-266: Old MGM User Password field cannot be empty. Enter the old password and retry.

Recommended Action Enter the old user password and retry.

Error Message EID-267: The MGM password you entered does not match the MGM user password. Try again.

Recommended Action Reenter the user password.

Error Message EID-268: The new password does not match confirmation password. Try again.

Recommended Action Reenter the confirmation password.

Error Message EID-269: Database error: Cannot change the user password.

Recommended Action A database error occurred during this operation. Verify that the Cisco MGM database is up and running properly. Restart the Cisco MGM client and retry.

Error Message EID-273: The change password feature has been disabled by the administrator for this user.

Recommended Action Contact the Cisco MGM administrator to enable the change password feature for this user.

Error Message EID-274: All the fields are blank. Enter valid entries.

Recommended Action Enter valid entries.

Error Message EID-284: The lockout period must be between 1 and 120.

Recommended Action Enter a lockout period between 1 and 120.

Error Message EID-285: The logout period must be between 1 and 1440.

Recommended Action Enter a logout period between 1 and 1440.

Error Message EID-286: Enter a valid profile name. You did not enter a profile name, or you chose 'Default' or 'Inherited' as the profile name.

Recommended Action Enter a valid profile name.

Error Message EID-286: Enter a rate value when IP priority queuing is enabled.

Recommended Action Enter a rate value.

Error Message EID-288: Accept operation failed or is not allowed.

Recommended Action Entry does not exist.

Error Message EID-290: The logout period must be greater than the lockout period. Changes will not take effect.

Recommended Action Enter a logout period that is greater than the lockout period.

Error Message EID-297:EID-300: Cannot open file *filename*. Privileges to write data are not available.

Recommended Action You have read access only; this operation requires read/write access. Log out and log in again with a username and password that have read/write access.

Error Message EID-301: Export data error: Table not instantiated.

Recommended Action You cannot export data before the table is fully open. Wait until the table opens fully; then, click the **Export** tool.

Error Message EID-302: Export data: Error in opening file *filename* to export data.

Recommended Action The file could not be opened for writing the data. This could be due to insufficient permission in the selected directory. Choose a directory with write permission or change the permission to allow writing data in the selected directory.

Error Message EID-303: Resync Time (1530x only): Value should be in the range 30 to 2147483647.

Recommended Action Enter a value from 30 to 2147483647.

Error Message EID-304: Enter a filename for export.

Recommended Action Enter a filename for the exported file.

Error Message EID-305: File *filename* already exists. Do you want to overwrite it?

Recommended Action The file that you have provided already exists. Verify that you want to overwrite the file before clicking **OK**.

Error Message EID-306: Cannot write to *filename*. Check if you have sufficient disk space and permissions to write. Check if another application is using the file.

Recommended Action Change the permission on the specified file or choose a different filename. If there is insufficient disk space, delete some files to make space on the disk.

Error Message EID-307: *Filename*: Path does not exist or there is no write permission. Verify that the path to the file exists and you have write permission.

Recommended Action A directory that is part of the path that you specified to the file does not exist or has no permissions to read or write. Create the directory structure to store the file with read/write permissions; then, specify the path. Or, specify a valid path.

Error Message 308: *Directory_name* is a directory. Enter a filename.

Recommended Action Enter a filename instead of a directory name.

Error Message EID-309: Enter a character for separating fields during export.

Recommended Action You clicked the **Other** radio button but did not specify a separation character. Specify the character that you want to use as the separation character.

Error Message EID-310: Graph is not available at this time.

Recommended Action The graph could not be started because the NE could not be contacted. Verify that the NE is available and retry.

Error Message EID-311: BER statistics are not available at this time.

Recommended Action The bit error rate (BER) window could not be opened because the NE could not be contacted. Verify that the NE is available and retry.

Error Message EID-312: The table will be sorted on the Time Stamp column to show new rows. Press OK to sort. You can cancel and sort the table by time stamp later to see the new rows.

Recommended Action If you click **Cancel**, the rows are not sorted in chronological order. If you click **OK**, the rows are sorted in chronological order and the latest rows appear on top.

Error Message EID-313: Cannot get system information from the NE. Check IP connectivity to the NE and restart the Node View.

Recommended Action The SNMP query for system contact and location is not reaching the NE. After IP connectivity to the NE is restored, reopen the Node View window. The correct system contact and location information will appear.

Error Message EID-314: Cannot retrieve NE data from the server.

Recommended Action Restart the Cisco MGM client.

Error Message EID-315: Error retrieving data from the database.

Recommended Action Restart the Cisco MGM client and retry. Also, check the available memory on the server workstation.

Error Message EID-316: Error while setting filter criteria in the database.

Recommended Action Restart the Cisco MGM client and retry.

Error Message EID-317: Error while adding filter criteria in the database.

Recommended Action Restart the Cisco MGM client and retry.

Error Message EID-318: Error while retrieving the total number of rows from the database.

Recommended Action Restart the Cisco MGM client and retry.

Error Message EID-319: Error while sorting data in the database.

Recommended Action Restart the Cisco MGM client and retry.

Error Message EID-320: Error while attempting read/write to the database.

Recommended Action Restart the Cisco MGM client and retry.

Error Message EID-321: Error while sending request for alarm changed.

Recommended Action Restart the Cisco MGM client and retry.

Error Message EID-322: Error while initializing table.

Recommended Action Restart the Cisco MGM client and retry.

Error Message EID-323: You cannot delete an EFD profile that is used by an OSS client.

Recommended Action Verify that the EFD profile you want to delete is not being used by an OSS client.

Error Message EID-324: Cannot add an EFD profile.

Recommended Action A database error occurred during this operation. Verify that the Cisco MGM database is up and running properly. Restart the Cisco MGM client and retry.

Error Message EID-325: Cannot modify an EFD profile wizard.

Recommended Action A database error occurred during this operation. Verify that the Cisco MGM database is up and running properly. Restart the Cisco MGM client and retry.

Error Message EID-326: Error occurred while deleting the selected EFD profile.

Recommended Action A database error occurred during this operation. Verify that the Cisco MGM database is up and running properly. Restart the Cisco MGM client and retry.

Error Message EID-327: Error in event notification while deleting the selected EFD profile.

Recommended Action Restart the Cisco MGM client and retry.

Error Message EID-330: Cannot launch table.

Recommended Action Restart the Cisco MGM client and retry.

Error Message EID-331: Error occurred. Table will be closed.

Recommended Action Restart the Cisco MGM client and retry.

Error Message EID-332: Exception while creating metadata for *object*.

Recommended Action Restart the Cisco MGM client and retry.

Error Message EID-333: Database timeout occurred. Reduce the scope of the query or increase the timeout.

Recommended Action Your database query is too broad. Reduce the scope of the query or increase the timeout by editing the `DB_Query_Timeout_Seconds` parameter in the `config/ems-client.cfg` file. The default timeout is 60 seconds.

Error Message EID-340: The end ID must be greater than the start ID. Enter an end ID value that is greater than the start ID value.

Recommended Action Enter an end ID value that is greater than the start ID value; then, click **OK** to filter the data.

Error Message EID-341: The start/end IDs must be valid values. Enter valid values.

Recommended Action Enter valid values for starting and ending IDs.

Error Message EID-343: This network partition is not associated with a network element.

Recommended Action Restart the Cisco MGM client and retry.

Error Message EID-344: Cannot delete the last network partition.

Recommended Action At least one network partition must be present. Do not delete this last network partition.

Error Message EID-345: The exported data contains the separator character. Select another separator or check the check box to enclose text in double quotes if it includes the separator.

Recommended Action Choose another separator or check the **Enclose text in double quotes** check box.

Error Message EID-350: Database error: Cannot unlock the user.

Recommended Action Retry the unlock operation.

Error Message EID-353: This operation will result in deleting the selected user(s) from the database. Press 'OK' to continue and 'Cancel' to abort the operation.

Recommended Action Click **OK** to delete the selected user(s), or click **Cancel**.

Error Message EID-354: This operation will result in deleting the selected user profile(s) from the database. Press 'OK' to continue and 'Cancel' to abort operation.

Recommended Action Click **OK** to delete the selected user profile(s), or click **Cancel**.

Error Message EID-400: This number is invalid. Enter a valid number to continue.

Recommended Action Enter a valid number.

Error Message EID-402: System name for this network element is inconsistent.

Recommended Action No action is required.

Error Message EID-403: Error occurred while reading the STS-1 configuration from the database. The data shown may be inconsistent with the network element's actual configuration.

Recommended Action Wait for a few minutes; then, click the **Refresh Data** tool to refresh the view.

Error Message EID-404: Error occurred while reading the VT configuration from the database. The data shown may be inconsistent with the network element's actual configuration.

Recommended Action Wait for a few minutes; then, click the **Refresh Data** tool to refresh the view.

Error Message EID-405: Error occurred while reading the serial interface configuration from the database. The data shown may be inconsistent with the network element's actual configuration.

Recommended Action Wait for a few minutes; then, click the **Refresh Data** tool to refresh the view.

Error Message EID-406: Error occurred while reading the multilink configuration from the database. The data shown may be inconsistent with the network element's actual configuration.

Recommended Action Wait for a few minutes; then, click the **Refresh Data** tool to refresh the view.

Error Message EID-407: Error occurred while reading the Ethernet port configuration from the database. The data shown may be inconsistent with the network element's actual configuration.

Recommended Action Wait for a few minutes; then, click the **Refresh Data** tool to refresh the view.

Error Message EID-408: Error occurred while reading the DS1 port configuration from the database. The data shown may be inconsistent with the network element's actual configuration.

Recommended Action Wait for a few minutes; then, click the **Refresh Data** tool to refresh the view.

Error Message EID-409: Error occurred while reading the OC-3 configuration from the database. The data shown may be inconsistent with the network element's actual configuration.

Recommended Action Wait for a few minutes; then, click the **Refresh Data** tool to refresh the view.

Error Message EID-410: Error occurred while reading the cross-connect configuration from the database. The data shown may be inconsistent with the network element's actual configuration.

Recommended Action Wait for a few minutes; then, click the **Refresh Data** tool to refresh the view.

Error Message EID-411: Error occurred while specifying filter parameters for DS1 ports on the Cross-Connect Table.

Recommended Action Wait for a few minutes; then, click the **Refresh Data** tool to refresh the view.

Error Message EID-412: Error occurred while specifying filter parameters for Ethernet ports on the Cross-Connect Table.

Recommended Action Wait for a few minutes; then, click the **Refresh Data** tool to refresh the view.

Error Message EID-414: Error occurred while connecting to the remote console.

Recommended Action The NE is not available. Verify that the client can reach the NE and retry.

Error Message EID-420: Error occurred while reading the STM-1 configuration from the database. The data shown may be inconsistent with the network element's actual configuration.

Recommended Action Wait for a few minutes; then, click the **Refresh Data** tool to refresh the view.

Error Message EID-421: Error occurred while reading the VC4 configuration from the database. The data shown may be inconsistent with the network element's actual configuration.

Recommended Action Wait for a few minutes; then, click the **Refresh Data** tool to refresh the view.

Error Message EID-422: Error occurred while reading the VC3 configuration from the database. The data shown may be inconsistent with the network element's actual configuration.

Recommended Action Wait for a few minutes; then, click the **Refresh Data** tool to refresh the view.

Error Message EID-423: Error occurred while reading the VC2 configuration from the database. The data shown may be inconsistent with the network element's actual configuration.

Recommended Action Wait for a few minutes; then, click the **Refresh Data** tool to refresh the view.

Error Message EID-424: Error occurred while reading the VC12 configuration from the database. The data shown may be inconsistent with the network element's actual configuration.

Recommended Action Wait for a few minutes; then, click the **Refresh Data** tool to refresh the view.

Error Message EID-429: DCC/GCC was created successfully but the set of AdminState failed.

Recommended Action The port could not be set. Go to the property sheet of the related card and try to set the Admin State in the Line Config tab.

Error Message EID-448: Deletion of Default and Inherited Alarm Profile is not allowed.

Recommended Action Default and Inherited Alarm Profiles cannot be deleted.

Error Message EID-449: Default and Inherited Alarm Profiles cannot be changed.

Recommended Action Default and Inherited Alarm Profiles cannot be changed or deleted.

Error Message EID-450: Alarm Profile by this name already exists. Please use another name.

Recommended Action The selected name is already in use. Choose a different name.

Error Message EID-451: Enter a valid SNTP server IP address.

Recommended Action Enter a valid SNTP server IP address.

Error Message EID-452: Enter a valid DHCP server IP address.

Recommended Action Enter a valid Dynamic Host Configuration Protocol (DHCP) server IP address.

Error Message EID-453: Protection group must have working card(s).

Recommended Action Select a protection group that contains at least one working card.

Error Message EID-454: Enter valid values for the protection group name, type, protect module, and working entities.

Recommended Action Enter valid values.

Error Message EID-455: Enter a valid value for Protection Group Name.

Recommended Action Enter a valid protection group name.

Error Message EID-456: Enter a valid value for Protect Module.

Recommended Action Enter a valid protect module value.

Error Message EID-457: Enter a valid value for Working Entities.

Recommended Action Enter a valid working entities value.

Error Message EID-458: Enter a valid value for Protection Type.

Recommended Action Enter a valid protection type value.

Error Message EID-459: Protection group name is too long. Maximum length is 32 characters.

Recommended Action Enter a protection group name that does not exceed 32 characters.

Error Message EID-460: Enter a valid SNMP trap destination IP address.

Recommended Action Enter a valid SNMP trap destination IP address.

Error Message EID-461: Enter a valid SNMP community name.

Recommended Action Enter a valid SNMP community name.

Error Message EID-462: 0.0.0.0 is not a valid DHCP server IP address. Enter a valid IP address.

Recommended Action Enter a valid IP address.

Error Message EID-463: 0.0.0.0 is not a valid SNMP server IP address. Enter a valid IP address.

Recommended Action Enter a valid IP address.

Error Message EID-464: Cannot create Ethernet thresholds on the following ports: *port_number(s)*.

Recommended Action Try creating the thresholds again.

Error Message EID-465: The change was not saved successfully. Data will be reset to the previous value.

Recommended Action Some attributes were not saved successfully. Check documentation to see any conditions that must be set up before setting the attributes.

Error Message EID-469: Error occurred while creating the service provisioner.

Recommended Action The server service is not ready. Wait several minutes and try again.

Error Message EID-500: Searched item not found.

Recommended Action No item in the Domain Explorer Hierarchy pane matches the search criteria you specified. Redefine the search criteria and run a new search.

Error Message EID-501: Cannot launch a remote console to the selected NE.

Recommended Action Xterm is missing from the Sun Solaris path. Edit the `ems-client.cfg` file and provide the correct xterm path.

Or, there is not enough memory to launch a separate Telnet process. Shut down some applications to free up memory.

Error Message EID-502: Group Name is a mandatory field. Enter a unique group name and retry.

Recommended Action Enter a unique name for the new group.

Error Message EID-503: A group with the same name already exists. Specify a unique group name and retry.

Recommended Action Enter a unique name for the new group.

Error Message EID-504: A group name cannot be the same as a domain name. A domain with the same name already exists. Specify a unique group name and retry.

Recommended Action Enter a unique name for the new group.

Error Message EID-505: Database error: Error occurred while adding the new group to the database.

Recommended Action A database error occurred while adding the new group. Verify that the Cisco MGM database is up and running properly. Restart the Cisco MGM client and retry adding a new group.

Error Message EID-506: Group name is too long. Restrict the name to 32 characters.

Recommended Action Enter a unique group name that does not exceed 32 characters.

Error Message EID-507: Group description is too long. Restrict the description to 256 characters.

Recommended Action Enter a group description that does not exceed 256 characters.

Error Message EID-511: NE ID is a mandatory field. Enter a unique NE ID and retry.

Recommended Action Enter a unique ID for the NE.

Error Message EID-512: An NE or GNE with the same ID already exists in the database. Enter a unique NE ID and retry.

Recommended Action Enter a unique ID for the NE.

Error Message EID-513: An NE with the same IP address already exists in the database. Enter a unique IP address and retry.

Recommended Action Enter a unique ID for the NE that does not exceed 128 alphanumeric characters.

Error Message EID-514: IP Address is a mandatory field. Enter a unique IP address and retry.

Recommended Action Enter a unique IP address for the NE.

Error Message EID-515: An NE or GNE with the same IP address already exists. Enter a unique IP address and retry.

Recommended Action Enter a unique IP address and retry.

Error Message EID-516: Invalid IP address. Enter a valid IP address in four decimal bytes (for example, 196.100.200.300) and retry.

Recommended Action Enter a unique IP address that uses the specified format.

Error Message EID-520: Database error: Error occurred while adding the new NE to the database.

Recommended Action A database error occurred while adding the new NE. Verify that the Cisco MGM database is up and running properly. Restart the Cisco MGM client and retry adding a new NE.

Error Message EID-521: Network element description is too long. Restrict the description to 256 characters.

Recommended Action Enter a description that does not exceed 256 characters.

Error Message EID-524: Database error: Cannot set the In-Service time stamp in the database.

Recommended Action A database error occurred while storing the NE's in-service time stamp in the database. Verify that the Cisco MGM database is up and running properly. Restart the Cisco MGM client and retry.

Error Message EID-525: Database error: Cannot set the Config Mode in the database.

Recommended Action A database error occurred while setting the NE type in the database. Verify that the Cisco MGM database is up and running properly. Restart the Cisco MGM client and retry.

Error Message EID-526: Invalid tree node selected. You cannot perform this operation with the current selection. Select a group or domain node and retry.

Recommended Action Select a group or domain node and retry.

Error Message EID-527: Error occurred while registering with the Cisco MGM event notification subsystem. Exit and restart the application.

Recommended Action Restart the Cisco MGM server and all of the clients. Contact Cisco technical support if the problem persists.

Error Message EID-528: Fatal error occurred while notifying the *server_name* server of this change. Restart the server and all the clients.

