



Unified ICM/Unified CCE SNMP Notifications

SNMP Notifications



- Note**
1. The message ID also contains the severity in the two most significant bits of the integer value. The message ID value shown is with these two bits masked to zero.
 2. Alarms with an asterisk (*) next to the Message ID are deemed to be critical alarms.
 3. The *%n* variable (where *n* is a numeric value) indicates a substitution field whereby node-specific or process-specific information is inserted.

- [Administrative Data Server SNMP Notifications, on page 2](#)
- [Node Manager SNMP Notifications, on page 2](#)
- [Message Delivery Service SNMP Notifications, on page 10](#)
- [Router SNMP Notifications, on page 13](#)
- [Logger SNMP Notifications, on page 23](#)
- [Peripheral Gateway SNMP Notifications, on page 31](#)
- [CTI SNMP Notifications, on page 37](#)
- [Live Data Events, on page 46](#)
- [Live Data TIP Server SNMP Notifications, on page 63](#)
- [Outbound Option SNMP Notifications, on page 68](#)
- [ICM Network Interface Controller SNMP Notifications, on page 80](#)
- [TDM Peripheral Gateway SNMP Notifications, on page 119](#)
- [Administrative Data Server SNMP Notifications, on page 128](#)
- [Node Manager SNMP Notifications, on page 129](#)
- [Message Delivery Service SNMP Notifications, on page 136](#)
- [Router SNMP Notifications, on page 140](#)
- [Logger SNMP Notifications, on page 150](#)
- [Peripheral Gateway SNMP Notifications, on page 158](#)
- [CTI SNMP Notifications, on page 164](#)
- [Live Data Events, on page 173](#)
- [Live Data TIP Server SNMP Notifications, on page 190](#)
- [Outbound Option SNMP Notifications, on page 195](#)
- [ICM Network Interface Controller SNMP Notifications, on page 207](#)

- [TDM Peripheral Gateway SNMP Notifications, on page 246](#)

Administrative Data Server SNMP Notifications

Table 1: Administrative Data Server Events

Message ID (hex)	Property	Value
106003A	Message	World Wide Web Publishing Service may be down. ICM is unable to communicate with web server.
	Severity	Error
	Type	Raise
	Description	World Wide Web Publishing Service may be down. ICM is unable to communicate with web server.
	Action	If the World Wide Web Publishing Service is not running, restart it or look for the messages in the IIS error log.
106003B	Message	World Wide Web Publishing Service is up.
	Severity	Informational
	Type	Clear
	Description	World Wide Web Publishing Service is up.
	Action	No action is required.

Node Manager SNMP Notifications

Table 2: Node Manager SNMP Notifications

Message ID (hex)	Property	Value
1028101	Message	%1 Node Manager initializing.
	Severity	Warning
	Type	Clear
	Description	The node management library, common to all ICM processes, is initializing itself. This is a standard practice when a process (re)starts.
	Action	No action is required.

Message ID (hex)	Property	Value
1028103	Message	The operator requested for the shutdown, %1 Node Manager is now functional.
	Severity	Informational
	Type	Clear
	Description	The Node Manager successfully started. The Node Manager shutdown because the operator requested a clean shutdown of the ICM node.
	Action	No action is required.
1028104	Message	%1 Node Manager started. Last shutdown was due to system shutdown.
	Severity	Informational
	Type	Clear
	Description	The Node Manager successfully started. The last reason the Node Manager stopped was because a clean shutdown of the node was requested by the operator.
	Action	No action is required.
1028105	Message	The operator/administrator has shutdown the ICM software on: %1.
	Severity	Warning
	Type	Raise
	Description	The Node Manager on the ICM node has given the command to stop ICM services. This happens when an operator/administrator stop the ICM services using ICM Service Control, "nmstop", "net stop", Control Panel Services, or shutdown the node.
	Action	Contact the operator/administrator to determine the reason for the shutdown.
1029101	Message	%1 Node Manager Manager started.
	Severity	Informational
	Type	Clear
	Description	The Node Manager process (which supervises the Node Manager) has started.
	Action	No action is required.

Message ID (hex)	Property	Value
102C101	Message	Node: %1, critical process: %2, has terminated. Rebooting node.
	Severity	Error
	Type	Raise
	Description	A critical process required to run the ICM software on this node has terminated execution. The Node Manager is forced to reboot the node.
	Action	Contact the technical assistance center.
102C103	Message	Node: %1, restarting process: %2.
	Severity	Warning
	Type	Clear
	Description	The Node Manager is restarting a process.
	Action	No action is required.
102C107	Message	The last shutdown was to reboot the Node Manager after the failure of critical process. %1 Node Manager started.
	Severity	Informational
	Type	Clear
	Description	The Node Manager requested the shutdown since a critical process for the node failed. The Node Manager started.
	Action	No action is required.
102C108	Message	The reason for the last shutdown is unknown. Possible causes includes a power failure, a system failure or a Node Manager exit. %1 Node Manager started.
	Severity	Error
	Type	Clear
	Description	The Node Manager unable to determine the reason for the system restart. Possible causes are power failure, a system failure (e.g. a Windows blue screen), a system not responding (in which an operator is forced to reboot), or a Node Manager exit. The Node Manager started.
	Action	Contact the technical assistance center.

Message ID (hex)	Property	Value
102C109	Message	Node: %4, process: %5, exited after %1 seconds. Minimum required uptime for process: %5 is %2 seconds. Delaying process restart for %3 seconds.
	Severity	Warning
	Type	Raise
	Description	A process exited after running for '%1' seconds. Such processes must run for a minimum amount of time before the Node Manager will automatically restart them after they terminate. The Node Manager will restart the process after delaying a number of seconds for other environmental changes to complete.
	Action	No action is required.
102C10A	Message	Node: %2, restarting process: %3, after having delayed restart for %1 seconds.
	Severity	Warning
	Type	Clear
	Description	The Node Manager is restarting a process after the requisite delay.
	Action	No action is required.
102C10B	Message	Terminating process: %2.
	Severity	Error
	Type	Raise
	Description	The Node Manager reports the termination of a process.
	Action	No action is required.
102C10C	Message	Node: %1, process: %2, exited after having detected a software failure.
	Severity	Error
	Type	Raise
	Description	A process exited (terminated itself) after it detected an internal software error.
	Action	If the process continues to terminate itself, call the technical assistance center for help in diagnosing the problem.

Message ID (hex)	Property	Value
102C10D	Message	Node: %1, process: %2, has detected a failure. Node Manager is restarting the process.
	Severity	Warning
	Type	Raise
	Description	The specified process has detected a situation that requires it to ask the Node Manager to restart it. This often indicates a problem external to the process itself (for example, some other process may have failed).
	Action	Node Manager on the ICM node will restart the process. The node should be checked to ensure that it is online. The process logs may be examined for root cause.
102C10E	Message	Node: %1, process: %2, went down for an unknown reason. Exit code: %3. It will be automatically restarted.
	Severity	Error
	Type	Raise
	Description	The specified process exited (terminated) with the indicated exit code. This termination is unexpected; the process died for an unknown reason. It will be automatically restarted.
	Action	Determine if the process has returned to service or has stayed offline. If the process is offline or "bouncing", determine root cause from the process logs.
102C10F	Message	Node: %3, process: %4, is down after running for %1 seconds. It will restart after delaying %2 seconds for related operations to complete.
	Severity	Warning
	Type	Raise
	Description	Specified process is down after running for the indicated number of seconds. It will restart after delaying for the specified number of seconds for related operations to complete.
	Action	Determine if the process has returned to service or has stayed offline. If the process is offline or "bouncing", determine root cause from the process logs.

Message ID (hex)	Property	Value
102C110	Message	Node: %1, process: %2, successfully reinitialized after restart.
	Severity	Warning
	Type	Clear
	Description	A process was successfully restarted.
	Action	No action is required.
102C111	Message	Node: %1, process: %2, successfully started.
	Severity	Informational
	Type	Clear
	Description	The process was successfully started.
	Action	No action is required.
102C112	Message	Node: %1, process: %2, exited cleanly and requested that it be restarted by the Node Manager.
	Severity	Warning
	Type	Raise
	Description	A process terminated itself successfully, and has requested the Node Manager to restart it.
	Action	No action is required.
102C113	Message	Node: %1, process: %2, exited from Ctrl-C or window close.
	Severity	Warning
	Type	Raise
	Description	A process exited as a result of a CTRL-C request or a request to close the process's active window.
	Action	No action is required.

Message ID (hex)	Property	Value
102C114	Message	Node: %1, process: %2, exited and requested that the Node Manager reboot the system.
	Severity	Error
	Type	Raise
	Description	A process terminated itself successfully but, due to other conditions, has requested that the Node Manager to reboot the system.
	Action	No action is required.
102D101	Message	%3 Node Manager exited after having been up for %1 seconds. Scheduling system reboot in %2 seconds.
	Severity	Error
	Type	Raise
	Description	The Node Manager has itself exited after having run for "%1" seconds. The system will be rebooted after waiting a few seconds for related operations to complete.
	Action	Contact the technical assistance center.
102D102	Message	%2 Node Manager exited after having been up for %1 seconds. Auto-reboot is disabled. Will attempt service restart.
	Severity	Error
	Type	Raise
	Description	The Node Manager has itself exited after having run for "%1" seconds. The system cannot be rebooted since auto-reboot is disabled. The Node Manager will attempt to restart the service.
	Action	Contact the technical assistance center.
102D103	Message	%3 Node Manager requested reboot after having been up for %1 seconds. Scheduling system reboot in %2 seconds.
	Severity	Error
	Type	Raise
	Description	The Node Manager has requested the system to be rebooted after having run for "%1" seconds. The system will be rebooted after waiting a few seconds for related operations to complete.
	Action	Contact the technical assistance center.

Message ID (hex)	Property	Value
102D104	Message	%2 Node Manager requested reboot after having been up for %1 seconds. Auto-reboot is disabled. Will attempt service restart.
	Severity	Error
	Type	Raise
	Description	The Node Manager has requested the system to be rebooted after having run for "%1" seconds. The system cannot be rebooted since auto-reboot is disabled. The Node Manager Manager will attempt to restart the service.
	Action	Contact the technical assistance center.
102D105	Message	%2: A critical process has requested a reboot after the service has been up for %1 seconds. Auto-reboot on process request is disabled. Will attempt service restart.
	Severity	Error
	Type	Raise
	Description	A critical process has requested a reboot after the service has been up for "%1" seconds. The system cannot be rebooted since auto-reboot on process request is disabled. The Node Manager Manager will attempt to restart the service.
	Action	Contact the technical assistance center.
102D106	Message	%3: A critical process has requested a reboot after having been up for %1 seconds. Scheduling system reboot in %2 seconds.
	Severity	Error
	Type	Raise
	Description	A critical process has requested the system to be rebooted after having run for "%1" seconds. The system will be rebooted after waiting "%2" seconds.
	Action	Contact the technical assistance center.

Message Delivery Service SNMP Notifications

Table 3: Message Delivery Service SNMP Notifications

Message ID (hex)	Property	Value
10F8004	Message	Device: %1, path changing to idle state.
	Severity	Informational
	Type	Clear
	Description	The indicated device is using this side of the central controller for its idle communication path (and is therefore using the other side of the central controller for its active communication path).
	Action	No action is required.
10F8005	Message	Device: %1, path changing to active state.
	Severity	Informational
	Type	Clear
	Description	The indicated device is using this side of the central controller for its active communication path.
	Action	No action is required.
10F8007	Message	Device: %1, path realignment failed.
	Severity	Error
	Type	Raise
	Description	The indicated device failed to realign its message stream to this side of the central controller.
	Action	No action is required.
10F8008	Message	Device: %1, disconnected.
	Severity	Error
	Type	Raise
	Description	The indicated device has been disconnected from this side of the central controller. This may be caused by a network problem or device failure.
	Action	Remedy network problems, if any. Call the Cisco Systems, Inc. technical assistance center in the event of a software failure on the device.

Message ID (hex)	Property	Value
10F800E	Message	Device: %1, path reset.
	Severity	Warning
	Type	Raise
	Description	The communication path between this side of the central controller and the indicated device has been reset to an initial state.
	Action	No action is required.
10F800F	Message	Device: %1, initializing message stream.
	Severity	Informational
	Type	Clear
	Description	The indicated device is initializing its message stream with this side of the central controller.
	Action	No action is required.
10F801D	Message	The network communications between ICM router and Peripheral Gateway or NIC: %2 has been down for: %1 minutes.
	Severity	Warning
	Type	Raise
	Description	No communication path from the indicated device to this side of the central controller has existed for the indicated time period. This indicates either an extended network outage or an extended outage at the device.
	Action	One or more network links between the named device and the named side of the ICM router has failed. If alarms exist for BOTH routers, the site is offline. If alarms exist for one side of the router, then the site should be up but network redundancy is degraded. Communication (network) between the central controller (router) and the PG should be checked using "ping" and "tracert". Must have visible and visible high priority connection from PG to router. CCAG process on router and PGAG process on PG should be checked.

Message ID (hex)	Property	Value
1040010	Message	Synchronizer timed out trying to establish connection to peer.
	Severity	Warning
	Type	Raise
	Description	The MDS message synchronizer was unable to connect to its duplexed partner within the timeout period. Either the duplexed partner is down, or there is no connectivity to the duplexed partner on the private network.
	Action	Verify reliable network connectivity on the private network. Call the Cisco Systems, Inc. technical assistance center in the event of a software failure on the duplexed partner.
1040022	Message	Connectivity with duplexed partner has been lost due to a failure of the private network, or duplexed partner is out of service.
	Severity	Error
	Type	Raise
	Description	The MDS message synchronizer has lost connectivity to its duplexed partner. This indicates either a failure of the private network, or a failure of the duplexed partner.
	Action	Confirm services are running on peer machine. Check MDS process to determine if it is paired or isolated. Ping test between peers over the private network. Check PGAG and MDS for TOS (Test Other Side) messages indicating the private network has failed and MDS is testing the health of the peer over the public network.
1040023	Message	Communication with peer Synchronizer established.
	Severity	Informational
	Type	Clear
	Description	The MDS message synchronizer has established communication with its duplexed partner.
	Action	No action is required.

Message ID (hex)	Property	Value
104802A	Message	MDS time delivery queue size is increasing, current size is: %1, but will continue to send messages.
	Severity	Warning
	Type	Single-State Raise
	Description	MDS time delivery queue size is increasing over time.
	Action	Ensure that the ICM/IPCC configuration (# agents, # skills/agent, # PGs) is within the supported limit.

Router SNMP Notifications

Table 4: Router SNMP Notifications

Message ID (hex)	Property	Value
12B0013	Message	Application Gateway has failed. Application Gateway ID: %1.
	Severity	Error
	Type	Raise
	Description	An application gateway connection has failed. This means that the application gateway process has attempted to connect to the host the number of times indicated in the Session Retry Limit field and has failed. It will not try to reconnect again until the connection is taken out of service and brought back into service.
	Action	Determine why the Application Gateway cannot connect to the host. Verify the connection between the two VMs. After fixing the issue, take the Application Gateway out of service and then bring it back in service.
12B001F	Message	Application Gateway has connected with the host. Application Gateway ID: %1.
	Severity	Informational
	Type	Clear
	Description	The application gateway is now connected to the host process.
	Action	No action is required.

Message ID (hex)	Property	Value
12B0020	Message	Application Gateway is not connected to the host. Application Gateway ID: %1; routing may be impacted.
	Severity	Error
	Type	Raise
	Description	An external application used in some scripts has disconnected from the specified Application Gateway. Error recovery mechanisms will attempt to reconnect. Routing may be impacted.
	Action	Verify the connection properties in the Application Gateway configuration. If the host application was off-line for a long time, restart the Application Gateway to reconnect.
12B0030	Message	Contact share node connection to Live Data %1 is Up.
	Severity	Informational
	Type	Clear
	Description	The Contact Share node connection to Live Data is up.
	Action	No action is required.
12B0031	Message	Contact share node connection to Live Data %1 is Down.
	Severity	Error
	Type	Raise
	Description	The Contact Share node connection to Live Data is down.
	Action	Check that Live Data is running. You can verify and update the Live Data configuration with the csmachineinventory command-line tool on the AW VMs.
12B0034	Message	Contact share node has determined that none of the configured AW hosts are active or have current data.
	Severity	Error
	Type	Raise
	Description	The Contact Share node has determined that none of the configured AW hosts are active or have current data.
	Action	Make sure at least one AW is up and active. Tomcat service on AW should be up and running.

Message ID (hex)	Property	Value
12B0035	Message	Contact share node is able to connect to AW and is able to retrieve data.
	Severity	Informational
	Type	Clear
	Description	The Contact Share node is able to connect to the AW and is able to retrieve data.
	Action	None.
105007D	Message	Peripheral: %2 (ID: %1) is on-line.
	Severity	Informational
	Type	Clear
	Description	The specified peripheral is on-line to the ICM. Call and agent state information is being received by the Router for this site.
	Action	No action is required.
105007E	Message	ACD/IVR: %2 (ID: %1) is off-line and not visible to the Peripheral Gateway. Routing to this site is impacted.
	Severity	Error
	Type	Raise
	Description	The specified ACD/IVR is not visible to the Peripheral Gateway. No call or agent state information is being received by the Router from this site. Routing to this site is impacted.
	Action	If Peripheral Gateway is also offline per messaging (message ID 10500D1) or "rttest" result, then first proceed with troubleshooting for Peripheral Gateway off-line alarm. Otherwise ACD/IVR Vendor should be contacted for resolution.
10500D0	Message	Physical controller: %2 (ID: %1) is on-line.
	Severity	Informational
	Type	Clear
	Description	The Router is reporting that physical controller "%2" is on-line.
	Action	No action is required.

Message ID (hex)	Property	Value
10500D1	Message	Peripheral Gateway: %2 (ID: %1) is not connected to the central controller or is out of service. Routing to this site is impacted.
	Severity	Error
	Type	Raise
	Description	The specified Peripheral Gateway is not connected to the central controller. It could be down. Possibly it has been taken out of service. Routing to this site is impacted.
	Action	Communication (network) between the central controller (Router) and the PG should be checked using "ping" and "tracert". You must have a visible high priority connection from the PG to the Router. The CCAgent process on the Router and the PGAgent process on the PG should be checked. The PG may have been taken out of service for maintenance.
10500D2	Message	PG has reported that peripheral: %2 (ID: %1) is operational.
	Severity	Informational
	Type	Clear
	Description	PG has reported that peripheral "%2" (ID "%1") is operational.
	Action	No action is required.
10500D3	Message	PG has reported that peripheral: %2 (ID: %1) is not operational.
	Severity	Error
	Type	Raise
	Description	This may indicate that the peripheral is off-line for maintenance or that the physical interface between the peripheral and the PG is not functioning.
	Action	Check that the peripheral is not off-line and that the connection from the peripheral to the PG is intact.

Message ID (hex)	Property	Value
10500F6	Message	Script table: %2 (ID: %1) is available only on side A.
	Severity	Informational
	Type	Raise
	Description	Script table "%2" is only available on the side A Router. If the side A Router goes down, no DBLookup requests can be processed as side B cannot access the script table.
	Action	Configure a script table on side B that is identical to that on side A.
10500F7	Message	Script table: %2 (ID: %1) is available only on side B.
	Severity	Informational
	Type	Raise
	Description	Script table "%2" is only available on the side B Router. If the side B Router goes down, no DBLookup requests can be processed as side A cannot access the script table.
	Action	Configure a script table on side B that is identical to that on side A.
10500F8	Message	Script table: %2 (ID: %1) is not available on either side.
	Severity	Error
	Type	Raise
	Description	No DBLookup requests can be processed as script table "%2" is unavailable on either side of the central controller.
	Action	Configure a script table on either side A or side B, or both.
10500F9	Message	Script table: %2 (ID: %1) is available on both sides A & B.
	Severity	Informational
	Type	Clear
	Description	Script table "%2" is configured on both sides of the central controller.
	Action	No action is required.

Message ID (hex)	Property	Value
10500FF	Message	Side: %1: %2 process is OK.
	Severity	Informational
	Type	Clear
	Description	The Router is reporting that side "%1" process "%2" is OK.
	Action	No action is required.
1050100	Message	Process: %2 at the central site side: %1 is down.
	Severity	Error
	Type	Raise
	Description	This alarm only occurs for central controller (Router and Logger) processes. If the process for BOTH sides is down there is a total failure for that process. This could be part of Router shutdown. Critical processes: - "mds" (Router/Logger): coordinates messaging between duplexed Routers AND Loggers. When mds is down the central controller is down and no calls are being routed. - "rtr" (Router): call routing intelligence. - "clgr/hlgr" (Logger) - configuration/historical data processing to configuration database. - "rts" (Router): Real Time Server data feed from the Router to the Admin Workstations for reporting. - "rcv" (Logger Recovery): keeps the redundant historical databases synchronized between duplexed Loggers.
	Action	No action is required.
10501F1	Message	ICM node: %2 (ID: %1) is on-line.
	Severity	Informational
	Type	Clear
	Description	The specified node is on-line to the ICM.
	Action	No action is required.
10501F2	Message	ICM node: %2 (ID: %1) is off-line.
	Severity	Error
	Type	Raise
	Description	The specified node is not visible to the ICM. Distribution of real time data may be impacted.
	Action	No action is required.

Message ID (hex)	Property	Value
10501F6	Message	The Router's state size of: %1 MB is now below the alarm limit of: %2 MB.
	Severity	Informational
	Type	Clear
	Description	The Router's state size of "%1" MB is now below the alarm limit of "%2" MB.
	Action	No action is required.
10501F7	Message	The Router's state size of: %1 MB has grown beyond the alarm limit of: %2 MB.
	Severity	Error
	Type	Raise
	Description	The Router's state size of "%1" MB has grown beyond the alarm limit of "%2" MB. This may indicate a memory leak, or it may indicate that the customer's configuration size has grown larger. Large state sizes may cause problems when synchronizing Routers, so the bandwidth of the private link may also need to be investigated.
	Action	The alarm limit can be raised with the "rtsetting" tool.
10501F8	Message	ICM node: %2 (ID: %1), on system: %3, is on-line.
	Severity	Informational
	Type	Clear
	Description	The specified node is on-line to the ICM.
	Action	No action is required.
10501F9	Message	ICM node: %2 (ID: %1), on system: %3, is off-line.
	Severity	Error
	Type	Raise
	Description	The specified node is not visible to the ICM. Distribution of real time data may be impacted. This condition can exist briefly while the system is loading. If it does not clear, it may indicate a problem with the node or the communications paths that connect the Router and node.
	Action	Check the communication paths that connect the Router and the node.

Message ID (hex)	Property	Value
10501FD	Message	The Router has completed loading the initial configuration from the Logger.
	Severity	Informational
	Type	Clear
	Description	The specified node is on-line to the ICM.
	Action	No action is required.
10501FE	Message	The Router has not loaded a configuration from the Logger.
	Severity	Error
	Type	Raise
	Description	This condition indicates that the Router has not yet completed the initialization step of loading a configuration from the Logger. This condition can exist briefly while the system is loading. If it does not clear, it may indicate a problem with the Logger or the communications paths that connect the Router and the Logger.
	Action	Check the communication paths that connect the Router and the Logger.
105023C	Message	The Router has detected that it is no longer synchronized with its partner.
	Severity	Error
	Type	Single-State Raise
	Description	The Router has detected that it is no longer synchronized with its partner. One result of this is that the Router might be routing some calls incorrectly.
	Action	Stop the Router on both sides. After both sides are completely stopped, restart both Routers. Alternate Action: Restart the Router on one side. After doing this, the Routers might still route some calls incorrectly, but they will be in sync.

Message ID (hex)	Property	Value
105029A	Message	Congestion level changed from: %1, with rejection percentage: %2, to congestion level: %3, with rejection percentage: %4, on: %5.
	Severity	Error
	Type	Raise
	Description	There is a change in the congestion level of the Router which implies that there is a change in the call rejection percentage also. When congestion control is enabled, the system will reject or treat the calls according to the congestion level and rejection percentage determined. When congestion control is disabled, the system will not reject or treat the calls until the congestion enabled option is turned on in the congestion control settings gadget.
	Action	The system has exceeded the designed capacity. Re-evaluate the system design if the congestion occurs frequently. When congestion control is disabled and the system is congested, you can turn on the congestion enabled option in the congestion control settings gadget to reject or treat the congested calls.
105029B	Message	The system congestion control level has moved to the normal operating level for the deployment: %1.
	Severity	Warning
	Type	Clear
	Description	The Router is currently not congested.
	Action	None
105029D	Message	Total number of agent skill group pairs: %1, exceeds the defined system default limit: %2.
	Severity	Error
	Type	Single-State Raise
	Description	Total number of agent skill group pairs exceeds the defined system default limit.
	Action	Log out agents or remove skill groups associated to the agent such that the agent skill group pair count does not exceed the defined system default limit.

Message ID (hex)	Property	Value
10502B0	Message	Error: %1
	Severity	Error
	Type	Raise
	Description	The Contact Share connection to the application gateway is down.
	Action	Open the application gateway list tool from the configuration manager tool and check the application gateway configuration for correct connection address properties.
10502B9	Message	Informational: %1
	Severity	Informational
	Type	Clear
	Description	The Contact Share connection to the application gateway is up.
	Action	No action is required.
10502BA	Message	Informational: %1
	Severity	Informational
	Type	Clear
	Description	The Contact Share connection to the application gateway is active.
	Action	No action is required.
10502BB	Message	Informational: %1
	Severity	Informational
	Type	Raise
	Description	The Contact Share connection to the application gateway is inactive.
	Action	No action is required.
10502BE	Message	The deployment has reached the maximum agent capacity of: %1.
	Severity	Warning
	Type	Raise
	Description	The number of logged-in agents has reached the maximum capacity supported by this deployment type.
	Action	No action is required.

Message ID (hex)	Property	Value
10502BF	Message	The deployment is below the maximum agent capacity of: %1.
	Severity	Informational
	Type	Clear
	Description	The number of logged-in agents is now below the maximum capacity supported by this deployment type.
	Action	No action is required.

Logger SNMP Notifications

Table 5: Logger SNMP Notifications

Message ID (hex)	Property	Value
12A0001	Message	Message Delivery Service (MDS) feed from the router to the logger has failed.
	Severity	Error
	Type	Raise
	Description	Indicates that the MDS event feed connection from the ICM router to the CSFS process on the logger has failed.
	Action	No action is required.
12A0002	Message	MDS is in service.
	Severity	Informational
	Type	Clear
	Description	Indicates MDS event feed connection from ICM router to CSFS process has connected.
	Action	If not a planned startup of the system, determine if the event is due to process, network, or system failure.

Message ID (hex)	Property	Value
12A0003	Message	Heartbeat event for: %1.
	Severity	Informational
	Type	N/A
	Description	Periodic message sent to indicate that the ICM Message Delivery Service (MDS) is in service and the system on which event management system processes reside can send events to the configured listener system. This message is also passed to the SNMP agent to indicate that the event stream is active.
	Action	No action is required.
12A4001	Message	SDDSN registration has been completed with system: %1, process: %2, using unique ID: %3. The registered system can now send diagnostic data via the SDDSN server.
	Severity	Informational
	Type	Clear
	Description	A system (via a particular process), connected to the SDDSN server has successfully registered as a valid endpoint using a unique ID. The system can now start sending diagnostic event data using the SDDSN server.
	Action	No action is required.
12A4002	Message	SDDSN unregistration was never received from system: %1, process: %2, using unique ID: %3. The registered system abruptly disconnected from the SDDSN server.
	Severity	Error
	Type	Raise
	Description	A system (via a particular process), connected to the SDDSN server has failed to unregistered as a valid endpoint using a unique ID. This indicates that the system abruptly disconnected from the SDDSN server.
	Action	This could indicate that the SDDSN server has failed or the TCP/IP connection to the server was lost. If this is a fault tolerant SDDSN server, check to see if the secondary SDDSN server has successfully re-registered the system). This would be indicated by a CLEAR condition to this alarm while the side of SDDSN that is reporting would be the other SDDSN server. If the primary SDDSN server is still running, check to see if you can ping between the system and the primary SDDSN server. Other scenarios include a simplex SDDSN server failure or lost TCP/IP connection, or the system that was communicating with the SDDSN server has somehow failed.

