



APPENDIX **A**

System Messages

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System Message Overview

For complete information on the System Messages page, see the [“Viewing CTMS Alarms and System Error Messages”](#) section on page 6-2.

When trying to find or use the documentation for a particular system message, keep the following important factors in mind:

- The system messages in this appendix are grouped by the CTMS component that generated them. For example, all call control messages appear in the same section and within the section, the system message symbols are in alphabetical order.
- Each system message has a severity level with which it is associated. From most severe to least severe, the severity levels are as follows:
 - Critical
 - Error
 - Warning
 - Info
- Some system messages in this appendix include “%s” or “%d,” which are variables. When these variables appear in the CTMS Administration software user interface, they are replaced by a text string that provides specific information about the condition or a numerical value such as a dial number.
- You can resolve some conditions described in the system messages in this appendix and in the CTMS Administration software user interface by correcting network configuration or connectivity issues. On occasion, you might not be able to resolve a condition by following the recommended

action. In such cases, collect CTMS log files and contact your technical support representative. If the condition also involves other devices in your network, for example, a CTS endpoint, collect the log files for those devices whenever possible.

System Message Summary

Table A-1 provides a summary of all system messages, which are organized by component or source. All system message symbols for each component appear in alphabetical order.

Table A-1 System Message Summary

Component/Source	Symbol
Call control	ALARM_CCS_ABORT
	ALARM_CCS_BANDWIDTH_FAILURE
	ALARM_CCS_CCM_CONNECT_FAILED
	ALARM_CCS_CONGESTION
	ALARM_CCS_CUVC_INFO_FAILED
	ALARM_CCS_DTLS_TIMEOUT
	ALARM_CCS_INVALID_SCHEDULED_CONF
	ALARM_CCS_MEDIA_TIMEOUT
	ALARM_CCS_NO_RTP_PORT
	ALARM_CCS_NO_VIDEO_LINE
	ALARM_CCS_NOT_CONFIG
	ALARM_CCS_NUM_NOT_FOUND
	ALARM_CCS_OPEN_PORT_FAILURE
	ALARM_CCS_RECV_FORBIDDEN
	ALARM_CCS_RECV_NOT_ACCEPTABLE
	ALARM_CCS_RECV_NOT_ACCEPTABLE_HERE
	ALARM_CCS_SPIMAP_TIMEOUT
	ALARM_CCS_SYS_ERR
ALARM_CCS_SYS_FAILURE	
ALARM_CCS_TLS_FAILURE	

Table A-1 System Message Summary (continued)

Component/Source	Symbol
Conference manager	ALARM_CALL_DECODER_ERROR
	ALARM_CALL_FAILURE
	ALARM_CALL_MSG_TIMEOUT
	ALARM_CALL_NOT_ALLOWED
	ALARM_CALL_NOT_INITIALIZED
	ALARM_CONF_CUVC_MAX_TRY_EXCEEDED
	ALARM_CONF_CUVCNG_MAX_TRY_EXCEEDED
	ALARM_CONF_HOST_LEFT
	ALARM_CONF_LOCKED
	ALARM_CONF_NO_ACTIVITY
	ALARM_CONF_SCHEDULED_END
	ALARM_CONF_SCHEDULED_END_NOTIFY
	ALARM_INSUFFICIENT_RESOURCES
	ALARM_INSUFFICIENT_SCHEDULED_RESOURCES
	ALARM_INSUFFICIENT_SCHEDULED_RESOURCES_NO_RUN_OVER
	ALARM_INTEROP_NOT_SUPPORTED
	ALARM_INVALID_ACCESS_NUMBER
	ALARM_INVALID_CONFID
	ALARM_INVALID_QUALITY
	ALARM_LOCAL_REINVITE_CALL_HAS_HIGHER_QUALITY
	ALARM_MAX_EXCEEDED
	ALARM_NOT_STATIC_NUMBER
	ALARM_POOR_RX_VIDEO
	ALARM_POOR_TX_VIDEO
	ALARM_QUALITY_NOT_MATCH
	ALARM_SECURITY_DOWNGRADE
	ALARM_SECURITY_DOWNGRADE_FROM_START
	ALARM_SECURITY_NOT_MATCH
	ALARM_SERVICE_LOCATION_TIMEOUT
	ALARM_T1_NOT_ALLOWED
	ALARM_TX_VIDEO_RESUMED
	ALARM_TX_VIDEO_SUSPEND
ALARM_XMLRPC_EXCEPTION	
Execution manager	ALARM_EXECMGMT_STARTED
	ALARM_PROCESS_ABORT