Recommended Action Restart the Cisco MGM server and all of the clients. Contact Cisco technical support if the problem persists.

Error Message EID-529: An error occurred while writing data to the database.

Recommended Action Exit and restart the Cisco MGM client.

Error Message EID-530: An error occurred while reading data from the database.

Recommended Action Exit and restart the Cisco MGM client.

Error Message EID-531: A domain with the same name already exists. Specify a unique domain name and retry.

Recommended Action Specify a unique domain name.

Error Message EID-532: Database error: Cannot modify the domain description.

Recommended Action A database error occurred during this operation. Verify that the Cisco MGM database is up and running properly. Restart the Cisco MGM client and retry.

Error Message EID-533: Database error: Cannot modify the domain name.

Recommended Action A database error occurred during this operation. Verify that the Cisco MGM database is up and running properly. Restart the Cisco MGM client and retry.

Error Message EID-534: Domain Name is a mandatory field. Specify the domain name and retry.

Recommended Action Enter a name for the domain.

Error Message EID-535: Group Name is a mandatory field. Specify the group name and retry.

Recommended Action Enter a name for the group.

Error Message EID-536: Database error: Cannot modify the group name.

Recommended Action A database error occurred during this operation. Verify that the Cisco MGM database is up and running properly. Restart the Cisco MGM client and retry.

Error Message EID-537: Database error: Cannot modify the group description.

Recommended Action A database error occurred during this operation. Verify that the Cisco MGM database is up and running properly. Restart the Cisco MGM client and retry.

Error Message EID-538: Database error: Cannot modify the group location.

Recommended Action A database error occurred during this operation. Verify that the Cisco MGM database is up and running properly. Restart the Cisco MGM client and retry.

Error Message EID-539: Database error: Cannot modify the network element name.

Recommended Action A database error occurred during this operation. Verify that the Cisco MGM database is up and running properly. Restart the Cisco MGM client and retry.

Error Message EID-540: Database error: Cannot modify the network element IP address.

Recommended Action A database error occurred during this operation. Verify that the Cisco MGM database is up and running properly. Restart the Cisco MGM client and retry.

Error Message EID-541: Database error: Cannot modify the network element NSAP address.

Recommended Action A database error occurred when you tried to modify the NE Network Service Access Point (NSAP) address. Verify that the Cisco MGM database is up and running properly. Restart the Cisco MGM client and retry.

Error Message EID-542: Database error: Cannot modify the network element state.

Recommended Action A database error occurred during this operation. Verify that the Cisco MGM database is up and running properly. Restart the Cisco MGM client and retry.

Error Message EID-543: Database error: Cannot modify the network element description.

Recommended Action A database error occurred during this operation. Verify that the Cisco MGM database is up and running properly. Restart the Cisco MGM client and retry.

Error Message EID-544: Database error: Cannot modify the network element community string.

Recommended Action A database error occurred during this operation. Verify that the Cisco MGM database is up and running properly. Restart the Cisco MGM client and retry.

Error Message EID-545: Database error: Cannot modify the network element location name.

Recommended Action A database error occurred during this operation. Verify that the Cisco MGM database is up and running properly. Restart the Cisco MGM client and retry.

Error Message EID-546: Database error: Cannot modify the network element GNE ID.

Recommended Action A database error occurred during this operation. Verify that the Cisco MGM database is up and running properly. Restart the Cisco MGM client and retry.

Error Message EID-549: Database error: Cannot set the NE type in the database.

Recommended Action A database error occurred during this operation. Verify that the Cisco MGM database is up and running properly. Restart the Cisco MGM client and retry.

Error Message EID-550: Database error: Cannot set the NE PM collection state in the database.

Recommended Action A database error occurred during this operation. Verify that the Cisco MGM database is up and running properly. Restart the Cisco MGM client and retry.

Error Message EID-551: Database error: Cannot set the model type in the database.

Recommended Action A database error occurred during this operation. Verify that the Cisco MGM database is up and running properly. Restart the Cisco MGM client and retry.

Error Message EID-552: Database error: Cannot set the NE username in the database.

Recommended Action This error occurs when there is a database exception while setting the username for the NE in the NE Authentication tab. Perform the operation again.

Error Message EID-553: Database error: Cannot set the NE user password in the database.

Recommended Action This error occurs when there is a database exception while setting the username for the NE in the NE Authentication tab. Perform the operation again.

Error Message EID-554: Database error: Cannot create the new user.

Recommended Action Perform the operation again.

Error Message EID-555: Username is a mandatory field. Enter a unique username and retry.

Recommended Action Enter a unique username.

Error Message EID-556: Username is a mandatory field. Enter a username and retry.

Recommended Action Enter a unique username.

Error Message EID-557: A MGM user with the same name already exists. Enter a unique username and retry.

Recommended Action Enter a unique username.

Error Message EID-559: User Password is a mandatory field. Enter a unique user password and retry.

Recommended Action Enter a unique user password.

Error Message EID-560: Enter a username with at least 6 characters.

Recommended Action Enter a username that contains at least 6 characters.

Error Message EID-561: Username must start with an alphabetic character (A - Z, a - z). Enter a valid username and retry.

Recommended Action Enter a valid username.

Error Message EID-563: User Password is mandatory to create a MGM user. Enter a unique user password and retry.

Recommended Action Enter a unique user password.

Error Message EID-564: The Add User wizard has been closed because the user privileges list has changed. Launch the wizard again.

Recommended Action Relaunch the Create User Profile wizard.

Error Message EID-565: User Password is a mandatory field. Enter a unique user password and retry.

Recommended Action Enter a unique password for the user. The user password must contain at least six characters. Of those six characters, at least one must be a nonalphanumeric character (*, -, &, %, and so on).

Error Message EID-566: Database error: Cannot modify user properties.

Recommended Action A database error occurred during this operation. Verify that the Cisco MGM database is up and running properly. Restart the Cisco MGM client and retry.

Error Message EID-567: The password confirmation does not match the actual password. Try again.

Recommended Action Reenter the password.

Error Message EID-568: The domain name cannot be the same as a group name. A group with the same name already exists. Specify a unique domain name and retry.

Recommended Action Specify a unique domain name.

Error Message EID-569: No objects are assigned to the user. Assign at least one object to the user.

Recommended Action Assign an object to the user.

Error Message EID-570: Database error: Cannot create the new user type.

Recommended Action This error occurs when a new user profile is being created or if an existing profile is being modified. If it occurs while creating a user profile, delete the newly created user profile and try recreating the user profile again. If it occurs while modifying an existing user profile, perform the operation again.

Error Message EID-571: User Type Name is a mandatory field. Enter a unique name and retry.

Recommended Action Enter a unique user type name.

Error Message EID-572: Database error: Cannot modify user properties.

Recommended Action A database error occurred during this operation. Verify that the Cisco MGM database is up and running properly. Restart the Cisco MGM client and retry.

Error Message EID-573: The password confirmation does not match the actual password. Reconfirm the password.

Recommended Action Reconfirm the password.

Error Message EID-574: A MGM user type with the same name already exists. Enter a unique name and retry.

Recommended Action Enter a unique user type name.

Error Message EID-574: One or more selected users are currently logged in. The users cannot be deleted until they log out.

Recommended Action Ask the selected users to log out from all of the clients and retry.

Error Message EID-575: No objects are assigned to the user. Assign at least one object to the user.

Recommended Action Assign at least one object to the user and retry.

Error Message EID-576: Enter a user type name that contains at least 6 characters.

Recommended Action Enter a user type name that contains at least 6 characters.

Error Message EID-576: Database error: Cannot assign ports to the user.

Recommended Action A database error occurred during this operation. Verify that the Cisco MGM database is up and running properly. Restart the Cisco MGM client and retry.

Error Message EID-577: Enter a user type name that contains at least 6 characters.

Recommended Action Enter a user type name that contains at least 6 characters.

Error Message EID-577: No ports are assigned to the user. Assign at least one port to the user.

Recommended Action Assign one or more ports to the user.

Error Message EID-578: Database error: Cannot delete one or more users.

Recommended Action Perform the operation again.

Error Message EID-579: Fatal error: Restart the *server_name* server and all the clients.

Recommended Action Restart the Cisco MGM server and all of the clients.

Error Message EID-580: One or more selected users are currently logged in. The users cannot be deleted until they log out.

Recommended Action Ask the selected users to log out from all of the clients and retry.

Error Message EID-581: User(s) with this profile already exist(s). The profile cannot be deleted until you delete the user(s) from the MGM User Table.

Recommended Action Delete the user(s) from the Cisco MGM User Table.

Error Message EID-582: This is a default user profile. It cannot be deleted.

Recommended Action Select a different user profile to delete. You cannot delete the default user profile.

Error Message EID-583: A GNE or NE with the same name already exists. Specify a unique GNE name and retry.

Recommended Action Enter a unique GNE name.

Error Message EID-585: The "to" IP Address is lower than the "from" IP Address.

Recommended Action This error occurs during the addition of bulk NEs. Make sure that the To IP Address is greater than the From IP Address.

Error Message EID-586: The selected GNE ID is no longer present. Select another GNE ID.

Recommended Action This error occurs while adding an NE. If a selected GNE has been deleted by another user, this error message appears. Select a different GNE.

Error Message EID-587: Database error: Cannot delete one or more user profiles.

Recommended Action Database error occurred while checking for uniqueness of the user type name or deleting the user from the USER_TYPE_TABLE. It also occurred while writing rows in the OPERATIONS_PERMISSION_TABLE. Check your database connection.

Error Message EID-587: The selected network partition ID is no longer present. Select another network partition ID.

Recommended Action This error occurs while adding an NE. If a selected network partition has been deleted by another user, this error message appears. Select a different network partition under a different network partition.

Error Message EID-590: Encountered database error after persisting privilege values.

Recommended Action This error occurs when the privilege for the operation "Add Delete NE or Group" in the Add User Profile wizard or Modify User Profile wizard is changed from Read/Write to No Access or from No Access to Read/Write. Use the following procedure to correct the error:

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- Step 1** Change the privilege back to either Read/Write or No Access.
 - Step 2** Click **Finish**.
 - Step 3** Relaunch the wizard and set the privilege to the desired privilege.
 - Step 4** If the error shows again, check the database connectivity.
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Error Message EID-597: The last reference of a group can be deleted only after removing all the network elements it contains. Remove all the network elements this group contains and retry.

Recommended Action Copy or move all of the NEs in this group to another group; then, retry.

Error Message EID-598: A database error occurred while deleting the selected group from all references of its parent. The group might not be deleted completely.

Recommended Action Restart the Cisco MGM client. Check if the deleted group still exists under all references of its parents. If it does, select each reference in the Domain Explorer Hierarchy pane and choose **Edit > Delete**.

Error Message EID-600: Internal error: Cannot register with the event notification subsystem for events. You might not receive updates from other users.

Recommended Action Restart the Cisco MGM client.

Error Message EID-601: The Node View cannot be invoked for Out of Service network elements.

Recommended Action This is an informational message. The Node View can be invoked only for in-service and under-maintenance NEs. No action is required.

Error Message EID-602: The Alarm Browser cannot be invoked for the selected node.

Recommended Action This is an informational message. No active alarm information is available for the selected node. No action is required.

Error Message EID-603: An error occurred while subscribing to EMS events.

Recommended Action Restart the Cisco MGM client.

Error Message EID-604: An error occurred while unsubscribing from the Cisco Media Gateway Manager event notification subsystem.

Recommended Action Restart the Cisco MGM client.

Error Message EID-607: A GNE or NE with the same IP address already exists. Enter a unique IP address and retry.

Recommended Action Enter a unique IP address.

Error Message EID-621: Community String is a mandatory field. Enter the community string and retry.

Recommended Action Enter the community string.

Error Message EID-622: A fatal error occurred while requesting the topology change.

Recommended Action Restart the Cisco MGM server and all of the clients.

Error Message EID-623: An error occurred in response to a topology change. Refresh the view.

Recommended Action Close, then reopen the topology window.

Error Message EID-628: MGM initialization failed. Cannot connect to the MGM database.

Recommended Action The Cisco MGM client cannot read a required table from the database. Restart the application and start the Debug Log (choose **File > Debug Options**). If the problem persists, contact Cisco technical support with the Debug Log trace.

Error Message EID-629: A fatal error occurred while trying to retrieve new assignments from the server. The application will be shut down. Restart the application.

Recommended Action Restart the Cisco MGM server and all of the clients.

Error Message EID-630: The selected NE is not found in the database; the database might be corrupted.

Recommended Action Restart the Cisco MGM client.

Error Message EID-631: A user with administrator privileges has changed your password. The application will be closed. Log in again with the new password.

Recommended Action Log in with the revised user password.

Error Message EID-632: A user with administrator privileges has disabled this user. The application will be closed.

Recommended Action The administrator disabled the selected user's access. Contact the administrator to re-enable user access.

Error Message EID-633: The administrator has deleted this user. The application will be closed.

Recommended Action The administrator deleted the selected user. Contact the administrator to create a new user account.

Error Message EID-637: One or more NEs are missing from the domain. Those NEs will be added to the Lost and Found group in the MGM domain.

Recommended Action No action is required. The missing NE has been added to the Lost and Found group in the Cisco MGM domain.

Error Message EID-638: A MGM administrator has modified the MGM domain. As a result, your request to modify the MGM topology is invalid. Try again.

Recommended Action While you were adding an NE or group to an existing group, another administrator deleted the existing group. Consequently, your request to add an NE or group is now invalid. Reselect the node and retry.

Error Message EID-639: One or more groups are missing from the domain. Those groups will be added to the Lost and Found group in the MGM domain.

Recommended Action No action is required. The missing group has been added to the Lost and Found group in the Cisco MGM domain.

Error Message EID-640: Searched item not found.

Recommended Action Repeat the search with new search criteria.

Error Message EID-642: Database error: Cannot paste the requested node.

Recommended Action Try the paste action again. If the problem persists, contact Cisco technical support.

Error Message EID-643: Database error: Cannot delete the requested node.

Recommended Action Delete the node again. If the problem persists, contact Cisco technical support.

Error Message EID-644: Database error: Cannot undelete the requested node.

Recommended Action Undelete the node again. If the problem persists, contact Cisco technical support.

Error Message EID-645: Cannot purge the requested NE. Action failed.

Recommended Action An NE can be purged only if it is out of service. If the operational state of the NE is not out of service, undelete the NE, mark it out of service, and delete it again. Try to purge the NE again.

Error Message EID-646: Cannot add the new NE. An NE with the same name or IP address still exists in the MGM domain. Contact Cisco TAC for support.

Recommended Action Contact Cisco technical support.

Error Message EID-647: Object cannot be copied because the source and destination are the same.

Recommended Action Specify a different source and destination.

Error Message EID-649: A duplicate target is not allowed.

Recommended Action Specify a target that has not been used before.

Error Message EID-650: Specify a target.

Recommended Action Specify a target.

Error Message EID-651: Target cannot contain *string*.

Recommended Action Specify a target that does not contain this string.

Error Message EID-652: Target must contain 4 dot-separated integers.

Recommended Action Specify a target that contains 4 dot-separated integers.

Error Message EID-653: Target is invalid.

Recommended Action Specify a valid target.

Error Message EID-654: Retry values must be integers between 0 and 5.

Recommended Action Specify the retry value as an integer between 0 and 5.

Error Message EID-655: Timeout values must be integers between 1 and 60.

Recommended Action Specify the timeout as an integer between 1 and 60.

Error Message EID-656: Specify a write string.

Recommended Action Specify a write string.

Error Message EID-657: Error retrieving Flash partition files.

Recommended Action Contact the system administrator.

Error Message EID-658: Rediscover request has been accepted.

Recommended Action Your rediscover request was accepted; no action is required.

Error Message EID-662: Power level refresh failed.

Recommended Action Connection to the device might have timed out. Contact your system administrator.

Error Message EID-663: Circuit ID length cannot exceed 64 characters.

Recommended Action Enter a circuit ID that does not exceed 64 characters.

Error Message EID-664: Circuit description cannot exceed 256 characters.

Recommended Action Enter a circuit description that does not exceed 256 characters.

Error Message EID-665: Config exception: Cannot change EMS identification.

Recommended Action Enter an EMS ID that has between 1 and 64 characters and does not contain an apostrophe ('), a semicolon (;), a colon (:), or a comma (,).

Error Message EID-667: Network Partition ID is a mandatory field. Enter a unique network partition ID and retry.

Recommended Action Enter a unique network partition ID.

Error Message EID-668: A network partition with the same ID already exists. Specify a unique network partition ID and retry.

Recommended Action Enter a unique network partition ID.

Error Message EID-671: An error occurred while changing the network partition.

Recommended Action This error occurs while changing the name of the network partition. Retry changing the network partition name.

Error Message EID-672: Invalid browser path.

Recommended Action Verify that a browser is installed on your system and that the browser path in `ems-client.cfg` is set correctly.

Error Message EID-673: Network Partition Description is a mandatory field. Enter a unique network partition description and retry.

Recommended Action Enter a unique network partition description.

Error Message EID-675: Cannot export data on {0}.

Recommended Action A critical malfunction occurred on the property sheet; the data cannot be exported. Contact Cisco technical support.

Error Message EID-676: Some of the data was not exported correctly. See the file *filename* for details.

Recommended Action A malfunction occurred while displaying data in the property sheet. A parameter cannot be exported, but the export operation will continue processing other parameters. Contact Cisco technical support.

Error Message EID-677: Cannot execute the operation. Another NE configuration report is in progress.

Recommended Action Wait until the report is finished and repeat the operation.

Error Message EID-678: Error: Cannot export some of the data in the *tab_name* tab.

Recommended Action A malfunction occurred while displaying data in the property sheet. A parameter cannot be exported, but the export operation will continue processing other parameters. Contact Cisco technical support.

Error Message EID-690: A similar job is currently in progress. Wait for the job to finish; then, try again.

Recommended Action No action is required.