Message ID (hex)	Property	Value
12A4003	Message	SDDSN unregistration has been received from system: %1, process: %2, using unique ID: %3. The registered system has indicated that it will stop sending diagnostic data via the SDDSN server.
	Severity	Informational
	Type	Clear
	Description	A system (via a particular process), connected to the SDDSN server has successfully unregistered as a valid endpoint using a unique ID. This indicates that the system gracefully disconnected from the SDDSN server.
	Action	No action is required.
12A400A	Message	The SDDSN server is missing, or has outdated, resource files and cannot decipher messages for product: %1, (%3). Message ID = %2
	Severity	Error
	Type	Single-State Raise
	Description	An event has been received that the SDDSN server cannot decipher using the resource files (message DLLs) because they are missing or out of date. The SDDSN server has forwarded the ciphered event, and then disconnected the system that generated that event. %1 is the product number (in decimal). %2 is the Message ID that was sent. A value of 0 indicates that none of the messages can be deciphered. %3 is the name of the product.
	Action	The SDDSN server needs to have an updated installation of the resource files that are shipped with the product (%3). If %3 indicates 'Unknown', contact the technical assistance center to get a correlation between %1 and the actual product name. Install the updated support files for that product on the SDDSN server and restart it. This update will contain files named MSGSn.DLL and CATn.DLL where the 'n' should be replaced with the number %1 from this error message (e.g. MSGS2.DLL, CAT2.DLL, etc.).
12A4010	Message	The client system: %3, attempted to send an incompatible version: %1, SDDSN event. The current version supported is: %2.
	Severity	Error
	Type	Single-State Raise
	Description	An event has been received by a client system using an incompatible version of the SDDSN protocol.
	Action	The client system needs to be configured to send the correct version of the SDDSN protocol, or the SDDSN server needs to be upgraded to support the desired version.

Message ID (hex)	Property	Value
118C002	Message	%1%% of the available free space is used in database :%2.
	Severity	Informational
	Type	Single-State Raise
	Description	%1%% of the available free space is used in %2 database. This is an indication of how full the database is. When this value gets too high, the Logger will begin deleting the oldest historical records from the database.
	Action	Change the purge interval to save data for a shorter period of time. If this is not practical, add more disk space to the system and add disk devices to the database by using SQL Server Management Studio.
118C00C	Message	%1%% of the available log space is used in database: %2.
	Severity	Informational
	Type	Single-State Raise
	Description	%1%% of the available log space is used in the %2 database.
	Action	No action is required.
118C00F	Message	Begin automatic purge: %1%% of the available data space is used in database: %2.
	Severity	Warning
	Type	Raise
	Description	The automatic purge is being run in order to keep the database from running out of space. The parameters for the daily purge need to be adjusted to match the database storage capacity.
	Action	Contact the technical assistance center.
118C010	Message	Automatic purge complete: %1%% of the available data space is used in database: %2.
	Severity	Warning
	Type	Clear
	Description	The automatic purge has been run in order to keep the database from running out of space. The parameters for the daily purge need to be adjusted to match the database storage capacity.
	Action	No action is required.

Message ID (hex)	Property	Value
118C015	Message	Connected to client: %1, on port: %2.
	Severity	Informational
	Type	Clear
	Description	The Logger successfully connected to a client system.
	Action	No action is required.
118C017	Message	Logger or HDS connection to client: %1, on port: %2, either went out of service or has been broken.
	Severity	Informational
	Type	Raise
	Description	Logger or HDS on the specified TCP/IP connection and port number either went out of service or communication has been broken.
	Action	The Historical Data Server (HDS) or the peer Logger (on the other side of the duplexed central controller) is no longer getting its historical feed from this Logger. This can occur due to networking outages, SQL issues on the Logger or HDS, or the Logger or the HDS may have been shut down or otherwise disabled.
118C033	Message	Cannot find routing client with network routing client: %1, on server: %2, in database: %3; unable to replicate data to customer: %4, on CICR instance: %5.
	Severity	Warning
	Type	Single-State Raise
	Description	CICR replication must find a routing client in the database with a matching network routing client. Otherwise, it cannot translate the routing client ID foreign key in the dialed number or label properly. CICR replication is unable to complete the replication in this case.
	Action	No action is required.

Message ID (hex)	Property	Value
118C034	Message	Cannot find customer: %1, or instance: %2, on server: %3, in database: %4. Unable to replicate to customer: %1, on CICR instance: %2.
	Severity	Warning
	Type	Single-State Raise
	Description	CICR replication must find a customer and instance in the database with matching names. Otherwise, it cannot translate the customer definition ID foreign key in the dialed number or label properly. CICR replication is unable to complete the replication in this case.
	Action	No action is required.
118C035	Message	Dialed number or label exists with duplicate key on server: %1, in database %2; unable to replicate to customer: %3. on CICR Instance %4
	Severity	Warning
	Type	Single-State Raise
	Description	CICR replication has found that inserting the dialed number or label would cause a duplicate key error. Therefore, the dialed number or label cannot be inserted. CICR replication is unable to complete the replication in this case.
	Action	No action is required.
118C036	Message	Duplicate key exists for dialed number with enterprise name: %1.
	Severity	Warning
	Type	Single-State Raise
	Description	CICR replication has found that a dialed number already exists with this enterprise name. Therefore, it cannot insert the new dialed number. CICR replication is unable to complete the replication in this case.
	Action	No action is required.

Message ID (hex)	Property	Value
118C037	Message	Duplicate key exists for dialed number with routing client ID: %1, and dialed number string: %2.
	Severity	Warning
	Type	Single-State Raise
	Description	CICR replication has found that a dialed number already exists with this routing client ID and dialed number string. Therefore, it cannot insert the new dialed number. CICR replication is unable to complete the replication in this case.
	Action	No action is required.
118C038	Message	Duplicate key exists for label with routing client ID: %1, and label string: %2.
	Severity	Warning
	Type	Single-State Raise
	Description	CICR replication has found that a label already exists with this routing client ID and label string. Therefore, it cannot insert the new label. CICR replication is unable to complete the replication in this case.
	Action	No action is required.
118C039	Message	CICR replication on side%1 is now active.
	Severity	Informational
	Type	Clear
	Description	The CICR replication process is active.
	Action	No action is required.
118C03A	Message	CICR replication on side%1 is now inactive.
	Severity	Informational
	Type	Raise
	Description	The CICR replication process is inactive.
	Action	No action is required.

Message ID (hex)	Property	Value
118C03D	Message	Invalid host name is configured for customer: %1. Use the Configure ICM tool to re-configure the host name for customer: %1.
	Severity	Error
	Type	Single-State Raise
	Description	Invalid host name has been configured for the customer.
	Action	Use the ConfigICR->ICR_NODE to change the host name or system name and re-start the CICR replication process.
118C03E	Message	CICR replication failed to update CICR instance: %1, due to commit update CC transaction failure. Unable to rReplicate to customer: %1. Check and correct the errors.
	Severity	Warning
	Type	Single-State Raise
	Description	CICR replication failed to update the configuration change due to the error caused by the "commit update CC transaction" failure.
	Action	No action is required.
118C040	Message	Found %1 records with date/time greater than current central controller time: %2 in table: %3. Check and correct the errors.
	Severity	Warning
	Type	Single-State Raise
	Description	Found historical records with date/time greater than current central controller time. Delete the records which have date time greater than the current central controller time.
	Action	No action is required.
118C048	Message	NICR replication on side%1 is now inactive.
	Severity	Informational
	Type	Raise
	Description	The NICR replication process is inactive.
	Action	No action is required.

Message ID (hex)	Property	Value
118C049	Message	NICR replication on side%1 is now active.
	Severity	Informational
	Type	Clear
	Description	The NICR replication process is active.
	Action	No action is required.
118C051	Message	Invalid host name: %1, is configured for primary distributor for customer: %2. Use the Configure ICM tool to re-configure the primary distributor for customer: %2.
	Severity	Error
	Type	Single-State Raise
	Description	Invalid primary distributor has been configured for the customer, or the system is unable to resolve the hostname for the named primary distributor for some reason.
	Action	Use the ConfigICR->ICR_NODE to change the host name or system name and re-start the CICR replication process. Alternatively, check name resolution for the specified host name.

Peripheral Gateway SNMP Notifications

Table 6: Peripheral Gateway SNMP Notifications

Message ID (hex)	Property	Value
108C020	Message	The Enterprise CTI Server associated with this Peripheral Gateway is on-line on: %1.
	Severity	Informational
	Type	Clear
	Description	The Enterprise CTI server associated with this Peripheral Gateway is on-line. Enterprise CTI Client applications are able to connect to the server and exchange call and agent data.
	Action	No action is required.

Message ID (hex)	Property	Value
108C021	Message	The Enterprise CTI server associated with this Peripheral Gateway is down.
	Severity	Error
	Type	Raise
	Description	The Enterprise CTI server associated with this Peripheral Gateway is off-line. Enterprise CTI client applications are not able to connect to the server and exchange call and agent data.
	Action	Review the CTI server events and logs.
108C02B	Message	OPC has detected that it is no longer synchronized with its partner.
	Severity	Error
	Type	Single-State Raise
	Description	OPC has detected that it is no longer synchronized with its partner.
	Action	No action is required.
1088085	Message	PG has failed activation request for %1 consecutive times.
	Severity	Error
	Type	Single-State Raise
	Description	PG has failed activation and will be restarted. Note This SNMP Notification is supported with UCCE 12.5(2) if CCE 12.5(2) ES 23 is installed.
	Action	No action is required.
13E0002	Message	Message Integration Service was unable to connect to: %1%2, on: %3, TCP/IP port: %4.
	Severity	Error
	Type	Raise
	Description	Message Integration Service (MIS) was unable to connect to the indicated component and address.
	Action	Confirm component is available, configuration of IP address(es) and port(s) are correct, and network connectivity would allow for connection.

Message ID (hex)	Property	Value
13E0003	Message	Connection to: %1%2, address: %3:%4, succeeded.
	Severity	Informational
	Type	Clear
	Description	Message Integration Service (MIS) was able to connect to the indicated component and address.
	Action	No action is required.
13E0004	Message	Message Integration Service was unable to open a session to: %1%2.
	Severity	Error
	Type	Raise
	Description	Message Integration Service (MIS) was unable to open a session to the indicated component.
	Action	No action is required.
13E0005	Message	Session to: %1%2, opened.
	Severity	Informational
	Type	Clear
	Description	Message Integration Service (MIS) was able to open a session to the indicated component and address.
	Action	No action is required.
13E0006	Message	Trunk group: %1, trunk: %2; received in message from VRU-%3; not configured.
	Severity	Error
	Type	Single-State Raise
	Description	A message pertaining to the indicated trunk group and trunk has not been configured with MIS.
	Action	Configure extension, trunk group, and trunk in MIS.

Message ID (hex)	Property	Value
13E0007	Message	Call tracking error: %1.
	Severity	Error
	Type	Single-State Raise
	Description	A call within MIS could not be tracked successfully.
	Action	Determine where tracking problem occurred and correct (for MIS problem, it could be MIS, VRU, or PG).
1540002	Message	An error occurred on the TCP/IP connection between the ACMI ACD server (CTI) and the ACMI peripheral gateway. ACMI peripheral gateway is offline.
	Severity	Error
	Type	Raise
	Description	An error occurred on the connection between the ACMI ACD server (CTI) and the ACMI peripheral gateway. ACMI peripheral gateway is offline.
	Action	If ACMI peripheral gateway does not re-attach, contact the technical assistance center.
1540003	Message	Peripheral status was DOWN, going NORMAL. ACMI peripheral gateway is online.
	Severity	Informational
	Type	Clear
	Description	Peripheral status was DOWN, going NORMAL. ACMI peripheral gateway is online.
	Action	No action is required.
1540007	Message	The route register on the DN: %1, is operational.
	Severity	Informational
	Type	Clear
	Description	The DN is operational.
	Action	No action is required.

Message ID (hex)	Property	Value
1540008	Message	The route register failed for DN: %1.
	Severity	Error
	Type	Raise
	Description	The Permit Application Routing box on the child system is not checked for DN.
	Action	Check Permit Application Routing box.
1540009	Message	The route register failed for DN: %1.
	Severity	Error
	Type	Raise
	Description	You have configured a DN or DN for a translation route on the parent that doesn't exist on the child system. Don't forget to check 'Permit Application Routing' when adding it.
	Action	Add the DN on the child system and ensure that 'Permit Application Routing' is enabled.
154000A	Message	The route register failed for DN: %1.
	Severity	Error
	Type	Raise
	Description	You have configured a DN or DN for a translation route on the parent that doesn't exist on the child system. Don't forget to check 'Permit Application Routing' when adding it.
	Action	Add the DN on the child system and ensure that 'Permit Application Routing' is enabled.
154000B	Message	The route register failed for DN: %1.
	Severity	Error
	Type	Single-State Raise
	Description	You have specified an incorrect server peripheral ID in the PG Setup of the Gateway PG.
	Action	Correct the server peripheral ID in the PG Setup of the Gateway PG and restart the PG.

Message ID (hex)	Property	Value
154000C	Message	The route register failed for DN: %1.
	Severity	Error
	Type	Single-State Raise
	Description	Another Gateway PG has requested control of this DN. This is most likely due to an incorrect server hostname being configured.
	Action	Correct the server host name in the PG Setup of the Gateway PG and restart the PG.
154000D	Message	The peripheral ID: %1 given, is not valid.
	Severity	Error
	Type	Single-State Raise
	Description	You have specified an incorrect server peripheral ID in the PG Setup of the Gateway PG.
	Action	Correct the server peripheral ID in the PG Setup of the Gateway PG and restart the PG.
154000E	Message	Central controller connection on child down - ACMI peripheral gateway status DOWN.
	Severity	Error
	Type	Raise
	Description	Central controller connection on child down - ACMI peripheral gateway status DOWN.
	Action	No action is required.

CTI SNMP Notifications

Table 7: CTI SNMP Notifications

Message ID (hex)	Property	Value
12E8006	Message	CONNECTION MONITOR SERVICE: Enterprise CTI session established by client: %1 (%2) at: %3.
	Severity	Informational
	Type	Clear
	Description	An Enterprise CTI session has been opened by client ID %1 (signature %2) from IP address %3.
	Action	No action is required.
12E8007	Message	CONNECTION MONITOR SERVICE: Enterprise CTI session closed by client: %1 (%2) at: %3.
	Severity	Warning
	Type	Raise
	Description	The Enterprise CTI session with client ID %1 (signature %2) at IP address %3 has been closed by the client.
	Action	This indicates that an Enterprise CTI client application that is generally always connected to the Enterprise CTI Server has closed its connection. The CTI client application software may need to be checked for proper operation.
12E8008	Message	CONNECTION MONITOR SERVICE: Enterprise CTI session terminated with client: %1 (%2) at: %3.
	Severity	Error
	Type	Raise
	Description	The Enterprise CTI session with client ID %1 (signature %2) at IP address %3 has been terminated by the Enterprise CTI Server.
	Action	This indicates that an Enterprise CTI Client application that is generally always connected to the Enterprise CTI Server has been disconnected due to errors. If the problem persists, the CTI client application software may need to be checked for proper operation.

Message ID (hex)	Property	Value
12E800C	Message	Client: %1, object: %2, normal event report: %3.
	Severity	Informational
	Type	Clear
	Description	The Enterprise CTI client %1 application software has reported the following normal event for object %2: %3.
	Action	No action is required.
12E800D	Message	Client: %1, object: %2, warning event report: %3.
	Severity	Warning
	Type	Raise
	Description	The Enterprise CTI client %1 application software has reported the following warning for object %2: %3.
	Action	This indicates that the CTI client application software has detected a possible error or other abnormal condition and may need to be checked for proper operation.
12E800E	Message	Client: %1, object: %2, error event report: %3.
	Severity	Error
	Type	Raise
	Description	The Enterprise CTI client %1 application software has reported the following error for object %2: %3.
	Action	This indicates that the CTI client application software has detected an error condition and may need to be checked for proper operation.
12E800F	Message	A version 13 or prior CTI client ID: %1 (%2) at: %3, connected with agent multi line enabled.
	Severity	Warning
	Type	Raise
	Description	A CTI client: %1 (signature: %2) from IP address: %3 with a version prior to 14 has connected to CTI Server that supports multi-line phones. Problems may be encountered with that application depending upon what messages/devices, etc. it processes events for.
	Action	Check with the vendor of the software and see if they have ensured compatibility.

Message ID (hex)	Property	Value
12E8010	Message	A version 13 or prior CTI client ID: %1 (%2) at: %3, disconnected with agent multi line enabled.
	Severity	Warning
	Type	Clear
	Description	A CTI client %1 (signature %2) from IP address %3 with a version prior to 14 has connected to CTI Server that supports multi-line phones. Problems may be encountered with that application depending upon what messages/devices, etc. it processes events for.
	Action	Check with the vendor of the software and see if they have ensured compatibility.
12EC00E	Message	CTI Server was unable to forward ECC variables due to an overflow condition.
	Severity	Warning
	Type	Single-State Raise
	Description	CTI Server found too much data in ECC variables while processing messages. ECC Variables will not be forwarded for there messages.
	Action	This indicates that too many / too large ECC variables are configured in the system. Eliminate some ECC variables or reduce the size of existing ECC variables to alleviate this condition.
1560004	Message	CTI OS Server version: %2, is online. Connected to CTI Server at: %3. CTI Server protocol is: %1.
	Severity	Informational
	Type	Clear
	Description	Message indicating the version of CTI OS Server as well as the protocol version CTI OS Server uses to connect to CTI Server.
	Action	No action is required.

Message ID (hex)	Property	Value
1560005	Message	CTI OS Server version: %2, cycled because the connection to CTI Server at: %3, closed. CTI Server protocol is: %1.
	Severity	Warning
	Type	Raise
	Description	CTI OS Server has cycled itself because its connection to CTI Server closed. When CTI OS Server restarts, it will re-establish its connection to CTI Server.
	Action	This event usually occurs when the CTI Server process cycles. If this event is received and CTI Server was not manually cycled, please collect the CTI OS Server log as well as all PG logs and contact the technical assistance center.
1560006	Message	CTI OS Server version: %2, cycled because the connection to CTI Server at: %3, failed. CTI Server protocol is: %1.
	Severity	Error
	Type	Raise
	Description	CTI OS Server has cycled itself because its connection to CTI Server failed. When CTI OS Server restarts, it will re-establish its connection to CTI Server.
	Action	This event can occur when CTI OS is running on a heavily loaded system. If this event is received and CTI Server was not stopped, please check the total CPU usage as well as CTI OS Server CPU usage. If either total or CTI OS Server CPU usage is greater than 60%, please check the agent, team, and skill group configuration against published limits to ensure it is within tolerance.
1560007	Message	CTI OS Server has %1 messages in queue.
	Severity	Informational
	Type	Clear
	Description	The CTI OS Server incoming message is now below 10,000 messages.
	Action	No action is required.

Message ID (hex)	Property	Value
1560008	Message	CTI OS Server has %1 messages in queue.
	Severity	Warning
	Type	Raise
	Description	The CTI OS Server incoming message queue exceeded 10,000 messages. This might result in unwanted behavior.
	Action	This event can occur when CTI OS is running on a heavily loaded system. If this event is received, please check the total CPU usage as well as CTI OS Server CPU usage. If either total or CTI OS Server CPU usage is greater than 60%, please check the agent, team, and skill group configuration against published limits to ensure it is within tolerance.
1560009	Message	CTI OS Server has generated an exception in: %2, processing %3. Details: %4: %1 %5.
	Severity	Error
	Type	Single-State Raise
	Description	CTI OS Server generated an exception while processing a request or an event specified in this method.
	Action	This is an internal error in CTI OS Server's request and message processing logic. Please collect the CTI OS Server log as well as all PG logs and contact the technical assistance center.
156000A	Message	CTI OS Server has generated an exception in: %2, processing %3. Details: %4: %1 %5.
	Severity	Error
	Type	Single-State Raise
	Description	CTI OS Server generated an exception while processing the request or event specified in this method.
	Action	This is an internal error in CTI OS Server's request and message processing logic. Please collect the CTI OS Server log as well as all PG logs and contact the technical assistance center.

Message ID (hex)	Property	Value
156000B	Message	CTI OS Server's total amount of agent mode connections is: %1. This is within CTI OS Server's limit of: %2.
	Severity	Informational
	Type	Clear
	Description	CTI OS Server is current running with an acceptable number of agents connected to it.
	Action	No action is required.
156000C	Message	CTI OS Server's total amount of agent mode connections is: %1. This exceeds CTI OS Server's limit of: %2.
	Severity	Warning
	Type	Raise
	Description	CTI OS Server is currently running with an excessive number of agents connected to it.
	Action	Ensure that the number of agent's currently using the system is not more than the limit listed in the event's description. If there are custom CTI OS applications deployed in the contact center, make sure to understand how many connections those custom applications open to CTI OS Server. For example, if a custom application opens two connections to CTI OS Server, this will halve the number of agents that can connect to CTI OS Server.
156000D	Message	CTI OS Server's total amount of monitor mode connections is: %1. This is within CTI OS Server's limit of: %2.
	Severity	Informational
	Type	Clear
	Description	CTI OS Server is current running with an acceptable number of monitor-mode applications connected to it.
	Action	No action is required.

Message ID (hex)	Property	Value
156000E	Message	CTI OS Server's total amount of monitor mode connections is: %1. This exceeds CTI OS Server's limit of: %2.
	Severity	Warning
	Type	Raise
	Description	CTI OS Server is currently running with an excessive number of monitor-mode applications connected to it.
	Action	Ensure that the number of monitor mode applications connected to CTI OS Server does not exceed the limit listed in the event's description. If there are custom CTI OS applications deployed in the contact center, make sure to understand how many connections those custom applications open to CTI OS Server as well as what types of connections those applications open to CTI OS Server. For example, applications that appear to open an agent mode connection (presents a UI geared toward an agent) may also open a monitor mode connection in the background.
156000F	Message	CTI OS Server's monitor mode functionality has been re-enabled. Monitor mode functionality was previously disabled after %1 failed attempts to access monitor mode functionality.
	Severity	Informational
	Type	Clear
	Description	CTI OS Server has re-enabled monitor mode functionality.
	Action	No action is required.

Message ID (hex)	Property	Value
1560010	Message	CTI OS Server's monitor mode functionality has been disabled after %1 failed attempts to access monitor mode functionality.
	Severity	Warning
	Type	Raise
	Description	CTI OS Server has disabled access to monitor mode functionality because an excessive number of consecutive failed attempts to access monitor mode functionality have occurred. An attempt to access monitor mode functionality fails when the CTI OS monitor mode password is incorrectly specified.
	Action	This event occurs when CTI OS security is enabled and a monitor password has been set. If this event is triggered, one or more applications have consecutively failed to supply the correct monitor mode password. Check the CTI OS Server log for lines containing the following text: security warning: client at @lt;ip_address@gt; failed to establish a monitor mode connection. Check to make sure that the CTI OS client at the given IP address is actually running a monitor mode client. If not, it is possible that there was an attempt to hack into CTI OS monitor mode functionality. If there is a CTI OS client at the given IP address, the client may have the wrong monitor mode password. If no action is taken and no further attempts to access monitor mode functionality fail, monitor mode functionality will unlock after the configured amount of time (15 minutes by default).
1560011	Message	After the CTI OS Server version %2 re-established the connection to CTI Server at: %3, configuration change was detected. The CTI OS Server will restart. CTI Server protocol is: %1.
	Severity	Warning
	Type	Raise
	Description	Upon re-establishment of the CTI Server Link, CTI OS Server detected a configuration change. CTI OS Server will restart to insure proper configuration.
	Action	This event can occur when CTI OS has lost connection to the CTI Server and the configuration has changed during that period.

Message ID (hex)	Property	Value
1560012	Message	The CTI OS Server version %2 connection to CTI Server at: %3 has closed. The CTI OS Server will attempt to re-establish the connection. CTI Server protocol is: %1.
	Severity	Warning
	Type	Raise
	Description	CTI OS Server's connection to the CTI Server has closed. CTI OS Server will attempt to re-establish the connection to the CTI Server. If Unsuccessful, CTI OS Server will restart.
	Action	This event usually occurs when the CTI Server closes the connection. If this event is received and CTI Server was not able to reconnect to the CTI Server, the CTI OS Server may cycle. Please collect the CTI OS Server log as well as all PG logs and contact the technical assistance center.
1560013	Message	CTI OS Server is within the supported limit for: %1 %2. %3.
	Severity	Informational
	Type	Clear
	Description	CTI OS Server is within the supported operational limit for this configuration/action.
	Action	No action is required.
1560014	Message	CTI OS Server is within the supported limit for %1 %2 has been exceeded. %3.
	Severity	Warning
	Type	Raise
	Description	The CTI OS Server is within the supported operational limit has been exceeded
	Action	This event occurs when a CTI OS Server is within the supported operational limit has been exceeded for either a configuration or action. This violation may adversely affect CTI OS performance. Please check the published operational limits for this release of CTI OS Server.

Live Data Events

Table 8: Live Data Events

Message ID (decimal)	Property	Value
107	Message	[server_address=%s]: Connection Terminated to ActiveMQ
	Severity	Informational
	Type	Raise
	Description	Informs JMS publisher connection to ActiveMQ service is down. JMS publisher terminated/stopped.
	Action	Ordinarily, no action required. However, if connection to JMS (ActiveMQ service) is down for extended periods of time, then, verify if ActiveMQ service status and evaluate overall system health, i.e., verify services are up, disk partitions have free space, system is not CPU starved, not swapping, not I/O bound, etc.
108	Message	[server_address=%s]: Connection Established to ActiveMQ
	Severity	Informational
	Type	Clear
	Description	Informs JMS publisher connection to ActiveMQ service is up. JMS publisher started, or, if connection lost, connection established.
	Action	No action required. Note, however, that if JMS connection is bouncing often, then, this could be an indication of a system-wide issue, so evaluate overall system health, i.e., verify services are up, disk partitions have free space, system is not CPU starved, not swapping, not I/O bound, etc.
301	Message	[message_error=%s]: Error initializing JMX MBean
	Severity	Error
	Type	Raise
	Description	Failure during creation of JMX bean for TIP statistical reporting, which can be linked to JMX services failure to initialize, lack of system resources, or incorrect configuration of JMX host/port.
	Action	Verify overall system health, i.e., services are up, disk partitions have free space, system is not CPU starved, not swapping, not I/O bound, etc. Attempt system restart, if problem persists, contact tech. support.

Message ID (decimal)	Property	Value
303	Message	[jmx_bean_name=%s]: JMX MBean registration failed
	Severity	Error
	Type	Raise
	Description	Failure during establishment of JMX bean for event spout (PG, Router, etc) operations. This means no operations to/from spouts will be possible via JMX.
	Action	Attempt system restart, if problem persists, contact tech. support.
304	Message	[jmx_bean_name=%s]: JMX MBean registration succeeded
	Severity	Error
	Type	Clear
	Description	Success in establishing JMX bean for event spout (PG, Router, etc) operations.
	Action	No action required.
405	Message	[connection_usage=%s] [server_address=%s] [state=%s] [message_error=%s] : Connection error
	Severity	Warning
	Type	Raise
	Description	<p>Error during attempt to communicate (or establish connection) to CCE server (PG, Router, etc). This can be caused by:</p> <ul style="list-style-type: none"> • Destination host/port not accepting connections. • Too many messages (from server) pending processing by Live Data. • Write to closed (by far-end) connection.
	Action	<p>As follows:</p> <ul style="list-style-type: none"> • Verify CCE server host/port configuration is correct, and port is open on host fire-wall. • Verify CPU availability to Live Data. If problem persists contact tech. support. • No action required for attempt to write to closed (by far-end) connection.

Message ID (decimal)	Property	Value
407	Message	[server_address=%s][tip_missed_heartbeats=%d]: Heatbeat Missed on TIP connection
	Severity	Warning
	Type	Clear
	Description	Missed one heartbeat to CCE server is not uncommon, and it is typically linked to a busy system. Live Data uses heartbeat to track the health of a CCE connection, and if too many (configurable) heartbeats are lost it will close and (attempt) to re-open the connection.
	Action	No action required.
501	Message	[properties=%s]: TIP Controller Stopped
	Severity	Critical
	Type	Raise
	Description	Indicates spout communication controller, responsible for CCE message processing, has terminated/stopped. This can happen on following scenarios: <ul style="list-style-type: none"> • Failover to standby cluster node. • JMX reset connection request. • System shutdown.
	Action	On failover: determine failover root cause and correct it. Start with overall system health, i.e., services are up, disk partitions have free space, system is not CPU starved, not swapping, not I/O bound, etc. If no reason is found, or reason cannot be corrected, contact tech. support. For all the other reasons: no action required.
502	Message	[tip_client_seggrp=%s][tip_client_app_seqnum=%s][properties=%s]: TIP Controller Started
	Severity	Critical
	Type	Clear
	Description	Indicates spout communication controller, responsible for CCE message processing, has started.
	Action	No action required.