Table A-1 System Message Summary (continued)

Component/Source	Symbol
Media processor	ALARM_MEDIA_ABORT
	ALARM_MEDIA_BAD_ENDPOINT
	ALARM_MEDIA_CONF_NOT_AVAIL
	ALARM_MEDIA_DSP_RELOAD
	ALARM_MEDIA_EP_NOTRESPOND
	ALARM_MEDIA_FB_NOT_RECVD
	ALARM_MEDIA_FROZENSCREEN
	ALARM_MEDIA_LEGACYEP_NOTACTIVE
	ALARM_MEDIA_LEGACYEP_SSRCSW
	ALARM_MEDIA_LTRP_REPAIR_MISMATCH
	ALARM_MEDIA_NO_DATA
	ALARM_MEDIA_SOURCE_CONGESTION
	ALARM_MEDIA_SSRCSWITCH_NOTIDR
ALARM_MEDIA_TOO_MANY_CUVC_INFO	
Switching	ALARM_SW_BADVAD

System Messages By Source

The following sections present information on these system messages:

- [Call Control Messages, page A-4](#)
- [Conference Manager Messages, page A-9](#)
- [Execution Manager, page A-18](#)
- [Media Processor Messages, page A-18](#)
- [Switching Messages, page A-22](#)

Call Control Messages

This section provides system messages generated by call control (CCS). The system message symbols are in alphabetical order.



Note

Some system messages in this appendix include “%s” or “%d,” which are variables. When these variables appear in the CTMS Administration software user interface, they are replaced by a text string that provides specific information about the condition or a numerical value such as a dial number.

ALARM_CCS_ABORT

Severity

Critical

Message

Process has been reset because %s

Recommendation

This message may appear if the CTMS administrator restarted the service. If the CTMS administrator did not intentionally restart the service, you may need to collect CTMS log files and contact your technical support representative.

ALARM_CCS_BANDWIDTH_FAILURE**Severity**

Error

Message

Call not connected: Bandwidth not sufficient, Directory Number : %s

Recommendation

Verify that sufficient bandwidth is configured on the Cisco Unified CM.

ALARM_CCS_GCM_CONNECT_FAILED**Severity**

Critical

Message

Could not connect to Unified CM

Recommendation

Ensure that Cisco Unified CM IP address and trunk settings are correct. Verify that Cisco Unified CM is reachable from CTMS.

ALARM_CCS_CONGESTION**Severity**

Warning

Message

Service Unavailable: Directory Number:: %s

Recommendation

Verify that the trunk settings in Cisco Unified CM, and the Cisco Unified CM settings in CTMS are correct. Verify that the transport types match between CTMS and Cisco Unified CM. If the configurations are correct, reset the trunk in Cisco Unified CM, and make the call again.

ALARM_CCS_CUVC_INFO_FAILED**Severity**

Error

Message

CUVC endpoint ip:%s cannot acknowledge SIP info. Call cannot be completed.

Recommendation

Ensure that the CUVC is reachable.

ALARM_CCS_DTLS_TIMEOUT**Severity**

Error

Message

Call Ended: DTLS Timeout, Directory Number :: %s, StreamType :: %s

Recommendation

Try to re-dial the endpoint.

ALARM_CCS_INVALID_SCHEDULED_CONF**Severity**

Warning

Message

Call Cannot Connect :Invalid Meeting ID, Directory Number :: %s

Recommendation

Verify meeting ID and directory number, and try again.

ALARM_CCS_MEDIA_TIMEOUT**Severity**

Error

Message

Call Disconnected: Media Timeout, Directory Number :: %s, StreamType :: %s

Recommendation

Ensure that SIP trunk and endpoint configurations are correct.