Error Message EID-691: Cannot add the new GNE. A GNE with the same name or IP address still exists in the MGM domain. Contact Cisco TAC for support.

Recommended Action Contact Cisco technical support.

Error Message EID-692: No circuit sizes are assigned to the user. Assign at least one circuit size to the user.

Recommended Action Assign at least one circuit size to the user.

Error Message EID-693: Cannot purge the requested NE because it is connected to another node with a link.

Recommended Action This error occurs when you purge an NE that has links to other NEs. Delete all links associated with this NE and retry the purge operation.

Error Message EID-694: Cannot move the requested NE because it is connected to another node in the same network partition with a link. Delete all links before changing the partition.

Recommended Action Delete all of the links before moving the NE to another partition.

Error Message EID-700: An error occurred while saving node coordinates to the database. Refresh the view and retry.

Recommended Action Click the **Refresh Data** tool to refresh the view and recustomize the coordinates.

Error Message EID-701: An error occurred while saving the node icon to the database. Refresh the view and retry.

Recommended Action Click the **Refresh Data** tool to refresh the view and recustomize the node icons.

Error Message EID-703: An error occurred while creating the new link between the selected nodes. Recreate the link.

Recommended Action Recreate the link.

Error Message EID-704: Links must be created between two distinct nodes of compatible type on the same network map. Recreate the link.

Recommended Action Recreate the link between two distinct nodes.

Error Message EID-705: An error occurred while deleting selected link(s). Check the communication status of the source and destination nodes.

Recommended Action Click the **Refresh Data** tool to refresh the view and attempt to delete the link again.

Error Message EID-709: An error occurred while opening the selected image file at the specified file path.

Recommended Action The selected image file does not exist in the selected file path. Select an image file from the file list in the selected subdirectory.

Error Message EID-710: An error occurred while loading the node icon image. Retry.

Recommended Action The image could not be loaded from the file you selected. Check the size of the file and reload the icon image. The size of the map file should not exceed 100 KB.

Error Message EID-711: An error occurred while loading the default background map image.

Recommended Action Exit the Cisco MGM client and retry. If the error persists, some map images were deleted. Reinstall the Cisco MGM client.

Error Message EID-712: An error occurred while loading the link from the database.

Recommended Action Restart the Network Map. If the error persists, exit the Cisco MGM client and retry.

Error Message EID-713: An error occurred while opening the node.

Recommended Action Restart the Network Map. If the error persists, exit the Cisco MGM client and retry.

Error Message EID-714: An error occurred while opening the parent node.

Recommended Action Restart the Network Map. If the error persists, exit the Cisco MGM client and retry.

Error Message EID-715: An error occurred while loading the background map image file. Retry.

Recommended Action The image could not be loaded from the file you selected. Check the size of the file and reload the background image. The size of the map file should not exceed 100 KB.

Error Message EID-716: An error occurred while deleting a node from the map. Refresh the view and retry.

Recommended Action Click the **Refresh Data** tool to refresh the view.

Error Message EID-717: An error occurred while saving the map background image file. Refresh the view and retry.

Recommended Action The image could not be saved to the database. Click the **Refresh Data** tool to refresh the view and recustomize the background image. If the problem persists on a Solaris workstation, check the file permissions for the map background and map icon subdirectories under your installed subdirectory.

Error Message EID-718: You cannot delete the selected link(s) because they are autodiscovered link(s). Action failed.

Recommended Action You selected an autodiscovered link that is not in an "Invalid" state, and therefore cannot be deleted. You can delete only manual or invalid links.

Error Message EID-721: Links must be created between two nodes that are in service and available. Recreate the link.

Recommended Action Recreate the link.

Error Message EID-722: Circuits must be created between two nodes that are in service and available. Recreate the circuit.

Recommended Action Recreate the circuit.

Error Message EID-723: Links cannot be created between two offview nodes. Recreate the link.

Recommended Action Recreate the link.

Error Message EID-724: Exception occurred while launching the Circuit Table.

Recommended Action An error occurred while launching the Circuit Table. Try to relaunch the Circuit Table.

Error Message EID-725: Enter a valid link name with 1 to 256 characters.

Recommended Action Enter a valid link name that contains 1 to 256 characters.

Error Message EID-726: Enter a valid link description with 1 to 256 characters.

Recommended Action Enter a valid link description that contains 1 to 256 characters.

Error Message EID-727: Enter a valid link name with 1 to 64 characters and a link description with 1 to 256 characters.

Recommended Action Enter a valid link name and link description.

Error Message EID-728: There is no support for this model yet.

Recommended Action The network element software version is not supported. Contact Cisco's Technical Support for more information.

Error Message EID-731: Action was not completed or was partially completed.

Recommended Action A link already exists with the same name. Create a link with a unique name.

Error Message EID-732: Source and destination nodes cannot be the same. Choose a different destination node.

Recommended Action Choose a different destination node.

Error Message EID-733: The node is not available or there are no available physical termination points for the given link size.

Recommended Action All link termination points have links for the specified link size. Delete existing links and perform the operation again.

Error Message EID-735: Create link action was not completed or was partially completed for link: *link_ID*.

Recommended Action A link already exists with the same name. Create a link with a unique name.

Error Message EID-736: Modify link action was not completed or was partially completed for link: *link_ID*.

Recommended Action A link already exists with the same name. Create a link with a unique name.

Error Message EID-738: Cannot create a link with link name *name*. Verify that both source and destination NEs are in the same network partition.

Recommended Action Verify that both the source and destination NEs belong to the same network partition.

Error Message EID-739: Cannot retrieve possible link sizes or link protection information.

Recommended Action Cannot retrieve possible link sizes on the node. Check if the node is In Service.

Error Message EID-740: A link is already created with this PTP. Enter a different PTP value to proceed.

Recommended Action Enter a different Physical Termination Point (PTP) value.

Error Message EID-741: Error occurred while retrieving PTP information through CORBA for the unmanaged NE.

Recommended Action CORBA exception occurred. Check if the node is In Service. For more information, contact Cisco's Technical Support.

Error Message EID-742: The Link Rate/Protection Type selected is not supported by UnmanagedNE. Choose 'Not Applicable' and recreate the link.

Recommended Action Select Not Applicable as the link rate or protection type and retry. If the problem persists, contact Cisco technical support.

Error Message EID-800: Selected NEs are invalid or unreachable.

Recommended Action This error occurs because all NEs under a group are in service or under maintenance but are not reachable, or because the NEs are reachable but in different network partitions. Make sure that the selected NEs are in the same network partition.

Error Message EID-801: None of the NEs contain ML cards or all ML cards are used for L2 topology.

Recommended Action This error occurs if there are no ML cards with both POS ports available for the NEs selected during Resilient Packet Ring (RPR) circuit creation. Make sure that all ML cards used for topology creation are available.

Error Message EID-806: A topology with the same name already exists. Enter a unique topology name.

Recommended Action Enter a unique topology name.

Error Message EID-807: A circuit with the same name already exists. Enter a unique circuit name.

Recommended Action Enter a unique circuit name.

Error Message EID-811: Topology name is empty. Enter a topology name.

Recommended Action Enter a topology name.

Error Message EID-812: Topology between ports on the same card is not allowed.

Recommended Action Create a topology between ports on different cards.

Error Message EID-813: Select at least two NEs.

Recommended Action Select at least two NEs.

Error Message EID-814: Select at least two cards.

Recommended Action Select at least two cards.

Error Message EID-815: Select at least one card per NE.

Recommended Action Select at least one card per NE.

Error Message EID-816: Select a topology to modify.

Recommended Action Select a topology to modify.

Error Message EID-817: Select a topology to delete.

Recommended Action Select a topology to delete.

Error Message EID-833: Invalid source or destination selected for routing.

Recommended Action Select a valid source or destination.

Error Message EID-834: Error retrieving topology segments from server.

Recommended Action This error occurs because the server is still initializing. Close the wizard and perform the operation again after some time.

Error Message EID-835: Invalid topology segment.

Recommended Action Select a valid topology segment.

Error Message EID-836: Segment is already provisioned.

Recommended Action Select an unprovisioned segment.

Error Message EID-853: For L2 Service Creation on RPR Topology - Please select minimum two drops on two different M-cards.

Recommended Action Select at least two drops on two different ML-series cards that are in RPR topology.

Error Message EID-854: For L2 Service Creation on Point-to-Point Topology - Please select at least one drop per M-card.

Recommended Action Select at least one drop per ML-series card that is in a point-to-point topology.

Error Message EID-855: No front ports exist for the selected topology.

Recommended Action All of the front ports are used up. Delete drops or L2 services that are not used to free up some front ports.

Error Message EID-856: Error in retrieving front ports for the selected topology.

Recommended Action All of the front ports are used. Delete drops or L2 services that are not used to free up some front ports.

Error Message EID-857: Failed to provision L2 service.

Recommended Action If the topology is not synchronized, close the L2 service wizard and try again after the topology synchronization is complete. If there is an invalid username or password, make sure that the username and password configured in the ML-series card are synchronized with the NE username and password. Close the L2 service wizard and try again. Check the command-line interface (CLI) configuration on all ML-series cards in the topology and retry the operation. If the problem persists, contact Cisco technical support.

Error Message EID-859: Failed to modify L2 service.

Recommended Action If the topology is not synchronized, close the L2 service wizard and try again after the topology synchronization is complete. If there is an invalid username or password, make sure that the username and password configured in the ML-series card are synchronized with the NE username and password. Close the L2 service wizard and try again. Check the CLI configuration on all ML-series cards in the topology and retry the operation. If the problem persists, contact Cisco technical support.

Error Message EID-860: Failed to add drops to L2 service.

Recommended Action If the topology is not synchronized, close the L2 service wizard and try again after the topology synchronization is complete. If there is an invalid username or password, make sure that the username and password configured in the ML-series card are synchronized with the NE username and password. Close the Add/Delete Drops wizard and try again. Check the CLI configuration on all ML-series cards in the topology and retry the operation.

Error Message EID-861: Failed to add drops to L2 service.

Recommended Action If the topology is not synchronized, close the L2 service wizard and try again after the topology synchronization is complete. If there is an invalid username or password, make sure that the username and password configured in the ML-series card are synchronized with the NE username and password. Close the Add/Delete Drops wizard and try again. Check the CLI configuration on all ML-series cards in the topology and retry the operation.

Error Message EID-862: No L2 service is selected to modify drops. Select an L2 service.

Recommended Action Select an L2 service.

Error Message EID-863: Select only one L2 service from the table.

Recommended Action Select one L2 service.

Error Message EID-865: No L2 service is selected to modify. Select an L2 service.

Recommended Action Select one L2 service.

Error Message EID-866: Select only one L2 service from the table.

Recommended Action Select one L2 service.

Error Message EID-868: No L2 service is selected to show drops. Select an L2 service.

Recommended Action Select one L2 service.

Error Message EID-869: Select only one L2 service from the table.

Recommended Action Select one L2 service.

Error Message EID-871: PIR should be greater than or equal to CIR.

Recommended Action Enter a PIR value that is greater than or equal to CIR.

Error Message EID-872: Max PIR burst should be greater than or equal to max CIR burst.

Recommended Action Enter a PIR that is greater than or equal to the maximum CIR burst.

Error Message EID-873: Failed to modify drops on the L2 service.

Recommended Action If the topology is not synchronized, close the L2 service wizard and try again after the topology synchronization is complete. If there is an invalid username or password, make sure that the username and password configured in the ML-series card are synchronized with the NE username and password. Close the Add/Delete Drops wizard and try again. Check the CLI configuration on all ML-series cards in the topology and retry the operation.

Error Message EID-874: Failed to modify these drops on the L2 service.

Recommended Action If the topology is not synchronized, close the L2 service wizard and try again after the topology synchronization is complete. If there is an invalid username or password, make sure that the username and password configured in the ML-series card are synchronized with the NE username and password. Close the Add/Delete Drops wizard and try again. Check the CLI configuration on all ML-series cards in the topology and retry the operation.

Error Message EID-875: Please select at least one drop to delete.

Recommended Action Select at least one drop to delete to complete the delete drop port operation. Otherwise, cancel the delete drop port operation.

Error Message EID-876: Please select at least one new drop to add.

Recommended Action Select at least one drop to add to complete the add drop port operation. Otherwise cancel the add drop port operation.

Error Message EID-878: Failed to Reset General attributes of L2 Service.

Recommended Action Close the modify L2 service window and try again.

Error Message EID-879: Failed to Reset QoS values for L2 Service.

Recommended Action Close the modify L2 service window and try again.

Error Message EID-880: Failed to Reset Enable/Disable value for the drops in the L2 Service.

Recommended Action Close the modify L2 service window and try again.

Error Message EID-883: L2 Topology is undergoing Resync. Please wait until the L2 Topology Resync is completed.

Recommended Action Wait until the topology resync has completed before starting the operation.

Error Message EID-884: L2 Topology is in Incomplete state.

Recommended Action Selected topology is incomplete. Complete the topology by creating missing circuits. Try the operation again after completing the topology.

Error Message EID-885: There are no Mcards in the topology.

Recommended Action Add the ML-series cards to the topology and wait until the topology is completed. Wait until the topology resynchronization status becomes complete. If the problem persists, contact Cisco technical support.

Error Message EID-902: Failed to set the circuit attributes.

Recommended Action Cisco MGM enforces the uniqueness of the circuit ID. Change the circuit name and retry.

Error Message EID-903: Circuit Name is a mandatory field. Enter a valid circuit name with 1 or more characters and retry.

Recommended Action Enter a circuit name.

Error Message EID-904: Failed to set the circuit end points for circuit creation.

Recommended Action The server service is not ready. Wait several minutes and try again.

Error Message EID-905: Source is not fully specified.

Recommended Action Specify the source NE and connection termination points (CTPs).

Error Message EID-906: Destination is not fully specified.

Recommended Action Specify the destination NE and CTPs.

Error Message EID-907: Slot selection is mandatory. Select the slot and retry.

Recommended Action Select a slot and retry.

Error Message EID-908: Port selection is mandatory. Select the port and retry.

Recommended Action Select a port and retry.

Error Message EID-909: STS/VT selection is mandatory. Select the STS or VT and retry.

Recommended Action Select an STS or VT and retry.

Error Message EID-910: Sec. slot selection is mandatory. Select the slot and retry.

Recommended Action Select a secondary slot and retry.

Error Message EID-911: Sec. port selection is mandatory. Select the port and retry.

Recommended Action Select a secondary port and retry.

Error Message EID-912: Sec. STS/VT selection is mandatory. Select the STS or VT and retry.

Recommended Action Select a secondary STS or VT and retry.

Error Message EID-913: Failed to retrieve slots.

Recommended Action The server service is not ready. Wait several minutes and try again.

Error Message EID-914: Failed to retrieve ports.

Recommended Action Verify that there are available in-service ports on the selected slot.

Error Message EID-915: Failed to retrieve STSs.

Recommended Action The server service is not ready. Wait several minutes and try again.

Error Message EID-916: Failed to retrieve VTs.

Recommended Action Verify that there are available in-service VTs on the selected STS.

Error Message EID-917: Sources cannot be the same.

Recommended Action You cannot select the same CTPs for the source and secondary source. Select a different source or secondary source and retry.

Error Message EID-918: Destinations cannot be the same.

Recommended Action You cannot select the same CTPs for the destination and secondary destination. Select a different destination or secondary destination and retry.

Error Message EID-919: Source and destination CTPs cannot be identical.

Recommended Action You cannot select the same CTPs for the source and destination.

Error Message EID-920: Failed to retrieve adjacent nodes for the current nodes.

Recommended Action Verify that there is at least one link between the selected nodes.

Error Message EID-921: Failed to retrieve links between the current node and the adjacent node.

Recommended Action Verify that there is at least one link between the selected nodes.

Error Message EID-927: Failed to provision circuit manually.

Recommended Action The selected link does not exist. The link might have been deleted. Reopen the Circuit wizard and create the circuit.

Error Message EID-928: Span already added for the selected link.

Recommended Action A span has been added for the current hop. If you want to add a new span, remove the existing span and add the new one.

Error Message EID-929: Select a span in the current hop.

Recommended Action Select a span in the current hop.

Error Message EID-930: No available *object*.

Recommended Action All of the objects are in use for the selected link.

Error Message EID-931: Failed to provision circuit.

Recommended Action The underlying circuit is not in the correct state. The circuit must be in a Creating or Active state. Reopen the Circuit wizard and try again.

Error Message EID-932: Failed to route circuit.

Recommended Action The server is not ready. Wait several minutes; then, reopen the Circuit wizard and try again.

Error Message EID-934: Failed to add drops.

Recommended Action The underlying circuit might have been deleted. Reopen the Circuit wizard and try again.

Error Message EID-935: Failed to set the circuit end points for editing.

Recommended Action Source or destination end points are already in use. Reopen the Circuit wizard and try again.

Error Message EID-936: Failed to retrieve the connection information.

Recommended Action Verify that there is at least one link between the selected nodes.

Error Message EID-937: Failed to retrieve the nodes in the working and protect paths.

Recommended Action Verify that the nodes are in service in the Domain Explorer.

Error Message EID-938: Failed to retrieve the links in the working path.

Recommended Action Verify that there are links in the working path and that the nodes are in service.

Error Message EID-939: Failed to retrieve the links in the protect path.

Recommended Action Verify that there are links in the protect path and that the nodes are in service.

Error Message EID-940: Invalid circuit attributes. Select a circuit with valid attributes.

Recommended Action Select a circuit with a valid source and destination and an active state.

Error Message EID-941: Cannot launch trace report because the source and destination are the same.

Recommended Action The trace report shows both the primary and the secondary routes that are taken by the circuit. Because the source and destination are the same, there is no route.

Error Message EID-942: Delete job already in progress on the selected circuit(s). Wait until the job completes.

Recommended Action You cannot delete this circuit because the delete request has been submitted on this circuit already.

Error Message EID-943: Circuit deletion failure.