Message ID (decimal)	Property	Value
503	Message	[server_address=%s] [message_error=%s]: Error in TIP Controller Processes
	Severity	Error
	Type	Raise
	Description	Indicates protocol error due to: <ul style="list-style-type: none"> • Request/response timeout • Unrecognized message format • Failure in message decoding • Failure in message processing
	Action	Protocol request/response timeouts are not uncommon and are typically linked to communication failure due to far-end port disconnect (i.e., attempt to write to a closed socket). For all other failures, contact tech. support.
505	Message	[message_error=Connection-%s]: Invalid TIP Configuration for
	Severity	Error
	Type	Raise
	Description	Configuration to CCE server is incomplete, or invalid. Port is not numeric in range 1-65565, host name contains invalid characters, etc.
	Action	Verify Live Data configuration and restart system.
507	Message	[server_address=%s] [tip_client_seqgrp=%s] [tip_server_seqgrp=%s]: TIP Sequence Group Mismatch
	Severity	Error
	Type	Raise
	Description	Indicates data loss during last CCE connection switch-over. PG/Router unavailable simultaneous to a communication loss to PG/Router corresponding side (A or B).
	Action	No action required. The system will issue a new sequence group, and request a snapshot to re-synch its internal state with that of the failed component.

Message ID (decimal)	Property	Value
509	Message	[server_address=%s][tip_client_seqgrp=%s][tip_server_seqgrp=%s]: TIP Message Gap between client and server
	Severity	Error
	Type	Raise
	Description	Indicates data loss during last CCE communication. PG/Router crash simultaneous to a communication loss to PG/Router corresponding side (A or B).
	Action	No action required. The system will request a snapshot to re-synch its internal state with that of the failed component.
511	Message	[server_address=%s]: TIP Controller switching Active Side
	Severity	Warning
	Type	Raise
	Description	Indicates spout communication controller has detected an active connection (to CCE server) is down, and that the standby connection to configured PG/Router will become active (switch-over). The PG/Router communication was severed, or the CCE server is no longer running.
	Action	Verify CCE server (PG, Router, etc) health.
512	Message	[server_address=%s][tip_client_seqgrp=%s][tip_server_seqgrp=%s]: TIP Message Synchronization Successful with TIP Server
	Severity	Error
	Type	Clear
	Description	Indicates that during a switch-over (from active connection to standby) the sequence number received by standby is in ascending order, and that it can be released from CCE server side. PG/Router unavailable, but Live Data state is not affected by it.
	Action	No action required.
515	Message	[server_address=%s][operation_type=%s]: TIP Protocol Request Failure
	Severity	Warning
	Type	Raise
	Description	Request to CCE server has failed, or timed out.
	Action	No action required.

Message ID (decimal)	Property	Value
517	Message	[server_address=%s] [message_error=%s] [operation_type=%s] : TIP Protocol Errors
	Severity	Error
	Type	Raise
	Description	Protocol error during response processing (of a request to CCE server) due to response to an invalid, or inexistent, pending request id. This can be linked to an expired request, as well as, an inexistent request.
	Action	No action required.
521	Message	[server_address=%s] [message_error=%s] : TIP Heartbeat Failure
	Severity	Error
	Type	Raise
	Description	Reached allowed number of heartbeat losses to CCE server. This will disconnect all CCE servers (PG, Router, etc) associated with a given CCE side (A or B). A switch over to other CCE server side (A or B) will be automatically initiated.
	Action	Determine network integrity between Live Data and CCE servers on failed side (A or B). Determine if CCE server (PG, Router, etc) is up and running.
523	Message	[server_address=%s] [message_error=%s] : Error in TOS Client
	Severity	Error
	Type	Raise
	Description	Indicates TOS (related to Live Data Cluster node state) protocol error. Possible error causes are: <ul style="list-style-type: none"> • Failure to start TOS communication • Failure during write to TOS far-end server
	Action	Verify Live Data configuration, restart system.

Message ID (decimal)	Property	Value
601	Message	[server_address=%s][message_error=%s]: Warning in TOS Client"
	Severity	Warning
	Type	Raise
	Description	Unable to send message to assess Live Data Cluster state on far end. Triggered by failure to receive cluster node state via JMS (ActiveMQ/Netbridge in this case), which can be caused by cluster node crash, network failure, ActiveMQ crash, or Netbridge crash.
	Action	Verify network integrity between Live Data cluster nodes. Verify ActiveMQ service is up, and cluster nodes configured for fail-over.
603	Message	[server_address=%s][message_error=%s]: TOS REQUEST RESPONSE latency alert.
	Severity	Warning
	Type	Raise
	Description	Request/response round trip time to cluster nodes is greater than configured seconds. This can be linked to network latency, or sluggish response from cluster node far end.
	Action	Verify network integrity between Live Data clusters nodes. Verify overall system health on all Live Data cluster nodes.
607	Message	[server_address=%s][missed_heartbeats]: Heatbeat Missed on TOS connection
	Severity	Warning
	Type	Raise
	Description	Missed one heartbeat to CCE server is not uncommon, and it is typically linked to a busy system. Live Data uses heartbeat to track the health of a CCE connection, and if too many (configurable) heartbeats are lost it will close and (attempt) to re-open the connection.
	Action	Verify network integrity between CCE server and Live Data.

Message ID (decimal)	Property	Value
609	Message	[server_address=%s] [message_error=%s]: TOS Heartbeat Failure
	Severity	Error
	Type	Raise
	Description	Reached allowed number of heartbeat losses to CCE server (PG, Router, etc). This will cause a disconnection followed by reconnection to CCE servers (PG, Router, etc).
	Action	Verify network integrity from CCE server (PG, Router, etc) to Live Data. Verify CCE server (PG, Router, etc) is up and running.
703	Message	[operation_error_desc=%s]: Camel Service Error
	Severity	Error
	Type	Raise
	Description	Failed to open connection to JMS (ActiveMQ) or to publish to indicated topic. Configuration to JMS (ActiveMQ) is incorrect, or service is down.
	Action	Verify Live Data configuration. Assess overall system health, i.e., services are up, disk partitions have free space, system is not CPU starved, not swapping, not I/O bound, etc. Note that, in case of ActiveMQ service down, the Live Data cluster will fail-over to standby node.
801	Message	[server_id=%s]: Spout failed to load UCCE Configuration
	Severity	Error
	Type	Raise
	Description	Error during load of Live Data configuration from AWDB. Dataset name pointing to AWDB, incorrectly configured in CUIC. location.
	Action	Using CUIC interface assure data set name for CUIC is correctly configured with address to AWDB. Ensure AWDB system is up and running. If problem persists, contact tech. support.
802	Message	[server_id=%s]: Spout loaded UCCE Configuration
	Severity	Informational
	Type	Clear
	Description	Live Data configuration, from AWDB, loaded to local memory.
	Action	No action required.

Message ID (decimal)	Property	Value
805	Message	[message_error=%s]: JMS Command Spout failed to Initialize
	Severity	Error
	Type	Raise
	Description	JMS command spout failed to initialize. Scenario JMS (ActiveMQ) communication was not possible via Camel, and an exception was thrown.
	Action	Verify Live Data configuration, and restart system. If problem persists, contact tech. support.
807	Message	[message_error=%s]: JMS Command Spout failed to Close
	Severity	Error
	Type	Raise
	Description	JMS command spout failed to close JMS connection.
	Action	No action required.
809	Message	[server_id=%s][tip_client_app_seqnum=%d][tip_server_app_seqnum=%d]: Invalid Application Sequence Number Received
	Severity	Error
	Type	Raise
	Description	During communication with CCE server, message sequence number was not in increasing order, and/or presented a gap. Possible data loss.
	Action	Gather logs and contact tech. support.
813	Message	[server_id=%s][message_error=%s]: Spout runtime error
	Severity	Error
	Type	Raise
	Description	Indicates event spout runtime error: <ul style="list-style-type: none"> • Zookeeper connection object could not instantiate or connect. • Establishment of JMS command queue listener failed. • JMX configuration could not be written to Zookeeper.
	Action	Verify Zookeeper service is up and running, and restart system. If problem persists, contact tech. support.

Message ID (decimal)	Property	Value
815	Message	[server_id=%s]: Spout lost connection to Zookeeper
	Severity	Error
	Type	Raise
	Description	Connection to Zookeeper was severed, which might be linked to a Zookeeper down/terminated. Note that a Zookeeper disconnection will cause a Live Data cluster failover.
	Action	Zookeeper is central to Storm and, as such, to Live Data; verify service is up and running. If disconnections are frequent, contact tech. support.
816	Message	[server_id=%s]: Spout Connected Successfully to Zookeeper
	Severity	Informational
	Type	Clear
	Description	Connection to Zookeeper established.
	Action	No action required.
819	Message	[server_id=%s]: Spout deactivated
	Severity	Critical
	Type	Raise
	Description	Event spout is deactivated due to a Live Data Cluster failover. One of the central components to Live Data is down. Central components are: Zookeeper, ActiveMQ, and (pairs of) CCE servers (PG/Router).
	Action	Verify overall system health, i.e., services are up, disk partitions have free space, system is not CPU starved, not swapping, not I/O bound, etc. Verify network to PGs and Routers are healthy. Verify PGs and Routers are up and running. If problem persists, contact tech. support.
820	Message	[server_id=%s]: Spout activated
	Severity	Critical
	Type	Clear
	Description	Event spout transitioned to active state due to startup, or Live Data Cluster failover.
	Action	No action required.

Message ID (decimal)	Property	Value
902	Message	[server_id=%s][value=%s]: Spout UCCE Configuration - Deployment Type Modified
	Severity	Informational
	Type	Clear
	Description	Deployment type change from UCCE to PCCE, or vice-versa. This WILL impact the feature set available in Live Data, and require environment reconfiguration. The expectation is, in fact, that environment adjustments (to/from UCCE to PCCE), took place before changing deployment type.
	Action	No action required.
905	Message	[server_id=%s][value=%s]: Spout UCCE Configuration - Spout end point configuration error
	Severity	Error
	Type	Raise
	Description	Indicates Live Data EndPoint configuration is present, but data is inconsistent (values missing from tables, incomplete data, etc.).
	Action	Correct Live Data EndPoint Configuration.
907	Message	[server_id=%s][value=%s]: Spout UCCE Configuration - Spout TOS end point configuration error
	Severity	Error
	Type	Raise
	Description	Live Data configuration is incomplete/incorrect and TOS protocol host/port is in error.
	Action	Correct Live Data EndPoint Configuration.
1401	Message	[message_error=%s]: Error connecting to Zookeeper
	Severity	Error
	Type	Raise
	Description	Zookeeper connection failure. Possibly Zookeeper service is down, or hung. This will cause Live Data to fail during startup, or to failover if already up.
	Action	Verify overall system health, i.e., services are up, disk partitions have free space, system is not CPU starved, not swapping, not I/O bound, etc. If problem persists, contact tech. support.

Message ID (decimal)	Property	Value
1403	Message	[message_error=%s]: Error communicating with Zookeeper
	Severity	Error
	Type	Raise
	Description	Attempt to write to, or read from, Zookeeper failed, but the error does not characterize Zookeeper to be down. The operation is attempted a few times before the error is reported, so it is very likely Zookeeper connection will be restarted in short order (which will trigger a Live Data Cluster failover).
	Action	Verify overall system health, i.e., services are up, disk partitions have free space, system is not CPU starved, not swapping, not I/O bound, etc. If problem persists, contact tech. support.
1011	Message	[operation_error_desc=%s]: Zookeeper Connection Error
	Severity	Error
	Type	Raise
	Description	Reports error/exception during attempt to connect or operate against Zookeeper instance. Depending on error, a failed connection to Zookeeper is going to be declared, and Live Data Cluster failover will be triggered.
	Action	Verify Zookeeper is up and running. Verify overall system health. If problem persists, contact tech. support.
1014	Message	[value=%s]: Cluster state update
	Severity	Informational
	Type	Clear
	Description	Indicates Live Data Cluster state.
	Action	No action required.
1017	Message	[message_error=%s]: Error in cluster operations
	Severity	Error
	Type	Raise
	Description	Indicates failure during Cluster Peer spout initialization. Also informs failures during TOS request/response and cluster spout stop.
	Action	Verify overall system health. Verify network integrity between Live Data and CCE servers (PG, Router, etc). Verify CCE servers (PG, Router, etc) are up and running. If problem persists, contact tech. support.

Message ID (decimal)	Property	Value
1023	Message	[operation_error_desc=%s]: Cluster Heartbeat subscriber start failed with cause
	Severity	Warning
	Type	Raise
	Description	Cluster Peer Spout failed to initialize JMS (ActiveMQ) subscriber for exchanging of cluster node state, which means cluster failover will not be functional. This can only happen during system startup. JMS (ActiveMQ) configuration is incorrect, or service is down.
	Action	Verify Live Data configuration, verify ActiveMQ service is up and running, and check overall system health. If problem persists, contact tech. support.
1024	Message	Cluster Heartbeat Subscriber started successfully
	Severity	Informational
	Type	Clear
	Description	Cluster Peer Spout successfully connected and subscribed to JMS (ActiveMQ) in order to exchange cluster node state.
	Action	No action required.
1025	Message	[operation_error_desc=%s]: Cluster Publisher start failed with cause
	Severity	Warning
	Type	Raise
	Description	Cluster Peer Spout failed to initialize JMS (ActiveMQ) publisher for exchanging of cluster node state, which means cluster failover will not be functional. This can only happen during system startup. JMS (ActiveMQ) configuration is incorrect, or service is down.
	Action	Verify Live Data configuration, verify ActiveMQ service is up and running, and check overall system health. If problem persists, contact tech. support.
1026	Message	Cluster Publisher started successfully
	Severity	Informational
	Type	Clear
	Description	Cluster Peer Spout successfully connected and can publish to JMS (ActiveMQ) in order to exchange cluster node state.
	Action	No action required.

Message ID (decimal)	Property	Value
1101	Message	[operation_error_desc=%s]: Cluster state machine encounters an error
	Severity	Error
	Type	Raise
	Description	Cluster State Machine is in a state from which received event is invalid!
	Action	Gather logs and contact tech. support.
1107	Message	Cluster state machine activates RTR/PG spouts
	Severity	Informational
	Type	Clear
	Description	Indicates Cluster State Machine has satisfied all conditions to allow for event spouts to connect to CCE servers (PG, Router, etc).
	Action	No action required.
1109	Message	Cluster state machine deactivates RTR/PG spouts
	Severity	Critical
	Type	Raise
	Description	Indicates Cluster State Machine has detected a condition under which event spouts are not allowed to be connected to (or should disconnect from) CCE servers (PG, Router, etc).
	Action	No action required.
1201	Message	[descr=%s]: ActiveMQ connection state down
	Severity	Critical
	Type	Raise
	Description	Indicates ActiveMQ transitioned to down/disconnected state. This will trigger a cluster failover.
	Action	Verify ActiveMQ service is up. Verify network integrity between cluster nodes. Verify overall system health.

Message ID (decimal)	Property	Value
1202	Message	[descr=%s]: ActiveMQ connection state up
	Severity	Critical
	Type	Clear
	Description	Indicates ActiveMQ transitioned to up/connected state.
	Action	No action required.
1301	Message	[descr=Side-%s]: NetBridge connection state down
	Severity	Critical
	Type	Raise
	Description	Indicates ActiveMQ Netbridge transitioned to down/disconnected state. This might trigger a cluster failover depending on TOS request/response to far-end cluster node.
	Action	Verify ActiveMQ service is up. Verify network integrity between cluster nodes. Verify overall system health.
1302	Message	[descr=Side-%s]: NetBridge connection state up
	Severity	Critical
	Type	Clear
	Description	Indicates ActiveMQ Netbridge transitioned to up/connected state.
	Action	No action required.
20101	Message	[db_object_type=%s][message_error=%s]: Error attempting operation with CCE Database
	Severity	Error
	Type	Raise
	Description	Reports database (typically AWDB) runtime error, informing object attempting DB access, and description of failure cause, including SQL query (where appropriate). Failure during connection to AWDB tables to memory, failure to access Hibernate element, failure creating DBSession.
	Action	Determine if AWDB is available, and verify Live Data configuration and CUIC, specifically where it pertains to AWDB connection information on datasource tab in CUIC.

Message ID (decimal)	Property	Value
20103	Message	[message_error=%s]: Error attempting to connect to CCE Database
	Severity	Error
	Type	Raise
	Description	Reports database (typically AWDB) access error during retrieve/update elements, via Hibernate. Execute SQL query, retrieve column value.
	Action	Determine if AWDB is available, and verify Live Data configuration and CUIC, specifically where it pertains to AWDB connection information on datasource tab in CUIC.
20107	Message	[message_error=%s]: Error attempting to read local address from CCE database for Cassandra connection
	Severity	Error
	Type	Raise
	Description	Reports failure during retrieval of configuration element which would allow Live Data a connection to Cassandra DB.
	Action	Verify Live Data configuration.
20201	Message	[db_ver_expected=%s][db_ver_read=%s]: CCE configuration database version mismatch
	Severity	Error
	Type	Raise
	Description	Informs current version found in AWDB is not what Live Data expects to see. This indicates a schema mismatch. Live Data cannot proceed since no data from AWDB can be retrieved. This condition is detected during Live Data startup only.
	Action	Gather logs, and contact tech. support.
20304	Message	Error creating Cassandra Database connection
	Severity	Informational
	Type	Raise
	Description	Reports failure, and cause, during connection attempt to Cassandra DB. Reports Cassandra configuration values used for Cassandra connection.
	Action	Verify Live Data configuration, and assure Cassandra DB is up and running. No action required.

Message ID (decimal)	Property	Value
20305	Message	[message_error=%s]: Error interacting with the Cassandra Connection Pool
	Severity	Error
	Type	Raise
	Description	Reports failure during attempt to obtain connection, from Cassandra connection pool. Most likely connection pool is depleted and new connections to Cassandra DB are not possible.
	Action	Ensure Cassandra DB is up. Verify in Live Data configuration points to Cassandra correctly, and that connection pool is large enough.
20307	Message	[message_error=%s]: Error interacting Cassandra database
	Severity	Error
	Type	Raise
	Description	Reports failure during attempt to read/write to Cassandra DB, and, if available, a description of the problem.
	Action	Ensure Cassandra DB is up, verify Live Data configuration points to Cassandra correctly.
20309	Message	Error reading AWDB Configuration from Cassandra
	Severity	Error
	Type	Raise
	Description	Reports failure, and cause, while reading AWDB Config from Cassandra.
	Action	Verify Live Data configuration, and ensure Cassandra DB is up and running, and AWDBConfig is present using cli "show live-data aw-access"
20401	Message	[message_error=%s]: Error trapped on expected exception
	Severity	Error
	Type	Raise
	Description	Live Data trapped an exception to which it has no recourse other than report and proceed.
	Action	Gather logs and contact tech. support.

Message ID (decimal)	Property	Value
20402	Message	[message_error=%s]: Exception on CCMDB Connection Pool
	Severity	Error
	Type	Raise
	Description	Live Data exception while performing operation on CCM Database connection pool
	Action	Gather logs and contact tech. support.
10703	Message	Tick handler caught a runtime exception
	Severity	Error
	Type	Clear
	Description	The tick handler threw a runtime exception. Scenario Unknown.
	Action	Contact tech. support.
10705	Message	interval processing threw an exception
	Severity	Error
	Type	Clear
	Description	The interval processor threw an exception. Scenario Unknown.
	Action	Contact tech. support.

Live Data TIP Server SNMP Notifications

Table 9: Live Data TIP Server SNMP Notifications

Message ID (hex)	Property	Value
1588001	Message	TIP Server at: %2:%1, failed to start: %3.
	Severity	Error
	Type	Raise
	Description	The TIP Server failed to start. If TIP services are not required, disable TIP in the registry.
	Action	If TIP services are required, configure the proper TIP address/port and restart the node. If TIP services are not required, disable TIP in the registry.

Message ID (hex)	Property	Value
1588002	Message	TIP Server is disabled.
	Severity	Error
	Type	Raise
	Description	The TIP Server has been disabled.
	Action	No action is required.
1588003	Message	TIP Server at: %2:%1, is waiting for client connection.
	Severity	Warning
	Type	Raise
	Description	The TIP Server is waiting for client connections.
	Action	If condition persists, ensure that the Live Data client is running, has connectivity, and the correct configuration information to contact this TIP Server.
1588004	Message	TIP Server at: %3:%1, accepted a connection from:%4:%2.
	Severity	Warning
	Type	Raise
	Description	The TIP Server is waiting for client connections.
	Action	No action is required.
1588006	Message	TIP Server at: %3:%1, client connection: %4:%2, failed: %5.
	Severity	Warning
	Type	Raise
	Description	The TIP Server client connection has failed.
	Action	No action is required.

Message ID (hex)	Property	Value
1588008	Message	TIP Server at: %5:%1, is above warning memory threshold of: %2 MB. Queue will be maintained at: %4; events will be deleted until memory drops below: %3 MB. TIP event loss is possible.
	Severity	Warning
	Type	Raise
	Description	The TIP Server has exceeded configured warning memory limits. The oldest TIP events are being deleted before acknowledgement is received, making event loss possible.
	Action	If this condition persists, ensure that the Live Data client is running, has connectivity and correct configuration information to contact this TIP server.
1588009	Message	TIP Server at: %5:%1, is above critical memory threshold: %2 MB. The queue will be reduced from: %4; events will be deleted until memory drops below: %3 MB. TIP event loss is possible.
	Severity	Error
	Type	Raise
	Description	The TIP Server has exceeded configured critical memory limits. The oldest TIP events are being deleted before acknowledgement is received, making event loss possible.
	Action	If this condition persists, ensure that the Live Data client is running, has connectivity and correct configuration information to contact this TIP Server.
158800A	Message	TIP Server at: %5:%1, is within memory and queue, size limits. Current: %4; events will be kept in queue.
	Severity	Warning
	Type	Raise
	Description	The TIP Server is within configured memory limits.
	Action	None

Message ID (hex)	Property	Value
158800B	Message	TIP Server at: %5:%1, has exceeded maximum: %4; events will be deleted until queue size is reduced. TIP event loss is possible.
	Severity	Warning
	Type	Raise
	Description	The TIP Server has exceeded configured maximum queue size. The oldest TIP events are being deleted before acknowledgement is received, making event loss possible.
	Action	If condition persists, ensure that the Live Data client is running, has connectivity and correct configuration information to contact this TIP Server.
158800C	Message	TIP Server at: %5:%1, has exceeded warning memory threshold: %2 MB, but the queue is below minimum size: %3. The queue may grow at: %4; events will be kept in queue.
	Severity	Warning
	Type	Raise
	Description	The TIP Server has exceeded configured warning memory limits, but has not met the TIP minimum queue size. No action will be taken, but the process may be unstable.
	Action	Monitor process memory usage and take appropriate action if memory overflow is imminent.
158800D	Message	TIP Server at: %5:%1, has exceeded critical memory threshold: %2 MB, but the queue is below minimum size: %3. The queue may grow at: %4; events will be kept in queue.
	Severity	Error
	Type	Raise
	Description	The TIP Server has exceeded configured critical memory limits, but has not met the TIP minimum queue size. No action will be taken, but the process may be unstable.
	Action	Monitor process memory usage and take appropriate action if memory overflow is imminent.

Message ID (hex)	Property	Value
158800E	Message	TIP Server at: %5:%1 has exceeded critical memory threshold: %2 MB; maintaining queue at minimum: %4; events will be deleted until memory drops below: %3 MB. TIP event loss is possible.
	Severity	Error
	Type	Raise
	Description	The TIP Server has exceeded configured critical memory limits. The oldest TIP events are being deleted before acknowledgement is received, making event loss possible.
	Action	Monitor process memory usage and take appropriate action if memory overflow is imminent.
158800F	Message	TIP Server at: %5:%1, has exceeded critical memory threshold: %2 MB, and the queue is below minimum size: %3. The queue will be reduced from: %4. TIP event loss is possible.
	Severity	Error
	Type	Raise
	Description	The TIP Server has exceeded configured critical memory limits, and has not met the TIP minimum queue size. TIP events will be deleted and events may be lost. The process may be unstable.
	Action	Monitor process memory usage and take appropriate action if memory overflow is imminent.

Outbound Option SNMP Notifications

Table 10: Outbound Option SNMP Notifications

Message ID (hex)	Property	Value
1438000	Message	Outbound Option Campaign Manager on: %1, is down.
	Severity	Error
	Type	Raise
	Description	The Outbound Option Campaign Manager is not running. Dialer(s) will only run for a short period of time without a Campaign Manager. In addition, configuration messages will not be forwarded to Dialer(s) or the Import process.
	Action	Make sure the Campaign Manager process is enabled in the registry. Also, check that the Outbound Option database server is running. The Outbound Option private database should have been created with the ICMDBA tool.
1438001	Message	Outbound Option Campaign Manager on: %1, is up.
	Severity	Informational
	Type	Clear
	Description	Outbound Option Campaign Manager is ready to distribute customer records and configuration data.
	Action	No action is required.
1438002	Message	Failed to execute import into table: %1, due to a change in the table's schema.
	Severity	Error
	Type	Single-State Raise
	Description	The schema for a specified table has been changed but the overwrite option has not been enabled. This means that an existing database table does not match the configured import.
	Action	Change the import to an overwrite import. This will drop the existing customer table and create a new table that will match the import. Please note that all existing customer data for that import will be lost.

Message ID (hex)	Property	Value
1438003	Message	Import failed due to an invalid table: %1, definition.
	Severity	Error
	Type	Single-State Raise
	Description	Could not create the specified table due to invalid import schema definition.
	Action	Check that all table columns for the failed import are correct. Making a character column too long could cause this failure.
1438004	Message	Failed to import data into table: %1.
	Severity	Error
	Type	Single-State Raise
	Description	This error could occur if the import file did not match the table definition.
	Action	Check that the import table definition matches the import file.
1438005	Message	Failed to build dialing list from table: %1.
	Severity	Error
	Type	Single-State Raise
	Description	A dialing list could not be populated from the specified table.
	Action	Check if another process has the dialing list table locked. For example, if a report was running on the table while the dialing list was being generated.
1438006	Message	Could not open: %1 database.
	Severity	Error
	Type	Single-State Raise
	Description	The Outbound Option private database has not been initialized or SQL Server is not running.
	Action	Make sure that SQL Server is running. Check the ODBC configuration settings for the Outbound Option private database. Was the ICMDBA tool run to create the Outbound Option private database?

Message ID (hex)	Property	Value
1438007	Message	An import was started but its configuration was deleted while it was running.
	Severity	Error
	Type	Single-State Raise
	Description	An import started running but part of its configuration was deleted before it was able to do anything.
	Action	Reschedule the import.
1438008	Message	Outbound Option CTI Server connection on host: %1 is down.
	Severity	Error
	Type	Raise
	Description	The Outbound Option CTI Server connection has been terminated.
	Action	Make sure CTI Server is active. Also make sure the PIM has connectivity to the switch.
1438009	Message	Outbound Option CTI Server connection on host: %1, is active.
	Severity	Informational
	Type	Clear
	Description	Outbound Option CTI Server connection is active.
	Action	No action is required.
1438010	Message	Dialer telephony port: %1, is not functioning correctly.
	Severity	Error
	Type	Raise
	Description	A telephony error has occurred on a specific Dialer port. This may indicate a fault on the Dialogic telephony card, or the interface card on the switch. However, a more likely scenario is that a T1 line may have been disconnected or cut.
	Action	Check that all wires going to the Dialer and the switch are intact. If port 0 failed, it means the first port on the first telephony card has received a failure message from the telephony driver. The first telephony card is the one that is assigned the lowest ID. The card's ID is assigned by a hardware switch on the top of the card. Ports are numbered consecutively across all ports.