ALARM_CCS_NO_RTP_PORT**Severity**

Error

Message

Call not connected: No RTP Ports %s

Recommendation

Verify that the RTP port range configuration is sufficient to take the maximum number of supported calls. If the configuration is correct, collect the CTMS log files. Restarting CTMS might resolve this issue.

ALARM_CCS_NO_VIDEO_LINE**Severity**

Warning

Message

Call not connected: No Video Line, Directory Number : %

Recommendation

If the intended call was an A/V call, you may need to collect CTMS, CTS, and Cisco Unified CM log files, and contact your technical support representative.

ALARM_CCS_NOT_CONFIG**Severity**

Critical

Message

Cisco Unified CM settings are not configured

Recommendation

Configure the Cisco Unified CM settings in CTMS. Retry the call.

ALARM_CCS_NUM_NOT_FOUND**Severity**

Warning

Message

Call not connected: DN does not exist, Directory Number :%s

Recommendation

This alarm is raised when Cisco Unified CM sends back “404 Number not found” while making a call. Verify that the dialed number is correct.

ALARM_CCS_OPEN_PORT_FAILURE**Severity**

Error

Message

Call ended: Could not open media RTP ports, Directory Number : %s

Recommendation

If this condition persists, you may need to collect CTMS log files and contact your technical support representative.

ALARM_CCS_RECV_FORBIDDEN**Severity**

Error

Message

Call Cannot Connect: by Unified Call Manager, SIP Cause Code::403, Directory Number :: %s

Recommendation

There is an issue with the trunk settings in Cisco Unified CM. If this is a secure trunk, verify that “SRTP fallback allowed” is checked in the Cisco Unified CM trunk page.

ALARM_CCS_RECV_NOT_ACCEPTABLE**Severity**

Warning

Message

Call Not Connected: by Unified Call Manager, SIP Cause Code::606, Directory Number :: %s

Recommendation

If this condition persists, you may need to collect CTMS log files and contact your technical support representative.

ALARM_CCS_RECV_NOT_ACCEPTABLE_HERE**Severity**

Error

Message

Call Cannot Connect: by Unified Call Manager, SIP Cause Code::488, Directory Number :: %s

Recommendation

There is an issue with the trunk settings in Cisco Unified CM. If this is a secure trunk, verify that “SRTP fallback allowed” is checked in the Cisco Unified CM trunk page.

ALARM_CCS_SPIMAP_TIMEOUT**Severity**

Error

Message

Call Ended: SPIMAP Timeout, Directory Number :: %s, StreamType :: %s

Recommendation

Try to re-dial the endpoint.

ALARM_CCS_SYS_ERR**Severity**

Critical

Message

System Status: %s : Reason :: %s

Recommendation

This message may appear if the CTMS administrator restarted the service. If the CTMS administrator did not intentionally restart the service, you may need to collect CTMS log files and contact your technical support representative.

ALARM_CCS_SYS_FAILURE**Severity**

Error

Message

Call Control is not operating because %s

Recommendation

If this condition persists, you may need to collect CTMS log files and contact your technical support representative.

ALARM_CCS_TLS_FAILURE**Severity**

Error

Message

Call Cannot Connect: TLS Status: %s

Recommendation

Verify that the trunk settings and Cisco Unified CM settings in CTMS and Cisco Unified CM are correct.

Conference Manager Messages

This section provides system messages generated by the conference manager. The system message symbols are in alphabetical order.

**Note**

Some system messages in this appendix include “%s” or “%d,” which are variables. When these variables appear in the CTMS Administration software user interface, they are replaced by a text string that provides specific information about the condition or a numerical value such as a dial number.

ALARM_CALL_DECODER_ERROR**Severity**

Critical

Message

Conference %s deleted. Conference will reset all endpoints and then drop. It is likely that the call number %s has a problem with the decoder.

Recommendation

Calls must be re-dialed. If this condition persists, you may need to collect CTMS and CTS log files, and contact your technical support representative.

ALARM_CALL_FAILURE**Severity**

Error

Message

Call not connected. Conference: %s. Call number %s ended with message: %s

Recommendation

If this condition persists, you may need to collect CTMS log files and contact your technical support representative.