Recommended Action Cisco MGM reports this error message if any associated cross-connections from the NEs could not be deleted. Cisco MGM places the circuit in an Incomplete state. Try to delete this circuit again or take the appropriate action described by the failure event.

Error Message EID-943: Circuits involving ML cards cannot be deleted. Delete associated topologies.

Recommended Action Delete the associated topologies.

Error Message EID-944: Delete drop failure.

Recommended Action Click the **Refresh Data** tool to refresh the list of existing drops. Wait for the circuit to change to the ACTIVE or DROP_PENDING state and try again. Alternately, the node might be down or initializing. Wait for the node to come up or finish its initialization and try again.

Error Message EID-945: No adjacent nodes for the selected node.

Recommended Action Verify that there is at least one link from the selected node to the other nodes.

Error Message EID-946: No available links between the selected nodes.

Recommended Action Verify that there is at least one link between the selected nodes.

Error Message EID-947: Editing the UPSR attributes failed.

Recommended Action No action is required.

Error Message EID-947: Editing the SNCP attributes failed.

Recommended Action Contact your system administrator.

Error Message EID-948: Change the circuit name and retry.

Recommended Action Enter a unique circuit name.

Error Message EID-949: Number of circuits must be greater than or equal to 1. Enter a valid number and retry.

Recommended Action Enter a value that is greater than or equal to 1.

Error Message EID-950: Failed to upgrade the selected circuit(s).

Recommended Action Select another circuit. Only circuits that are in an upgradable state can be upgraded. Wait for the source node to be discovered.

Error Message EID-951: Cannot upgrade the selected circuit because it is not in an upgradeable state.

Recommended Action Select another circuit that is in an upgradeable state.

Error Message EID-952: Failed to delete stitched nodes.

Recommended Action Circuit is not complete or not in an active state. Wait for each node involved in the circuit to be discovered.

Error Message EID-953: Failed to add nodes.

Recommended Action Circuit is not complete or not in an active state. Wait for each node involved in the circuit to be discovered.

Error Message EID-954: Failed to retrieve the circuit provisioner.

Recommended Action The server service is not ready. Wait several minutes and try again.

Error Message EID-955: Failed to retrieve the possible Ethernet nodes.

Recommended Action Wait for each node involved in the circuit to be discovered.

Error Message EID-958: Failed to change the circuit name.

Recommended Action Check if the Cisco MGM server is up and running. The Cisco MGM server service might not be available for some time. Try again. You should also verify that the circuit name is unique.

Error Message EID-959: Failed to change the circuit description.

Recommended Action Check if the Cisco MGM server is up and running. Try again when the server is available.

Error Message EID-960: Failed to change the circuit state.

Recommended Action Check if the Cisco MGM server is up and running. Try again when the server is available.

Error Message EID-961: The circuit name already exists. Enter a unique circuit name.

Recommended Action Enter unique circuit name.

Error Message EID-962: No active NEs are available.

Recommended Action Launch the Circuit Table only on NEs available for circuit creation.

Error Message EID-963: Circuit is incomplete cannot be traced.

Recommended Action Launch a circuit trace for active circuits only.

Error Message EID-964: The requested search criteria did not return any data.

Recommended Action Modify the search criteria.

Error Message EID-967: Failed to change the customer ID.

Recommended Action Verify that the Cisco MGM server is up and running.

Error Message EID-968: Failed to change the service ID.

Recommended Action Verify that the Cisco MGM server is up and running.

Error Message EID-969: The source NE of this circuit is not in the user domain.

Recommended Action Verify that the source NE is in the user domain.

Error Message EID-971: Failed to retrieve TUG2s.

Recommended Action Verify that there are available in-service TUG2s on the selected VC3.

Error Message EID-971: When 'Ignore All Circuit Names' is not selected, at least one circuit name must be added to the Selected Names list.

Recommended Action Add at least one circuit name to the Selected Names list.

Error Message EID-972: Failed to retrieve VC12s.

Recommended Action Verify that there are available in-service VC12s on the selected object.

Error Message EID-972: When 'Ignore All Customer IDs' is not selected, at least one customer ID must be added to the Selected Names list.

Recommended Action Add at least one customer ID to the Selected Names list.

Error Message EID-973: When 'Ignore All Service IDs' is not selected, at least one service ID must be added to the Selected Names list.

Recommended Action Add at least one service ID to the Selected Names list.

Error Message EID-976: No NEs selected or the selected NEs are not in service.

Recommended Action Select valid NEs.

Error Message EID-977: Error occurred while retrieving NE data provider.

Recommended Action Contact your system administrator.

Error Message EID-981: Failed to change the circuit parameters.

Recommended Action Contact your system administrator.

Error Message EID-982: Failed to retrieve the monitor source points.

Recommended Action Contact your system administrator.

Error Message EID-983: Cannot create monitor circuits on a port grouping circuit.

Recommended Action No action.

Error Message EID-984: Error occurred while retrieving the circuit drop points.

Recommended Action Contact your system administrator.

Error Message EID-985: Error occurred while retrieving the circuit drop nodes.

Recommended Action Contact your system administrator.

Error Message EID-986: Cannot create drops on the circuit. Additional drops are not available.

Recommended Action No action.

Error Message EID-987: There are no possible Ethernet nodes to add.

Recommended Action No action.

Error Message EID-988: Cannot create monitor circuits on this termination point.

Recommended Action No action.

Error Message EID-1001: Failed to retrieve circuit service provider object.

Recommended Action Verify that the Cisco MGM server and the database is up and running.

Error Message EID-1002: Failed to retrieve Sys ID for the NE.

Recommended Action The NEs are not present in the system. Make the NE active and try again.

Error Message EID-1003: Both old and new MAC addresses are mandatory.

Recommended Action Enter both values.

Error Message EID-1004: Failed to retrieve circuit manager object.

Recommended Action Verify that the Cisco MGM server is up and running.

Error Message EID-1011: Failed to retrieve network manager object.

Recommended Action Verify that the Cisco MGM server is up and running.

Error Message EID-1012: Failed to retrieve path trace mode.

Recommended Action Verify that the Cisco MGM server is up and running. Check the NE connectivity.

Error Message EID-1013: Failed to retrieve transmit text.

Recommended Action Verify that the Cisco MGM server is up and running. Check the NE connectivity.

Error Message EID-1014: Failed to retrieve expected text.

Recommended Action Verify that the Cisco MGM server is up and running. Check the NE connectivity.

Error Message EID-1015: Failed to retrieve received text.

Recommended Action Verify that the Cisco MGM server is up and running. Check the NE connectivity. Verify that the provisioned card is present in the slot.

Error Message EID-1016: Failed to set transmit text.

Recommended Action Verify that the Cisco MGM server is up and running. Check the NE connectivity.

Error Message EID-1017: Failed to set expected text.

Recommended Action Verify that the Cisco MGM server is up and running. Check the NE connectivity.

Error Message EID-1018: Failed to set path trace mode.

Recommended Action Verify that the Cisco MGM server is up and running. Check the NE connectivity.

Error Message EID-1019: No circuit selected for J1 path trace. Select a circuit.

Recommended Action Select an active STS (for SONET) or active LOP/HOP/VCT (for SDH).

Error Message EID-1020: Select only one circuit from the table.

Recommended Action Select only one active STS (for SONET) or active LOP/HOP/VCT (for SDH).

Error Message EID-1021: Failed to retrieve the record from the database.

Recommended Action Verify that Cisco MGM server and database is up and running.

Error Message EID-1022: Circuit is not active.

Recommended Action Select an active STS (for SONET) or active LOP/HOP/VCT (for SDH).

Error Message EID-1065: Error creating ring Provisioner: Could get data for the selected ring.

Recommended Action Check the connectivity for all NEs in the BLSR. Mark the NEs in the ring as Out of Service and In Service.

B.2 Cisco MGM Server Error Messages

Cisco MGM server error messages appear in the Error Log and have the following syntax:

```
Date time: filename(line number): module-severity-error_ID: error_message
```

Example:

```
01/01/03 09:56:01 PM: cliroutines.c(80): CONFIG-DEBUG-1201: Unknown_ETHERNET_PORT 0
```

The following error messages are categorized by severity (critical, major, minor, and debug) and are listed in ascending numeric order within each category.



Note

Because error messages are grouped in number ranges, they are not listed in exact numeric order.

B.2.1 Critical Server Error Messages

Error Message EID-104: Service *service_name* failed to initialize.

Recommended Action Look for previous error messages from the service that failed to determine the cause and fix for the problem. Verify that the Oracle database is running and that there are enough free resources (memory, sockets, and so on) on the server workstation.

Error Message EID-316: Error connecting to the database.

Recommended Action The application failed to log into the Oracle database. Verify that the database and the listeners are running.

Error Message EID-401: Failed to initialize UDP socket pool.

Recommended Action There were not enough sockets available for the server to start. Check the */etc/system* file on the server workstation for the following lines:

```
set rlim_fd_max=XXX
set rlim_fd_cur=YYY
```

The value of *XXX* should be greater than or equal to 4096. The value of *YYY* should be greater than or equal to 2048. Adjust the value; then, restart the server workstation.

Error Message EID-402: Failed to initialize work queue.

Recommended Action Restart the server.

Error Message EID-403: Failed to initialize semaphores.

Recommended Action Restart the server.

Error Message EID-404: Unable to connect to database.

Recommended Action The application failed to log into the Oracle database. Verify that the database and the listeners are running. There might be a license problem. Also, verify that the username and password are correct.

Error Message EID-405: Failed to start main poller thread.

Recommended Action Restart the server.

Error Message EID-601: Failed to open trap listener socket.

Recommended Action The UDP socket 162 should not be taken by another program. If another program is using UDP socket 162, stop that program. Also, verify that the Cisco MGM server is running as root.

Error Message EID-602: Failed to bind trap listener socket.

Recommended Action There is a conflict for the UDP socket. Stop the conflicting UNIX process or reboot the Cisco MGM server.

Error Message EID-701: Failed to get memory for SNMP packet.

Recommended Action Restart the Cisco MGM server. If the problem persists, add memory to the workstation.

Error Message EID-702: Failed to open SNMP port.

Recommended Action There is a conflict for the UDP socket. Stop the conflicting UNIX process or reboot the Cisco MGM server.

Error Message EID-703: Failed to bind SNMP socket.

Recommended Action There is a conflict for the UDP socket. Stop the conflicting UNIX process or reboot the Cisco MGM server.

Error Message EID-805: Failed to open a disk file *filename*
errno=error_number_from_file /usr/include/sys/errno.h.

Recommended Action Cisco MGM could not open SpoolFile in the MGMSHOME directory. Check for file permissions and verify that the Cisco MGM server is running with SuperUser privileges. The file system containing SpoolFile must be installed on a local file system.

Error Message EID-1024: Failed to retrieve trace data from the server.

Recommended Action Try again after some time. If the problem persists, contact your system administrator.

Error Message EID-1025: Could not get access to one of the circuit nodes. Verify that you have user privileges for all of the nodes in this circuit. Contact the administrator if the problem persists.

Recommended Action Verify that you have user privileges for all the nodes in the circuit. If the problem persists, contact your system administrator.

Error Message EID-1026: This circuit has been deleted from another interface. This window will close.

Recommended Action No action.

Error Message EID-1026: Roll creation request failed.

Recommended Action Try again. Contact system administrator for more information.

Error Message EID-1027: Error: Cannot proceed with roll creation.

Recommended Action Close the wizard and try again.

Error Message EID-1028: Error occurred while setting the roll-to-point. Try again.

Recommended Action Perform the operation again.

Error Message EID-1029: Roll-to-point is not fully specified. Choose available points.

Recommended Action Choose available points.

Error Message EID-1030: Select the circuit termination point.

Recommended Action Select the circuit termination point.

Error Message EID-1031: The selected roll path is invalid.

Recommended Action Choose a valid circuit termination point as the roll path.

Error Message EID-1032: Failed to complete the roll.

Recommended Action Contact your system administrator.

Error Message EID-1033: Failed to delete the roll.

Recommended Action Contact your system administrator.

Error Message EID-1034: Failed to cancel the roll.

Recommended Action Contact your system administrator.

Error Message EID-1035: Failed to finish the roll.

Recommended Action Contact your system administrator.

Error Message EID-1036: Failed to retrieve LAP spans.

Recommended Action Contact your system administrator.

Error Message EID-1037: Failed to retrieve LO options.

Recommended Action Contact your system administrator.

Error Message EID-1038: Failed to set LO options.

Recommended Action Contact your system administrator.

Error Message EID-1039: Failed to set the LAP destination.

Recommended Action Contact your system administrator.

Error Message EID-1040: Error occurred while setting the nodes.

Recommended Action Contact your system administrator.

Error Message EID-1050: This port is already assigned. The east and west ports must be different.

Recommended Action Choose another port.

Error Message EID-1051: You cannot create a BLSR with these attributes. This means that all nodes and spans in your network have been excluded. Click the "Excluded nodes" button to see a list of nodes and why they cannot be included in the BLSR you are creating.

Recommended Action To correct this error:

-
- Step 1** Click **Ok** in the warning dialog box. The Working Span Selection dialog box appears with an empty map.
- Step 2** Click **Excluded Nodes**. The Excluded Nodes dialog box appears. It lists all the nodes excluded from the ring creation and the reasons for excluding them.

- Step 3** Correct the problem and perform the operation again.
- Step 4** If the problem persists, contact the system administrator.
-

Error Message EID-1052: Error occurred while adding the span.

Recommended Action Click the **Details** button to view the reason why the span was not added. If reason is “not sufficient,” contact your system administrator.

Error Message EID-1053: Error occurred while removing the span.

Recommended Action The **Details** button shows the reason for not removing the span. Review the reasons. If the problem persists, contact Cisco technical support.

Error Message EID-1054: Error occurred while reversing the span.

Recommended Action The **Details** button shows the reason for not reversing the span. Review the reasons. If the problem persists, contact Cisco technical support.

Error Message EID-1055: Error occurred while setting the protect ports.

Recommended Action Click the **Details** button to view the reason for the failure. Correct the error and retry or contact your system administrator.

Error Message EID-1056: Error occurred while retrieving the working spans for the map update.

Recommended Action The ring model might not exist in the server. Close the table; then, relaunch it and try to upgrade again.

Error Message EID-1057: Error provisioning.

Recommended Action Click the **Details** button to view the reason why provisioning failed. Correct the problem and retry. If the problem persists, contact your system administrator.

Error Message EID-1058: Error updating.

Recommended Action Click the **Details** button to view the reason why the update failed. Correct the problem and retry. If the problem persists, contact your system administrator.

Error Message EID-1059: Error editing.

Recommended Action Click the **Details** button to view the reason why the edit failed. Correct the problem and retry. If the problem persists, contact your system administrator.

Error Message EID-1060: Error deleting.

Recommended Action Click the **Details** button to view the reason why the deletion failed. For more information, contact Cisco technical support.

Error Message EID-1061: Error creating ring provisioner: Could get data for the selected ring.

Recommended Action Mark the NEs in the ring as out of service (OOS) and in service (IS).

Error Message EID-1062: Error occurred while retrieving protect port details.

Recommended Action Click the **Details** button to view the reason for failure. For more information, contact Cisco technical support.

Error Message EID-1063: Cannot have a four-fiber ring on *location*.

Recommended Action The current topology does not support 4-fiber rings. Click **Details** button to view reasons why the 4-fiber ring is not supported. Contact your system administrator.

Error Message EID-1701: Cannot allocate memory for: *value*.

Recommended Action The MGMServer.cfg file has been corrupted. Reinstall the Cisco MGM server.

Error Message EID-1704: Error connecting to the database.

Recommended Action The MGMServer.cfg file has been corrupted. Reinstall the Cisco MGM server.

Error Message EID-2002: Bad category *value* in JMOCO event.

Recommended Action If you are having operational problems, contact Cisco technical support with this error message. Otherwise, ignore this error message; no action is required.

Error Message EID-2003: JMOCO event is null.

Recommended Action If you are having operational problems, contact Cisco technical support with this error message. Otherwise, ignore this error message; no action is required.

Error Message EID-2025: Cannot initialize the NE Service. Trying to stop the service.

Recommended Action Restart the Cisco MGM server. If the problem persists, contact Cisco technical support with the output from the getinfo script.

Error Message EID-2026: Exception *string* occurred while initializing the NE Service. Trying to stop the service.

Recommended Action Restart the Cisco MGM server. If the problem persists, contact Cisco technical support with the output from the getinfo script.

Error Message EID-3101: init: Exception *value* occurred while initializing trap service. The snmpTrapDispatcher or snmpTrapHandler could not be started.

Recommended Action The SNMP Trap Service could not start worker threads. Restart the Cisco MGM server.

Error Message EID-3105: createSnmpTrapHandler: Snmp Exception

Recommended Action This message might indicate a conflict in binding to the trap listener port. Remove any other UNIX process that is using this port.

Error Message EID-3106: createSnmpTrapHandler: Exception *string*.

Recommended Action Report the exception string to Cisco technical support.

Error Message EID-3107: createSnmpTrapHandler: run Exception *string*.

Recommended Action Report the exception string to Cisco technical support.

Error Message EID-3110: Exception: *string* occurred while creating Snmp trap queue.

Recommended Action This is a fatal error with the Cisco MGM initialization. Restart the Cisco MGM server.

Error Message EID-3111: Main exception: *string* occurred while creating Snmp Trap Service.

Recommended Action This is a fatal error with the Cisco MGM initialization. Restart the Cisco MGM server.

Error Message EID-4235: Exception: No node exists with NEDB ID *string*.

Recommended Action Contact Cisco technical support.

Error Message EID-4237: Exception: Network Manager creating links from DB rows generated an exception.

Recommended Action Contact Cisco technical support.

Error Message EID-6050: Exception. This method is not implemented for this network element.

Recommended Action Contact Cisco technical support.

Error Message EID-6051: Exception occurred while retrieving NE information.

Recommended Action Contact Cisco technical support.

B.2.2 Major Server Error Messages

Error Message EID-202: Error destroying thread.