Message ID (hex)	Property	Value
1438011	Message	Outbound Option telephony port: %1, has recovered.
	Severity	Informational
	Type	Clear
	Description	A previously malfunctioning telephony port has received a message from the telephony driver indicating the port is back in service.
	Action	No action is required.
1438012	Message	BAImport is down on host: %1.
	Severity	Error
	Type	Raise
	Description	BAImport is not running on the specified host.
	Action	Please check that the import process has not been shut down. Check that the Outbound Option private database has been created. Also, ensure that SQL Server is running.
1438013	Message	BAImport is up on host: %1.
	Severity	Informational
	Type	Clear
	Description	BAImport is running on the specified host.
	Action	No action is required.
1438014	Message	Dialer is down on host: %1.
	Severity	Error
	Type	Raise
	Description	Dialer is down on the specified host.
	Action	Please check that the Dialogic drivers are configured and running. Also, verify that the Dialer has been started by Node Manager.
1438015	Message	Dialer is up on host: %1.
	Severity	Informational
	Type	Clear
	Description	Dialer is up on the specified host.
	Action	No action is required.

Message ID (hex)	Property	Value
1438018	Message	Failed to rename or delete the import file for import rule ID: %1. This import rule has been temporarily disabled.
	Severity	Error
	Type	Single-State Raise
	Description	Failed to rename or delete the import file for import rule Id: @lt;id; filename@gt;. This import rule has been temporarily disabled. To correct this condition, manually remove the import file and disable and re-enable the import rule using Import Configuration Component.
	Action	File polling is enabled for this import rule. After the import, the BAImport process was unable to rename or delete the file. This import rule is temporarily disabled. Rename or delete the import file, disable and re-enable this import rule from the BAImport Configuration Component.
1438019	Message	Campaign: %1, trying to: %2; database timed out.
	Severity	Error
	Type	Single-State Raise
	Description	Campaign [campaign name] tried to run a query [query name] and the database timed out.
	Action	No action is required.
1438020	Message	Database is running out of space.
	Severity	Error
	Type	Single-State Raise
	Description	Database is running out of space.
	Action	Please create some space in the database.
1438021	Message	The agent skill group: %1, received is not the configured skill group: %2, for the campaign: %3.
	Severity	Error
	Type	Single-State Raise
	Description	The agent skill group received is not configured for this campaign.
	Action	Make sure the skill group configured in the script is the same as the skill group configured in the campaign.

Message ID (hex)	Property	Value
1438022	Message	Timeout happening for the call on port: %1. Time to get the MR response: %2 seconds.
	Severity	Warning
	Type	Single-State Raise
	Description	Timeout happening for the call on port.
	Action	Timeout happening for a call on port. Check the registry key TimeToWaitForMRIResponse.
1438023	Message	Media Routing PIM disconnected with Dialer: %1.
	Severity	Error
	Type	Raise
	Description	Media Routing PIM disconnected with the specified Dialer.
	Action	Check if the MR PIM is active.
1438024	Message	MR PIM connected to Dialer: %1.
	Severity	Error
	Type	Clear
	Description	MR PIM connected to Dialer [dialer name].
	Action	No action is required.
1438025	Message	Import ID: %1, has more than 10,000 errors.
	Severity	Error
	Type	Single-State Raise
	Description	Import process has more than 10,000 errors.
	Action	Restart the import process.
1438026	Message	Dialer: %1, is trying to connect with an incorrect protocol version.
	Severity	Error
	Type	Single-State Raise
	Description	A Dialer with an incorrect protocol version is trying to connect to the Campaign Manager.
	Action	Please check the Dialer version.

Message ID (hex)	Property	Value
1438027	Message	Campaign: %1, DNC list to be imported exceeds the number of DNC records allowed.
	Severity	Error
	Type	Single-State Raise
	Description	The DO Not Call (DNC) list to be imported has exceeded the number of DNC records set by ConfigLimit. Please check the CampaignManager log files for more details.
	Action	Please check the DNC record limit set by the ConfigLimit tool.
1438028	Message	Process: %1; system out of memory.
	Severity	Error
	Type	Single-State Raise
	Description	Memory overflow. Not able to instantiate or assign enough memory.
	Action	This is a memory outage, and the configuration of the system may not be sufficient.
1438029	Message	Dialer: Unknown port owner: %1.
	Severity	Error
	Type	Single-State Raise
	Description	Dialer: Unknown port owner.
	Action	Please check the administrator scripts.
1438030	Message	Cannot find key: %1, in the registry.
	Severity	Error
	Type	Single-State Raise
	Description	Cannot find the specified key in the Windows registry.
	Action	Please ensure that the installation process went smooth.
1438031	Message	Unable to open registry key: %1.
	Severity	Error
	Type	Single-State Raise
	Description	Unable to open registry key.
	Action	Please ensure that the installation process was successful.

Message ID (hex)	Property	Value
1438032	Message	Campaign Manager could not connect to the Outbound Option private database.
	Severity	Error
	Type	Single-State Raise
	Description	Campaign Manager could not connect to the Outbound Option private database.
	Action	Make sure that SQL Server is running and the Outbound Option private database is initialized.
1438033	Message	Dialer attempted to connect to incorrect Campaign Manager version: %1, required version: %2.
	Severity	Error
	Type	Single-State Raise
	Description	Dialer attempted to connect to incorrect Campaign Manager version.
	Action	Please ensure that the Campaign Manager is compatible with the Dialer version.
1438034	Message	Your configured dialer type: %1, doesn't match this dialer type: %2.
	Severity	Error
	Type	Single-State Raise
	Description	Your configured dialer type doesn't match this dialer type.
	Action	Please check the dialer type configured. IP or SIP.
1438035	Message	Dialer has too many ports configured: %1, maximum allowed: %2.
	Severity	Error
	Type	Single-State Raise
	Description	Dialer has too many ports configured.
	Action	Please decrease the number of ports configured.
1438036	Message	Campaign Manager: Unable to convert SystemTime to FileTime.
	Severity	Error
	Type	Single-State Raise
	Description	Internal error: Unable to convert SystemTime to FileTime.
	Action	No action is required.

Message ID (hex)	Property	Value
1438037	Message	Outbound Option connection to SIP server: %1, on host: %2, is down; heartbeat failure detected.
	Severity	Error
	Type	Raise
	Description	Outbound Option SIP server heart beat failure, the connection is down.
	Action	Please make sure SIP server is alive and reachable from Outbound Option SIP dialer.
1438038	Message	Outbound Option connection to SIP server: %1, on host: %2, is up; heartbeat ACK detected.
	Severity	Informational
	Type	Clear
	Description	Outbound Option SIP server heartbeat ACK received, the connection is up.
	Action	No action is required.
1438039	Message	Current private database version is: %1. Required version is: %2.
	Severity	Error
	Type	Single-State Raise
	Description	Outbound Option private database version is not correct. It needs to be upgraded using EDMT.
	Action	Please upgrade private database to the correct version using EDMT for this release.
1438040	Message	Missing/incorrect local static route file is detected on: %1, in the directory: ..\icm\%2\Dialer.
	Severity	Error
	Type	Single-State Raise
	Description	Static route file, ..\Dialer\DNPHost, is missing or has no valid static route entry when configuring the SIP Dialer to connect to voice gateway.
	Action	Re-run the Dialer setup to install sample DNPHost file, and/or enter valid static route entry.

Message ID (hex)	Property	Value
1438041	Message	CPA is disabled on voice gateway: %1; number of calls without CPA: %2.
	Severity	Error
	Type	Single-State Raise
	Description	CPA is disabled or not supported on voice gateway.
	Action	Please enable CPA on voice gateway.
1438042	Message	Action required: Outbound Option database free space is very low: %1%% used.
	Severity	Error
	Type	Single-State Raise
	Description	Outbound Option database space utilization has reached the threshold limit.
	Action	Please increase the database space utilization or remove unnecessary records from the Outbound Option database.
1438043	Message	Skill group: %1, has insufficient records: %2, in the last minute on Dialer: %3.
	Severity	Informational
	Type	Single-State Raise
	Description	Campaign skill group has insufficient customer records.
	Action	Please increase the "records to cache" from the campaign configuration.
1438044	Message	Voice gateway has been overdialed in the the last %1 second(s); resource not available rate is: %2%%; configured-current port throttle: %3.
	Severity	Warning
	Type	Single-State Raise
	Description	The capacity of voice gateway or carrier has been exceeded.
	Action	Please check the capacity of voice gateway or carrier, and adjust the value of "Port Throttle" from the Dialer configuration accordingly.

Message ID (hex)	Property	Value
1438045	Message	SIP Dialer has decreased the port throttle by: %1, since VGW over dialing has been detected in the last %2 seconds; adjusted-configured port throttle: %3.
	Severity	Warning
	Type	Single-State Raise
	Description	SIP Dialer decreases the port throttle since the capacity of voice gateway or carrier is exceeded.
	Action	Please adjust the value of "Port Throttle" from the Dialer configuration or check the Design Guide for the proper sizing calculation for the Outbound Dialer.
1438046	Message	Campaign Manager congestion level changed from: %1 to: %2.
	Severity	Error
	Type	Raise
	Description	There is a change in the congestion level of the Outbound Option Campaign Manager and thus a change in the dialer port throttle percentage. The Campaign Manager will throttle the dialers according to the congestion level, throttling each dialer back to a predetermined percentage of full capacity in order to preserve Campaign Manager throughput and prevent a possible brief outage.
	Action	The Campaign Manager has exceeded its maximum throughput capacity. Re-evaluate the system design if the congestion occurs frequently since the system is not able to maintain the high dialing rate. If congestion is occurring at a dialing rate that was once sustained without congestion, please examine the BA database for fragmentation and/or for a large number of unnecessary rows of data (i.e. please purge unneeded data from the database).
1438047	Message	Campaign Manager congestion level is back to normal.
	Severity	Warning
	Type	Clear
	Description	The Campaign Manager is currently not congested and the dialers have resumed dialing at full capacity.
	Action	None

Message ID (hex)	Property	Value
1438048	Message	Campaign Manager state changed from: %1 to: %2.
	Severity	Warning
	Type	Single-State Raise
	Description	There is a change in the current state of the Outbound Option Campaign Manager. This typically occurs when one Campaign Manager side has failed-over to the peer side. A failover may be due to a failure of the Campaign Manager on one side or due to connectivity issues with the Router, the dialers or the Import process. Only one Campaign Manager will be in an 'active' state at a given time, the other being in a 'standby' state.
	Action	If the state change is not due to an administrator intentionally shutting down the Logger service on the node where the active Campaign Manager is coresident, determine whether the state change is due to a failure of the active Campaign Manager (check the event logs for errors). Lastly, ensure that there are no connectivity issues between the active Campaign Manager and the Router, the Import process or the dialers.
1438059	Message	Imported records count %1 in contact table %2 has reached the threshold of %3
	Severity	Error
	Type	Single-State Raise
	Description	The number of records in the contact table has exceeded the threshold limit, that may in turn be triggered owing to the import being performed without the overwrite option, or the number of records in the import file being large. A large Contact table can result in slow creation of dialing lists as well as excessive space utilization in the BA database
	Action	Run import corresponding to table with overwrite flag enabled or increase the threshold limit.

ICM Network Interface Controller SNMP Notifications

Table 11: ICM Network Interface Controller SNMP Notifications

Message ID (hex)	Property	Value
1288002	Message	SS7 link: %1, in service.
	Severity	Informational
	Type	Clear
	Description	The specified SS7 link is now aligned and in service.
	Action	No action is required.
1288003	Message	SS7 link: %1, out of service.
	Severity	Error
	Type	Raise
	Description	The specified SS7 link is now out of service. This is most likely due to a circuit problem between the NIC and the adjacent signaling point to which this link connects. Equipment problems are also a possible cause. Because each link typically belongs to a linkset containing two or more links, connectivity between the NIC and the adjacent signaling point is not lost unless all other links in the linkset have failed. If this occurs, a "linkset unavailable" alarm is generated.
	Action	Contact the technical assistance center.
128800A	Message	SS7 linkset: %1, unavailable.
	Severity	Error
	Type	Raise
	Description	The specified SS7 linkset is now unavailable. This means that no links in that linkset are operational. Consequently, communication has failed between the NIC and the adjacent signaling point to which the linkset connects.
	Action	Contact the technical assistance center.

Message ID (hex)	Property	Value
128800B	Message	SS7 linkset: %1, available.
	Severity	Informational
	Type	Clear
	Description	The specified SS7 linkset is now available. At least one link in the linkset is operational, although others may still be down. Communication between the NIC and the adjacent signaling point to which the linkset connects has been restored.
	Action	No action is required.
1288101	Message	BTNIC gateway online.
	Severity	Informational
	Type	Clear
	Description	The NIC gateway has entered the online state. The routing client must now be configured, started, and brought online for the NIC to become fully operational. This sequence will proceed automatically.
	Action	No action is required.
1288102	Message	BTNIC gateway stopped: %1.
	Severity	Error
	Type	Raise
	Description	The NIC gateway has stopped operation due to the specified error code. All virtual circuits are blocked. The network should adjust by sending calls to the router through an alternate path utilizing a different NIC. This can be caused by a communication problem between the NIC and the router, by a problem with the router, or by an invalid NIC configuration.
	Action	This event can be caused by a transient problem which may be automatically corrected as indicated by a "gateway online" event. If the problem persists for more than three minutes, the technical assistance center should be alerted to investigate and help correct the problem.
13F8200	Message	Session with client ID: %1, SCP index: %2, configuration valid.
	Severity	Informational
	Type	Clear
	Description	If a configuration error has occurred, it is cleared when the session is closed.
	Action	No action is required.

Message ID (hex)	Property	Value
13F8201	Message	Session with client ID: %1, SCP index: %2, configuration invalid.
	Severity	Error
	Type	Raise
	Description	A problem has occurred with the capabilities or notification masks for this session. Either the mask sent in the open message had undefined bits set or the router requested an action which was not configured in the open session message.
	Action	Determine if the SCP is on line and if the communications links are available.
13F8202	Message	Session with client ID: %1, SCP index: %2, is now open.
	Severity	Informational
	Type	Clear
	Description	A session with the SCP is now open and available to carry traffic.
	Action	No action is required.
13F8203	Message	Session with client ID: %1, SCP index: %2, is now closed.
	Severity	Error
	Type	Raise
	Description	No session is currently opened with the SCP. The SCP index indicates the relative position of that SCP's configuration in the Windows registry.
	Action	Determine if the SCP is on line and if the communications links are available.
13F8206	Message	CRSP GATE online.
	Severity	Informational
	Type	Clear
	Description	The CRSP NIC is online and is prepared to accept route requests from the network.
	Action	No action is required.
13F8207	Message	CRSP GATE offline.
	Severity	Error
	Type	Raise
	Description	The CRSP NIC is offline and cannot accept route requests from the network.
	Action	No action is required.

Message ID (hex)	Property	Value
10D800A	Message	SS7 linkset: %1, unavailable.
	Severity	Error
	Type	Raise
	Description	The specified SS7 linkset to the AT&T network is now in a non-working state. This means that all links (usually one, but possibly more) between the NIC and a particular Signal Transfer Point (STP) in the AT&T network are not operational. This is most likely due to a circuit problem in either the Local Exchange Carrier or in the AT&T network. Other possible causes include equipment problems and maintenance procedures. Since the network interface utilizes two linksets, each connected to a different STP, network connectivity is not impacted unless both linksets have failed. If this occurs, a "network inaccessible" alarm will also be generated.
	Action	Occasional brief outages of a single link (and hence a single linkset) are not unusual and require no action. If the outage persists for more than five minutes, or if the outage occurs frequently, contact the AT&T Advanced Features Services Center (AFDSC). Ask to speak to an ICP technician.
10D800B	Message	SS7 linkset: %1, available.
	Severity	Informational
	Type	Clear
	Description	The specified SS7 linkset to the AT&T network is now in a working state.
	Action	No action is required.
10D8010	Message	SS7 network accessible; DPC: %1.
	Severity	Informational
	Type	Clear
	Description	The interface to the AT&T network has returned to a working state. At least one link is now operational, although others may still be down.
	Action	No action is required.

Message ID (hex)	Property	Value
10D8011	Message	SS7 network inaccessible; DPC: %1.
	Severity	Error
	Type	Raise
	Description	All links to the AT&T network from the NIC originating this event are in a non-working state. If the links have not been provisioned with physical diversity, then this outage could arise from a single circuit failure in the Local Exchange Carrier or in the AT&T network. Failure of equipment common to all links is another possible cause, e.g., a T1 multiplexer or electrical power circuit. If you have provisioned a second set of A-links, call routing may still be operational through this alternate path for some or all of your 800 numbers, depending on your network routing configuration. Otherwise, all calls are being default routed.
	Action	Verify that you do not have an equipment failure at your site that could cause this problem. If the outage persists for more than five minutes, or if the outage occurs frequently, contact the AT&T Advanced Features Service Center (AFSC). Ask to speak to an ICP technician. If you have provisioned alternate A-links, use your AT&T network routing application, e.g. Routing Manager, to redirect traffic to the alternate CRP which uses the alternate links.
10D8101	Message	ICP gateway online.
	Severity	Informational
	Type	Clear
	Description	The NIC gateway has entered the online state. The routing client(s) must now be configured, started and brought online for the NIC to become fully operational. This sequence will proceed automatically.
	Action	No action is required.
10D8102	Message	NIC ICP gateway has stopped operation due to the following error: %1. Calls will be default routed.
	Severity	Error
	Type	Raise
	Description	The NIC ICP gateway has stopped operation due to the specified error code. Calls will be default routed. This can be caused by a communication problem between the NIC and the router, by a problem with the router, or by an invalid NIC configuration.
	Action	No action is required.

Message ID (hex)	Property	Value
10D8106	Message	Routing client: %1, stopped: %2.
	Severity	Error
	Type	Raise
	Description	The specified rRouting client has stopped operation for the specified reason code. Calls for the associated subsystem/CRP-ID will be default routed. This can be caused by a communication problem between the NIC and the router, by a problem with the router, or by an invalid NIC configuration.
	Action	This event can be caused by a transient problem which may be automatically corrected. If the problem persists for more than five minutes, contact the technical assistance center.
10D8107	Message	Routing client: %1, online.
	Severity	Informational
	Type	Clear
	Description	The specified routing client is now fully operational and able to process calls for the associated subsystem/CRP-ID.
	Action	No action is required.
1340017	Message	Session for gateway: %1; connect failed to gateway at port: %2 at address: %3.
	Severity	Error
	Type	Raise
	Description	INAP NIC was unable to connect to the gateway on the INAP network.
	Action	Confirm that the gateway is available, that configuration of the IP address and the port are correct, and that network connectivity would allow for connection.
1348009	Message	Gateway: %1, is now accessible.
	Severity	Informational
	Type	Clear
	Description	The INAP NIC has established a communication session with the indicated gateway. This indicates that network connectivity exists to the indicated gateway.
	Action	No action is required.

Message ID (hex)	Property	Value
134800A	Message	Gateway: %1, is no longer accessible.
	Severity	Error
	Type	Raise
	Description	The INAP NIC has disconnected the communication sessions established with the indicated gateway.
	Action	INAP network support should be contacted regarding this problem.
134800C	Message	Gateway: %1, is not accessible.
	Severity	Error
	Type	Raise
	Description	Although connected, the INAP NIC cannot establish a session with the indicated gateway.
	Action	INAP network support should be contacted regarding this problem.
1348200	Message	INAPGATE online.
	Severity	Informational
	Type	Clear
	Description	The INAP NIC is online and is prepared to accept route requests from the INAP network.
	Action	No action is required.
1348201	Message	INAPGATE offline.
	Severity	Error
	Type	Raise
	Description	The INAP NIC is offline and cannot accept route requests from the INAP network.
	Action	No action is required.
1368002	Message	SS7 link: %1; in service.
	Severity	Informational
	Type	Clear
	Description	The specified SS7 link is now aligned and in service.
	Action	No action is required.

Message ID (hex)	Property	Value
1368003	Message	SS7 link: %1; out of service.
	Severity	Error
	Type	Raise
	Description	The specified SS7 link is now out of service. This is most likely due to a circuit problem between the INAP gateway and the adjacent signaling point to which this link connects. Equipment problems are also a possible cause. Because each link typically belongs to a linkset containing two or more links, connectivity between the INAP gateway and the adjacent signaling point is not lost unless all other links in the linkset have failed. If this occurs, a "linkset unavailable" alarm is generated.
	Action	Contact the technical assistance center.
136800A	Message	SS7 linkset: %1; unavailable.
	Severity	Error
	Type	Raise
	Description	The specified SS7 linkset is now unavailable. This means that no links in that linkset are operational. Consequently, communication has failed between the INAP gateway and the adjacent signaling point to which the linkset connects.
	Action	Contact the technical assistance center.
136800B	Message	SS7 linkset: %1; available.
	Severity	Informational
	Type	Clear
	Description	The specified SS7 linkset is now available. At least one link in the linkset is operational, although others may still be down. Communication between the INAP gateway and the adjacent signaling point to which the linkset connects has been restored.
	Action	No action is required.
1368014	Message	SS7 link: %1, of linkset: %2, is in service.
	Severity	Informational
	Type	Clear
	Description	The specified SS7 link is now aligned and in service.
	Action	No action is required.

Message ID (hex)	Property	Value
1368015	Message	SS7 link: %1, of linkset: %2, is out of service.
	Severity	Error
	Type	Raise
	Description	The specified SS7 link is now out of service. This is most likely due to a circuit problem between the INAP gateway and the adjacent signaling point to which this link connects. Equipment problems are also a possible cause. Because each link typically belongs to a linkset containing two or more links, connectivity between the INAP Gateway and the adjacent signaling point is not lost unless all other links in the linkset have failed. If this occurs, a "linkset unavailable" alarm is generated.
	Action	Contact the technical assistance center.
1368101	Message	INAP gateway online.
	Severity	Informational
	Type	Clear
	Description	The INAP gateway has entered the online state. Traffic flow between the NIC and the SS7 network is enabled.
	Action	No action is required.
1368102	Message	INAP gateway stopped; error: %1.
	Severity	Error
	Type	Raise
	Description	The INAP gateway has stopped operation due to the specified error code. The INAP subsystem is prohibited. The network should adjust by sending calls to the router through an alternate path utilizing a different INAP gateway. This can be caused by a communication problem between the INAP gateway and the NIC, by a problem with the router, or by an administrative INAP gateway command.
	Action	This event can be caused by a transient problem which may be automatically corrected as indicated by a "INAP gateway online" event. If the problem persists for more than three minutes, the technical assistance center should be alerted to help investigate and correct the problem.

Message ID (hex)	Property	Value
1358004	Message	INRCEngine is initiating admission control; device ID: %1.
	Severity	Error
	Type	Raise
	Description	Routing client engine is refusing new calls due to a larger than usual backlog of calls. This may be due to a problem in the router. The routing client engine is now returning overload responses to new call requests and continuing to process existing calls.
	Action	If there is a problem in the router, it may be a transient problem that clears without intervention. If, however, the overload condition does not end within three minutes, as indicated by an "terminating admission control" event, the technical assistance center should be alerted to help investigate and correct the problem.
1358005	Message	INRCEngine is terminating admission control; device ID: %1.
	Severity	Informational
	Type	Clear
	Description	The backlog of calls that caused Admission Control to be initiated has now been reduced to an acceptable level. Usual call routing has resumed.
	Action	No action is required.
135800A	Message	INRCEngine is initiating restriction control for called party: %2; device ID: %1.
	Severity	Warning
	Type	Raise
	Description	Routing client engine is restricting the rate of new calls with the indicated called party number prefix due to a larger than usual backlog of calls.
	Action	No action is required.
135800B	Message	INRCEngine is terminating restriction control on called party: %2; device ID: %1.
	Severity	Informational
	Type	Clear
	Description	Routing client engine is no longer restricting calls with the indicated called party number prefix.
	Action	No action is required.

Message ID (hex)	Property	Value
110800A	Message	MCI RDG: %1 (%2) is now accessible.
	Severity	Informational
	Type	Clear
	Description	The MCI NIC has established its first communication session with the indicated MCI remote data gateway. This indicates that network connectivity exists to the indicated RDG.
	Action	No action is required.
110800B	Message	MCI RDG: %1 (%2) is either out of service or communications between ICM and the RDG has been broken.
	Severity	Error
	Type	Raise
	Description	The MCI NIC no longer has any communication sessions established with the indicated MCI remote data gateway. This points to a problem with the indicated RDG, or a problem with network connectivity.
	Action	The connection between the router and MCI has failed. If all remote data gateways (RDGs) are disconnected from the router then ICM is not routing calls. MCI should be contacted for resolution.
1108200	Message	MCIGATE online.
	Severity	Informational
	Type	Clear
	Description	The MCI NIC is online and is prepared to accept route requests from the MCI network.
	Action	No action is required.
1108201	Message	MCIGATE offline.
	Severity	Error
	Type	Raise
	Description	The MCI NIC is offline and cannot accept route requests from the MCI network.
	Action	No action is required.

Message ID (hex)	Property	Value
12F8009	Message	SCP: %1:%2, is now accessible.
	Severity	Informational
	Type	Clear
	Description	The NORTEL NIC has established a communication session with the indicated SCP. This indicates that network connectivity exists to the indicated SCP.
	Action	No action is required.
12F800A	Message	SCP: %1:%2, is no longer accessible.
	Severity	Error
	Type	Raise
	Description	The NORTEL NIC has disconnected the communication sessions established with the indicated SCP.
	Action	Nortel network support should be contacted regarding this problem.
12F800C	Message	SCP: %1:%2, accessible but session to other side SCP: %1:%3, is still active.
	Severity	Informational
	Type	Clear
	Description	The NORTEL NIC has established a communication session with the indicated SCP and side while a session to the other side of the SCP is still active. This indicates that a failover situation to the SCP has occurred.
	Action	Determine cause of failover.
12F8200	Message	NTGATE is online.
	Severity	Informational
	Type	Clear
	Description	The NORTEL NIC is online and is prepared to accept route requests from the Nortel network.
	Action	No action is required.

Message ID (hex)	Property	Value
12F8201	Message	NTGATE is offline.
	Severity	Error
	Type	Raise
	Description	The NORTEL NIC is offline and cannot accept route requests from the Nortel network.
	Action	No action is required.
1420017	Message	Session for gateway: %1, connect failed to gateway at port: %2, address: %3.
	Severity	Error
	Type	Raise
	Description	CWC NIC was unable to connect to the gateway on the CWC network.
	Action	Confirm gateway is available, configuration of IP address and port are correct, and network connectivity would allow for connection.
1428009	Message	Gateway: %1, is now accessible.
	Severity	Informational
	Type	Clear
	Description	The CWC NIC has established a communication session with the indicated gateway. This indicates that network connectivity exists to the indicated gateway.
	Action	No action is required.
142800A	Message	Gateway: %1, is no longer accessible.
	Severity	Error
	Type	Raise
	Description	The CWC NIC has disconnected the communication sessions established with the indicated gateway.
	Action	CWC network support should be contacted regarding this problem.

Message ID (hex)	Property	Value
142800C	Message	Gateway: %1, is not accessible.
	Severity	Error
	Type	Raise
	Description	Although connected, the CWC NIC cannot establish a session with the indicated gateway.
	Action	CWC network support should be contacted regarding this problem.
1428200	Message	C&W NIC routing client is online.
	Severity	Informational
	Type	Clear
	Description	The CWC NIC is online and is prepared to accept route requests from the CWC network.
	Action	No action is required.
1428201	Message	C&W NIC routing client is offline.
	Severity	Error
	Type	Raise
	Description	The CWC NIC is offline and cannot accept route requests from the CWC network.
	Action	No action is required.
1428203	Message	SS7 link: %1, in service.
	Severity	Informational
	Type	Clear
	Description	The specified SS7 link is now aligned and in service.
	Action	No action is required.

Message ID (hex)	Property	Value
1428204	Message	SS7 link: %1, out of service.
	Severity	Error
	Type	Raise
	Description	The specified SS7 link is now out of service. This is most likely due to a circuit problem between the INAP gateway and the adjacent signaling point to which this link connects. Equipment problems are also a possible cause. Because each link typically belongs to a linkset containing two or more links, connectivity between the INAP gateway and the adjacent signaling point is not lost unless all other links in the linkset have failed. If this occurs, a "linkset unavailable" alarm is generated.
	Action	Contact the technical assistance center.
142820B	Message	SS7 linkset: %1, unavailable.
	Severity	Error
	Type	Raise
	Description	The specified SS7 linkset is now unavailable. This means that no links in that linkset are operational. Consequently, communication has failed between the INAP Gateway and the adjacent signaling point to which the linkset connects.
	Action	Contact the technical assistance center.
142820C	Message	SS7 linkset: %1, available.
	Severity	Informational
	Type	Clear
	Description	The specified SS7 linkset is now available. At least one link in the linkset is operational, although others may still be down. Communication between the INAP Gateway and the adjacent signaling point to which the linkset connects has been restored.
	Action	No action is required.
1428210	Message	INAP gateway online.
	Severity	Informational
	Type	Clear
	Description	The INAP gateway has entered the online state. Traffic flow between the NIC and the SS7 network is enabled.
	Action	No action is required.