ALARM_CALL_MSG_TIMEOUT**Severity**

Error

Message

Conference %s ended the call number %d because of message %s timeout

Recommendation

If this condition persists, you may need to collect CTMS log files and contact your technical support representative.

ALARM_CALL_NOT_ALLOWED**Severity**

Error

Message

Call not connected. Call number: %s. Unsupported endpoint version.

Recommendation

Ensure that CTMS and the endpoint are running compatible versions.

ALARM_CALL_NOT_INITIALIZED**Severity**

Critical

Message

Unable to update call parameters because the call %s has not been initialized

Recommendation

If this condition persists, you may need to collect CTMS log files and contact your technical support representative.

ALARM_CONF_CUVC_MAX_TRY_EXCEEDED**Severity**

Warning

Message

Unable to dial out to CUVC for endpoint %s. Exceeded maximum retry count of %d times for conference %s.

Recommendation

Verify that the remote endpoint is reachable.

ALARM_CONF_CUVCNG_MAX_TRY_EXCEEDED**Severity**

Warning

Message

Unable to dial out to CUVC 7.0 for endpoint %s. Exceeded maximum retry count of %d times for conference %s.

Recommendation

Verify that the interoperability conference properties configuration is correct. Also, ensure that CUVC 7.0 is reachable.

ALARM_CONF_HOST_LEFT**Severity**

Warning

Message

Conference %s removed. The host %s has left the conference.

Recommendation

If the host dropped unintentionally, participants must dial in again. If the host dropped intentionally, no action is necessary.

ALARM_CONF_LOCKED**Severity**

Warning

Message

Call not connected. Call number: %s. Conference %s is currently locked.

Recommendation

If appropriate, unlock the meeting.

ALARM_CONF_NO_ACTIVITY**Severity**

Information

Message

Meeting %s removed because of inactivity

Recommendation

No action required.

ALARM_CONF_SCHEDULED_END**Severity**

Information

Message

Conference %s removed. The conference has passed its scheduled end time by %d minutes.

Recommendation

No action required.

ALARM_CONF_SCHEDULED_END_NOTIFY**Severity**

Information

Message

Conference %s removed. The conference has passed its scheduled end time by %d minutes.

Recommendation

No action required.

ALARM_INSUFFICIENT_RESOURCES**Severity**

Warning

Message

Call not connected. Call number: %s. Not enough resources available. Required segments for call: %d. Free Available segments: %d.

Recommendation

Adjust the maximum segment count configuration to make more resources available.

ALARM_INSUFFICIENT_SCHEDULED_RESOURCES**Severity**

Warning

Message

Call %s placed on hold because of insufficient scheduled resources. Required scheduled segments for this call: %d. Total free scheduled segments: %d. Scheduled conference %s. Over time scheduled id list is %s.

Recommendation

Adjust the maximum segment count configuration to make more resources available.

ALARM_INSUFFICIENT_SCHEDULED_RESOURCES_NO_RUN_OVER**Severity**

Warning

Message

Call on hold. Call number: %s. Not enough scheduled resources available. Total free scheduled segments: %d. Required scheduled segments for this call: %d. Scheduled conference: %s.

Recommendation

Adjust the maximum scheduled segment count.

ALARM_INTEROP_NOT_SUPPORTED**Severity**

Warning

Message

Call not connected. The endpoint %s is unable to join conference %s because it does not support interoperability.

Recommendation

Verify that interoperability is enabled in the conference configuration.

ALARM_INVALID_ACCESS_NUMBER**Severity**

Error

Message

CTMS access number is not properly configured as: %s. Scheduled calls cannot be accepted

Recommendation

Enter a valid access number in the system configuration.

ALARM_INVALID_CONFID**Severity**

Warning

Message

Call cannot connect. Call number: %s. Not an active conference: %s.

Recommendation

Verify that the access number configuration on the CTMS is correct.

ALARM_INVALID_QUALITY**Severity**

Error

Message

Call cannot connect because of invalid quality:%d. Call number: %s. Conference %s

Recommendation

Ensure that endpoint quality setting is properly configured. If this condition persists, you may need to collect CTMS log files and contact your technical support representative.