Recommended Action The MGMServer.cfg file has been corrupted. Reinstall the Cisco MGM server.

Error Message EID-203: Invalid thread ID.

Recommended Action If the Cisco MGM server starts, ignore this internal error. If the server does not start, increase the memory or swap space on the server workstation. If the problem persists, contact Cisco technical support.

Error Message EID-204: Error creating work queue.

Recommended Action If the Cisco MGM server starts, ignore this internal error. If the server does not start, increase the memory or swap space on the server workstation. If the problem persists, contact Cisco technical support.

Error Message EID-206: Error scheduling work.

Recommended Action If the Cisco MGM server starts, ignore this internal error. If the server does not start, increase the memory or swap space on the server workstation. If the problem persists, contact Cisco technical support.

Error Message EID-208: Work queue/work was destroyed.

Recommended Action If the Cisco MGM server starts, ignore this internal error. If the server does not start, increase the memory or swap space on the server workstation. If the problem persists, contact Cisco technical support.

Error Message EID-209: Worker thread is exiting.

Recommended Action If you receive this error during normal operation, restart the server. This error is normal during shutdown.

Error Message EID-212: Error waiting on a semaphore.

Recommended Action If the Cisco MGM server starts, ignore this internal error. If the server does not start, increase the memory or swap space on the server workstation.

Error Message EID-218: Memory corruption: bad header.

Recommended Action Restart the Cisco MGM server.

Error Message EID-219: Memory corruption: bad footer.

Recommended Action Restart the Cisco MGM server.

Error Message EID-226: Error creating socket.

Recommended Action If the Cisco MGM server starts, ignore this internal socket-related error. If the server does not start, check the /etc/system file on the server workstation for the following lines:

```
set rlim_fd_max=XXX
set rlim_fd_cur=YYY
```

The value of XXX should be greater than or equal to 4096. The value of YYY should be greater than or equal to 2048. The value of rlim_fd_max should be greater than the value of rlim_fd_cur. Adjust the values; then, restart the server workstation.

Error Message EID-227: Error in socket bind.

Recommended Action If the Cisco MGM server starts, ignore this internal socket-related error. If the server does not start, check the /etc/system file on the server workstation for the following lines:

```
set rlim_fd_max=XXX
set rlim_fd_cur=YYY
```

The value of XXX should be greater than or equal to 4096. The value of YYY should be greater than or equal to 2048. Adjust the value; then, restart the server workstation.

Error Message EID-228: Error in socket listen.

Recommended Action This is an internal error. If the Cisco MGM server is not operating normally, restart the server.

Error Message EID-229: Invalid socket.

Recommended Action This is an internal error; no action is required.

Error Message EID-232: Error establishing connection.

Recommended Action The MGMServer.cfg file has been corrupted. Reinstall the Cisco MGM server.

Error Message EID-237: Timer thread exiting.

Recommended Action If the timer thread exits, the software and configuration upload/download will not work properly. Restart the server.

Error Message EID-238: Unable to schedule timer work.

Recommended Action This is an internal error; no action is required.

Error Message EID-313: Length of request is more than expected.

Recommended Action This is an internal protocol error. The Cisco MGM client will display the appropriate message.

Error Message EID-314: Cisco MGM server port not specified in configuration file.

Recommended Action This is an internal protocol error. The Cisco MGM client will display the appropriate message.

Error Message EID-321: Unable to set up database entry for NE #*NE_ID*.

Recommended Action This is an internal protocol error. The Cisco MGM client will display the appropriate message.

Error Message EID-325: Error encoding arguments.

Recommended Action This is an internal protocol error. The Cisco MGM client will display the appropriate message.

Error Message EID-326: Error disabling the user login for *username*.

Recommended Action This is an internal protocol error. The Cisco MGM client will display the appropriate message.

Error Message EID-327: Maximum number of client connections exceeded for *IP_address:socket_number*.

Recommended Action This is an internal protocol error. The Cisco MGM client will display the appropriate message.

Error Message EID-425: The EMS server may require a restart.

Recommended Action Restart the Cisco MGM server. If the error persists, capture a LAN trace from the Cisco MGM server to help debug the problem.

Error Message EID-606: Active alarm recovery looping for NE *ID*.

Recommended Action The Cisco MGM server cannot recover the active or standing alarms on the NE because of a loop in the SNMP agent on the NE. Restart the NE.

Error Message EID-801: Failed to connect to a socket.

Recommended Action The MGMServer.cfg file has been corrupted. Reinstall the Cisco MGM server.

Error Message EID-803: Invalid write errno = *error_number_from_file*
/usr/include/sys/errno.h, size_to_write = size, wrote number bytes.

Recommended Action This is an internal socket error. Data to the OSS overflowed, but the error will be corrected automatically.

Error Message EID-803: Error while getting card list from server.

Recommended Action This error is shown because the selected NEs do not have ML-series cards available for topology creation or because the ML-series cards are out of service. Check whether the ML-series cards in the selected NEs are active or not.

Error Message EID-804: Invalid read errno = *error_number_from_file*
/usr/include/sys/errno.h, size_to_read = size.

Recommended Action This is an internal socket error. Check network connectivity.

Error Message EID-808: Selected NEs/Group NEs are in different network partition.

Recommended Action You are not allowed to create an L2 topology with NEs in different network partitions. Move the NEs to the same network partition.

Error Message EID-809: Circuit creation failed between endpoints.

Recommended Action Create circuits using Cisco MGM Circuit Creation wizard.

Error Message EID-810: RPR got created partially because creation of some member circuit failed.

Recommended Action Create the member circuits using the L2 topology point-to-point Circuit Creation wizard.

Error Message EID-818: Please select a topology to view the circuits in the topology.

Recommended Action Select a different topology.

Error Message EID-819: Selected topology is undergoing Resync. Please wait until the L2 Topology Resync is completed.

Recommended Action Wait until the topology resynchronization is completed.

Error Message EID-820: Some of the selected L2 topologies is undergoing Resync. Please wait until the L2 Topology Resync is completed. Please click details to see the list of L2 topologies undergoing resync.

Recommended Action Wait until all the selected topologies complete the resynchronization or select the topologies that have completed resynchronization and then perform the operation.

Error Message EID-821: Select a row and then click on Create L2 service button.

Recommended Action Select a row in the topology table before clicking on the Create L2 Service button.

Error Message EID-822: Selected topology is undergoing Resync. Please wait until the L2 Topology Resync is completed.

Recommended Action Wait until the topology resynchronization is completed.

Error Message EID-823: Access Violation. Check if you have user privileges to perform this operation on this L2 topology.

Recommended Action Verify that you have the privileges to perform the operation.

Error Message EID-824: NEs in the topology are not in User domain.

Recommended Action Verify that the source NE is in the user domain.

Error Message EID-825: Failed to update the description of the topology.

Recommended Action Close the Modify L2 Topology window and try again. If the problem persists, contact Cisco technical support.

Error Message EID-826: No ports available for modification.

Recommended Action Close the Modify Ports window and try again. If the problem persists, contact Cisco technical support.

Error Message EID-827: Failed to modify ports.

Recommended Action Close the Modify Ports window and wait until topology resynchronization is complete before trying again. If the problem persists, contact Cisco technical support.

Error Message EID-828: There are no M-cards in the topology.

Recommended Action Check whether all the ML-series cards are present and try again. If the problem persists, contact Cisco technical support.

Error Message EID-902: Cannot allocate memory.

Recommended Action Increase the available memory or swap space on the server workstation and restart the application.

Error Message EID-903: Cannot find table element.

Recommended Action This is an internal CLI parser error; no action is required.

Error Message EID-904: Entry already present in the table.

Recommended Action This is an internal CLI parser error; no action is required.

Error Message EID-905: Invalid type in `cfg_find_or_add`.

Recommended Action This is an internal CLI parser error; no action is required.

Error Message EID-1101: *Database_error_string*.

Recommended Action The database error string describes the error in detail. If the Cisco MGM server fails to come up, check the Oracle username and password. For more information, refer to the Oracle's documentation.

Error Message EID-1301: *Error_string*.

Recommended Action This is a generic internal error used for debugging purposes.

Error Message EID-1302: System error: *error_string*.

Recommended Action This is a generic internal error used for debugging purposes.

Error Message EID-1401: The OSI daemon `osiamxd` is not present.

Recommended Action The `MGMServer.cfg` file has been corrupted. The Open System Interconnection (OSI) daemon `osiamxd` is missing. Reinstall the Cisco MGM server.

Error Message EID-2008: Exception *string* occurred while notifying main.

Recommended Action The internal TCP/IP communication channel has gone down. The Cisco MGM server will restart the service automatically.

Error Message EID-2014: Exception: *string*.

Recommended Action If you are having operational problems, contact Cisco technical support with this error message. Otherwise, ignore this error message; no action is required.

Error Message EID-2015: Null NetElement for NE: *NE_ID*.

Recommended Action If you are having operational problems, contact Cisco technical support with this error message. Otherwise, ignore this error message; no action is required.

Error Message EID-2016: Null NodeModel for NE: *NE_ID*.

Recommended Action If you are having operational problems, contact Cisco technical support with this error message. Otherwise, ignore this error message; no action is required.

Error Message EID-2017: Exception: *string* for NE *ID* while *string*.

Recommended Action If you are having operational problems, contact Cisco technical support with this error message. Otherwise, ignore this error message; no action is required.

Error Message EID-2018: Null pointer: *exception_string* for NE: *NE_ID*.

Recommended Action If you are having operational problems, contact Cisco technical support with this error message. Otherwise, ignore this error message; no action is required.

Error Message EID-2019: Operation failed: *exception_string* for NE: *NE_ID*.

Recommended Action If you are having operational problems, contact Cisco technical support with this error message. Otherwise, ignore this error message; no action is required.

Error Message EID-2021: Inventory collection was not completed for NE: *NE_ID*.

Recommended Action If you are having operational problems, contact Cisco technical support with this error message. Otherwise, ignore this error message; no action is required.

Error Message EID-2028: NetCircuitWatchDog is null.

Recommended Action If you are having operational problems, contact Cisco technical support with this error message. Otherwise, ignore this error message; no action is required.

Error Message EID-2029: TopologyClientImpl is null.

Recommended Action If you are having operational problems, contact Cisco technical support with this error message. Otherwise, ignore this error message; no action is required.

Error Message EID-2030: EventDispatcher received is null.

Recommended Action If you are having operational problems, contact Cisco technical support with this error message. Otherwise, ignore this error message; no action is required.

Error Message EID-2031: CerentCMSservice is null.

Recommended Action If you are having operational problems, contact Cisco technical support with this error message. Otherwise, ignore this error message; no action is required.

Error Message EID-2032: Exception *string* occurred while reading NE *NE_ID* from the NE_Info_Table.

Recommended Action If you are having operational problems, contact Cisco technical support with this error message. Otherwise, ignore this error message; no action is required.

Error Message EID-2033: Exception *string* occurred while reading GNE *GNE_ID* from the GNE_Table.

Recommended Action If you are having operational problems, contact Cisco technical support with this error message. Otherwise, ignore this error message; no action is required.

Error Message EID-2034: Cannot find matching GNE in the GNE_Table. The database might be inconsistent.

Recommended Action Check the GNE information; then, restart the Cisco MGM server.

Error Message EID-2041: Network is null.

Recommended Action If you are having operational problems, contact Cisco technical support with this error message. Otherwise, ignore this error message; no action is required.

Error Message EID-2042: Circuit main thread has been interrupted.

Recommended Action If you are having operational problems, contact Cisco technical support with this error message. Otherwise, ignore this error message; no action is required.

Error Message EID-2043: *Exception_string* occurred while initializing the circuit database tables.

Recommended Action If you are having operational problems, contact Cisco technical support with this error message. Otherwise, ignore this error message; no action is required.

Error Message EID-2044: *Exception_string* occurred while deleting from Circuit Table.

Recommended Action If you are having operational problems, contact Cisco technical support with this error message. Otherwise, ignore this error message; no action is required.

Error Message EID-2045: *Exception_string* occurred while deleting from Circuit Destination Table.

Recommended Action If you are having operational problems, contact Cisco technical support with this error message. Otherwise, ignore this error message; no action is required.

Error Message EID-2046: *Exception_string* occurred while deleting from Circuit Span Table.

Recommended Action If you are having operational problems, contact Cisco technical support with this error message. Otherwise, ignore this error message; no action is required.

Error Message EID-2048: *Exception_string* occurred while adding to Circuit Table.

Recommended Action If you are having operational problems, contact Cisco technical support with this error message. Otherwise, ignore this error message; no action is required.

Error Message EID-2049: *Exception_string* occurred while adding to Circuit Destination Table.

Recommended Action If you are having operational problems, contact Cisco technical support with this error message. Otherwise, ignore this error message; no action is required.

Error Message EID-2050: *Exception_string* occurred while adding to Circuit Span Table.

Recommended Action If you are having operational problems, contact Cisco technical support with this error message. Otherwise, ignore this error message; no action is required.

Error Message EID-2056: *Exception_string* occurred while sending circuit update event.

Recommended Action The internal TCP/IP communication channel has gone down. Restart the Cisco MGM server.

Error Message EID-2057: Cannot instantiate Circuit Manager. Network instance is null.

Recommended Action If you are having operational problems, contact Cisco technical support with this error message. Otherwise, ignore this error message; no action is required.

Error Message EID-2059: Cannot add discovered NE. Hostelem is null.

Recommended Action If you are having operational problems, contact Cisco technical support with this error message. Otherwise, ignore this error message; no action is required.

Error Message EID-2060: Cannot add discovered NE. Error occurred while converting the IP address to a long value.

Recommended Action If you are having operational problems, contact Cisco technical support with this error message. Otherwise, ignore this error message; no action is required.

Error Message EID-2061: Cannot add discovered node. NE information for GNE is null.

Recommended Action If you are having operational problems, contact Cisco technical support with this error message. Otherwise, ignore this error message; no action is required.

Error Message EID-2062: *Exception_string* occurred while adding discovered NE.

Recommended Action If you are having operational problems, contact Cisco technical support with this error message. Otherwise, ignore this error message; no action is required.

Error Message EID-2063: Null database row returned while adding a discovered NE.

Recommended Action If you are having operational problems, contact Cisco technical support with this error message. Otherwise, ignore this error message; no action is required.

Error Message EID-2064: Null NE ID returned while adding a discovered NE.

Recommended Action If you are having operational problems, contact Cisco technical support with this error message. Otherwise, ignore this error message; no action is required.

Error Message EID-2065: *Exception_string* occurred while getting tree node string for parent.

Recommended Action If you are having operational problems, contact Cisco technical support with this error message. Otherwise, ignore this error message; no action is required.

Error Message EID-2066: *Exception string* occurred while adding discovered NE to the area tree table.

Recommended Action If you are having operational problems, contact Cisco technical support with this error message. Otherwise, ignore this error message; no action is required.

Error Message EID-2067: Error occurred while adding discovered NE to the database.

Recommended Action If you are having operational problems, contact Cisco technical support with this error message. Otherwise, ignore this error message; no action is required.

Error Message EID-2068: *Exception string* occurred while initializing discovered NE.

Recommended Action If you are having operational problems, contact Cisco technical support with this error message. Otherwise, ignore this error message; no action is required.

Error Message EID-2069: Exception *string* occurred while updating NE IP address.

Recommended Action If you are having operational problems, contact Cisco technical support with this error message. Otherwise, ignore this error message; no action is required.

Error Message EID-2070: Exception *string* occurred while initializing discovered NE that exists in the database.

Recommended Action If you are having operational problems, contact Cisco technical support with this error message. Otherwise, ignore this error message; no action is required.

Error Message EID-2074: Invalid instance in topology update.

Recommended Action If you are having operational problems, contact Cisco technical support with this error message. Otherwise, ignore this error message; no action is required.

Error Message EID-2077: Cannot add discovered NE to the database. JMOCO session is null.

Recommended Action The internal TCP/IP communication channel has gone down. The Cisco MGM server will restart the service automatically.

Error Message EID-2081: Exception: *string* occurred while retrieving network links from the database.

Recommended Action If you are having operational problems, contact Cisco technical support with this error message. Otherwise, ignore this error message; no action is required.

Error Message EID-2082: Exception: *string* occurred while reading `snmp-trap-queue-size` parameter value from the `MGMServer.cfg` file.

Recommended Action Check the `MGMServer.cfg` file for possible corruption. If the problem persists, contact Cisco technical support with this error message.

Error Message EID-2083: Exception: *value* occurred while reading `snmp-trap-drop-size` parameter value from the `MGMServer.cfg` file.

Recommended Action Check the `MGMServer.cfg` file for possible corruption. If the problem persists, contact Cisco technical support with this error message.

Error Message EID-2084: Exception: *string* occurred while reading `snmp-trap-forwarding-port` parameter value from the `MGMServer.cfg` file.

Recommended Action Check the `MGMServer.cfg` file for possible corruption. If the problem persists, contact Cisco technical support with this error message.

Error Message EID-2086: Exception: *value* occurred while reading the *ons15454-callback-iiop-listen-port* parameter value from the *MGMServer.cfg* file.

Recommended Action If you are having operational problems, contact Cisco technical support with this error message. Otherwise, ignore this error message; no action is required.

Error Message EID-2104: Exception *string* occurred while adding discovered NE with IP address *IP_address*.

Recommended Action Exception needs to be analyzed. Contact Cisco technical support.

Error Message EID-2105: Adding operation for discovered NE with IP address *IP_address* not completed.

Recommended Action Exception needs to be analyzed. Contact Cisco technical support.

Error Message EID-2200: Software download operation failed on NE ID.

Recommended Action Retry the download operation. The cause of the software download operation failure is unknown.

Error Message EID-2202: Software download operation failed on NE ID because of a Flash read/write problem.