Message ID (hex)	Property	Value
1428211	Message	INAP gateway stopped: %1.
	Severity	Error
	Type	Raise
	Description	The INAP gateway has stopped operation due to the specified error code. The INAP subsystem is prohibited. The network should adjust by sending calls to the router through an alternate path utilizing a different INAP gateway. This can be caused by a communication problem between the INAP Gateway and the NIC, by a problem with the router, or by an administrative INAP gateway command.
	Action	This event can be caused by a transient problem which may be automatically corrected as indicated by a "INAP gateway online" event. If the problem persists for more than three minutes, the technical assistance center should be alerted to investigate and help correct the problem.
1428310	Message	SS7 link is out of service (Gateway PC: %1, Linkset RPC: %2, Link SLC: %3) (%4).
	Severity	Error
	Type	Raise
	Description	The specified SS7 link is now out of service. This is most likely due to a circuit problem between the SS7 gateway and the adjacent signaling point to which this link connects. Equipment problems are also a possible cause. Because each link typically belongs to a linkset containing two or more links, connectivity between the SS7 gateway and the adjacent signaling point is not lost unless all other links in the linkset have failed. If this occurs, a "linkset unavailable" alarm is generated.
	Action	No action is required.
1428311	Message	SS7 link is in service (Gateway PC: %1, Linkset RPC: %2, Link SLC: %3).
	Severity	Informational
	Type	Clear
	Description	The specified SS7 link is now aligned and in service.
	Action	No action is required.

Message ID (hex)	Property	Value
1428312	Message	SS7 linkset unavailable (Gateway PC: %1, Linkset RPC: %2) .
	Severity	Error
	Type	Raise
	Description	The specified SS7 linkset is now unavailable. This means that no links in that linkset are operational. Consequently, communication has failed between the SS7 gateway and the adjacent signaling point to which the linkset connects.
	Action	Contact the technical assistance center.
1428313	Message	SS7 linkset available (Gateway PC: %1, Linkset RPC: %2) .
	Severity	Informational
	Type	Clear
	Description	The specified SS7 linkset is now available. At least one link in the linkset is operational, although others may still be down. Communication between the SS7 gateway and the adjacent signaling point to which the linkset connects has been restored.
	Action	No action is required.
1460017	Message	Session for gateway: %1, connect failed to gateway: port: %2, address: %3.
	Severity	Error
	Type	Raise
	Description	Unisource NIC was unable to connect to the gateway on the Unisource network.
	Action	Confirm gateway is available, configuration of IP address and port are correct, and network connectivity would allow for connection.
1468009	Message	Gateway: %1, is now accessible.
	Severity	Informational
	Type	Clear
	Description	The Unisource NIC has established a communication session with the indicated gateway. This indicates that network connectivity exists to the indicated gateway.
	Action	No action is required.

Message ID (hex)	Property	Value
146800A	Message	Gateway: %1, is no longer accessible.
	Severity	Error
	Type	Raise
	Description	The Unisource NIC has disconnected the communication sessions established with the indicated gateway.
	Action	Unisource network support should be contacted regarding this problem.
146800B	Message	Gateway: %1, is not accessible.
	Severity	Error
	Type	Raise
	Description	Although connected, the Unisource NIC cannot establish a session with the indicated gateway.
	Action	Unisource network support should be contacted regarding this problem.
146800D	Message	SS7 link: %1, in service.
	Severity	Informational
	Type	Clear
	Description	The specified SS7 link is now aligned and in service.
	Action	No action is required.
146800E	Message	SS7 link: %1, out of service.
	Severity	Error
	Type	Raise
	Description	The specified SS7 link is now out of service. This is most likely due to a circuit problem between the SS7 gateway and the adjacent signaling point to which this link connects. Equipment problems are also a possible cause. Because each link typically belongs to a linkset containing two or more links, connectivity between the SS7 gateway and the adjacent signaling point is not lost unless all other links in the linkset have failed. If this occurs, a "linkset unavailable" alarm is generated.
	Action	Contact the technical assistance center.

Message ID (hex)	Property	Value
1468015	Message	SS7 linkset: %1, unavailable.
	Severity	Error
	Type	Raise
	Description	The specified SS7 linkset is now unavailable. This means that no links in that linkset are operational. Consequently, communication has failed between the SS7 gateway and the adjacent signaling point to which the linkset connects.
	Action	Contact the technical assistance center.
1468016	Message	SS7 linkset: %1, available.
	Severity	Informational
	Type	Clear
	Description	The specified SS7 linkset is now available. At least one link in the linkset is operational, although others may still be down. Communication between the SS7 gateway and the adjacent signaling point to which the linkset connects has been restored.
	Action	No action is required.
1468017	Message	SS7 gateway online.
	Severity	Informational
	Type	Clear
	Description	The SS7 gateway has entered the online state. Traffic flow between the NIC and the SS7 network is enabled.
	Action	No action is required.
1468018	Message	SS7 gateway stopped: %1.
	Severity	Error
	Type	Raise
	Description	The SS7 gateway has stopped operation due to the specified error code. The SS7 subsystem is prohibited. The network should adjust by sending calls to the Router through an alternate path utilizing a different SS7 gateway. This can be caused by a communication problem between the SS7 gateway and the NIC, by a problem with the Router, or by an administrative SS7 gateway command.
	Action	This event can be caused by a transient problem which may be automatically corrected as indicated by an "SS7 gateway online" event. If the problem persists for more than three minutes, the technical assistance center should be alerted to help investigate and correct the problem.

Message ID (hex)	Property	Value
1468200	Message	UNISOURCE routing client is online.
	Severity	Informational
	Type	Clear
	Description	The Unisource NIC is online and is prepared to accept route requests from the Unisource network.
	Action	No action is required.
1468201	Message	UNISOURCE routing client is offline.
	Severity	Error
	Type	Raise
	Description	The Unisource NIC is offline and cannot accept route requests from the Unisource network.
	Action	No action is required.
1468310	Message	SS7 link is out of service (gateway PC: %1, linkset RPC: %2, link SLC: %3): %4.
	Severity	Error
	Type	Raise
	Description	The specified SS7 link is now out of service. This is most likely due to a circuit problem between the SS7 gateway and the adjacent signaling point to which this link connects. Equipment problems are also a possible cause. Because each link typically belongs to a linkset containing two or more links, connectivity between the SS7 gateway and the adjacent signaling point is not lost unless all other links in the linkset have failed. If this occurs, a "linkset unavailable" alarm is generated.
	Action	No action is required.
1468311	Message	SS7 link is in service (gateway PC: %1, linkset RPC: %2, link SLC: %3).
	Severity	Informational
	Type	Clear
	Description	The specified SS7 link is now aligned and in service.
	Action	No action is required.

Message ID (hex)	Property	Value
1468312	Message	SS7 linkset unavailable (gateway PC: %1, linkset RPC: %2) .
	Severity	Error
	Type	Raise
	Description	The specified SS7 linkset is now unavailable. This means that no links in that linkset are operational. Consequently, communication has failed between the SS7 gateway and the adjacent signaling point to which the linkset connects.
	Action	Contact the technical assistance center.
1468313	Message	SS7 linkset available (gateway PC: %1, linkset RPC: %2) .
	Severity	Informational
	Type	Clear
	Description	The specified SS7 linkset is now available. At least one link in the linkset is operational, although others may still be down. Communication between the SS7 gateway and the adjacent signaling point to which the linkset connects has been restored.
	Action	No action is required.
1468314	Message	SCTP connection is down (connection number: %1, remote entity: %2) .
	Severity	Error
	Type	Raise
	Description	The SCTP association to the remote entity is down. Communication has failed and calls cannot be processed through this connection. Check the gateway logs for configuration errors and/or check the remote entity.
	Action	No action is required.
1468315	Message	ASP is down (connection number: %1, remote entity: %2) .
	Severity	Error
	Type	Raise
	Description	The SCTP association to the remote entity is established, but the ASP is down. Calls cannot be processed through this connection. Check the gateway logs for configuration errors and/or check the remote entity.
	Action	No action is required.

Message ID (hex)	Property	Value
1468316	Message	ASP is inactive (connection number: %1, remote entity: %2) .
	Severity	Error
	Type	Raise
	Description	The ASP is up, but is not yet active. Calls cannot be processed through this connection. Check the gateway logs for configuration errors and/or check the remote entity.
	Action	No action is required.
1468317	Message	ASP is active (connection number: %1, remote entity: %2) .
	Severity	Informational
	Type	Clear
	Description	The ASP is active. Calls can be processed through this connection.
	Action	No action is required.
1490017	Message	Session for gateway: %1, connect failed to gateway at port: %2, at address: %3.
	Severity	Error
	Type	Raise
	Description	CONCERT NIC was unable to connect to the gateway on the CONCERT network.
	Action	Confirm gateway is available, configuration of IP address and port are correct, and network connectivity would allow for connection
1498009	Message	Gateway: %1, is now accessible.
	Severity	Informational
	Type	Clear
	Description	The CONCERT NIC has established a communication session with the indicated gateway. This indicates that network connectivity exists to the indicated gateway.
	Action	No action is required.

Message ID (hex)	Property	Value
149800A	Message	Gateway: %1, is no longer accessible.
	Severity	Error
	Type	Raise
	Description	The CONCERT NIC has disconnected the communication sessions established with the indicated gateway.
	Action	CONCERT network support should be contacted regarding this problem.
149800C	Message	Gateway: %1, is not accessible.
	Severity	Error
	Type	Raise
	Description	Although connected, the CONCERT NIC cannot establish a session with the indicated gateway.
	Action	CONCERT network support should be contacted regarding this problem.
1498200	Message	CONCERTGATE online.
	Severity	Informational
	Type	Clear
	Description	The CONCERT NIC is online and is prepared to accept route requests from the CONCERT network.
	Action	No action is required.
1498201	Message	CONCERTGATE offline.
	Severity	Error
	Type	Raise
	Description	The CONCERT NIC is offline and cannot accept route requests from the CONCERT network.
	Action	No action is required.
1498203	Message	SS7 link: %1, in service.
	Severity	Informational
	Type	Clear
	Description	The specified SS7 link is now aligned and in service.
	Action	No action is required.

Message ID (hex)	Property	Value
1498204	Message	SS7 link: %1, out of service.
	Severity	Error
	Type	Raise
	Description	The specified SS7 link is now out of service. This is most likely due to a circuit problem between the INAP gateway and the adjacent signaling point to which this link connects. Equipment problems are also a possible cause. Because each link typically belongs to a linkset containing two or more links, connectivity between the INAP gateway and the adjacent signaling point is not lost unless all other links in the linkset have failed. If this occurs, a "linkset unavailable" alarm is generated.
	Action	Contact the technical assistance center.
149820B	Message	SS7 linkset: %1, unavailable.
	Severity	Error
	Type	Raise
	Description	The specified SS7 linkset is now unavailable. This means that no links in that linkset are operational. Consequently, communication has failed between the INAP gateway and the adjacent signaling point to which the linkset connects.
	Action	Contact the technical assistance center.
149820C	Message	SS7 linkset: %1, available.
	Severity	Informational
	Type	Clear
	Description	The specified SS7 linkset is now available. At least one link in the linkset is operational, although others may still be down. Communication between the INAP gateway and the adjacent signaling point to which the linkset connects has been restored.
	Action	No action is required.
1498210	Message	INAP gateway online.
	Severity	Informational
	Type	Clear
	Description	The INAP gateway has entered the online state. Traffic flow between the NIC and the SS7 network is enabled.
	Action	No action is required.

Message ID (hex)	Property	Value
1498211	Message	INAP gateway stopped: %1.
	Severity	Error
	Type	Raise
	Description	The INAP gateway has stopped operation due to the specified error code. The INAP subsystem is prohibited. The network should adjust by sending calls to the router through an alternate path utilizing a different INAP gateway. This can be caused by a communication problem between the INAP gateway and the NIC, by a problem with the router, or by an administrative INAP gateway command.
	Action	This event can be caused by a transient problem which may be automatically corrected as indicated by a "INAP gateway online" event. If the problem persists for more than three minutes, the technical assistance center should be alerted to investigate and help correct the problem.
14C0017	Message	Session for gateway: %1, connect failed to gateway at port: %2, at address: %3.
	Severity	Error
	Type	Raise
	Description	BT-V2 INAP NIC was unable to connect to the gateway on the INAP network.
	Action	Confirm gateway is available, configuration of IP address and port are correct, and network connectivity would allow for connection.
14C8009	Message	Gateway: %1, is now accessible.
	Severity	Informational
	Type	Clear
	Description	The BT-V2 INAP NIC has established a communication session with the indicated gateway. This indicates that network connectivity exists to the indicated gateway.
	Action	No action is required.
14C800A	Message	Gateway: %1, is no longer accessible.
	Severity	Error
	Type	Raise
	Description	The BT-V2 INAP NIC has disconnected the communication sessions established with the indicated gateway.
	Action	INAP network support should be contacted regarding this problem.

Message ID (hex)	Property	Value
14C800C	Message	Gateway: %1, is not accessible.
	Severity	Error
	Type	Raise
	Description	Although connected, the BT-V2 INAP NIC cannot establish a session with the indicated gateway.
	Action	INAP network support should be contacted regarding this problem.
14C8200	Message	BT-V2 NIC routing client is online.
	Severity	Informational
	Type	Clear
	Description	The BT-V2 INAP NIC is online and is prepared to accept route requests from the INAP network.
	Action	No action is required.
14C8201	Message	BT-V2 NIC routing client is offline.
	Severity	Error
	Type	Raise
	Description	The BT-V2 INAP NIC is offline and cannot accept route requests from the INAP network.
	Action	No action is required.
14C8203	Message	SS7 link: %1, in service.
	Severity	Informational
	Type	Clear
	Description	The specified SS7 link is now aligned and in service.
	Action	No action is required.

Message ID (hex)	Property	Value
14C8204	Message	SS7 link: %1, out of service.
	Severity	Error
	Type	Raise
	Description	The specified SS7 link is now out of service. This is most likely due to a circuit problem between the INAP Gateway and the adjacent signaling point to which this link connects. Equipment problems are also a possible cause. Because each link typically belongs to a linkset containing two or more links, connectivity between the INAP Gateway and the adjacent signaling point is not lost unless all other links in the linkset have failed. If this occurs, a "linkset unavailable" alarm is generated.
	Action	Contact the technical assistance center.
14C820B	Message	SS7 linkset: %1, unavailable.
	Severity	Error
	Type	Raise
	Description	The specified SS7 linkset is now unavailable. This means that no links in that linkset are operational. Consequently, communication has failed between the INAP Gateway and the adjacent signaling point to which the linkset connects.
	Action	Contact the technical assistance center.
14C820C	Message	SS7 linkset: %1, available.
	Severity	Informational
	Type	Clear
	Description	The specified SS7 linkset is now available. At least one link in the linkset is operational, although others may still be down. Communication between the INAP gateway and the adjacent signaling point to which the linkset connects has been restored.
	Action	No action is required.
14C8210	Message	INAP gateway online.
	Severity	Informational
	Type	Clear
	Description	The INAP gateway has entered the online state. Traffic flow between the NIC and the SS7 network is enabled.
	Action	No action is required.

Message ID (hex)	Property	Value
14C8211	Message	INAP gateway stopped: %1.
	Severity	Error
	Type	Raise
	Description	The INAP gateway has stopped operation due to the specified error code. The INAP subsystem is prohibited. The network should adjust by sending calls to the router through an alternate path utilizing a different INAP gateway. This can be caused by a communication problem between the INAP gateway and the NIC, by a problem with the Router, or by an administrative INAP gateway command.
	Action	This event can be caused by a transient problem which may be automatically corrected as indicated by a "INAP gateway ONLINE" event. If the problem persists for more than three minutes, the technical assistance center should be alerted to investigate and help correct the problem.
14C8310	Message	SS7 link is out of service: gateway PC: %1, linkset RPC: %2, link SLC: %3; %4.
	Severity	Error
	Type	Raise
	Description	The specified SS7 link is now out of service. This is most likely due to a circuit problem between the SS7 gateway and the adjacent signaling point to which this link connects. Equipment problems are also a possible cause. Because each link typically belongs to a linkset containing two or more links, connectivity between the SS7 gateway and the adjacent signaling point is not lost unless all other links in the linkset have failed. If this occurs, a "linkset unavailable" alarm is generated.
	Action	No action is required.
14C8311	Message	SS7 link is in service: gateway PC: %1, linkset RPC: %2, link SLC: %3.
	Severity	Informational
	Type	Clear
	Description	The specified SS7 link is now aligned and in service.
	Action	No action is required.

Message ID (hex)	Property	Value
14C8312	Message	SS7 linkset unavailable: gateway PC: %1, linkset RPC: %2.
	Severity	Error
	Type	Raise
	Description	The specified SS7 linkset is now unavailable. This means that no links in that linkset are operational. Consequently, communication has failed between the SS7 gateway and the adjacent signaling point to which the linkset connects.
	Action	Contact the technical assistance center.
14C8313	Message	SS7 linkset available: gateway PC; %1, linkset RPC: %2.
	Severity	Informational
	Type	Clear
	Description	The specified SS7 linkset is now available. At least one link in the linkset is operational, although others may still be down. Communication between the SS7 gateway and the adjacent signaling point to which the linkset connects has been restored.
	Action	No action is required.
14D0017	Message	Session for gateway: %1, connect failed to gateway: port: %2, address: %3.
	Severity	Error
	Type	Raise
	Description	TIM NIC was unable to connect to the gateway on the INAP network.
	Action	Confirm gateway is available, configuration of IP address and port are correct, and network connectivity would allow for connection.
14D8009	Message	Gateway: %1, is now accessible.
	Severity	Informational
	Type	Clear
	Description	The TIM NIC has established a communication session with the indicated gateway. This indicates that network connectivity exists to the indicated gateway.
	Action	No action is required.

Message ID (hex)	Property	Value
14D800A	Message	Gateway: %1, is no longer accessible.
	Severity	Error
	Type	Raise
	Description	The TIM NIC has disconnected the communication sessions established with the indicated gateway.
	Action	INAP network support should be contacted regarding this problem.
14D800C	Message	Gateway: %1, is not accessible.
	Severity	Error
	Type	Raise
	Description	Although connected, the TIM NIC cannot establish a session with the indicated gateway.
	Action	INAP network support should be contacted regarding this problem.
14D8200	Message	TIM NIC routing client is online.
	Severity	Informational
	Type	Clear
	Description	The TIM NIC is online and is prepared to accept route requests from the INAP network.
	Action	No action is required.
14D8201	Message	TIM NIC routing client is offline.
	Severity	Error
	Type	Raise
	Description	The TIM NIC is offline and cannot accept route requests from the INAP network.
	Action	No action is required.
14D8203	Message	SS7 link: %1, in service.
	Severity	Informational
	Type	Clear
	Description	The specified SS7 link is now aligned and in service.
	Action	No action is required.

Message ID (hex)	Property	Value
14D8204	Message	SS7 link: %1, out of service.
	Severity	Error
	Type	Raise
	Description	The specified SS7 link is now out of service. This is most likely due to a circuit problem between the INAP gateway and the adjacent signaling point to which this link connects. Equipment problems are also a possible cause. Because each link typically belongs to a linkset containing two or more links, connectivity between the INAP gateway and the adjacent signaling point is not lost unless all other links in the linkset have failed. If this occurs, a "linkset unavailable" alarm is generated.
	Action	Contact the technical assistance center.
14D820B	Message	SS7 linkset: %1, unavailable.
	Severity	Error
	Type	Raise
	Description	The specified SS7 linkset is now unavailable. This means that no links in that linkset are operational. Consequently, communication has failed between the INAP gateway and the adjacent signaling point to which the linkset connects.
	Action	Contact the technical assistance center.
14D820C	Message	SS7 linkset: %1, available.
	Severity	Informational
	Type	Clear
	Description	The specified SS7 linkset is now available. At least one link in the linkset is operational, although others may still be down. Communication between the INAP gateway and the adjacent signaling point to which the linkset connects has been restored.
	Action	No action is required.
14D8210	Message	INAP gateway online.
	Severity	Informational
	Type	Clear
	Description	The INAP gateway has entered the online state. Traffic flow between the NIC and the SS7 network is enabled.
	Action	No action is required.

Message ID (hex)	Property	Value
14D8211	Message	INAP gateway stopped: %1.
	Severity	Error
	Type	Raise
	Description	The INAP gateway has stopped operation due to the specified error code. The INAP subsystem is prohibited. The network should adjust by sending calls to the Router through an alternate path utilizing a different INAP gateway. This can be caused by a communication problem between the INAP gateway and the NIC, by a problem with the Router, or by an administrative INAP gateway command.
	Action	This event can be caused by a transient problem which may be automatically corrected as indicated by a "INAP gateway online" event. If the problem persists for more than three minutes, the technical assistance center should be alerted to investigate and correct the problem.
14D8310	Message	SS7 link is out of service (gateway PC: %1, linkset RPC: %2, link SLC: %3): %4.
	Severity	Error
	Type	Raise
	Description	The specified SS7 link is now out of service. This is most likely due to a circuit problem between the SS7 gateway and the adjacent signaling point to which this link connects. Equipment problems are also a possible cause. Because each link typically belongs to a linkset containing two or more links, connectivity between the SS7 gateway and the adjacent signaling point is not lost unless all other links in the linkset have failed. If this occurs, a "linkset unavailable" alarm is generated.
	Action	No action is required.
14D8311	Message	SS7 link is in service (gateway PC: %1, linkset RPC: %2, link SLC: %3).
	Severity	Informational
	Type	Clear
	Description	The specified SS7 link is now aligned and in service.
	Action	No action is required.

Message ID (hex)	Property	Value
14D8312	Message	SS7 linkset unavailable (gateway PC: %1, linkset RPC: %2) .
	Severity	Error
	Type	Raise
	Description	The specified SS7 linkset is now unavailable. This means that no links in that linkset are operational. Consequently, communication has failed between the SS7 gateway and the adjacent signaling point to which the linkset connects.
	Action	Contact the technical assistance center.
14D8313	Message	SS7 linkset available (gateway PC: %1, linkset RPC: %2) .
	Severity	Informational
	Type	Clear
	Description	The specified SS7 linkset is now available. At least one link in the linkset is operational, although others may still be down. Communication between the SS7 gateway and the adjacent signaling point to which the linkset connects has been restored.
	Action	No action is required.
14D8314	Message	SCTP connection is down (connection number: %1, remote entity: %2) .
	Severity	Error
	Type	Raise
	Description	The SCTP Association to the remote entity is down. Communication has failed and calls cannot be processed through this connection. Check the gateway logs for configuration errors and/or check the remote entity.
	Action	No action is required.
14D8315	Message	ASP is down (connection number: %1, remote entity: %2) .
	Severity	Error
	Type	Raise
	Description	The SCTP association to the remote entity is established, but the ASP is down. Calls cannot be processed through this connection. Check the gateway logs for configuration errors and/or check the remote entity.
	Action	No action is required.

Message ID (hex)	Property	Value
14D8316	Message	ASP is inactive (connection number: %1, remote entity: %2) .
	Severity	Error
	Type	Raise
	Description	The ASP is up, but is not yet active. Calls cannot be processed through this connection. Check the gateway logs for configuration errors and/or check the remote entity.
	Action	No action is required.
14D8317	Message	ASP is active (connection number: %1, remote entity: %2) .
	Severity	Informational
	Type	Clear
	Description	The ASP is active. Calls can be processed through this connection.
	Action	No action is required.
14F0017	Message	Session for gateway: %1, connect failed to SS7 gateway; port: %2, address: %3.
	Severity	Error
	Type	Raise
	Description	SS7 IN NIC was unable to connect to the SS7 gateway.
	Action	Confirm SS7 gateway is available, configuration of IP address and port are correct, and network connectivity would allow for connection.
14F8009	Message	SS7 gateway: %1, is now accessible.
	Severity	Informational
	Type	Clear
	Description	The SS7 IN NIC has established a communication session with the SS7 gateway. This confirms that network connectivity exists to the indicated SS7 gateway.
	Action	No action is required.

Message ID (hex)	Property	Value
14F800A	Message	SS7 gateway: %1, is no longer accessible.
	Severity	Error
	Type	Raise
	Description	The SS7 IN NIC has disconnected the communication sessions established with the indicated SS7 gateway.
	Action	SS7 network support should be contacted regarding this problem.
14F800C	Message	SS7 gateway: %1, is not accessible.
	Severity	Error
	Type	Raise
	Description	Although connected, the SS7 IN NIC cannot establish a session with the indicated gateway.
	Action	SS7 network support should be contacted regarding this problem.
14F8102	Message	SS7 link: %1, in service.
	Severity	Informational
	Type	Clear
	Description	The specified SS7 link is now aligned and in service.
	Action	No action is required.
14F8103	Message	SS7 link: %1, out of service.
	Severity	Error
	Type	Raise
	Description	The specified SS7 link is now out of service. This is most likely due to a circuit problem between the SS7 gateway and the adjacent signaling point to which this link connects. Equipment problems are also a possible cause. Because each link typically belongs to a linkset containing two or more links, connectivity between the SS7 gateway and the adjacent signaling point is not lost unless all other links in the linkset have failed. If this occurs, a "linkset unavailable" alarm is generated.
	Action	Contact the technical assistance center.

Message ID (hex)	Property	Value
14F810A	Message	SS7 linkset: %1, unavailable.
	Severity	Error
	Type	Raise
	Description	The specified SS7 linkset is now unavailable. This means that no links in that linkset are operational. Consequently, communication has failed between the SS7 gateway and the adjacent signaling point to which the linkset connects.
	Action	Contact the technical assistance center.
14F810B	Message	SS7 linkset: %1, available.
	Severity	Informational
	Type	Clear
	Description	The specified SS7 linkset is now available. At least one link in the linkset is operational, although others may still be down. Communication between the SS7 gateway and the adjacent signaling point to which the linkset connects has been restored.
	Action	No action is required.
14F8114	Message	SS7 link: %1, of linkset: %2, is in service.
	Severity	Informational
	Type	Clear
	Description	The specified SS7 link is now aligned and in service.
	Action	No action is required.
14F8115	Message	SS7 link: %1, of linkset: %2, is out of service.
	Severity	Error
	Type	Raise
	Description	The specified SS7 link is now out of service. This is most likely due to a circuit problem between the SS7 gateway and the adjacent signaling point to which this link connects. Equipment problems are also a possible cause. Because each link typically belongs to a linkset containing two or more links, connectivity between the SS7 gateway and the adjacent signaling point is not lost unless all other links in the linkset have failed. If this occurs, a "linkset unavailable" alarm is generated.
	Action	Contact the technical assistance center.

Message ID (hex)	Property	Value
14F8310	Message	SS7 link is out of service (gateway PC: %1, linkset RPC: %2, link SLC: %3): %4.
	Severity	Error
	Type	Raise
	Description	The specified SS7 link is now out of service. This is most likely due to a circuit problem between the SS7 gateway and the adjacent signaling point to which this link connects. Equipment problems are also a possible cause. Because each link typically belongs to a linkset containing two or more links, connectivity between the SS7 gateway and the adjacent signaling point is not lost unless all other links in the linkset have failed. If this occurs, a "linkset unavailable" alarm is generated.
	Action	No action is required.
14F8311	Message	SS7 link is in service (gateway PC: %1, linkset RPC: %2, link SLC: %3).
	Severity	Informational
	Type	Clear
	Description	The specified SS7 link is now aligned and in service.
	Action	No action is required.
14F8312	Message	SS7 linkset unavailable (gateway PC: %1, linkset RPC: %2).
	Severity	Error
	Type	Raise
	Description	The specified SS7 linkset is now unavailable. This means that no links in that linkset are operational. Consequently, communication has failed between the SS7 gateway and the adjacent signaling point to which the linkset connects.
	Action	Contact the technical assistance center.
14F8313	Message	SS7 linkset available (gateway PC: %1, linkset RPC: %2).
	Severity	Informational
	Type	Clear
	Description	The specified SS7 linkset is now available. At least one link in the linkset is operational, although others may still be down. Communication between the SS7 gateway and the adjacent signaling point to which the linkset connects has been restored.
	Action	No action is required.