ALARM_LOCAL_REINVITE_CALL_HAS_HIGHER_QUALITY**Severity**

Warning

Message

Call cannot join because the call quality increased after reinvoke. Call number: %s. Conference: %s. Conference quality: %d. Call quality: %d.

Recommendation

The calling number may need to reconnect.

ALARM_MAX_EXCEEDED**Severity**

Warning

Message

Call not connected. Call number: %s. Conference %s has reached max number of participants: %d.

Recommendation

Verify the maximum room count in the static conference configuration.

ALARM_NOT_STATIC_NUMBER**Severity**

Warning

Message

Call not connected. Call number: %s. Conference: %s. The dialed number %s is not a configured static number

Recommendation

Correct the dialed number in the static conferences configuration.

ALARM_POOR_RX_VIDEO**Severity**

Warning

Message

Call number %s will receive no video from this endpoint because of poor video quality

Recommendation

Verify that the network connection is good.

ALARM_POOR_TX_VIDEO**Severity**

Warning

Message

This endpoint has poor video transmission quality.

Recommendation

Verify that the network connection is good.

ALARM_QUALITY_NOT_MATCH**Severity**

Warning

Message

Call not connected. Call number: %s. Quality mismatch for conference %s. Call quality: %d. Conference quality: %d.

Recommendation

This conference was not configured to allow downspeed.

ALARM_SECURITY_DOWNGRADE**Severity**

Information

Message

Conference %s downgraded. The conference and all endpoints have been downgraded from secure to non-secure.

Recommendation

No action is required.

ALARM_SECURITY_DOWNGRADE_FROM_START**Severity**

Information

Message

Conference %s will start as non-secure.

Recommendation

No action is required.

ALARM_SECURITY_NOT_MATCH**Severity**

Warning

Message

Call not connected. Call number: %s. Non-secure endpoint is not allowed to join the conference %s.

Recommendation

The endpoint should be secured or the conference security policy re-configured.

ALARM_SERVICE_LOCATION_TIMEOUT**Severity**

Error

Message

Unable to receive acknowledgement for service location packet from call %s.

Recommendation

Ensure that the network connection is good. If this condition persists, you may need to collect CTMS log files and contact your technical support representative.

ALARM_T1_NOT_ALLOWED**Severity**

Error

Message

Conference %s does not allow T1 Endpoint call number %s to join because T1 mode is turned off.

Recommendation

Verify that Extended Reach (T1 mode) is turned on.

ALARM_TX_VIDEO_RESUMED**Severity**

Information

Message

Resuming video transmission, conference will now have both audio and video

Recommendation

No action is required.

ALARM_TX_VIDEO_SUSPEND**Severity**

Warning

Message

Suspending the only good video transmitter, conference will temporarily become audio only

Recommendation

Verify that the network connection is good.

ALARM_XMLRPC_EXCEPTION**Severity**

Error

Message

WebUI XML-RPC communication for %s could not be completed successfully.

Recommendation

If this condition persists, you may need to collect CTMS log files and contact your technical support representative.

Execution Manager

This section provides system messages generated by the execution manager. The system message symbols are in alphabetical order.

**Note**

Some system messages in this appendix include “%s” or “%d,” which are variables. When these variables appear in the CTMS Administration software user interface, they are replaced by a text string that provides specific information about the condition or a numerical value such as a dial number.

ALARM_EXECMGMT_STARTED

Severity

Information

Message

Execution Manager have started all CTMS processes.

Recommendation

No action is required.

ALARM_PROCESS_ABORT

Severity

Critical

Message

Execution Manager detected a process([chars] [chars]=[dec]) abort, will try shutdown CTMS processes shortly

Recommendation

Collect CTMS log files, and contact your technical support representative. After the cause of the problem is determined, restart the CTMS server to clear any inconsistent states between processes.

Media Processor Messages

This section provides system messages generated by the media processor. The system message symbols appear in alphabetical order.