Recommended Action The agent version transfer from the master Control and Monitoring Processor (CMP) to the slave CMP has failed. Use the following procedure to correct the error:

-
- Step 1** Check the configuration of the master and slave CMPs.
 - Step 2** Check the status of the network between the master CMP and the slave CMP and verify that the CMP slaves are reachable.
-

Error Message EID-2203: Software download operation failed on NE ID because of a problem during transfer from the TFTP server to the Master CMP.

Recommended Action Transfer from the TFTP boot server to the master CMP has failed. Use the following procedure to correct the error:

-
- Step 1** Verify that the TFTP boot server is running.
 - Step 2** Verify that the TFTP server address is correct.
 - Step 3** Check the status of the network between the TFTP server and the master CMP.
 - Step 4** Verify that the path name that lists where the *catalog.txt* file is located is correct.
 - Step 5** Verify that all files listed in the *catalog.txt* file are present in the same directory that contains the *catalog.txt* file.
-

Error Message EID-2204: Software download operation failed on NE ID because the standby agent version is running.

Recommended Action The standby agent version is running. A download operation is allowed only when the active agent version is running. There are two options to correct the error:

- Reset the NE to run the active agent version; then, overwrite the standby agent version by using the download operation.
- Swap the active and standby agent versions through the commit operation; then, overwrite the new standby agent version by using the download operation.

Error Message EID-2205: Software revert operation failed on NE ID.

Recommended Action The cause of the software revert operation failure is unknown. Retry the revert operation.

Error Message EID-2207: Software revert operation failed on NE ID because the standby agent version is corrupted.

Recommended Action The standby agent version is corrupted. Use the following procedure to correct the error:

-
- Step 1** Execute a new download operation to replace the current standby agent version with the valid one.
- Step 2** Execute the revert operation again; then, verify that the new downloaded version works correctly.
-

Error Message EID-2208: Software commit operation failed on NE ID.

Recommended Action The software commit operation failure cause is unknown. Retry the commit operation.

Error Message EID-2210: Software commit operation failed on NE ID because the standby agent version is corrupted.

Recommended Action The standby agent version is corrupted. Use the following procedure to correct the error:

-
- Step 1** Execute a new download operation to replace the current standby agent version with the valid one.
- Step 2** Execute a revert operation and verify that the new downloaded version works correctly.
- Step 3** Execute the commit operation again.
-

Error Message EID-2211: Exception during NE ID reset.

Recommended Action Reset the NE again.

Error Message EID-2212: Software download operation failed because of invalid path parameter.

Recommended Action Verify that the path name (representing the path on the TFTP server where the catalog.txt file is located) has the correct format.

Error Message EID-2214: NE User Management failed - Selected user doesn't exist on NE ID.

Recommended Action None.

Error Message EID-2217: NE User Management failed - Duplicated username for NE ID.

Recommended Action Retry the operation and verify that the username is not already present in the NE User Access Administration table.

Error Message EID-2218: NE User Management failed - Super user cannot be modified or deleted on NE ID.

Recommended Action You tried to delete or modify a SuperUser that had an active connection open. Use the following procedure to correct the error:

Step 1 Open the NE Active Users Table and disconnect the SuperUser connection.

Step 2 Retry the operation.



Note You cannot delete a SuperUser.

Error Message EID-2219: Performance Monitoring Task (date and time) not completed because of Agent busy on NE ID.

Recommended Action This error occurs when the agent on the NE is busy. Make sure that the agent on the NE is not overloaded.

Error Message EID-2221: Performance Monitoring task failed to connect to NE ID.

Recommended Action Make sure that the log in information is correct. If the problem persists, contact Cisco technical support.

Error Message EID-3015: Cannot start collector.

Recommended Action Open the Control Panel. Expand **MGM** and **PM Service**. Stop and restart the PM service. If the problem persists, contact the Cisco MGM administrator.

Error Message EID-3016: Cannot register for events.

Recommended Action Open the Control Panel. Expand **MGM** and **PM Service**. Stop and restart the PM service. If the problem persists, contact the Cisco MGM administrator.

Error Message EID-3017: Cannot open tables.

Recommended Action Open the Control Panel. Expand **MGM** and **PM Service**. Stop and restart the PM service. If the problem persists, contact the Cisco MGM administrator.

Error Message EID-3019: Cannot retrieve information for new NE value.

Recommended Action Delete the NE from Cisco MGM. Add the NE again; then, enable PM after the NE is reachable. If the problem persists, contact the Cisco MGM administrator.

Error Message EID-3021: Cannot collect PM information from value. Value Retries failed (HTTP error: string).

Recommended Action Wait for the next PM cycle. If the problem persists, open the MGMServer.cfg file and change the pm-wait-period value from 10000 to 30000. If the problem still persists, contact the Cisco MGM administrator.

Error Message EID-3022: Cannot collect PM information from string. Data format error. Received Data= string.

Recommended Action Contact the Cisco MGM administrator.

Error Message EID-3024: Error in parsing ETM XML.

Recommended Action If you are having operational problems, contact Cisco technical support with this error message. Otherwise, ignore this error message; no action is required.

Error Message EID-3025: Error in parsing ETM XML.

Recommended Action If you are having operational problems, contact Cisco technical support with this error message. Otherwise, ignore this error message; no action is required.

Error Message EID-3028: Error in parsing time XML.

Recommended Action If you are having operational problems, contact Cisco technical support with this error message. Otherwise, ignore this error message; no action is required.

Error Message EID-3030: Error in getting tick rate. XML received is null.

Recommended Action If you are having operational problems, contact Cisco technical support with this error message. Otherwise, ignore this error message; no action is required.

Error Message EID-3031: Error in parsing tick rate XML.

Recommended Action If you are having operational problems, contact Cisco technical support with this error message. Otherwise, ignore this error message; no action is required.

Error Message EID-3033: Error in getting time zone. XML received is null.

Recommended Action If you are having operational problems, contact Cisco technical support with this error message. Otherwise, ignore this error message; no action is required.

Error Message EID-3034: Error in parsing time zone XML.

Recommended Action If you are having operational problems, contact Cisco technical support with this error message. Otherwise, ignore this error message; no action is required.

Error Message EID-3036: Error in getting date. XML received is null.

Recommended Action If you are having operational problems, contact Cisco technical support with this error message. Otherwise, ignore this error message; no action is required.

Error Message EID-3037: Error in parsing date XML.

Recommended Action If you are having operational problems, contact Cisco technical support with this error message. Otherwise, ignore this error message; no action is required.

Error Message EID-3104: Exception: *value* occurred while reading ne-service-thread-pool-size parameter value from the MGMServer.cfg file.

Recommended Action Check the MGMServer.cfg file for possible corruption. If the problem persists, contact Cisco technical support with this error message.

Error Message EID-3108: Exception: *value* occurred while reading snmp-trap-port parameter value from the MGMServer.cfg file.

Recommended Action Check the MGMServer.cfg file for possible corruption. If the problem persists, contact Cisco technical support with this error message.

Error Message EID-3109: Exception: *value* occurred while reading snmp-trap-queue-size parameter value from the MGMServer.cfg file.

Recommended Action Check the MGMServer.cfg file for possible corruption. If the problem persists, contact Cisco technical support with this error message. Or, reinstall the Cisco MGM server.

Error Message EID-4001: Exception: *string* occurred while connecting the CORBA object to the Object Request Broker (ORB).

Recommended Action Restart the Cisco MGM server. If the problem persists, contact Cisco technical support with this error message.

Error Message EID-4002: Exception: *string* occurred while creating the ConfigManager Interoperable Object Reference (IOR).

Recommended Action Restart the Cisco MGM server. If the problem persists, contact Cisco technical support with this error message.

Error Message EID-4003: Error in creating the ConfigManager IOR file.

Recommended Action Restart the Cisco MGM server. If the problem persists, contact Cisco technical support with this error message.

Error Message EID-4004: Exception: *string* occurred while writing the IOR to the file.

Recommended Action Restart the Cisco MGM server. If the problem persists, contact Cisco technical support with this error message.

Error Message EID-4005: Exception: *string* occurred while waiting for a CORBA client connection.

Recommended Action If you are having operational problems, contact Cisco technical support with this error message. Otherwise, ignore this error message; no action is required.

Error Message EID-4006: Error in creating the SessionManager.

Recommended Action Restart the Cisco MGM server. If the problem persists, contact Cisco technical support with this error message.

Error Message EID-4007: Exception: *string* occurred while creating the NodeManager for *NE_ID*.

Recommended Action If you are having operational problems, contact Cisco technical support with this error message. Otherwise, ignore this error message; no action is required.

Error Message EID-4008: Exception: *string* occurred while connecting the NodeManager for *NE_ID* to ORB.

Recommended Action If you are having operational problems, contact Cisco technical support with this error message. Otherwise, ignore this error message; no action is required.

Error Message EID-4018: Exception: *string* while registering for the internal Cisco MGM events with the main server.

Recommended Action Restart the Cisco MGM server. If the problem persists, contact Cisco technical support with this error message.

Error Message EID-4020: Exception: *string* while configuring the Internet Inter Orb Protocol (iiop) listen port in CORBA ORB.

Recommended Action Restart the Cisco MGM server. If the problem persists, contact Cisco technical support with this error message.

Error Message EID-4023: Exception: *string* while reading the list of logged users using JMOCO.

Recommended Action If you are having operational problems, contact Cisco technical support with this error message. Otherwise, ignore this error message; no action is required.

Error Message EID-4026: Exception: *string* while disconnecting the NodeManager for *NE_ID* to ORB.

Recommended Action If you are having operational problems, contact Cisco technical support with this error message. Otherwise, ignore this error message; no action is required.

Error Message EID-4027: Exception: *string* ConfigManager Init. Failed.

Recommended Action If you are having operational problems, contact Cisco technical support with this error message. Otherwise, ignore this error message; no action is required.

Error Message EID-4233: Failed to get available termination points.

Recommended Action Retry after some time. If the problem persists, contact Cisco technical support.

Error Message EID-4239: Exception: `NetworkManager.setPathTrace` APIs raised exception.

Recommended Action Retry after some time. If the problem persists, contact Cisco technical support.

Error Message EID-4241: Exception: `NetworkManager.getPathTrace` APIs raised exception.

Recommended Action Retry after some time. If the problem persists, contact Cisco technical support.

Error Message EID-4242: Exception: deletelink () unable to delete manual link. Link ID is *string*.

Recommended Action Review the reason for failure stated in the error message. Retry after some time. If the problem persists, contact Cisco technical support.

Error Message EID-5000: Exception: *string* occurred while initializing ServiceManager.

Recommended Action If you are having operational problems, contact Cisco technical support with this error message. Otherwise, ignore this error message; no action is required.

Error Message EID-5001: Exception: *string* occurred while connecting the CORBA object to the ORB.

Recommended Action If you are having operational problems, contact Cisco technical support with this error message. Otherwise, ignore this error message; no action is required.

Error Message EID-5002: Exception: *string* occurred while creating the ServiceManager IOR.

Recommended Action If you are having operational problems, contact Cisco technical support with this error message. Otherwise, ignore this error message; no action is required.

Error Message EID-5003: Error in creating the ServiceManager IOR file.

Recommended Action If you are having operational problems, contact Cisco technical support with this error message. Otherwise, ignore this error message; no action is required.

Error Message EID-5006: Exception: *string* occurred while initializing CORBA.

Recommended Action If you are having operational problems, contact Cisco technical support with this error message. Otherwise, ignore this error message; no action is required.

Error Message EID-5007: Exception: *string* occurred while getting POA reference.

Recommended Action If you are having operational problems, contact Cisco technical support with this error message. Otherwise, ignore this error message; no action is required.

Error Message EID-5013: Exception: *string* occurred while notifying main.

Recommended Action If you are having operational problems, contact Cisco technical support with this error message. Otherwise, ignore this error message; no action is required.

Error Message EID-5031: Exception: *string* occurred while launching service process.

Recommended Action Verify that the server has adequate RAM and swap space as listed in the *Cisco Media Gateway Manager 5.0 Installation Guide*. Do not run other unapproved software on the server.

Error Message EID-5041: Exception: *string* occurred while trying to connect to Service Manager.

Recommended Action Run the **showmgm** command to see what Cisco MGM server processes are running. Restart the Cisco MGM server using the **mgms-start** command.

Error Message EID-5042: Exception: *string* occurred while trying to disconnect from Service Manager.

Recommended Action Run the **showmgm** command to see what Cisco MGM server processes are running. Restart the Cisco MGM server using the **mgms-start** command.

Error Message EID-6055: ML series card provisioning operation failed for NE: *string* - slot: *NE_ID* Reason: *string*.

Recommended Action Check the ML card setting (telnet information) and if problem persists, contact Cisco technical support.

Error Message EID-7002: Cannot retrieve wavelength values.

Recommended Action Force a “Refresh from NE” operation on both ends of the link.

B.2.3 Minor Server Error Messages

Error Message EID-408: Poller low on worker threads or poll frequency too fast.

Recommended Action The application cannot communicate with all configured NEs during the allotted poll-frequency time. Use the following procedure to correct the error:

-
- Step 1** Log into the Cisco MGM client with the appropriate user profile.
 - Step 2** Choose **Administration > Control Panel**.
 - Step 3** Click **NE Service**. In the NE Poller tab, decrease the poll frequency in the NE Health Poll Frequency field in 30-second increments.
 - Step 4** Click **Save**.
-

Error Message EID-411: Invalid return of UDP sockets.

Recommended Action This is an internal error; no action is required.

Error Message EID-412: No free UDP sockets in pool.

Recommended Action This is an internal error. Restart Cisco MGM if the application is not communicating with any NEs.

Error Message EID-413: Invalid SNMP type in packet.

Recommended Action This is an internal error. Restart Cisco MGM if the application is not communicating with any NEs.

Error Message EID-414: Failed to open SNMP session.

Recommended Action This is an internal error. Restart Cisco MGM if the application is not communicating with any NEs.

Error Message EID-416: Error in SNMP packet: *error_string*.

Recommended Action This is an internal SNMP protocol error; no action is required.

Error Message EID-417: Mangled SNMP response packet.

Recommended Action This is an internal SNMP protocol error; no action is required.

Error Message EID-423: The EMS failed to recover missed alarms from NE *ID*.

Recommended Action Cisco MGM could not recover all alarms from the NE. Data might be missing from the Alarm Log due to connectivity problems or mangled packets. In the Domain Explorer window, choose **Fault > Alarm Browser** to view the current alarms.

Error Message EID-501: Incorrect parse of PM bulk string header for *PM_data_type* from NE *ID*.

Recommended Action This is an internal parsing error. If the error persists, capture a LAN trace from the Cisco MGM server to help debug the problem.

Error Message EID-502: Unknown type *number* in PM bulk variable for *PM_data_type* from NE *ID*.

Recommended Action This is an internal parsing error. If the error persists, capture a LAN trace from the Cisco MGM server to help debug the problem.

Error Message EID-503: Incorrect parse of PM bulk string for *PM_data_type* from NE *ID*.

Recommended Action This is an internal parsing error. If the error persists, capture a LAN trace from the Cisco MGM server to help debug the problem.

Error Message EID-603: Incorrect trap recvfrom with errno = *value*.

Recommended Action This is an internal processing error. If the problem persists, contact Cisco technical support with this error message.

Error Message EID-604: Failed to parse SNMP trap definition file *filename*.

Recommended Action The traps.lst file in the bin directory where the Cisco MGM server was installed is corrupted. Delete the traps.lst file and restart the application.

Error Message EID-605: Failed to recover alarm sequence *#number* to *#number* for NE *ID*.

Recommended Action Cisco MGM could not recover all alarms from the NE. There might be events missing in the Alarm Log due to connectivity problems or mangled packets. However, the Alarm Browser will reflect the correct alarm information. In the Domain Explorer window, choose **Fault > Alarm Browser** to view the current alarms.

Error Message EID-704: Invalid SNMP recvfrom with errno = *value*.

Recommended Action This is an internal processing error. If the problem persists, contact Cisco technical support with this error message.

Error Message EID-705: Invalid SNMP sendto with errno = *value*.

Recommended Action This is an internal processing error. If the problem persists, contact Cisco technical support with this error message.

Error Message EID-706: SNMP trap received from unknown NE *ID*.

Recommended Action SNMP traps are being received from an NE that is not configured on the Cisco MGM server. Check the configured IP addresses for all NEs by viewing the configuration files (startup-config). The IP addresses should match the IP address of the interface used in the “snmp-server trap-source *IF*” CLI in the NE configuration.

Error Message EID-1402: The OSI daemon lockfile *value* is missing.

Recommended Action This is an internal processing error. If the problem persists, contact Cisco technical support with this error message.

Error Message EID-1403: The OSI daemon lockfile does not contain the PID.

Recommended Action This is an internal processing error. If the problem persists, contact Cisco technical support with this error message.

Error Message EID-1404: The ping to the OSI daemon failed.

Recommended Action This is an internal processing error. If the problem persists, contact Cisco technical support with this error message.

Error Message EID-1405: Failed to start the OPS daemon for logging.

Recommended Action This is an internal processing error. If the problem persists, contact Cisco technical support with this error message.

Error Message EID-1501: Maximum number of Telnet sessions has been reached.

Recommended Action This is an internal processing error. If the problem persists, contact Cisco technical support with this error message.

Error Message EID-1502: No more threads available for Telnet sessions.

Recommended Action This is an internal processing error. If the problem persists, contact Cisco technical support with this error message.

Error Message EID-2001: Bad event JMOCO PDU value.

Recommended Action If you are having operational problems, contact Cisco technical support with this error message. Otherwise, ignore this error message; no action is required.

Error Message EID-2004: Exception *string* occurred while notifying listeners.

Recommended Action If you are having operational problems, contact Cisco technical support with this error message. Otherwise, ignore this error message; no action is required.

Error Message EID-2005: Bad severity value in JMOCO event.

Recommended Action If you are having operational problems, contact Cisco technical support with this error message. Otherwise, ignore this error message; no action is required.

Error Message EID-2006: Event is not an instance of known VEvents.