Message ID (hex)	Property	Value
14F8314	Message	SCTP connection is down (connection number: %1, remote entity: %2).
	Severity	Error
	Type	Raise
	Description	The SCTP Association to the remote entity is down. Communication has failed and calls cannot be processed through this connection. Check the gateway logs for configuration errors and/or check the remote entity.
	Action	No action is required.
14F8315	Message	ASP is down (connection number: %1, remote entity: %2).
	Severity	Error
	Type	Raise
	Description	The SCTP association to the remote entity is established, but the ASP is down. Calls cannot be processed through this connection. Check the gateway logs for configuration errors and/or check the remote entity.
	Action	No action is required.
14F8316	Message	ASP is inactive (connection number: %1, remote entity: %2).
	Severity	Error
	Type	Raise
	Description	The ASP is up, but is not yet active. Calls cannot be processed through this connection. Check the gateway logs for configuration errors and/or check the remote entity.
	Action	No action is required.
14F8317	Message	ASP is active (connection number: %1, remote entity: %2).
	Severity	Informational
	Type	Clear
	Description	The ASP is active. Calls can be processed through this connection.
	Action	No action is required.

Message ID (hex)	Property	Value
1504001	Message	The NTL NIC received an invalid label: %1. from the router for the call (tid: %2).
	Severity	Error
	Type	Application Error
	Description	The NTL NIC received an invalid label from the router. Check the label format and size.
	Action	Check labels in the label table for invalid labels.
1508006	Message	Starting NTL network communications.
	Severity	Informational
	Type	Clear
	Description	The network communication layer of the NTL NIC is starting operation.
	Action	No action is required.
1508007	Message	Stopping NTL network communications.
	Severity	Warning
	Type	Raise
	Description	The network communication layer of the NTL NIC is halting operation.
	Action	No action is required.
1508009	Message	Starting a NTL communication channel: %1, with CE: %4:%2.
	Severity	Informational
	Type	Clear
	Description	A communication channel of the NTL NIC is starting operation.
	Action	No action is required.
150800A	Message	Stopping the NTL communication channel: %1, to CE: %4:%2.
	Severity	Error
	Type	Raise
	Description	A communication channel of the NTL NIC is halting operation.
	Action	No action is required.

Message ID (hex)	Property	Value
150800B	Message	Closing the NTL communication channel: %1, by CE: %4:%2.
	Severity	Error
	Type	Raise
	Description	A communication channel of the NTL NIC is closed by the SCP.
	Action	No action is required.

TDM Peripheral Gateway SNMP Notifications

Table 12: TDM Peripheral Gateway SNMP Notifications

Message ID (hex)	Property	Value
1530002	Message	A required parameter is invalid.
	Severity	Error
	Type	Raise
	Description	One or more of the required parameters are invalid.
	Action	Internal error. Contact the technical assistance center.
1530015	Message	One or more ICM/AW connection parameters are null or empty.
	Severity	Error
	Type	Raise
	Description	One or more required ICM/AW connection parameters are null or empty.
	Action	Make sure that all required ICM/AW connection information exists in the registry and is correct (see Troubleshooting Guide). If the information is in the registry and is correct, contact technical support.
1530017	Message	Fatal connection error to ICM/AW.
	Severity	Error
	Type	Raise
	Description	All retry and failover attempts to the ICM AW(s) have failed.
	Action	See the AAS Installation and Troubleshooting Guide for information on correcting ICM/AW connection errors.

Message ID (hex)	Property	Value
1530018	Message	ICM/AW authentication failed.
	Severity	Error
	Type	Raise
	Description	AAS is unable to log into the ICM/AW because the login authentication failed.
	Action	Check login information in the registry (see Troubleshooting Guide) and make sure it matches the login information used to setup the application on the ICM/AW.
1530019	Message	Unable to retrieve a PG name from the peripheral table.
	Severity	Error
	Type	Raise
	Description	Unable to retrieve a PG name from the peripheral table.
	Action	Make sure a PG Name is configured for the peripheral that is set up for AAS.
153001A	Message	Error adding record to ICM/AW.
	Severity	Error
	Type	Raise
	Description	AAS was unable to add a record to the ICM/AW. A possible reason is that the ICM/AW is out of sync with Symposium.
	Action	Resync ICM/AW with Symposium by incrementing the value of AASForceResync in the registry (see Troubleshooting Guide).
153001B	Message	Error deleting record from ICM/AW.
	Severity	Error
	Type	Raise
	Description	AAS was unable to delete a record from ICM/AW. A possible reason is that the ICM/AW is out of sync with Symposium.
	Action	Resync ICM/AW with Symposium by incrementing the value of AASForceResync in the registry (see Troubleshooting Guide).

Message ID (hex)	Property	Value
153001C	Message	Error updating record in ICM/AW.
	Severity	Error
	Type	Raise
	Description	AAS was unable to update a record in ICM/AW. A possible reason is that the ICM/AW is out of sync with Symposium.
	Action	Resync ICM/AW with Symposium by incrementing the value of AASForceResync in the registry (see Troubleshooting Guide).
153001D	Message	Error performing bulk update of the ICM/AW.
	Severity	Error
	Type	Raise
	Description	AAS was unable to perform a bulk update of the ICM/AW. A possible reason is that the ICM/AW is out of sync with Symposium.
	Action	Resync ICM/AW with Symposium by incrementing the value of AASForceResync in the registry (see Troubleshooting Guide).
153001E	Message	Bad ICM/AW operation type used.
	Severity	Error
	Type	Raise
	Description	A bad ICM/AW operation type was used. Update, delete, insert, and destroy permanently are the only operation types supported.
	Action	Internal error. Contact the technical assistance center.
153001F	Message	Lost connection to the ICM/AW.
	Severity	Error
	Type	Raise
	Description	AAS lost its connection to the ICM/AW due to an unknown cause.
	Action	AAS should self-correct. If it does not, consult the AAS Installation and Troubleshooting Guide for information on correcting connection errors to ICM.

Message ID (hex)	Property	Value
1530020	Message	Error retrieving records from the ICM/AW.
	Severity	Error
	Type	Raise
	Description	AAS was unable to retrieve records from the ICM/AW. A possible reason is that the ICM/AW is out of sync with Symposium.
	Action	Resync ICM/AW with Symposium by incrementing the value of AASForceResync in the registry (see Troubleshooting Guide).
1530021	Message	Error retrieving peripheral record from ICM/AW.
	Severity	Error
	Type	Raise
	Description	AAS was unable to retrieve a peripheral record from ICM/AW. The record was not created in the ICM/AW or the ID for it was not set properly in the registry.
	Action	Make sure a peripheral is set up in the ICM/AW for AAS. Ensure the peripheral ID is properly configured in the AAS configuration registry (see Troubleshooting Guide).
1530022	Message	Error retrieving skill group from ICM/AW.
	Severity	Error
	Type	Raise
	Description	AAS was unable to retrieve a skill group from ICM/AW. A possible reason is that the ICM/AW is out of sync with Symposium.
	Action	Resync ICM/AW with Symposium by incrementing the value of AASForceResync in the registry (see Troubleshooting Guide).
1530023	Message	Agent priority specified is beyond maximum allowed limits.
	Severity	Error
	Type	Raise
	Description	The agent priority specified was configured with a priority greater than the maximum allowed limit of 48.
	Action	Internal error. Contact the technical assistance center.

Message ID (hex)	Property	Value
1530033	Message	Config services requested before config info set.
	Severity	Error
	Type	Raise
	Description	Configuration services were requested before the configuration information was set up.
	Action	Internal error. Contact the technical assistance center.
1530034	Message	An unexpected key type was given to the config service.
	Severity	Error
	Type	Raise
	Description	A configuration parameter for AAS was setup with the wrong key type in the registry.
	Action	Recreate the key with the proper type (see Troubleshooting Guide).
15301F4	Message	AAS disconnected from the ICM/AW.
	Severity	Informational
	Type	Raise
	Description	AAS disconnected from the ICM/AW.
	Action	AAS should reset its connection to ICM. If it doesn't, restart AAS.
15301F6	Message	Connection to the ICM/AW established.
	Severity	Informational
	Type	Clear
	Description	The connection between AAS and the ICM/AW has been established.
	Action	No action is required.
1530051	Message	Configuration given to MasterSelection is null.
	Severity	Error
	Type	Raise
	Description	MasterSelection cannot start because the AAS PG hosts and ports were not configured in the registry.
	Action	Correct registry data for AASPG Hosts and Ports (see Troubleshooting Guide).

Message ID (hex)	Property	Value
1530052	Message	Bad IP address for side A MasterSelection.
	Severity	Error
	Type	Raise
	Description	The configuration IP address for the side A MasterSelection is badly formed or cannot be found.
	Action	Correct the AASPGHostA and AASPGPortA configuration data in the registry (see Troubleshooting Guide).
1530053	Message	Bad IP address for side B MasterSelection.
	Severity	Error
	Type	Raise
	Description	The configuration IP address for the side B MasterSelection is badly formed or cannot be found.
	Action	Correct the AASPGHostB and AASPGPortB configuration data in the registry (see Troubleshooting Guide).
1530054	Message	Null IP address for side A MasterSelection.
	Severity	Error
	Type	Raise
	Description	The configuration IP address for the side A MasterSelection is blank, which is not allowed.
	Action	Correct the AASPGHostA and AASPGPortA configuration data in the registry (see Troubleshooting Guide).
1530055	Message	Null IP address for side B MasterSelection.
	Severity	Error
	Type	Raise
	Description	The configuration IP address for the side B MasterSelection is blank, which is not allowed.
	Action	Correct the AASPGHostB and AASPGPortB configuration data in the registry (see Troubleshooting Guide).

Message ID (hex)	Property	Value
1530056	Message	Bind exception or socket exception trying to open socket for MasterSelection.
	Severity	Error
	Type	Raise
	Description	MasterSelection could not open a socket for communication.
	Action	The network administrator should make sure the side A and B servers can communicate with each other.
1530235	Message	MasterSelection has been started.
	Severity	Informational
	Type	Clear
	Description	MasterSelection IP addresses have been checked, a socket opened, and threads started.
	Action	No action is required.
1530025	Message	An attempt was made to remove an agent from a skill group and either the agent or the skill group does not exist.
	Severity	Error
	Type	Raise
	Description	AAS attempted to remove an agent from a skill group and either the agent or the skill group does not exist.
	Action	Resync ICM/AW with Symposium by incrementing the value of AASForceResync in the registry (see Troubleshooting Guide).
1530026	Message	An attempt was made to remove an agent from a skill group where no such assignment exists.
	Severity	Error
	Type	Raise
	Description	An attempt was made to remove an agent from a skill group where no such assignment exists.
	Action	Resync ICM/AW with Symposium by incrementing the value of AASForceResync in the registry (see Troubleshooting Guide).

Message ID (hex)	Property	Value
1530003	Message	The maximum SEI event queue size was exceeded.
	Severity	Error
	Type	Raise
	Description	The maximum SEI event queue size was exceeded.
	Action	Change the configuration in the registry (see Troubleshooting Guide) to allow for a greater queue size.
1530040	Message	AAS failed to establish a connection to SEI.
	Severity	Error
	Type	Raise
	Description	AAS failed to establish a connection to SEI.
	Action	No action is required.
1530027	Message	A request was made to add an agent in a bulk operation where no corresponding person exists.
	Severity	Error
	Type	Raise
	Description	A request was made to add an agent in a bulk operation where no corresponding person exists.
	Action	No action is required.
1530041	Message	The maximum allowable event queue size has been exceeded.
	Severity	Error
	Type	Raise
	Description	The maximum event queue size has been exceeded even though the ICM/AW appears to be functioning as usual. Some causes are a slow network, a slow ICM/AW, or a slow database.
	Action	The problem may be fixed by increasing the value in the AASSEIMaxEventQueueSize registry (see Troubleshooting Guide) setting.

Message ID (hex)	Property	Value
1530035	Message	All attempts to connect to Symposium have failed.
	Severity	Error
	Type	Raise
	Description	All attempts to connect to Symposium have failed.
	Action	Ensure that all the Symposium services are started and running. Check that the Symposium configuration/connection information is correct.
1530036	Message	Error performing post resync processing.
	Severity	Error
	Type	Raise
	Description	There was an error while performing post-resync processing. The error occurred during ICM/AW processing while trying to cache data from the ICM database.
	Action	Check for a broken connection to the ICM or other errors in the log for problems accessing the database.
1530037	Message	An event was discarded.
	Severity	Error
	Type	Raise
	Description	An event was discarded due to a data access exception received from ICM/AW (ConAPI).
	Action	No action is required.
1530057	Message	Due to the max event queue size being exceeded, a resync of Symposium events is being requested.
	Severity	Error
	Type	Raise
	Description	A Symposium resync is being requested because the maximum event queue size has been exceeded.
	Action	This is due to a configuration error in the registry. Check the registry (see Troubleshooting Guide) and make sure it is correct.

Message ID (hex)	Property	Value
1530038	Message	Registration with SEI server failed.
	Severity	Error
	Type	Raise
	Description	The registration with SEI server failed.
	Action	Ensure the SEI configuration in the registry (see Troubleshooting Guide) is correct.
1530039	Message	Request for initial SEI events failed.
	Severity	Error
	Type	Raise
	Description	The request for initial SEI events failed.
	Action	Make sure the Symposium services are started and functioning properly.

Administrative Data Server SNMP Notifications

Table 13: Administrative Data Server Events

Message ID (hex)	Property	Value
106003A	Message	World Wide Web Publishing Service may be down. ICM is unable to communicate with web server.
	Severity	Error
	Type	Raise
	Description	World Wide Web Publishing Service may be down. ICM is unable to communicate with web server.
	Action	If the World Wide Web Publishing Service is not running, restart it or look for the messages in the IIS error log.
106003B	Message	World Wide Web Publishing Service is up.
	Severity	Informational
	Type	Clear
	Description	World Wide Web Publishing Service is up.
	Action	No action is required.

Node Manager SNMP Notifications

Table 14: Node Manager SNMP Notifications

Message ID (hex)	Property	Value
1028101	Message	%1 Node Manager initializing.
	Severity	Warning
	Type	Clear
	Description	The node management library, common to all ICM processes, is initializing itself. This is a standard practice when a process (re)starts.
	Action	No action is required.
1028103	Message	The operator requested for the shutdown, %1 Node Manager is now functional.
	Severity	Informational
	Type	Clear
	Description	The Node Manager successfully started. The Node Manager shutdown because the operator requested a clean shutdown of the ICM node.
	Action	No action is required.
1028104	Message	%1 Node Manager started. Last shutdown was due to system shutdown.
	Severity	Informational
	Type	Clear
	Description	The Node Manager successfully started. The last reason the Node Manager stopped was because a clean shutdown of the node was requested by the operator.
	Action	No action is required.

Message ID (hex)	Property	Value
1028105	Message	The operator/administrator has shutdown the ICM software on: %1.
	Severity	Warning
	Type	Raise
	Description	The Node Manager on the ICM node has given the command to stop ICM services. This happens when an operator/administrator stop the ICM services using ICM Service Control, "nmstop", "net stop", Control Panel Services, or shutdown the node.
	Action	Contact the operator/administrator to determine the reason for the shutdown.
1029101	Message	%1 Node Manager Manager started.
	Severity	Informational
	Type	Clear
	Description	The Node Manager process (which supervises the Node Manager) has started.
	Action	No action is required.
102C101	Message	Node: %1, critical process: %2, has terminated. Rebooting node.
	Severity	Error
	Type	Raise
	Description	A critical process required to run the ICM software on this node has terminated execution. The Node Manager is forced to reboot the node.
	Action	Contact the technical assistance center.
102C103	Message	Node: %1, restarting process: %2.
	Severity	Warning
	Type	Clear
	Description	The Node Manager is restarting a process.
	Action	No action is required.

Message ID (hex)	Property	Value
102C107	Message	The last shutdown was to reboot the Node Manager after the failure of critical process. %1 Node Manager started.
	Severity	Informational
	Type	Clear
	Description	The Node Manager requested the shutdown since a critical process for the node failed. The Node Manager started.
	Action	No action is required.
102C108	Message	The reason for the last shutdown is unknown. Possible causes includes a power failure, a system failure or a Node Manager exit. %1 Node Manager started.
	Severity	Error
	Type	Clear
	Description	The Node Manager unable to determine the reason for the system restart. Possible causes are power failure, a system failure (e.g. a Windows blue screen), a system not responding (in which an operator is forced to reboot), or a Node Manager exit. The Node Manager started.
	Action	Contact the technical assistance center.
102C109	Message	Node: %4, process: %5, exited after %1 seconds. Minimum required uptime for process: %5 is %2 seconds. Delaying process restart for %3 seconds.
	Severity	Warning
	Type	Raise
	Description	A process exited after running for '%1' seconds. Such processes must run for a minimum amount of time before the Node Manager will automatically restart them after they terminate. The Node Manager will restart the process after delaying a number of seconds for other environmental changes to complete.
	Action	No action is required.

Message ID (hex)	Property	Value
102C10A	Message	Node: %2, restarting process: %3, after having delayed restart for %1 seconds.
	Severity	Warning
	Type	Clear
	Description	The Node Manager is restarting a process after the requisite delay.
	Action	No action is required.
102C10B	Message	Terminating process: %2.
	Severity	Error
	Type	Raise
	Description	The Node Manager reports the termination of a process.
	Action	No action is required.
102C10C	Message	Node: %1, process: %2, exited after having detected a software failure.
	Severity	Error
	Type	Raise
	Description	A process exited (terminated itself) after it detected an internal software error.
	Action	If the process continues to terminate itself, call the technical assistance center for help in diagnosing the problem.
102C10D	Message	Node: %1, process: %2, has detected a failure. Node Manager is restarting the process.
	Severity	Warning
	Type	Raise
	Description	The specified process has detected a situation that requires it to ask the Node Manager to restart it. This often indicates a problem external to the process itself (for example, some other process may have failed).
	Action	Node Manager on the ICM node will restart the process. The node should be checked to ensure that it is online. The process logs may be examined for root cause.

Message ID (hex)	Property	Value
102C10E	Message	Node: %1, process: %2, went down for an unknown reason. Exit code: %3. It will be automatically restarted.
	Severity	Error
	Type	Raise
	Description	The specified process exited (terminated) with the indicated exit code. This termination is unexpected; the process died for an unknown reason. It will be automatically restarted.
	Action	Determine if the process has returned to service or has stayed offline. If the process is offline or "bouncing", determine root cause from the process logs.
102C10F	Message	Node: %3, process: %4, is down after running for %1 seconds. It will restart after delaying %2 seconds for related operations to complete.
	Severity	Warning
	Type	Raise
	Description	Specified process is down after running for the indicated number of seconds. It will restart after delaying for the specified number of seconds for related operations to complete.
	Action	Determine if the process has returned to service or has stayed offline. If the process is offline or "bouncing", determine root cause from the process logs.
102C110	Message	Node: %1, process: %2, successfully reinitialized after restart.
	Severity	Warning
	Type	Clear
	Description	A process was successfully restarted.
	Action	No action is required.
102C111	Message	Node: %1, process: %2, successfully started.
	Severity	Informational
	Type	Clear
	Description	The process was successfully started.
	Action	No action is required.

Message ID (hex)	Property	Value
102C112	Message	Node: %1, process: %2, exited cleanly and requested that it be restarted by the Node Manager.
	Severity	Warning
	Type	Raise
	Description	A process terminated itself successfully, and has requested the Node Manager to restart it.
	Action	No action is required.
102C113	Message	Node: %1, process: %2, exited from Ctrl-C or window close.
	Severity	Warning
	Type	Raise
	Description	A process exited as a result of a CTRL-C request or a request to close the process's active window.
	Action	No action is required.
102C114	Message	Node: %1, process: %2, exited and requested that the Node Manager reboot the system.
	Severity	Error
	Type	Raise
	Description	A process terminated itself successfully but, due to other conditions, has requested that the Node Manager to reboot the system.
	Action	No action is required.
102D101	Message	%3 Node Manager exited after having been up for %1 seconds. Scheduling system reboot in %2 seconds.
	Severity	Error
	Type	Raise
	Description	The Node Manager has itself exited after having run for "%1" seconds. The system will be rebooted after waiting a few seconds for related operations to complete.
	Action	Contact the technical assistance center.

Message ID (hex)	Property	Value
102D102	Message	%2 Node Manager exited after having been up for %1 seconds. Auto-reboot is disabled. Will attempt service restart.
	Severity	Error
	Type	Raise
	Description	The Node Manager has itself exited after having run for "%1" seconds. The system cannot be rebooted since auto-reboot is disabled. The Node Manager Manager will attempt to restart the service.
	Action	Contact the technical assistance center.
102D103	Message	%3 Node Manager requested reboot after having been up for %1 seconds. Scheduling system reboot in %2 seconds.
	Severity	Error
	Type	Raise
	Description	The Node Manager has requested the system to be rebooted after having run for "%1" seconds. The system will be rebooted after waiting a few seconds for related operations to complete.
	Action	Contact the technical assistance center.
102D104	Message	%2 Node Manager requested reboot after having been up for %1 seconds. Auto-reboot is disabled. Will attempt service restart.
	Severity	Error
	Type	Raise
	Description	The Node Manager has requested the system to be rebooted after having run for "%1" seconds. The system cannot be rebooted since auto-reboot is disabled. The Node Manager Manager will attempt to restart the service.
	Action	Contact the technical assistance center.

Message ID (hex)	Property	Value
102D105	Message	%2: A critical process has requested a reboot after the service has been up for %1 seconds. Auto-reboot on process request is disabled. Will attempt service restart.
	Severity	Error
	Type	Raise
	Description	A critical process has requested a reboot after the service has been up for "%1" seconds. The system cannot be rebooted since auto-reboot on process request is disabled. The Node Manager Manager will attempt to restart the service.
	Action	Contact the technical assistance center.
102D106	Message	%3: A critical process has requested a reboot after having been up for %1 seconds. Scheduling system reboot in %2 seconds.
	Severity	Error
	Type	Raise
	Description	A critical process has requested the system to be rebooted after having run for "%1" seconds. The system will be rebooted after waiting "%2" seconds.
	Action	Contact the technical assistance center.

Message Delivery Service SNMP Notifications

Table 15: Message Delivery Service SNMP Notifications

Message ID (hex)	Property	Value
10F8004	Message	Device: %1, path changing to idle state.
	Severity	Informational
	Type	Clear
	Description	The indicated device is using this side of the central controller for its idle communication path (and is therefore using the other side of the central controller for its active communication path).
	Action	No action is required.

Message ID (hex)	Property	Value
10F8005	Message	Device: %1, path changing to active state.
	Severity	Informational
	Type	Clear
	Description	The indicated device is using this side of the central controller for its active communication path.
	Action	No action is required.
10F8007	Message	Device: %1, path realignment failed.
	Severity	Error
	Type	Raise
	Description	The indicated device failed to realign its message stream to this side of the central controller.
	Action	No action is required.
10F8008	Message	Device: %1, disconnected.
	Severity	Error
	Type	Raise
	Description	The indicated device has been disconnected from this side of the central controller. This may be caused by a network problem or device failure.
	Action	Remedy network problems, if any. Call the Cisco Systems, Inc. technical assistance center in the event of a software failure on the device.
10F800E	Message	Device: %1, path reset.
	Severity	Warning
	Type	Raise
	Description	The communication path between this side of the central controller and the indicated device has been reset to an initial state.
	Action	No action is required.

Message ID (hex)	Property	Value
10F800F	Message	Device: %1, initializing message stream.
	Severity	Informational
	Type	Clear
	Description	The indicated device is initializing its message stream with this side of the central controller.
	Action	No action is required.
10F801D	Message	The network communications between ICM router and Peripheral Gateway or NIC: %2 has been down for: %1 minutes.
	Severity	Warning
	Type	Raise
	Description	No communication path from the indicated device to this side of the central controller has existed for the indicated time period. This indicates either an extended network outage or an extended outage at the device.
	Action	One or more network links between the named device and the named side of the ICM router has failed. If alarms exist for BOTH routers, the site is offline. If alarms exist for one side of the router, then the site should be up but network redundancy is degraded. Communication (network) between the central controller (router) and the PG should be checked using "ping" and "tracert". Must have visible and visible high priority connection from PG to router. CCAG process on router and PGAG process on PG should be checked.
1040010	Message	Synchronizer timed out trying to establish connection to peer.
	Severity	Warning
	Type	Raise
	Description	The MDS message synchronizer was unable to connect to its duplexed partner within the timeout period. Either the duplexed partner is down, or there is no connectivity to the duplexed partner on the private network.
	Action	Verify reliable network connectivity on the private network. Call the Cisco Systems, Inc. technical assistance center in the event of a software failure on the duplexed partner.

Message ID (hex)	Property	Value
1040022	Message	Connectivity with duplexed partner has been lost due to a failure of the private network, or duplexed partner is out of service.
	Severity	Error
	Type	Raise
	Description	The MDS message synchronizer has lost connectivity to its duplexed partner. This indicates either a failure of the private network, or a failure of the duplexed partner.
	Action	Confirm services are running on peer machine. Check MDS process to determine if it is paired or isolated. Ping test between peers over the private network. Check PGAG and MDS for TOS (Test Other Side) messages indicating the private network has failed and MDS is testing the health of the peer over the public network.
1040023	Message	Communication with peer Synchronizer established.
	Severity	Informational
	Type	Clear
	Description	The MDS message synchronizer has established communication with its duplexed partner.
	Action	No action is required.
104802A	Message	MDS time delivery queue size is increasing, current size is: %1, but will continue to send messages.
	Severity	Warning
	Type	Single-State Raise
	Description	MDS time delivery queue size is increasing over time.
	Action	Ensure that the ICM/IPCC configuration (# agents, # skills/agent, # PGs) is within the supported limit.

Router SNMP Notifications

Table 16: Router SNMP Notifications

Message ID (hex)	Property	Value
12B0013	Message	Application Gateway has failed. Application Gateway ID: %1.
	Severity	Error
	Type	Raise
	Description	An application gateway connection has failed. This means that the application gateway process has attempted to connect to the host the number of times indicated in the Session Retry Limit field and has failed. It will not try to reconnect again until the connection is taken out of service and brought back into service.
	Action	Determine why the Application Gateway cannot connect to the host. Verify the connection between the two VMs. After fixing the issue, take the Application Gateway out of service and then bring it back in service.
12B001F	Message	Application Gateway has connected with the host. Application Gateway ID: %1.
	Severity	Informational
	Type	Clear
	Description	The application gateway is now connected to the host process.
	Action	No action is required.
12B0020	Message	Application Gateway is not connected to the host. Application Gateway ID: %1; routing may be impacted.
	Severity	Error
	Type	Raise
	Description	An external application used in some scripts has disconnected from the specified Application Gateway. Error recovery mechanisms will attempt to reconnect. Routing may be impacted.
	Action	Verify the connection properties in the Application Gateway configuration. If the host application was off-line for a long time, restart the Application Gateway to reconnect.

Message ID (hex)	Property	Value
12B0030	Message	Contact share node connection to Live Data %1 is Up.
	Severity	Informational
	Type	Clear
	Description	The Contact Share node connection to Live Data is up.
	Action	No action is required.
12B0031	Message	Contact share node connection to Live Data %1 is Down.
	Severity	Error
	Type	Raise
	Description	The Contact Share node connection to Live Data is down.
	Action	Check that Live Data is running. You can verify and update the Live Data configuration with the csmachineinventory command-line tool on the AW VMs.
12B0034	Message	Contact share node has determined that none of the configured AW hosts are active or have current data.
	Severity	Error
	Type	Raise
	Description	The Contact Share node has determined that none of the configured AW hosts are active or have current data.
	Action	Make sure at least one AW is up and active. Tomcat service on AW should be up and running.
12B0035	Message	Contact share node is able to connect to AW and is able to retrieve data.
	Severity	Informational
	Type	Clear
	Description	The Contact Share node is able to connect to the AW and is able to retrieve data.
	Action	None.

Message ID (hex)	Property	Value
105007D	Message	Peripheral: %2 (ID: %1) is on-line.
	Severity	Informational
	Type	Clear
	Description	The specified peripheral is on-line to the ICM. Call and agent state information is being received by the Router for this site.
	Action	No action is required.
105007E	Message	ACD/IVR: %2 (ID: %1) is off-line and not visible to the Peripheral Gateway. Routing to this site is impacted.
	Severity	Error
	Type	Raise
	Description	The specified ACD/IVR is not visible to the Peripheral Gateway. No call or agent state information is being received by the Router from this site. Routing to this site is impacted.
	Action	If Peripheral Gateway is also offline per messaging (message ID 10500D1) or "rttest" result, then first proceed with troubleshooting for Peripheral Gateway off-line alarm. Otherwise ACD/IVR Vendor should be contacted for resolution.
10500D0	Message	Physical controller: %2 (ID: %1) is on-line.
	Severity	Informational
	Type	Clear
	Description	The Router is reporting that physical controller "%2" is on-line.
	Action	No action is required.