**Note**

Some system messages in this appendix include “%s” or “%d,” which are variables. When these variables appear in the CTMS Administration software user interface, they are replaced by a text string that provides specific information about the condition or a numerical value such as a dial number.

ALARM_MEDIA_ABORT

Severity

Critical

Message

Media processor application stopped because %s

Recommendation

If this condition persists, you may need to collect CTMS log files and contact your technical support representative.

ALARM_MEDIA_BAD_ENDPOINT**Severity**

Error

Message

Unknown multiplexing version on endpoint %s

Recommendation

Consult the TelePresence compatibility matrix to verify CTMS-endpoint compatibility. Upgrade the endpoint software if necessary.

ALARM_MEDIA_CONF_NOT_AVAIL**Severity**

Error

Message

Call Disconnected: Exceeding max number of supported conferences

Recommendation

Verify the number of concurrent conferences, which should not exceed 24.

ALARM_MEDIA_DSP_RELOAD**Severity**

Warning

Message

DSP reset requested from %s while receiving video from %s

Recommendation

If the same endpoint makes this request repeatedly, manually reset the endpoint. If this condition persists, you may need to collect CTMS and CTS (and CUVC, if applicable) log files from the endpoints and contact your technical support representative.

ALARM_MEDIA_EP_NOTRESPOND**Severity**

Warning

Message

No echo response

Recommendation

Cisco Unified CM might not have notified CTMS that the call was dropped. Verify the dropped call on the Cisco Unified CM. Also, verify that the network connection is good.

ALARM_MEDIA_FB_NOT_RECVD**Severity**

Warning

Message

Feedback was not received from all the destinations for the source endpoint (%s segment)

Recommendation

Verify that the network connection is good.

ALARM_MEDIA_FROZENSREEN**Severity**

Warning

Message

Frozen screen was detected on endpoint(segid:%d)

Recommendation

Verify that the network connection is good. This message is usually paired with a congestion message.

ALARM_MEDIA_LEGACYEP_NOTACTIVE**Severity**

Error

Message

Media congestion from CUVC for 5 seconds

Recommendation

Verify that the network connection is good, and ensure that the CUVC is reachable. If this condition persists, collect CTMS log files, and contact your Cisco technical support representative.

ALARM_MEDIA_LEGACYEP_SSRC SW**Severity**

Information

Message

There are tx SSRC changes detected for legacy endpoint

Recommendation

No action is required.

ALARM_MEDIA_LTRP_REPAIR_MISMATCH**Severity**

Information

Message

Repair frame(%s) received on (segid:%d) before Reference Picture itself was received

Recommendation

No action required.

ALARM_MEDIA_NO_DATA**Severity**

Warning

Message

No data received for some time from %s type (%s) segment (%s)

Recommendation

Cisco Unified CM might not have notified CTMS that the call was dropped. Verify the dropped call on the Cisco Unified CM. Also, verify that the network connection is good.

ALARM_MEDIA_SOURCE_CONGESTION**Severity**

Warning

Message

Congestion was detected on source endpoint(segid:%d) with receiving loss rate :%.2f percent in %lu seconds

Recommendation

Verify that the network connection is good. If this condition persists, collect CTMS and CTS log files, and contact your Cisco technical support representative.

ALARM_MEDIA_SSRCSWITCH_NOTIDR**Severity**

Information

Message

Stream switching happened without a Refresh Picture

Recommendation

No action required. The endpoint might experience minor pixilation, but this condition usually corrects itself.

ALARM_MEDIA_TOO_MANY_CUVC_INFO**Severity**

Information

Message

Frequent INFO requests from CUVC ip addr:%s, %d requests in 10 seconds, source DN:%d

Recommendation

No action is required.

Switching Messages

This section presents switching system messages. The system message symbols appear in alphabetical order.

**Note**

Some system messages in this appendix include “%s” or “%d,” which are variables. When these variables appear in the CTMS Administration software user interface, they are replaced by a text string that provides specific information about the condition or a numerical value such as a dial number.

ALARM_SW_BADVAD**Severity**

Warning

Message

The volume from %s microphone is unexpectedly high

Recommendation

Verify that the volume on the endpoint is set correctly.