Recommended Action If you are having operational problems, contact Cisco technical support with this error message. Otherwise, ignore this error message; no action is required.

Error Message EID-2007: Event is not an instance of EMSEvent.

Recommended Action If you are having operational problems, contact Cisco technical support with this error message. Otherwise, ignore this error message; no action is required.

Error Message EID-2009: Null object is passed in.

Recommended Action If you are having operational problems, contact Cisco technical support with this error message. Otherwise, ignore this error message; no action is required.

Error Message EID-2010: Invalid object type is passed in.

Recommended Action If you are having operational problems, contact Cisco technical support with this error message. Otherwise, ignore this error message; no action is required.

Error Message EID-2011: Null module type for slot *number*.

Recommended Action If you are having operational problems, contact Cisco technical support with this error message. Otherwise, ignore this error message; no action is required.

Error Message EID-2012: JDAQ external exception: *string*.

Recommended Action If you are having operational problems, contact Cisco technical support with this error message. Otherwise, ignore this error message; no action is required.

Error Message EID-2013: JDAQ internal exception: *string*.

Recommended Action If you are having operational problems, contact Cisco technical support with this error message. Otherwise, ignore this error message; no action is required.

Error Message EID-2020: Invalid argument value: *string*, NE: *NE_ID*.

Recommended Action This is an internal processing error. If the problem persists, contact Cisco technical support with this error message.

Error Message EID-2021: Inventory collection was not completed for NE *NE_ID*.

Recommended Action If you are having operational problems, contact Cisco technical support with this error message. Otherwise, ignore this error message; no action is required.

Error Message EID-2022: Exception *string* occurred while reading the corba-request-timeout parameter value from the MGMServer.cfg file.

Recommended Action If you are having operational problems, contact Cisco technical support with this error message. Otherwise, ignore this error message; no action is required.

Error Message EID-2023: Exception *string* occurred while setting the corba-request-timeout parameter value for the ORB.

Recommended Action If you are having operational problems, contact Cisco technical support with this error message. Otherwise, ignore this error message; no action is required.

Error Message EID-2024: Exception *string* occurred while reading the *ne-service-thread-pool-size* parameter value from the *MGMServer.cfg* file.

Recommended Action If you are having operational problems, contact Cisco technical support with this error message. Otherwise, ignore this error message; no action is required.

Error Message EID-2029: Exception: *string* for NE: *exception_string* while *exception_string*.

Recommended Action If you are having operational problems, contact Cisco technical support with this error message. Otherwise, ignore this error message; no action is required.

Error Message EID-2035: GNE next hop IP address *value* does not match the NE IP address *value* for *NEDBAccessID* *value*. The *GNE_Table* or *NE_INFO_Table* information might be inconsistent in the database.

Recommended Action Check the GNE next hop IP addresses; then, restart the Cisco MGM server.

Error Message EID-2036: Exception *string* for NE *ID* occurred while polling for the discovered node.

Recommended Action If you are having operational problems, contact Cisco technical support with this error message. Otherwise, ignore this error message; no action is required.

Error Message EID-2037: Unsupported model type or null version string for *NE_ID*.

Recommended Action Check the software version of the NE listed in the error message. You might need to upgrade Cisco MGM.

Error Message EID-2038: No entry found in the version table for *NE_ID*.

Recommended Action Check the software version of the NE listed in the error message. You might need to upgrade Cisco MGM.

Error Message EID-2039: Exception *string* occurred while finding time offset for *NE_ID*.

Recommended Action Check the software version of the NE listed in the error message. You might need to upgrade Cisco MGM.

Error Message EID-2040: Cannot find time or time zone information for *NE_ID*.

Recommended Action Check the system time and time zone settings. You might have to adjust the settings.

Error Message EID-2052: Invalid object passed to Circuit Module work.

Recommended Action If you are having operational problems, contact Cisco technical support with this error message. Otherwise, ignore this error message; no action is required.

Error Message EID-2053: Exception *string* occurred while adding circuit.

Recommended Action If you are having operational problems, contact Cisco technical support with this error message. Otherwise, ignore this error message; no action is required.

Error Message EID-2054: Exception *string* occurred while deleting circuit.

Recommended Action If you are having operational problems, contact Cisco technical support with this error message. Otherwise, ignore this error message; no action is required.

Error Message EID-2055: Exception *string* occurred while updating circuit.

Recommended Action If you are having operational problems, contact Cisco technical support with this error message. Otherwise, ignore this error message; no action is required.

Error Message EID-2071: Exception *string* occurred while invoking addNetLink.

Recommended Action If you are having operational problems, contact Cisco technical support with this error message. Otherwise, ignore this error message; no action is required.

Error Message EID-2072: CORBA exception *string* occurred while retrieving topology information.

Recommended Action If you are having operational problems, contact Cisco technical support with this error message. Otherwise, ignore this error message; no action is required.

Error Message EID-2073: Exception *string* occurred while retrieving topology information.

Recommended Action If you are having operational problems, contact Cisco technical support with this error message. Otherwise, ignore this error message; no action is required.

Error Message EID-2075: Exception *string* occurred while retrieving NE information.

Recommended Action If you are having operational problems, contact Cisco technical support with this error message. Otherwise, ignore this error message; no action is required.

Error Message EID-2076: Null NE information.

Recommended Action If you are having operational problems, contact Cisco technical support with this error message. Otherwise, ignore this error message; no action is required.

Error Message EID-2082: Exception: *value* occurred while reading snmp-trap-queue-size parameter value from the MGMServer.cfg file.

Recommended Action Check the MGMServer.cfg file for possible corruption. If the problem persists, contact Cisco technical support with this error message.

Error Message EID-2084: Exception: *value* occurred while reading snmp-trap-forwarding-port parameter value from the MGMServer.cfg file.

Recommended Action Check the MGMServer.cfg file for possible corruption. If the problem persists, contact Cisco technical support with this error message.

Error Message EID-2089: InitialPoll to NE: *string* is failed, maybe username and password are wrong or *string*.

Recommended Action Verify that the NE is up and that the software loaded on the NE is supported. Wait for two or three polling cycles. If the problem persists, mark the NE as out of service and then back in service.

Error Message EID-2090: Connection with NE: *string* is lost because *string*.

Recommended Action This problem can occur if the NE is reset or if the NE is not reachable on the network. Wait for two or three polling cycles. If the problem persists, mark the NE as out of service and then back in service.

Error Message EID-2091: HTTP request failed to get software version from node *string* and reason is *string*.

Recommended Action Obtain the NE software version with a web browser using the URL http://IP_address_of_NE/getSwVersion. If the connection times out, the web server on the NE might be down. Contact technical support for the NE.

Error Message EID-3001: Cannot start collection for *value*.

Recommended Action If you are having operational problems, contact Cisco technical support with this error message. Otherwise, ignore this error message; no action is required.

Error Message EID-3002: Nothing was found *value*.

Recommended Action If you are having operational problems, contact Cisco technical support with this error message. Otherwise, ignore this error message; no action is required.

Error Message EID-3003: Ignoring TCA.

Recommended Action A threshold crossing alert (TCA) is being ignored. If you are having operational problems, contact Cisco technical support with this error message. Otherwise, ignore this error message; no action is required.

Error Message EID-3004: Incorrect IP address passed in IPADDR_CHANGED Event *value*.

Recommended Action Check the newly changed IP address and modify it if you entered the wrong information.

Error Message EID-3005: Cannot write DS-1 PM for *value*.

Recommended Action If you are having operational problems, contact Cisco technical support with this error message. Otherwise, ignore this error message; no action is required.

Error Message EID-3006: Cannot write DS-3 PM for *value*.

Recommended Action If you are having operational problems, contact Cisco technical support with this error message. Otherwise, ignore this error message; no action is required.

Error Message EID-3007: Cannot write SONET PM for *value*.

Recommended Action If you are having operational problems, contact Cisco technical support with this error message. Otherwise, ignore this error message; no action is required.

Error Message EID-3008: Cannot write STS PM for *value*.

Recommended Action If you are having operational problems, contact Cisco technical support with this error message. Otherwise, ignore this error message; no action is required.

Error Message EID-3009: Cannot write VT PM for *value*.

Recommended Action If you are having operational problems, contact Cisco technical support with this error message. Otherwise, ignore this error message; no action is required.

Error Message EID-3010: Cannot collect PM information from *value*.

Recommended Action If you are having operational problems, contact Cisco technical support with this error message. Otherwise, ignore this error message; no action is required.

Error Message EID-3011: Cannot read PM information from *value*.

Recommended Action If you are having operational problems, contact Cisco technical support with this error message. Otherwise, ignore this error message; no action is required.

Error Message EID-3013: Cannot collect PM information from *value*. HTTP Error: *value*.

Recommended Action If you are having operational problems, contact Cisco technical support with this error message. Otherwise, ignore this error message; no action is required.

Error Message EID-3014: Cannot collect PM. Writer creation failed.

Recommended Action If you are having operational problems, contact Cisco technical support with this error message. Otherwise, ignore this error message; no action is required.

Error Message EID-3047: PM Comm Session is null for *NE_name*.

Recommended Action Verify that the NE has available connections.

Error Message EID-3049: Exception during PM collection for *NE_name*: *exception_string*.

Recommended Action Verify that the NE has available connections.

Error Message EID-3050: Cannot write PM data for *NE_name*: *exception_string*.

Recommended Action Verify that the database is operating correctly.

Error Message EID-3100: args == null.

Recommended Action This message is used for system logging only; no action is required.

Error Message EID-3102: Initialized service:

Recommended Action This message is used for system logging only and is normal at initialization; no action is required.

Error Message EID-3103: Stopped service.

Recommended Action This message is for system logging only and is normal when the system is stopped; no action is required.

Error Message EID-4009: NEInfo is null.

Recommended Action If you are having operational problems, contact Cisco technical support with this error message. Otherwise, ignore this error message; no action is required.

Error Message EID-4010: Invalid input parameter for the operation.

Recommended Action If you are having operational problems, contact Cisco technical support with this error message. Otherwise, ignore this error message; no action is required.

Error Message EID-4011: The Configuration resync operation cannot be completed because of the non-working operational state of the network element.

Recommended Action If you are having operational problems, contact Cisco technical support with this error message. Otherwise, ignore this error message; no action is required.

Error Message EID-4012: The Configuration resync is already in progress for this network element. Try after some time.

Recommended Action If you are having operational problems, contact Cisco technical support with this error message. Otherwise, ignore this error message; no action is required.

Error Message EID-4013: Failed to authenticate the Cisco MGM user for performing this operation.

Recommended Action If you are having operational problems, contact Cisco technical support with this error message. Otherwise, ignore this error message; no action is required.

Error Message EID-4014: This Interface Data Language (IDL) operation is not supported by the network element.

Recommended Action Ignore this internal error message.

Error Message EID-4015: Exception: *string* while reading configuration resync frequency from the MGMServer.cfg file. Using the default resync frequency.

Recommended Action Restart the Cisco MGM server. If the problem persists, contact Cisco technical support with this error message.

Error Message EID-4016: Exception: *string* while reading configuration poll frequency from the MGMServer.cfg file. Using the default poll frequency.

Recommended Action Restart the Cisco MGM server. If the problem persists, contact Cisco technical support with this error message.

Error Message EID-4017: Exception: *string* while reading configuration thread pool size from the MGMServer.cfg file. Using the default poll frequency.

Recommended Action Restart the Cisco MGM server. If the problem persists, contact Cisco technical support with this error message.

Error Message EID-4019: Exception: *string* while reading the iop-listen-port from the MGMServer.cfg file. Using the default port.

Recommended Action Restart the Cisco MGM server. If the problem persists, contact Cisco technical support with this error message.

Error Message EID-4021: Exception: *string* while reading configuration request queue size from the MGMServer.cfg file. Using the default request queue size.

Recommended Action Restart the Cisco MGM server. If the problem persists, contact Cisco technical support with this error message.

Error Message EID-4022: Cisco MGM server is busy syncing the configuration information for this network element. Retry after some time.

Recommended Action This error message is used for internal protocols between the Cisco MGM client and server. The client will display the appropriate error message.

Error Message EID-4024: Exception: *string* received from the model layer.

Recommended Action This error message is used for internal protocols between the Cisco MGM client and server. The client will display the appropriate error message.

Error Message EID-4025: Exception: *string* while sending event about this change to other clients.

Recommended Action Restart the Cisco MGM server. If the problem persists, contact Cisco technical support with this error message.

Error Message EID-4201: Failed to auto back up memory for *NE_name: Value*.

Recommended Action Manually back up the configuration.

Error Message EID-4202: Failed to back up memory for *NE_name: Value*.

Recommended Action Retry this operation later. If the problem persists, reboot the NE and retry.

Error Message EID-4203: Failed to restore memory for *NE_name: Value*.

Recommended Action If you specify a source directory that is the same as the default destination for memory restore or software download, you will receive EID-4203 because the source file size becomes zero.

To retrieve the file, navigate to the appropriate path and restore the file *x* from *x.old*.

Error Message EID-4204: Failed to download software for *NE_name: Value*.

Recommended Action If you specify a source directory that is the same as the default destination for memory restore or software download, you will receive EID-4204 because the source file size becomes zero.

To retrieve the file, navigate to the appropriate path and restore the file *x* from *x.old*.

Error Message EID-4205: Failed to {activate | revert} for *NE_name*:
Detailed_error_message.

Recommended Action Follow the instructions given in the detailed error message.

Error Message EID-4206: Exception: The node is not managed by the NEService.

Recommended Action If you are having operational problems, contact Cisco technical support with this error message. Otherwise, ignore this error message; no action is required.

Error Message EID-4207: Exception: The node is not available.

Recommended Action If you are having operational problems, contact Cisco technical support with this error message. Otherwise, ignore this error message; no action is required.

Error Message EID-4208: Exception: Chassis is null for the node.

Recommended Action If you are having operational problems, contact Cisco technical support with this error message. Otherwise, ignore this error message; no action is required.

Error Message EID-4209: Exception: No terminations available for the given link size.

Recommended Action If you are having operational problems, contact Cisco technical support with this error message. Otherwise, ignore this error message; no action is required.

Error Message EID-4210: Exception: NetworkManager raises exception.

Recommended Action If you are having operational problems, contact Cisco technical support with this error message. Otherwise, ignore this error message; no action is required.

Error Message EID-4211: Exception: NetworkManager fails to modify Database Link Table.

Recommended Action If you are having operational problems, contact Cisco technical support with this error message. Otherwise, ignore this error message; no action is required.

Error Message EID-4212: Exception: CreateLinkWithName called with null name.

Recommended Action If you are having operational problems, contact Cisco technical support with this error message. Otherwise, ignore this error message; no action is required.

Error Message EID-4213: Exception: Failed to add link in database.

Recommended Action If you are having operational problems, contact Cisco technical support with this error message. Otherwise, ignore this error message; no action is required.

Error Message EID-4214: Exception: Failed to get link in database.

Recommended Action If you are having operational problems, contact Cisco technical support with this error message. Otherwise, ignore this error message; no action is required.

Error Message EID-4215: Exception: Failed to modify link in database.

Recommended Action If you are having operational problems, contact Cisco technical support with this error message. Otherwise, ignore this error message; no action is required.

Error Message EID-4216: Exception: No link exists with Link ID *string*.

Recommended Action The links have not yet uploaded to the database. Wait several minutes; then, try again. If the problem persists, check the link connectivity.

Error Message EID-4217: Exception: Failed to get info. for link ID *string* from NCP.

Recommended Action The links have not yet uploaded to the network. Wait several minutes; then, try again. If the problem persists, check the link connectivity.

Error Message EID-4218: Exception: Accessing/Updating Database during processing of Auto. Discovered links failed.

Recommended Action If you are having operational problems, contact Cisco technical support with this error message. Otherwise, ignore this error message; no action is required.

Error Message EID-4219: Exception: NetworkManager.getExpectedPathTrace raised exception.

Recommended Action If you are having operational problems, contact Cisco technical support with this error message. Otherwise, ignore this error message; no action is required.

Error Message EID-4220: Exception: NetworkManager.getPossibleLinkSizes raises exception.

Recommended Action If you are having operational problems, contact Cisco technical support with this error message. Otherwise, ignore this error message; no action is required.

Error Message EID-4223: Exception: Failed to get info. for link ID *string* from Database.

Recommended Action The links have not yet uploaded to the database. Wait several minutes; then, try again. If the problem persists, check the link connectivity.

Error Message EID-4224: Exception: deleteLink() Cannot Delete an Auto. Discovered Link. Link ID is *string*.

Explanation If you are having operational problems, contact Cisco technical support with this error message. Otherwise, ignore this error message; no action is required.

Error Message EID-4225: Exception: getNetLinks() DBException Raised while getting Network Links from DB.

Recommended Action If you are having operational problems, contact Cisco technical support with this error message. Otherwise, ignore this error message; no action is required.

Error Message EID-4226: Exception: getNetLinksForNode() DBException Raised while getting Network Links from DB for Node Id.

Recommended Action If you are having operational problems, contact Cisco technical support with this error message. Otherwise, ignore this error message; no action is required.

Error Message EID-4227: Exception: getDbLinksBetweenSrcAndDest() DBException Raised while getting Network Links from DB.

Recommended Action If you are having operational problems, contact Cisco technical support with this error message. Otherwise, ignore this error message; no action is required.

Error Message EID-4228: Exception: deleteLink() DBException raised while executing deleteRow() for Link ID *string*.

Recommended Action If you are having operational problems, contact Cisco technical support with this error message. Otherwise, ignore this error message; no action is required.

Error Message EID-4229: Exception: deleteLink() Invalid Link ID *string*.

Recommended Action If you are having operational problems, contact Cisco technical support with this error message. Otherwise, ignore this error message; no action is required.

Error Message EID-4236: Exception: NetworkManager.getPathTrace APIs raised exception. J1 Path Trace is not supported for this card.

Recommended Action No action is required.

Error Message EID-4238: Exception: NetworkManager.getPathTrace APIs raised exception. J1 Path Trace is supported only for XTC(DS1).