Message ID (hex)	Property	Value
10500D1	Message	Peripheral Gateway: %2 (ID: %1) is not connected to the central controller or is out of service. Routing to this site is impacted.
	Severity	Error
	Type	Raise
	Description	The specified Peripheral Gateway is not connected to the central controller. It could be down. Possibly it has been taken out of service. Routing to this site is impacted.
	Action	Communication (network) between the central controller (Router) and the PG should be checked using "ping" and "tracert". You must have a visible high priority connection from the PG to the Router. The CCAgent process on the Router and the PGAgent process on the PG should be checked. The PG may have been taken out of service for maintenance.
10500D2	Message	PG has reported that peripheral: %2 (ID: %1) is operational.
	Severity	Informational
	Type	Clear
	Description	PG has reported that peripheral "%2" (ID "%1") is operational.
	Action	No action is required.
10500D3	Message	PG has reported that peripheral: %2 (ID: %1) is not operational.
	Severity	Error
	Type	Raise
	Description	This may indicate that the peripheral is off-line for maintenance or that the physical interface between the peripheral and the PG is not functioning.
	Action	Check that the peripheral is not off-line and that the connection from the peripheral to the PG is intact.

Message ID (hex)	Property	Value
10500F6	Message	Script table: %2 (ID: %1) is available only on side A.
	Severity	Informational
	Type	Raise
	Description	Script table "%2" is only available on the side A Router. If the side A Router goes down, no DBLookup requests can be processed as side B cannot access the script table.
	Action	Configure a script table on side B that is identical to that on side A.
10500F7	Message	Script table: %2 (ID: %1) is available only on side B.
	Severity	Informational
	Type	Raise
	Description	Script table "%2" is only available on the side B Router. If the side B Router goes down, no DBLookup requests can be processed as side A cannot access the script table.
	Action	Configure a script table on side B that is identical to that on side A.
10500F8	Message	Script table: %2 (ID: %1) is not available on either side.
	Severity	Error
	Type	Raise
	Description	No DBLookup requests can be processed as script table "%2" is unavailable on either side of the central controller.
	Action	Configure a script table on either side A or side B, or both.
10500F9	Message	Script table: %2 (ID: %1) is available on both sides A & B.
	Severity	Informational
	Type	Clear
	Description	Script table "%2" is configured on both sides of the central controller.
	Action	No action is required.

Message ID (hex)	Property	Value
10500FF	Message	Side: %1: %2 process is OK.
	Severity	Informational
	Type	Clear
	Description	The Router is reporting that side "%1" process "%2" is OK.
	Action	No action is required.
1050100	Message	Process: %2 at the central site side: %1 is down.
	Severity	Error
	Type	Raise
	Description	This alarm only occurs for central controller (Router and Logger) processes. If the process for BOTH sides is down there is a total failure for that process. This could be part of Router shutdown. Critical processes: - "mds" (Router/Logger): coordinates messaging between duplexed Routers AND Loggers. When mds is down the central controller is down and no calls are being routed. - "rtr" (Router): call routing intelligence. - "clgr/hlgr" (Logger) - configuration/historical data processing to configuration database. - "rts" (Router): Real Time Server data feed from the Router to the Admin Workstations for reporting. - "rcv" (Logger Recovery): keeps the redundant historical databases synchronized between duplexed Loggers.
	Action	No action is required.
10501F1	Message	ICM node: %2 (ID: %1) is on-line.
	Severity	Informational
	Type	Clear
	Description	The specified node is on-line to the ICM.
	Action	No action is required.
10501F2	Message	ICM node: %2 (ID: %1) is off-line.
	Severity	Error
	Type	Raise
	Description	The specified node is not visible to the ICM. Distribution of real time data may be impacted.
	Action	No action is required.

Message ID (hex)	Property	Value
10501F6	Message	The Router's state size of: %1 MB is now below the alarm limit of: %2 MB.
	Severity	Informational
	Type	Clear
	Description	The Router's state size of "%1" MB is now below the alarm limit of "%2" MB.
	Action	No action is required.
10501F7	Message	The Router's state size of: %1 MB has grown beyond the alarm limit of: %2 MB.
	Severity	Error
	Type	Raise
	Description	The Router's state size of "%1" MB has grown beyond the alarm limit of "%2" MB. This may indicate a memory leak, or it may indicate that the customer's configuration size has grown larger. Large state sizes may cause problems when synchronizing Routers, so the bandwidth of the private link may also need to be investigated.
	Action	The alarm limit can be raised with the "rtsetting" tool.
10501F8	Message	ICM node: %2 (ID: %1), on system: %3, is on-line.
	Severity	Informational
	Type	Clear
	Description	The specified node is on-line to the ICM.
	Action	No action is required.
10501F9	Message	ICM node: %2 (ID: %1), on system: %3, is off-line.
	Severity	Error
	Type	Raise
	Description	The specified node is not visible to the ICM. Distribution of real time data may be impacted. This condition can exist briefly while the system is loading. If it does not clear, it may indicate a problem with the node or the communications paths that connect the Router and node.
	Action	Check the communication paths that connect the Router and the node.

Message ID (hex)	Property	Value
10501FD	Message	The Router has completed loading the initial configuration from the Logger.
	Severity	Informational
	Type	Clear
	Description	The specified node is on-line to the ICM.
	Action	No action is required.
10501FE	Message	The Router has not loaded a configuration from the Logger.
	Severity	Error
	Type	Raise
	Description	This condition indicates that the Router has not yet completed the initialization step of loading a configuration from the Logger. This condition can exist briefly while the system is loading. If it does not clear, it may indicate a problem with the Logger or the communications paths that connect the Router and the Logger.
	Action	Check the communication paths that connect the Router and the Logger.
105023C	Message	The Router has detected that it is no longer synchronized with its partner.
	Severity	Error
	Type	Single-State Raise
	Description	The Router has detected that it is no longer synchronized with its partner. One result of this is that the Router might be routing some calls incorrectly.
	Action	Stop the Router on both sides. After both sides are completely stopped, restart both Routers. Alternate Action: Restart the Router on one side. After doing this, the Routers might still route some calls incorrectly, but they will be in sync.

Message ID (hex)	Property	Value
105029A	Message	Congestion level changed from: %1, with rejection percentage: %2, to congestion level: %3, with rejection percentage: %4, on: %5.
	Severity	Error
	Type	Raise
	Description	There is a change in the congestion level of the Router which implies that there is a change in the call rejection percentage also. When congestion control is enabled, the system will reject or treat the calls according to the congestion level and rejection percentage determined. When congestion control is disabled, the system will not reject or treat the calls until the congestion enabled option is turned on in the congestion control settings gadget.
	Action	The system has exceeded the designed capacity. Re-evaluate the system design if the congestion occurs frequently. When congestion control is disabled and the system is congested, you can turn on the congestion enabled option in the congestion control settings gadget to reject or treat the congested calls.
105029B	Message	The system congestion control level has moved to the normal operating level for the deployment: %1.
	Severity	Warning
	Type	Clear
	Description	The Router is currently not congested.
	Action	None
105029D	Message	Total number of agent skill group pairs: %1, exceeds the defined system default limit: %2.
	Severity	Error
	Type	Single-State Raise
	Description	Total number of agent skill group pairs exceeds the defined system default limit.
	Action	Log out agents or remove skill groups associated to the agent such that the agent skill group pair count does not exceed the defined system default limit.

Message ID (hex)	Property	Value
10502B0	Message	Error: %1
	Severity	Error
	Type	Raise
	Description	The Contact Share connection to the application gateway is down.
	Action	Open the application gateway list tool from the configuration manager tool and check the application gateway configuration for correct connection address properties.
10502B9	Message	Informational: %1
	Severity	Informational
	Type	Clear
	Description	The Contact Share connection to the application gateway is up.
	Action	No action is required.
10502BA	Message	Informational: %1
	Severity	Informational
	Type	Clear
	Description	The Contact Share connection to the application gateway is active.
	Action	No action is required.
10502BB	Message	Informational: %1
	Severity	Informational
	Type	Raise
	Description	The Contact Share connection to the application gateway is inactive.
	Action	No action is required.
10502BE	Message	The deployment has reached the maximum agent capacity of: %1.
	Severity	Warning
	Type	Raise
	Description	The number of logged-in agents has reached the maximum capacity supported by this deployment type.
	Action	No action is required.

Message ID (hex)	Property	Value
10502BF	Message	The deployment is below the maximum agent capacity of: %1.
	Severity	Informational
	Type	Clear
	Description	The number of logged-in agents is now below the maximum capacity supported by this deployment type.
	Action	No action is required.

Logger SNMP Notifications

Table 17: Logger SNMP Notifications

Message ID (hex)	Property	Value
12A0001	Message	Message Delivery Service (MDS) feed from the router to the logger has failed.
	Severity	Error
	Type	Raise
	Description	Indicates that the MDS event feed connection from the ICM router to the CSFS process on the logger has failed.
	Action	No action is required.
12A0002	Message	MDS is in service.
	Severity	Informational
	Type	Clear
	Description	Indicates MDS event feed connection from ICM router to CSFS process has connected.
	Action	If not a planned startup of the system, determine if the event is due to process, network, or system failure.

Message ID (hex)	Property	Value
12A0003	Message	Heartbeat event for: %1.
	Severity	Informational
	Type	N/A
	Description	Periodic message sent to indicate that the ICM Message Delivery Service (MDS) is in service and the system on which event management system processes reside can send events to the configured listener system. This message is also passed to the SNMP agent to indicate that the event stream is active.
	Action	No action is required.
12A4001	Message	SDDSN registration has been completed with system: %1, process: %2, using unique ID: %3. The registered system can now send diagnostic data via the SDDSN server.
	Severity	Informational
	Type	Clear
	Description	A system (via a particular process), connected to the SDDSN server has successfully registered as a valid endpoint using a unique ID. The system can now start sending diagnostic event data using the SDDSN server.
	Action	No action is required.
12A4002	Message	SDDSN unregistration was never received from system: %1, process: %2, using unique ID: %3. The registered system abruptly disconnected from the SDDSN server.
	Severity	Error
	Type	Raise
	Description	A system (via a particular process), connected to the SDDSN server has failed to unregistered as a valid endpoint using a unique ID. This indicates that the system abruptly disconnected from the SDDSN server.
	Action	This could indicate that the SDDSN server has failed or the TCP/IP connection to the server was lost. If this is a fault tolerant SDDSN server, check to see if the secondary SDDSN server has successfully re-registered the system). This would be indicated by a CLEAR condition to this alarm while the side of SDDSN that is reporting would be the other SDDSN server. If the primary SDDSN server is still running, check to see if you can ping between the system and the primary SDDSN server. Other scenarios include a simplex SDDSN server failure or lost TCP/IP connection, or the system that was communicating with the SDDSN server has somehow failed.

Message ID (hex)	Property	Value
12A4003	Message	SDDSN unregistration has been received from system: %1, process: %2, using unique ID: %3. The registered system has indicated that it will stop sending diagnostic data via the SDDSN server.
	Severity	Informational
	Type	Clear
	Description	A system (via a particular process), connected to the SDDSN server has successfully unregistered as a valid endpoint using a unique ID. This indicates that the system gracefully disconnected from the SDDSN server.
	Action	No action is required.
12A400A	Message	The SDDSN server is missing, or has outdated, resource files and cannot decipher messages for product: %1, (%3). Message ID = %2
	Severity	Error
	Type	Single-State Raise
	Description	An event has been received that the SDDSN server cannot decipher using the resource files (message DLLs) because they are missing or out of date. The SDDSN server has forwarded the ciphered event, and then disconnected the system that generated that event. %1 is the product number (in decimal). %2 is the Message ID that was sent. A value of 0 indicates that none of the messages can be deciphered. %3 is the name of the product.
	Action	The SDDSN server needs to have an updated installation of the resource files that are shipped with the product (%3). If %3 indicates 'Unknown', contact the technical assistance center to get a correlation between %1 and the actual product name. Install the updated support files for that product on the SDDSN server and restart it. This update will contain files named MSGSn.DLL and CATn.DLL where the 'n' should be replaced with the number %1 from this error message (e.g. MSGS2.DLL, CAT2.DLL, etc.).
12A4010	Message	The client system: %3, attempted to send an incompatible version: %1, SDDSN event. The current version supported is: %2.
	Severity	Error
	Type	Single-State Raise
	Description	An event has been received by a client system using an incompatible version of the SDDSN protocol.
	Action	The client system needs to be configured to send the correct version of the SDDSN protocol, or the SDDSN server needs to be upgraded to support the desired version.

Message ID (hex)	Property	Value
118C002	Message	%1%% of the available free space is used in database :%2.
	Severity	Informational
	Type	Single-State Raise
	Description	%1%% of the available free space is used in %2 database. This is an indication of how full the database is. When this value gets too high, the Logger will begin deleting the oldest historical records from the database.
	Action	Change the purge interval to save data for a shorter period of time. If this is not practical, add more disk space to the system and add disk devices to the database by using SQL Server Management Studio.
118C00C	Message	%1%% of the available log space is used in database: %2.
	Severity	Informational
	Type	Single-State Raise
	Description	%1%% of the available log space is used in the %2 database.
	Action	No action is required.
118C00F	Message	Begin automatic purge: %1%% of the available data space is used in database: %2.
	Severity	Warning
	Type	Raise
	Description	The automatic purge is being run in order to keep the database from running out of space. The parameters for the daily purge need to be adjusted to match the database storage capacity.
	Action	Contact the technical assistance center.
118C010	Message	Automatic purge complete: %1%% of the available data space is used in database: %2.
	Severity	Warning
	Type	Clear
	Description	The automatic purge has been run in order to keep the database from running out of space. The parameters for the daily purge need to be adjusted to match the database storage capacity.
	Action	No action is required.

Message ID (hex)	Property	Value
118C015	Message	Connected to client: %1, on port: %2.
	Severity	Informational
	Type	Clear
	Description	The Logger successfully connected to a client system.
	Action	No action is required.
118C017	Message	Logger or HDS connection to client: %1, on port: %2, either went out of service or has been broken.
	Severity	Informational
	Type	Raise
	Description	Logger or HDS on the specified TCP/IP connection and port number either went out of service or communication has been broken.
	Action	The Historical Data Server (HDS) or the peer Logger (on the other side of the duplexed central controller) is no longer getting its historical feed from this Logger. This can occur due to networking outages, SQL issues on the Logger or HDS, or the Logger or the HDS may have been shut down or otherwise disabled.
118C033	Message	Cannot find routing client with network routing client: %1, on server: %2, in database: %3; unable to replicate data to customer: %4, on CICR instance: %5.
	Severity	Warning
	Type	Single-State Raise
	Description	CICR replication must find a routing client in the database with a matching network routing client. Otherwise, it cannot translate the routing client ID foreign key in the dialed number or label properly. CICR replication is unable to complete the replication in this case.
	Action	No action is required.

Message ID (hex)	Property	Value
118C034	Message	Cannot find customer: %1, or instance: %2, on server: %3, in database: %4. Unable to replicate to customer: %1, on CICR instance: %2.
	Severity	Warning
	Type	Single-State Raise
	Description	CICR replication must find a customer and instance in the database with matching names. Otherwise, it cannot translate the customer definition ID foreign key in the dialed number or label properly. CICR replication is unable to complete the replication in this case.
	Action	No action is required.
118C035	Message	Dialed number or label exists with duplicate key on server: %1, in database %2; unable to replicate to customer: %3. on CICR Instance %4
	Severity	Warning
	Type	Single-State Raise
	Description	CICR replication has found that inserting the dialed number or label would cause a duplicate key error. Therefore, the dialed number or label cannot be inserted. CICR replication is unable to complete the replication in this case.
	Action	No action is required.
118C036	Message	Duplicate key exists for dialed number with enterprise name: %1.
	Severity	Warning
	Type	Single-State Raise
	Description	CICR replication has found that a dialed number already exists with this enterprise name. Therefore, it cannot insert the new dialed number. CICR replication is unable to complete the replication in this case.
	Action	No action is required.

Message ID (hex)	Property	Value
118C037	Message	Duplicate key exists for dialed number with routing client ID: %1, and dialed number string: %2.
	Severity	Warning
	Type	Single-State Raise
	Description	CICR replication has found that a dialed number already exists with this routing client ID and dialed number string. Therefore, it cannot insert the new dialed number. CICR replication is unable to complete the replication in this case.
	Action	No action is required.
118C038	Message	Duplicate key exists for label with routing client ID: %1, and label string: %2.
	Severity	Warning
	Type	Single-State Raise
	Description	CICR replication has found that a label already exists with this routing client ID and label string. Therefore, it cannot insert the new label. CICR replication is unable to complete the replication in this case.
	Action	No action is required.
118C039	Message	CICR replication on side%1 is now active.
	Severity	Informational
	Type	Clear
	Description	The CICR replication process is active.
	Action	No action is required.
118C03A	Message	CICR replication on side%1 is now inactive.
	Severity	Informational
	Type	Raise
	Description	The CICR replication process is inactive.
	Action	No action is required.

Message ID (hex)	Property	Value
118C03D	Message	Invalid host name is configured for customer: %1. Use the Configure ICM tool to re-configure the host name for customer: %1.
	Severity	Error
	Type	Single-State Raise
	Description	Invalid host name has been configured for the customer.
	Action	Use the ConfigICR->ICR_NODE to change the host name or system name and re-start the CICR replication process.
118C03E	Message	CICR replication failed to update CICR instance: %1, due to commit update CC transaction failure. Unable to rReplicate to customer: %1. Check and correct the errors.
	Severity	Warning
	Type	Single-State Raise
	Description	CICR replication failed to update the configuration change due to the error caused by the "commit update CC transaction" failure.
	Action	No action is required.
118C040	Message	Found %1 records with date/time greater than current central controller time: %2 in table: %3. Check and correct the errors.
	Severity	Warning
	Type	Single-State Raise
	Description	Found historical records with date/time greater than current central controller time. Delete the records which have date time greater than the current central controller time.
	Action	No action is required.
118C048	Message	NICR replication on side%1 is now inactive.
	Severity	Informational
	Type	Raise
	Description	The NICR replication process is inactive.
	Action	No action is required.

Message ID (hex)	Property	Value
118C049	Message	NICR replication on side%1 is now active.
	Severity	Informational
	Type	Clear
	Description	The NICR replication process is active.
	Action	No action is required.
118C051	Message	Invalid host name: %1, is configured for primary distributor for customer: %2. Use the Configure ICM tool to re-configure the primary distributor for customer: %2.
	Severity	Error
	Type	Single-State Raise
	Description	Invalid primary distributor has been configured for the customer, or the system is unable to resolve the hostname for the named primary distributor for some reason.
	Action	Use the ConfigICR->ICR_NODE to change the host name or system name and re-start the CICR replication process. Alternatively, check name resolution for the specified host name.

Peripheral Gateway SNMP Notifications

Table 18: Peripheral Gateway SNMP Notifications

Message ID (hex)	Property	Value
108C020	Message	The Enterprise CTI Server associated with this Peripheral Gateway is on-line on: %1.
	Severity	Informational
	Type	Clear
	Description	The Enterprise CTI server associated with this Peripheral Gateway is on-line. Enterprise CTI Client applications are able to connect to the server and exchange call and agent data.
	Action	No action is required.

Message ID (hex)	Property	Value
108C021	Message	The Enterprise CTI server associated with this Peripheral Gateway is down.
	Severity	Error
	Type	Raise
	Description	The Enterprise CTI server associated with this Peripheral Gateway is off-line. Enterprise CTI client applications are not able to connect to the server and exchange call and agent data.
	Action	Review the CTI server events and logs.
108C02B	Message	OPC has detected that it is no longer synchronized with its partner.
	Severity	Error
	Type	Single-State Raise
	Description	OPC has detected that it is no longer synchronized with its partner.
	Action	No action is required.
1088085	Message	PG has failed activation request for %1 consecutive times.
	Severity	Error
	Type	Single-State Raise
	Description	PG has failed activation and will be restarted. Note This SNMP Notification is supported with UCCE 12.5(2) if CCE 12.5(2) ES 23 is installed.
	Action	No action is required.
13E0002	Message	Message Integration Service was unable to connect to: %1%2, on: %3, TCP/IP port: %4.
	Severity	Error
	Type	Raise
	Description	Message Integration Service (MIS) was unable to connect to the indicated component and address.
	Action	Confirm component is available, configuration of IP address(es) and port(s) are correct, and network connectivity would allow for connection.

Message ID (hex)	Property	Value
13E0003	Message	Connection to: %1%2, address: %3:%4, succeeded.
	Severity	Informational
	Type	Clear
	Description	Message Integration Service (MIS) was able to connect to the indicated component and address.
	Action	No action is required.
13E0004	Message	Message Integration Service was unable to open a session to: %1%2.
	Severity	Error
	Type	Raise
	Description	Message Integration Service (MIS) was unable to open a session to the indicated component.
	Action	No action is required.
13E0005	Message	Session to: %1%2, opened.
	Severity	Informational
	Type	Clear
	Description	Message Integration Service (MIS) was able to open a session to the indicated component and address.
	Action	No action is required.
13E0006	Message	Trunk group: %1, trunk: %2; received in message from VRU-%3; not configured.
	Severity	Error
	Type	Single-State Raise
	Description	A message pertaining to the indicated trunk group and trunk has not been configured with MIS.
	Action	Configure extension, trunk group, and trunk in MIS.

Message ID (hex)	Property	Value
13E0007	Message	Call tracking error: %1.
	Severity	Error
	Type	Single-State Raise
	Description	A call within MIS could not be tracked successfully.
	Action	Determine where tracking problem occurred and correct (for MIS problem, it could be MIS, VRU, or PG).
1540002	Message	An error occurred on the TCP/IP connection between the ACMI ACD server (CTI) and the ACMI peripheral gateway. ACMI peripheral gateway is offline.
	Severity	Error
	Type	Raise
	Description	An error occurred on the connection between the ACMI ACD server (CTI) and the ACMI peripheral gateway. ACMI peripheral gateway is offline.
	Action	If ACMI peripheral gateway does not re-attach, contact the technical assistance center.
1540003	Message	Peripheral status was DOWN, going NORMAL. ACMI peripheral gateway is online.
	Severity	Informational
	Type	Clear
	Description	Peripheral status was DOWN, going NORMAL. ACMI peripheral gateway is online.
	Action	No action is required.
1540007	Message	The route register on the DN: %1, is operational.
	Severity	Informational
	Type	Clear
	Description	The DN is operational.
	Action	No action is required.

Message ID (hex)	Property	Value
1540008	Message	The route register failed for DN: %1.
	Severity	Error
	Type	Raise
	Description	The Permit Application Routing box on the child system is not checked for DN.
	Action	Check Permit Application Routing box.
1540009	Message	The route register failed for DN: %1.
	Severity	Error
	Type	Raise
	Description	You have configured a DN or DN for a translation route on the parent that doesn't exist on the child system. Don't forget to check 'Permit Application Routing' when adding it.
	Action	Add the DN on the child system and ensure that 'Permit Application Routing' is enabled.
154000A	Message	The route register failed for DN: %1.
	Severity	Error
	Type	Raise
	Description	You have configured a DN or DN for a translation route on the parent that doesn't exist on the child system. Don't forget to check 'Permit Application Routing' when adding it.
	Action	Add the DN on the child system and ensure that 'Permit Application Routing' is enabled.
154000B	Message	The route register failed for DN: %1.
	Severity	Error
	Type	Single-State Raise
	Description	You have specified an incorrect server peripheral ID in the PG Setup of the Gateway PG.
	Action	Correct the server peripheral ID in the PG Setup of the Gateway PG and restart the PG.

Message ID (hex)	Property	Value
154000C	Message	The route register failed for DN: %1.
	Severity	Error
	Type	Single-State Raise
	Description	Another Gateway PG has requested control of this DN. This is most like likely due to an incorrect server hostname being configured.
	Action	Correct the server host name in the PG Setup of the Gateway PG and restart the PG.
154000D	Message	The peripheral ID: %1 given, is not valid.
	Severity	Error
	Type	Single-State Raise
	Description	You have specified an incorrect server peripheral ID in the PG Setup of the Gateway PG.
	Action	Correct the server peripheral ID in the PG Setup of the Gateway PG and restart the PG.
154000E	Message	Central controller connection on child down - ACMI peripheral gateway status DOWN.
	Severity	Error
	Type	Raise
	Description	Central controller connection on child down - ACMI peripheral gateway status DOWN.
	Action	No action is required.

CTI SNMP Notifications

Table 19: CTI SNMP Notifications

Message ID (hex)	Property	Value
12E8006	Message	CONNECTION MONITOR SERVICE: Enterprise CTI session established by client: %1 (%2) at: %3.
	Severity	Informational
	Type	Clear
	Description	An Enterprise CTI session has been opened by client ID %1 (signature %2) from IP address %3.
	Action	No action is required.
12E8007	Message	CONNECTION MONITOR SERVICE: Enterprise CTI session closed by client: %1 (%2) at: %3.
	Severity	Warning
	Type	Raise
	Description	The Enterprise CTI session with client ID %1 (signature %2) at IP address %3 has been closed by the client.
	Action	This indicates that an Enterprise CTI client application that is generally always connected to the Enterprise CTI Server has closed its connection. The CTI client application software may need to be checked for proper operation.
12E8008	Message	CONNECTION MONITOR SERVICE: Enterprise CTI session terminated with client: %1 (%2) at: %3.
	Severity	Error
	Type	Raise
	Description	The Enterprise CTI session with client ID %1 (signature %2) at IP address %3 has been terminated by the Enterprise CTI Server.
	Action	This indicates that an Enterprise CTI Client application that is generally always connected to the Enterprise CTI Server has been disconnected due to errors. If the problem persists, the CTI client application software may need to be checked for proper operation.

Message ID (hex)	Property	Value
12E800C	Message	Client: %1, object: %2, normal event report: %3.
	Severity	Informational
	Type	Clear
	Description	The Enterprise CTI client %1 application software has reported the following normal event for object %2: %3.
	Action	No action is required.
12E800D	Message	Client: %1, object: %2, warning event report: %3.
	Severity	Warning
	Type	Raise
	Description	The Enterprise CTI client %1 application software has reported the following warning for object %2: %3.
	Action	This indicates that the CTI client application software has detected a possible error or other abnormal condition and may need to be checked for proper operation.
12E800E	Message	Client: %1, object: %2, error event report: %3.
	Severity	Error
	Type	Raise
	Description	The Enterprise CTI client %1 application software has reported the following error for object %2: %3.
	Action	This indicates that the CTI client application software has detected an error condition and may need to be checked for proper operation.
12E800F	Message	A version 13 or prior CTI client ID: %1 (%2) at: %3, connected with agent multi line enabled.
	Severity	Warning
	Type	Raise
	Description	A CTI client: %1 (signature: %2) from IP address: %3 with a version prior to 14 has connected to CTI Server that supports multi-line phones. Problems may be encountered with that application depending upon what messages/devices, etc. it processes events for.
	Action	Check with the vendor of the software and see if they have ensured compatibility.

Message ID (hex)	Property	Value
12E8010	Message	A version 13 or prior CTI client ID: %1 (%2) at: %3, disconnected with agent multi line enabled.
	Severity	Warning
	Type	Clear
	Description	A CTI client %1 (signature %2) from IP address %3 with a version prior to 14 has connected to CTI Server that supports multi-line phones. Problems may be encountered with that application depending upon what messages/devices, etc. it processes events for.
	Action	Check with the vendor of the software and see if they have ensured compatibility.
12EC00E	Message	CTI Server was unable to forward ECC variables due to an overflow condition.
	Severity	Warning
	Type	Single-State Raise
	Description	CTI Server found too much data in ECC variables while processing messages. ECC Variables will not be forwarded for there messages.
	Action	This indicates that too many / too large ECC variables are configured in the system. Eliminate some ECC variables or reduce the size of existing ECC variables to alleviate this condition.
1560004	Message	CTI OS Server version: %2, is online. Connected to CTI Server at: %3. CTI Server protocol is: %1.
	Severity	Informational
	Type	Clear
	Description	Message indicating the version of CTI OS Server as well as the protocol version CTI OS Server uses to connect to CTI Server.
	Action	No action is required.