Recommended Action No action is required.

Error Message EID-4500: Exception: Invalid model type for this operation.

Recommended Action If you are having operational problems, contact Cisco technical support with this error message. Otherwise, ignore this error message; no action is required.

Error Message EID-4501: Exception: Backup/Restore internal exception.

Recommended Action If you are having operational problems, contact Cisco technical support with this error message. Otherwise, ignore this error message; no action is required.

Error Message EID-4502: Error: *string* cannot be cancelled since they are waiting in the running list to be executed.

Recommended Action Wait until the job or task completes, or restart the Cisco MGM server.

Error Message EID-4503: Error: Unable to read database table: *string*.

Recommended Action Restart the Cisco MGM server and retry.

Error Message EID-4504: Error: Unable to process NE purge event for NEDBID: *string*.

Recommended Action No action is required.

Error Message EID-5011: Cannot register to listen for events.

Recommended Action If you are having operational problems, contact Cisco technical support with this error message. Otherwise, ignore this error message; no action is required.

Error Message EID-5012: Exception: *string* while processing CORBA requests.

Recommended Action If you are having operational problems, contact Cisco technical support with this error message. Otherwise, ignore this error message; no action is required.

Error Message EID-5022: Exception: *string* occurred while trying to get managed NE list.

Recommended Action If you are having operational problems, contact Cisco technical support with this error message. Otherwise, ignore this error message; no action is required.

Error Message EID-5023: Exception: *string* occurred while trying to get service ID.

Recommended Action If you are having operational problems, contact Cisco technical support with this error message. Otherwise, ignore this error message; no action is required.

Error Message EID-5024: Exception: *string* occurred while trying to purge NE.

Recommended Action If you are having operational problems, contact Cisco technical support with this error message. Otherwise, ignore this error message; no action is required.

Error Message EID-5025: The MGM Service is currently connected to Service Manager.

Recommended Action Wait until the AUD-5004 message is displayed; then, click the **Activate** button again.

Error Message EID-5026: The MGM Service is not connected to Service Manager.

Recommended Action Wait until the AUD-5003 message is displayed; then, click the **Deactivate** button again.

Error Message EID-5030: Exception: *string* occurred while performing DB operations.

Recommended Action Check the database (DB) configurations. Verify that you can connect to the database and perform a structured query language (SQL) query.

Error Message EID-6052: Exception: source and destination termination points are not valid. Cannot create Managed-Unmanaged link.

Recommended Action Review the reason for failure stated in the error message.

Error Message EID-6053: Link cannot be created due to presence of conflicting links.

Recommended Action Review the reason for failure stated in the error message.

Error Message EID-6054: Link not valid between the specified end points in the specified layer.

Recommended Action Review the reason for failure stated in the error message.

Error Message EID-7000: Source PTP is supporting wavelength *string* while sink PTP is supporting *NE_ID*: The wavelength don't match.

Recommended Action Select PTPs that support the same wavelength.

Error Message EID-7001: DWDM links can only be created between transponders/muxponders and DWDM cards.

Recommended Action Select PTPs such that an end of the link is on a transponder or muxponder and the other end is on a DWDM card.

B.2.4 Debug Server Error Messages

Error Message EID-4028: *String* communication state: *NE_ID*; *string* = NESysID, *NE_ID* = NE connection state.

Recommended Action Try and restore the connection to the NE.



Note Detailed actions are NE-dependent.

Error Message EID-4029: *String* operational state: *NE_ID*; *string* = NESysID, *NE_ID* = NE operational state.

Recommended Action Set the NE state to In Service.

Error Message EID-4030: The NE resync operation cannot be completed because of the non-working operational state of the network element.

Recommended Action NE is already in synchronization state. Retry after some time.

Error Message EID-4031: The NE resync is already in progress for this network element. Try after some time.

Recommended Action NE is already in synchronization state. Retry after some time.

Error Message EID-4032: Invalid initial poll status.

Recommended Action NE's initial poll is in progress. Retry after some time.

B.3 Cisco MGM Server Audit Messages

Cisco MGM server audit messages appear in the Audit Log and include the following information:

- Date and time
- Module
- Filename
- Line number
- Audit ID
- Audit message text



Note Server audit messages are informational only and do not require any action, unless noted.

Audit Message AUD-101: Cisco MGM user *username* logged in from *location*.

Audit Message AUD-102: Cisco MGM user *username* logged out from *location*.

Audit Message AUD-105: Job# *number* succeeded for NE: *NE_name*.

Audit Message AUD-106: Job# *number* failed for NE: *NE_name* with the error: *error_message*.

Recommended Action The job can fail to start if the NE is unavailable or if the configured SNMP community string does not have write privileges. Verify that the NE is available and that the community string has write privileges.

Audit Message AUD-107: Failed to recover changed configuration from NE: *NE_name*. Error: *error_message*.

Recommended Action This error might occur if there are network problems or if the Flash device on the NE is busy. The Cisco MGM server automatically tries to recover the changed configuration information. No action is required.

Audit Message AUD-108: Job# *number* cancelled for NE: *NE_name*.

Audit Message AUD-109: Job# *number* started for NE: *NE_name*.

Audit Message AUD-110: Job# *number* failed to start for NE: *NE_name*.

Recommended Action The job can fail to start if the NE is unavailable or if the configured SNMP community string does not have write privileges. Verify that the NE is available and that the community string has write privileges.

Audit Message AUD-111: Failed to recover changed configuration from NE: *NE_name*.

Recommended Action This error might occur if there are network problems or if the Flash device on the NE is busy. The Cisco MGM server automatically tries to recover the changed configuration information. No action is required.

Audit Message AUD-112: Security violation for Cisco MGM user *username* from *IP_address*.

Audit Message AUD-113: Cisco MGM user *username_type_of_profile_change*.

Audit Message AUD-114: Topology changed:
type_of_topology_change_from_Domain_Explorer.

Audit Message AUD-115: State for *NE_ID* changed from *state* to *state*.



Note *In Service*, *In Maintenance*, and *Out of Service* are examples of states.

Audit Message AUD-116: State for port *number* of *NE_ID* changed from *state* to *state*.

Audit Message AUD-117: GNE for *NE_ID* changed from *old_GNE_name* to *new_GNE_name*.

Audit Message AUD-118: Cisco MGM server started.

Audit Message AUD-119: Cisco MGM server stopped.

Audit Message AUD-120: The NE configured as *NE_ID* is actually *NE_ID*.

Audit Message AUD-121: Administrative task *number* deleted.

Audit Message AUD-122: The MGM service *service* has been stopped.

Audit Message AUD-123: The MGM service *service* has been started.

Audit Message AUD-124: MGM subnet *subnet*.

Audit Message AUD-125: Alarm acknowledged for NE: *NE_name*, index: *index*.

Audit Message AUD-126: Job# *number* is created for NE: *NE_name*.

Audit Message AUD-127: Time offset (*value sec*) is too big on NE: *NE_name*, will use MGMS time.

Audit Message AUD-128: Alarm acknowledged for NE *name* alarm ID *number*.

Audit Message AUD-129: Service *service_name* is started.

Audit Message AUD-130: Service *service_name* is shut down.

Audit Message AUD-130: Job cancelled.

Audit Message AUD-131: NE *name* moved to In Service from *present_state*.

Audit Message AUD-131: Task cancelled.

Audit Message AUD-132: NE *name* moved to Out of Service from *present_state*.

Audit Message AUD-132: Task modified.

Audit Message AUD-134: NE *name* moved to In Maintenance from *present_state*.

Audit Message AUD-135: NE *name* Port *port_number* state changed to In Service.

Audit Message AUD-136: NE *name* Port *port_number* state changed to Out of Service.

Audit Message AUD-138: NE *name* Port *port_number* state changed to In Maintenance.

Audit Message AUD-139: NE *name* property changed - New Sys ID *value*.

Audit Message AUD-140: NE *name* property changed - New IP address *value*.

Audit Message AUD-141: NE *name* property changed - New NSAP address *value*.

Audit Message AUD-142: NE *name* property changed - New description *value*.

Audit Message AUD-143: NE *name* property changed - New community string *value*.

Audit Message AUD-144: NE *name* property changed - New CLI code *value*.

Audit Message AUD-145: NE *name* property changed - New NE type *value*.

Audit Message AUD-146: NE *name* property changed - New model index *value*.

Audit Message AUD-147: NE *name* property changed - New subnet ID *value*.

Audit Message AUD-148: NE *name* property changed - New system title *value*.

Audit Message AUD-150: NE *name* property changed - New user label *value*.

Audit Message AUD-151: NE *name* property changed - New vendor name *value*.

Audit Message AUD-152: NE *name* property changed - New version *value*.

Audit Message AUD-153: NE *name* property changed - New GNE *value*.

Audit Message AUD-154: NE *name* property changed - Config Mode *number*.

Audit Message AUD-155: NE *name* property changed - Family Seed Old *value* New *value*.

Audit Message AUD-156: NE *name* property changed - PM collection is *value*.

Audit Message AUD-157: Subnet *value* title changed.

Audit Message AUD-158: Subnet *value* type changed.

Audit Message AUD-159: Subnet *value* topology changed.

Audit Message AUD-160: Subnet *value* GNE changed.

Audit Message AUD-161: Subnet *value* name changed.

Audit Message AUD-162: Subnet *value* user label changed.

Audit Message AUD-163: Topology changed - Group *value* added.

Audit Message AUD-164: Topology changed - Group *value* deleted.

Audit Message AUD-165: Topology changed - NE *NE_ID* added.

Audit Message AUD-166: Topology changed - NE *NE_ID* deleted.

Audit Message AUD-167: Topology changed - GNE *NE_ID* added.

Audit Message AUD-168: Topology changed - GNE *NE_ID* deleted.

Audit Message AUD-171: Topology changed - Node *NE_ID* added.

Audit Message AUD-172: Topology changed - Node *NE_ID* deleted.

Audit Message AUD-173: Topology changed - Node *NE_ID* modified.

Audit Message AUD-174: MGM user *username* logged in.

Audit Message AUD-175: MGM user *username* logged out.

Audit Message AUD-176: MGM user *username* security violations.

Audit Message AUD-177: MGM user *username* profile changed - User added.

Audit Message AUD-178: MGM user *username* profile changed - User deleted.

Audit Message AUD-179: MGM user *username* profile changed - User modified.

Audit Message AUD-180: MGM user *username* profile changed - Domain name changed.

Audit Message AUD-181: MGM user *username* profile changed - Node assignment changed.

Audit Message AUD-182: MGM user *username* profile changed - Domain description changed.

Audit Message AUD-184: Failed login threshold exceeded for user *username*.

Audit Message AUD-185: Password aged out for user *username*.

Audit Message AUD-186: MediaGatewayManager user *username* forced to log out from *IP_address*.

Audit Message AUD-187: MediaGatewayManager service *service_name* logged in from *username*.

Audit Message AUD-188: MediaGatewayManager service *service_name* logged out from *username*.

Audit Message AUD-189: MediaGatewayManager service *service_name* logged out unexpectedly from *username*.

Recommended Action Check the Service Monitor to see whether the server automatically started a new instance of this service. If a new instance does not start within five minutes, start it manually from the Control Panel window.

Audit Message AUD-190: MediaGatewayManager service *service_name* failed to contact server for 10 minutes. Stopping the service.

Audit Message AUD-192: OSS with Profile Name *value1*, IP Address *value2* is successful. Value1: Profile name. Value2: IP Address.

Audit Message AUD-193: OSS with Profile Name *value1*, IP Address *value2* is failed. Value1: Profile name. Value2: IP Address.

Audit Message AUD-194: OSS with Profile Name *value1* is *value2*. Value1: Profile name. Value2: IP Address.

Audit Message AUD-195: The property value is changed. Value: Property name.

Audit Message AUD-196: NE (*value*) Property changed - Audit Trail Collection is Enabled/Disabled. Value: NE name.

Audit Message AUD-204: Accepted a secure port open request to IP address *IP_address*, port *number*.

Audit Message AUD-205: Accepted a user port open request to IP address *IP_address*, port *number*.

Audit Message AUD-206: User *username* logged in from IP address *IP_address*, port *number*.

Audit Message AUD-207: Rejected a user login from IP address *IP_address*, port *number*.

Audit Message AUD-208: User *username* logged out from IP address *IP_address*, port *number*.

Audit Message AUD-209: NE *ID* reported.

Audit Message AUD-2000: Cisco MGM successfully contacted NE: *name*.

Audit Message AUD-2001: Cisco MGM was unable to contact NE: *name*.

Recommended Action Check network connectivity. Log into the Cisco MGM client with SuperUser privileges and choose **Administration > Error Log**. Use the Error Log to debug the problem.

Audit Message AUD-2002: New node discovered and added to the database: Node IP: *IP_address* Node ID: *ID*.

Audit Message AUD-2005: New system ID: *system_ID* of NE: *IP_address* conflicts with the system ID of an existing NE.

Explanation The new system ID configured on the NE is not unique. An existing NE already has this ID, which was configured on the device side.

Recommended Action On the device side, change the host name of the misconfigured NE to a unique host name.

Audit Message AUD-2006: NE's IP address: *IP_address* has been reassigned to a different NE. *Identifiers_of_the_two_NEs*.

Explanation The IP address of an existing NE was assigned to another NE. This can occur if you take an existing NE offline and assign its IP address to another NE.

Recommended Action Delete the offline NE from Cisco MGM; then, add the other NE to Cisco MGM.

Audit Message AUD-2200: Active IP set to the primary IP.

Audit Message AUD-2201: Active IP set to the secondary IP.

Audit Message AUD-2202: Software download operation succeeded.

Audit Message AUD-2203: Software revert operation succeeded.

Audit Message AUD-2204: Software commit operation succeeded.

Audit Message AUD-2205: Software download operation failed.

Audit Message AUD-2206: Software download operation failed because it is not supported by the running agent version.

Audit Message AUD-2207: Software download operation failed because of a Flash reading/writing problem.

Audit Message AUD-2208: Software download operation failed because of a problem during transfer from the TFTP server to the master CMP.

Audit Message AUD-2209: Software download operation failed because of the standby agent version running.

Audit Message AUD-2210: Software revert operation failed.

Audit Message AUD-2211: Software revert operation failed because it is not supported by the running agent version.

Audit Message AUD-2212: Software revert operation failed because the current standby agent version is corrupted.

Audit Message AUD-2213: Software commit operation failed.

Audit Message AUD-2214: Software commit operation failed because it is not supported by the running agent version.

Audit Message AUD-2215: Software commit operation failed because the current standby agent version is corrupted.

Audit Message AUD-2216: Software download operation failed because of invalid path parameter.

Audit Message AUD-3051: Config state: Collector#: *value* Writer#: *value* DS1 Collection: *value* DS3 Collection: *value* Sonet Collection: *value* Sts Collection: *value* Vt Collection: *value* Store Non Zero Only: *value*.

Audit Message AUD-3052: Ignoring PM collection for *NE_name* for interval *time_stamp*.

Audit Message AUD-3053: Time-out error while obtaining PM data for *NE_name* for interval *time_stamp*.

Audit Message AUD-3054: PM collection failed for *string*. HTTP server too busy. (HTTP error: *string*.)

Audit Message AUD-3055: Processing NE time offset for *string*. Offset value too large *value*. So new offset value is 0.

Audit Message AUD-3056: Processing NE time offset for *string*. New offset value is *value*.

Audit Message AUD-3057: Data format error while obtaining PM data for *string* for interval *string*.

Audit Message AUD-3060: PM Comm Session is null for *NE_name*.

Audit Message AUD-3062: Exception during PM collection for *NE_name*.

Audit Message AUD-3063: Cannot write PM data for *NE_name*.

Audit Message AUD-3064: Cannot write PM data for *NE_name*, data collected was blank.

Audit Message AUD-3065: Partial replies not valid, PM collection failed for *NE_name*.

Audit Message AUD-4201: Auto Backup Job Status has: {Succeeded | Failed}.

Explanation This message informs you of the status of the automatic daily backup for each NE.

Audit Message AUD-4205: {Activate | Revert} Command Status has: {Succeeded | Failed}.

Recommended Action If the command status is Failed, check the Error Log for EID-4205 for a detailed explanation of the failure.

Audit Message AUD-5000: During circuit creation.

Recommended Action Informational message during circuit creation. No action is required.

Audit Message AUD-5001: Submit check request for deletion.

Recommended Action Informational message during circuit creation. No action is required.

Audit Message AUD-5001: The MGM Service *service name* is being started.

Recommended Action The service is being launched, but might not have started up completely. Do not perform a service Stop operation on this service again until you see the AUD-5003 message.

Audit Message AUD-5002: The MGM Service *service name* is being stopped.

Recommended Action The service is being stopped, but might not have shut down completely. Do not perform a service Start operation on this service again until you see the AUD-5004 message.

Audit Message AUD-5003: The MGM Service *service name* has connected to Service Manager.

Recommended Action The service has started. You can perform a service Stop operation.

Audit Message AUD-5003: The MGM Service *service name* has connected to Service Manager.

Audit Message AUD-5004: The MGM Service *service name* has disconnected from Service Manager.

Recommended Action The service has shut down. You can perform a service Start operation.

Audit Message AUD-5005: The MGM Service *value* has unexpectedly disconnected from Service Manager. Value: Name of service.

Audit Message AUD-5006: The MGM Service *value1* has failed to contact Service Manager for *value2* minutes. Stopping the service. Value1: Name of service. Value2: Number of minutes.

Audit Message AUD-5011: NE *name* has been added.

Audit Message AUD-5012: NE *name* has been deleted.

Audit Message AUD-5013: NE *name* has been undeleted.

Audit Message AUD-5014: NE *name* purge procedure in progress.

Audit Message AUD-5015: NE *name* has been successfully purged.

Audit Message AUD-5016: NE *name* purge procedure has failed.

Audit Message AUD-5017: NE *name* has been discovered.