Message ID (hex)	Property	Value
1560005	Message	CTI OS Server version: %2, cycled because the connection to CTI Server at: %3, closed. CTI Server protocol is: %1.
	Severity	Warning
	Type	Raise
	Description	CTI OS Server has cycled itself because its connection to CTI Server closed. When CTI OS Server restarts, it will re-establish its connection to CTI Server.
	Action	This event usually occurs when the CTI Server process cycles. If this event is received and CTI Server was not manually cycled, please collect the CTI OS Server log as well as all PG logs and contact the technical assistance center.
1560006	Message	CTI OS Server version: %2, cycled because the connection to CTI Server at: %3, failed. CTI Server protocol is: %1.
	Severity	Error
	Type	Raise
	Description	CTI OS Server has cycled itself because its connection to CTI Server failed. When CTI OS Server restarts, it will re-establish its connection to CTI Server.
	Action	This event can occur when CTI OS is running on a heavily loaded system. If this event is received and CTI Server was not stopped, please check the total CPU usage as well as CTI OS Server CPU usage. If either total or CTI OS Server CPU usage is greater than 60%, please check the agent, team, and skill group configuration against published limits to ensure it is within tolerance.
1560007	Message	CTI OS Server has %1 messages in queue.
	Severity	Informational
	Type	Clear
	Description	The CTI OS Server incoming message is now below 10,000 messages.
	Action	No action is required.

Message ID (hex)	Property	Value
1560008	Message	CTI OS Server has %1 messages in queue.
	Severity	Warning
	Type	Raise
	Description	The CTI OS Server incoming message queue exceeded 10,000 messages. This might result in unwanted behavior.
	Action	This event can occur when CTI OS is running on a heavily loaded system. If this event is received, please check the total CPU usage as well as CTI OS Server CPU usage. If either total or CTI OS Server CPU usage is greater than 60%, please check the agent, team, and skill group configuration against published limits to ensure it is within tolerance.
1560009	Message	CTI OS Server has generated an exception in: %2, processing %3. Details: %4: %1 %5.
	Severity	Error
	Type	Single-State Raise
	Description	CTI OS Server generated an exception while processing a request or an event specified in this method.
	Action	This is an internal error in CTI OS Server's request and message processing logic. Please collect the CTI OS Server log as well as all PG logs and contact the technical assistance center.
156000A	Message	CTI OS Server has generated an exception in: %2, processing %3. Details: %4: %1 %5.
	Severity	Error
	Type	Single-State Raise
	Description	CTI OS Server generated an exception while processing the request or event specified in this method.
	Action	This is an internal error in CTI OS Server's request and message processing logic. Please collect the CTI OS Server log as well as all PG logs and contact the technical assistance center.

Message ID (hex)	Property	Value
156000B	Message	CTI OS Server's total amount of agent mode connections is: %1. This is within CTI OS Server's limit of: %2.
	Severity	Informational
	Type	Clear
	Description	CTI OS Server is current running with an acceptable number of agents connected to it.
	Action	No action is required.
156000C	Message	CTI OS Server's total amount of agent mode connections is: %1. This exceeds CTI OS Server's limit of: %2.
	Severity	Warning
	Type	Raise
	Description	CTI OS Server is currently running with an excessive number of agents connected to it.
	Action	Ensure that the number of agent's currently using the system is not more than the limit listed in the event's description. If there are custom CTI OS applications deployed in the contact center, make sure to understand how many connections those custom applications open to CTI OS Server. For example, if a custom application opens two connections to CTI OS Server, this will halve the number of agents that can connect to CTI OS Server.
156000D	Message	CTI OS Server's total amount of monitor mode connections is: %1. This is within CTI OS Server's limit of: %2.
	Severity	Informational
	Type	Clear
	Description	CTI OS Server is current running with an acceptable number of monitor-mode applications connected to it.
	Action	No action is required.

Message ID (hex)	Property	Value
156000E	Message	CTI OS Server's total amount of monitor mode connections is: %1. This exceeds CTI OS Server's limit of: %2.
	Severity	Warning
	Type	Raise
	Description	CTI OS Server is currently running with an excessive number of monitor-mode applications connected to it.
	Action	Ensure that the number of monitor mode applications connected to CTI OS Server does not exceed the limit listed in the event's description. If there are custom CTI OS applications deployed in the contact center, make sure to understand how many connections those custom applications open to CTI OS Server as well as what types of connections those applications open to CTI OS Server. For example, applications that appear to open an agent mode connection (presents a UI geared toward an agent) may also open a monitor mode connection in the background.
156000F	Message	CTI OS Server's monitor mode functionality has been re-enabled. Monitor mode functionality was previously disabled after %1 failed attempts to access monitor mode functionality.
	Severity	Informational
	Type	Clear
	Description	CTI OS Server has re-enabled monitor mode functionality.
	Action	No action is required.

Message ID (hex)	Property	Value
1560010	Message	CTI OS Server's monitor mode functionality has been disabled after %1 failed attempts to access monitor mode functionality.
	Severity	Warning
	Type	Raise
	Description	CTI OS Server has disabled access to monitor mode functionality because an excessive number of consecutive failed attempts to access monitor mode functionality have occurred. An attempt to access monitor mode functionality fails when the CTI OS monitor mode password is incorrectly specified.
	Action	This event occurs when CTI OS security is enabled and a monitor password has been set. If this event is triggered, one or more applications have consecutively failed to supply the correct monitor mode password. Check the CTI OS Server log for lines containing the following text: security warning: client at <ip_address> failed to establish a monitor mode connection. Check to make sure that the CTI OS client at the given IP address is actually running a monitor mode client. If not, it is possible that there was an attempt to hack into CTI OS monitor mode functionality. If there is a CTI OS client at the given IP address, the client may have the wrong monitor mode password. If no action is taken and no further attempts to access monitor mode functionality fail, monitor mode functionality will unlock after the configured amount of time (15 minutes by default).
1560011	Message	After the CTI OS Server version %2 re-established the connection to CTI Server at: %3, configuration change was detected. The CTI OS Server will restart. CTI Server protocol is: %1.
	Severity	Warning
	Type	Raise
	Description	Upon re-establishment of the CTI Server Link, CTI OS Server detected a configuration change. CTI OS Server will restart to insure proper configuration.
	Action	This event can occur when CTI OS has lost connection to the CTI Server and the configuration has changed during that period.

Message ID (hex)	Property	Value
1560012	Message	The CTI OS Server version %2 connection to CTI Server at: %3 has closed. The CTI OS Server will attempt to re-establish the connection. CTI Server protocol is: %1.
	Severity	Warning
	Type	Raise
	Description	CTI OS Server's connection to the CTI Server has closed. CTI OS Server will attempt to re-establish the connection to the CTI Server. If Unsuccessful, CTI OS Server will restart.
	Action	This event usually occurs when the CTI Server closes the connection. If this event is received and CTI Server was not able to reconnect to the CTI Server, the CTI OS Server may cycle. Please collect the CTI OS Server log as well as all PG logs and contact the technical assistance center.
1560013	Message	CTI OS Server is within the supported limit for: %1 %2. %3.
	Severity	Informational
	Type	Clear
	Description	CTI OS Server is within the supported operational limit for this configuration/action.
	Action	No action is required.
1560014	Message	CTI OS Server is within the supported limit for %1 %2 has been exceeded. %3.
	Severity	Warning
	Type	Raise
	Description	The CTI OS Server is within the supported operational limit has been exceeded
	Action	This event occurs when a CTI OS Server is within the supported operational limit has been exceeded for either a configuration or action. This violation may adversely affect CTI OS performance. Please check the published operational limits for this release of CTI OS Server.

Live Data Events

Table 20: Live Data Events

Message ID (decimal)	Property	Value
107	Message	[server_address=%s]: Connection Terminated to ActiveMQ
	Severity	Informational
	Type	Raise
	Description	Informs JMS publisher connection to ActiveMQ service is down. JMS publisher terminated/stopped.
	Action	Ordinarily, no action required. However, if connection to JMS (ActiveMQ service) is down for extended periods of time, then, verify if ActiveMQ service status and evaluate overall system health, i.e., verify services are up, disk partitions have free space, system is not CPU starved, not swapping, not I/O bound, etc.
108	Message	[server_address=%s]: Connection Established to ActiveMQ
	Severity	Informational
	Type	Clear
	Description	Informs JMS publisher connection to ActiveMQ service is up. JMS publisher started, or, if connection lost, connection established.
	Action	No action required. Note, however, that if JMS connection is bouncing often, then, this could be an indication of a system-wide issue, so evaluate overall system health, i.e., verify services are up, disk partitions have free space, system is not CPU starved, not swapping, not I/O bound, etc.
301	Message	[message_error=%s]: Error initializing JMX MBean
	Severity	Error
	Type	Raise
	Description	Failure during creation of JMX bean for TIP statistical reporting, which can be linked to JMX services failure to initialize, lack of system resources, or incorrect configuration of JMX host/port.
	Action	Verify overall system health, i.e., services are up, disk partitions have free space, system is not CPU starved, not swapping, not I/O bound, etc. Attempt system restart, if problem persists, contact tech. support.

Message ID (decimal)	Property	Value
303	Message	[jmx_bean_name=%s]: JMX MBean registration failed
	Severity	Error
	Type	Raise
	Description	Failure during establishment of JMX bean for event spout (PG, Router, etc) operations. This means no operations to/from spouts will be possible via JMX.
	Action	Attempt system restart, if problem persists, contact tech. support.
304	Message	[jmx_bean_name=%s]: JMX MBean registration succeeded
	Severity	Error
	Type	Clear
	Description	Success in establishing JMX bean for event spout (PG, Router, etc) operations.
	Action	No action required.
405	Message	[connection_usage=%s] [server_address=%s] [state=%s] [message_error=%s]: Connection error
	Severity	Warning
	Type	Raise
	Description	Error during attempt to communicate (or establish connection) to CCE server (PG, Router, etc). This can be caused by: <ul style="list-style-type: none"> • Destination host/port not accepting connections. • Too many messages (from server) pending processing by Live Data. • Write to closed (by far-end) connection.
	Action	As follows: <ul style="list-style-type: none"> • Verify CCE server host/port configuration is correct, and port is open on host fire-wall. • Verify CPU availability to Live Data. If problem persists contact tech. support. • No action required for attempt to write to closed (by far-end) connection.

Message ID (decimal)	Property	Value
407	Message	[server_address=%s][tip_missed_heartbeats=%d]: Heatbeat Missed on TIP connection
	Severity	Warning
	Type	Clear
	Description	Missed one heartbeat to CCE server is not uncommon, and it is typically linked to a busy system. Live Data uses heartbeat to track the health of a CCE connection, and if too many (configurable) heartbeats are lost it will close and (attempt) to re-open the connection.
	Action	No action required.
501	Message	[properties=%s]: TIP Controller Stopped
	Severity	Critical
	Type	Raise
	Description	Indicates spout communication controller, responsible for CCE message processing, has terminated/stopped. This can happen on following scenarios: <ul style="list-style-type: none"> • Failover to standby cluster node. • JMX reset connection request. • System shutdown.
	Action	On failover: determine failover root cause and correct it. Start with overall system health, i.e., services are up, disk partitions have free space, system is not CPU starved, not swapping, not I/O bound, etc. If no reason is found, or reason cannot be corrected, contact tech. support. For all the other reasons: no action required.
502	Message	[tip_client_seggrp=%s][tip_client_app_seqnum=%s][properties=%s]: TIP Controller Started
	Severity	Critical
	Type	Clear
	Description	Indicates spout communication controller, responsible for CCE message processing, has started.
	Action	No action required.

Message ID (decimal)	Property	Value
503	Message	[server_address=%s][message_error=%s]: Error in TIP Controller Processes
	Severity	Error
	Type	Raise
	Description	Indicates protocol error due to: <ul style="list-style-type: none"> • Request/response timeout • Unrecognized message format • Failure in message decoding • Failure in message processing
	Action	Protocol request/response timeouts are not uncommon and are typically linked to communication failure due to far-end port disconnect (i.e., attempt to write to a closed socket). For all other failures, contact tech. support.
505	Message	[message_error=Connection-%s]: Invalid TIP Configuration for
	Severity	Error
	Type	Raise
	Description	Configuration to CCE server is incomplete, or invalid. Port is not numeric in range 1-65565, host name contains invalid characters, etc.
	Action	Verify Live Data configuration and restart system.
507	Message	[server_address=%s][tip_client_seqgrp=%s][tip_server_seqgrp=%s]: TIP Sequence Group Mismatch
	Severity	Error
	Type	Raise
	Description	Indicates data loss during last CCE connection switch-over. PG/Router unavailable simultaneous to a communication loss to PG/Router corresponding side (A or B).
	Action	No action required. The system will issue a new sequence group, and request a snapshot to re-synch its internal state with that of the failed component.

Message ID (decimal)	Property	Value
509	Message	[server_address=%s][tip_client_seqgrp=%s][tip_server_seqgrp=%s]: TIP Message Gap between client and server
	Severity	Error
	Type	Raise
	Description	Indicates data loss during last CCE communication. PG/Router crash simultaneous to a communication loss to PG/Router corresponding side (A or B).
	Action	No action required. The system will request a snapshot to re-synch its internal state with that of the failed component.
511	Message	[server_address=%s]: TIP Controller switching Active Side
	Severity	Warning
	Type	Raise
	Description	Indicates spout communication controller has detected an active connection (to CCE server) is down, and that the standby connection to configured PG/Router will become active (switch-over). The PG/Router communication was severed, or the CCE server is no longer running.
	Action	Verify CCE server (PG, Router, etc) health.
512	Message	[server_address=%s][tip_client_seqgrp=%s][tip_server_seqgrp=%s]: TIP Message Synchronization Successful with TIP Server
	Severity	Error
	Type	Clear
	Description	Indicates that during a switch-over (from active connection to standby) the sequence number received by standby is in ascending order, and that it can be released from CCE server side. PG/Router unavailable, but Live Data state is not affected by it.
	Action	No action required.
515	Message	[server_address=%s][operation_type=%s]: TIP Protocol Request Failure
	Severity	Warning
	Type	Raise
	Description	Request to CCE server has failed, or timed out.
	Action	No action required.

Message ID (decimal)	Property	Value
517	Message	[server_address=%s][message_error=%s][operation_type=%s]: TIP Protocol Errors
	Severity	Error
	Type	Raise
	Description	Protocol error during response processing (of a request to CCE server) due to response to an invalid, or inexistent, pending request id. This can be linked to an expired request, as well as, an inexistent request.
	Action	No action required.
521	Message	[server_address=%s][message_error=%s]: TIP Heartbeat Failure
	Severity	Error
	Type	Raise
	Description	Reached allowed number of heartbeat losses to CCE server. This will disconnect all CCE servers (PG, Router, etc) associated with a given CCE side (A or B). A switch over to other CCE server side (A or B) will be automatically initiated.
	Action	Determine network integrity between Live Data and CCE servers on failed side (A or B). Determine if CCE server (PG, Router, etc) is up and running.
523	Message	[server_address=%s][message_error=%s]: Error in TOS Client
	Severity	Error
	Type	Raise
	Description	Indicates TOS (related to Live Data Cluster node state) protocol error. Possible error causes are: <ul style="list-style-type: none"> • Failure to start TOS communication • Failure during write to TOS far-end server
	Action	Verify Live Data configuration, restart system.

Message ID (decimal)	Property	Value
601	Message	[server_address=%s][message_error=%s]: Warning in TOS Client"
	Severity	Warning
	Type	Raise
	Description	Unable to send message to assess Live Data Cluster state on far end. Triggered by failure to receive cluster node state via JMS (ActiveMQ/Netbridge in this case), which can be caused by cluster node crash, network failure, ActiveMQ crash, or Netbridge crash.
	Action	Verify network integrity between Live Data cluster nodes. Verify ActiveMQ service is up, and cluster nodes configured for fail-over.
603	Message	[server_address=%s][message_error=%s]: TOS REQUEST RESPONSE latency alert.
	Severity	Warning
	Type	Raise
	Description	Request/response round trip time to cluster nodes is greater than configured seconds. This can be linked to network latency, or sluggish response from cluster node far end.
	Action	Verify network integrity between Live Data clusters nodes. Verify overall system health on all Live Data cluster nodes.
607	Message	[server_address=%s][missed_heartbeats]: Heatbeat Missed on TOS connection
	Severity	Warning
	Type	Raise
	Description	Missed one heartbeat to CCE server is not uncommon, and it is typically linked to a busy system. Live Data uses heartbeat to track the health of a CCE connection, and if too many (configurable) heartbeats are lost it will close and (attempt) to re-open the connection.
	Action	Verify network integrity between CCE server and Live Data.

Message ID (decimal)	Property	Value
609	Message	[server_address=%s][message_error=%s]: TOS Heartbeat Failure
	Severity	Error
	Type	Raise
	Description	Reached allowed number of heartbeat losses to CCE server (PG, Router, etc). This will cause a disconnection followed by reconnection to CCE servers (PG, Router, etc).
	Action	Verify network integrity from CCE server (PG, Router, etc) to Live Data. Verify CCE server (PG, Router, etc) is up and running.
703	Message	[operation_error_desc=%s]: Camel Service Error
	Severity	Error
	Type	Raise
	Description	Failed to open connection to JMS (ActiveMQ) or to publish to indicated topic. Configuration to JMS (ActiveMQ) is incorrect, or service is down.
	Action	Verify Live Data configuration. Assess overall system health, i.e., services are up, disk partitions have free space, system is not CPU starved, not swapping, not I/O bound, etc. Note that, in case of ActiveMQ service down, the Live Data cluster will fail-over to standby node.
801	Message	[server_id=%s]: Spout failed to load UCCE Configuration
	Severity	Error
	Type	Raise
	Description	Error during load of Live Data configuration from AWDB. Dataset name pointing to AWDB, incorrectly configured in CUIC. location.
	Action	Using CUIC interface assure data set name for CUIC is correctly configured with address to AWDB. Ensure AWDB system is up and running. If problem persists, contact tech. support.
802	Message	[server_id=%s]: Spout loaded UCCE Configuration
	Severity	Informational
	Type	Clear
	Description	Live Data configuration, from AWDB, loaded to local memory.
	Action	No action required.

Message ID (decimal)	Property	Value
805	Message	[message_error=%s]: JMS Command Spout failed to Initialize
	Severity	Error
	Type	Raise
	Description	JMS command spout failed to initialize. Scenario JMS (ActiveMQ) communication was not possible via Camel, and an exception was thrown.
	Action	Verify Live Data configuration, and restart system. If problem persists, contact tech. support.
807	Message	[message_error=%s]: JMS Command Spout failed to Close
	Severity	Error
	Type	Raise
	Description	JMS command spout failed to close JMS connection.
	Action	No action required.
809	Message	[server_id=%s][tip_client_app_seqnum=%d][tip_server_app_seqnum=%d]: Invalid Application Sequence Number Received
	Severity	Error
	Type	Raise
	Description	During communication with CCE server, message sequence number was not in increasing order, and/or presented a gap. Possible data loss.
	Action	Gather logs and contact tech. support.
813	Message	[server_id=%s][message_error=%s]: Spout runtime error
	Severity	Error
	Type	Raise
	Description	Indicates event spout runtime error: <ul style="list-style-type: none"> • Zookeeper connection object could not instantiate or connect. • Establishment of JMS command queue listener failed. • JMX configuration could not be written to Zookeeper.
	Action	Verify Zookeeper service is up and running, and restart system. If problem persists, contact tech. support.

Message ID (decimal)	Property	Value
815	Message	[server_id=%s]: Spout lost connection to Zookeeper
	Severity	Error
	Type	Raise
	Description	Connection to Zookeeper was severed, which might be linked to a Zookeeper down/terminated. Note that a Zookeeper disconnection will cause a Live Data cluster failover.
	Action	Zookeeper is central to Storm and, as such, to Live Data; verify service is up and running. If disconnections are frequent, contact tech. support.
816	Message	[server_id=%s]: Spout Connected Successfully to Zookeeper
	Severity	Informational
	Type	Clear
	Description	Connection to Zookeeper established.
	Action	No action required.
819	Message	[server_id=%s]: Spout deactivated
	Severity	Critical
	Type	Raise
	Description	Event spout is deactivated due to a Live Data Cluster failover. One of the central components to Live Data is down. Central components are: Zookeeper, ActiveMQ, and (pairs of) CCE servers (PG/Router).
	Action	Verify overall system health, i.e., services are up, disk partitions have free space, system is not CPU starved, not swapping, not I/O bound, etc. Verify network to PGs and Routers are healthy. Verify PGs and Routers are up and running. If problem persists, contact tech. support.
820	Message	[server_id=%s]: Spout activated
	Severity	Critical
	Type	Clear
	Description	Event spout transitioned to active state due to startup, or Live Data Cluster failover.
	Action	No action required.

Message ID (decimal)	Property	Value
902	Message	[server_id=%s][value=%s]: Spout UCCE Configuration - Deployment Type Modified
	Severity	Informational
	Type	Clear
	Description	Deployment type change from UCCE to PCCE, or vice-versa. This WILL impact the feature set available in Live Data, and require environment reconfiguration. The expectation is, in fact, that environment adjustments (to/from UCCE to PCCE), took place before changing deployment type.
	Action	No action required.
905	Message	[server_id=%s][value=%s]: Spout UCCE Configuration - Spout end point configuration error
	Severity	Error
	Type	Raise
	Description	Indicates Live Data EndPoint configuration is present, but data is inconsistent (values missing from tables, incomplete data, etc.).
	Action	Correct Live Data EndPoint Configuration.
907	Message	[server_id=%s][value=%s]: Spout UCCE Configuration - Spout TOS end point configuration error
	Severity	Error
	Type	Raise
	Description	Live Data configuration is incomplete/incorrect and TOS protocol host/port is in error.
	Action	Correct Live Data EndPoint Configuration.
1401	Message	[message_error=%s]: Error connecting to Zookeeper
	Severity	Error
	Type	Raise
	Description	Zookeeper connection failure. Possibly Zookeeper service is down, or hung. This will cause Live Data to fail during startup, or to failover if already up.
	Action	Verify overall system health, i.e., services are up, disk partitions have free space, system is not CPU starved, not swapping, not I/O bound, etc. If problem persists, contact tech. support.

Message ID (decimal)	Property	Value
1403	Message	[message_error=%s]: Error communicating with Zookeeper
	Severity	Error
	Type	Raise
	Description	Attempt to write to, or read from, Zookeeper failed, but the error does not characterize Zookeeper to be down. The operation is attempted a few times before the error is reported, so it is very likely Zookeeper connection will be restarted in short order (which will trigger a Live Data Cluster failover).
	Action	Verify overall system health, i.e., services are up, disk partitions have free space, system is not CPU starved, not swapping, not I/O bound, etc. If problem persists, contact tech. support.
1011	Message	[operation_error_desc=%s]: Zookeeper Connection Error
	Severity	Error
	Type	Raise
	Description	Reports error/exception during attempt to connect or operate against Zookeeper instance. Depending on error, a failed connection to Zookeeper is going to be declared, and Live Data Cluster failover will be triggered.
	Action	Verify Zookeeper is up and running. Verify overall system health. If problem persists, contact tech. support.
1014	Message	[value=%s]: Cluster state update
	Severity	Informational
	Type	Clear
	Description	Indicates Live Data Cluster state.
	Action	No action required.
1017	Message	[message_error=%s]: Error in cluster operations
	Severity	Error
	Type	Raise
	Description	Indicates failure during Cluster Peer spout initialization. Also informs failures during TOS request/response and cluster spout stop.
	Action	Verify overall system health. Verify network integrity between Live Data and CCE servers (PG, Router, etc). Verify CCE servers (PG, Router, etc) are up and running. If problem persists, contact tech. support.

Message ID (decimal)	Property	Value
1023	Message	[operation_error_desc=%s]: Cluster Heartbeat subscriber start failed with cause
	Severity	Warning
	Type	Raise
	Description	Cluster Peer Spout failed to initialize JMS (ActiveMQ) subscriber for exchanging of cluster node state, which means cluster failover will not be functional. This can only happen during system startup. JMS (ActiveMQ) configuration is incorrect, or service is down.
	Action	Verify Live Data configuration, verify ActiveMQ service is up and running, and check overall system health. If problem persists, contact tech. support.
1024	Message	Cluster Heartbeat Subscriber started successfully
	Severity	Informational
	Type	Clear
	Description	Cluster Peer Spout successfully connected and subscribed to JMS (ActiveMQ) in order to exchange cluster node state.
	Action	No action required.
1025	Message	[operation_error_desc=%s]: Cluster Publisher start failed with cause
	Severity	Warning
	Type	Raise
	Description	Cluster Peer Spout failed to initialize JMS (ActiveMQ) publisher for exchanging of cluster node state, which means cluster failover will not be functional. This can only happen during system startup. JMS (ActiveMQ) configuration is incorrect, or service is down.
	Action	Verify Live Data configuration, verify ActiveMQ service is up and running, and check overall system health. If problem persists, contact tech. support.
1026	Message	Cluster Publisher started successfully
	Severity	Informational
	Type	Clear
	Description	Cluster Peer Spout successfully connected and can publish to JMS (ActiveMQ) in order to exchange cluster node state.
	Action	No action required.

Message ID (decimal)	Property	Value
1101	Message	[operation_error_desc=%s]: Cluster state machine encounters an error
	Severity	Error
	Type	Raise
	Description	Cluster State Machine is in a state from which received event is invalid!
	Action	Gather logs and contact tech. support.
1107	Message	Cluster state machine activates RTR/PG spouts
	Severity	Informational
	Type	Clear
	Description	Indicates Cluster State Machine has satisfied all conditions to allow for event spouts to connect to CCE servers (PG, Router, etc).
	Action	No action required.
1109	Message	Cluster state machine deactivates RTR/PG spouts
	Severity	Critical
	Type	Raise
	Description	Indicates Cluster State Machine has detected a condition under which event spouts are not allowed to be connected to (or should disconnect from) CCE servers (PG, Router, etc).
	Action	No action required.
1201	Message	[descr=%s]: ActiveMQ connection state down
	Severity	Critical
	Type	Raise
	Description	Indicates ActiveMQ transitioned to down/disconnected state. This will trigger a cluster failover.
	Action	Verify ActiveMQ service is up. Verify network integrity between cluster nodes. Verify overall system health.

Message ID (decimal)	Property	Value
1202	Message	[descr=%s]: ActiveMQ connection state up
	Severity	Critical
	Type	Clear
	Description	Indicates ActiveMQ transitioned to up/connected state.
	Action	No action required.
1301	Message	[descr=Side-%s]: NetBridge connection state down
	Severity	Critical
	Type	Raise
	Description	Indicates ActiveMQ Netbridge transitioned to down/disconnected state. This might trigger a cluster failover depending on TOS request/response to far-end cluster node.
	Action	Verify ActiveMQ service is up. Verify network integrity between cluster nodes. Verify overall system health.
1302	Message	[descr=Side-%s]: NetBridge connection state up
	Severity	Critical
	Type	Clear
	Description	Indicates ActiveMQ Netbridge transitioned to up/connected state.
	Action	No action required.
20101	Message	[db_object_type=%s][message_error=%s]: Error attempting operation with CCE Database
	Severity	Error
	Type	Raise
	Description	Reports database (typically AWDB) runtime error, informing object attempting DB access, and description of failure cause, including SQL query (where appropriate). Failure during connection to AWDB tables to memory, failure to access Hibernate element, failure creating DBSession.
	Action	Determine if AWDB is available, and verify Live Data configuration and CUIC, specifically where it pertains to AWDB connection information on datasource tab in CUIC.

Message ID (decimal)	Property	Value
20103	Message	[message_error=%s]: Error attempting to connect to CCE Database
	Severity	Error
	Type	Raise
	Description	Reports database (typically AWDB) access error during retrieve/update elements, via Hibernate. Execute SQL query, retrieve column value.
	Action	Determine if AWDB is available, and verify Live Data configuration and CUIC, specifically where it pertains to AWDB connection information on datasource tab in CUIC.
20107	Message	[message_error=%s]: Error attempting to read local address from CCE database for Cassandra connection
	Severity	Error
	Type	Raise
	Description	Reports failure during retrieval of configuration element which would allow Live Data a connection to Cassandra DB.
	Action	Verify Live Data configuration.
20201	Message	[db_ver_expected=%s][db_ver_read=%s]: CCE configuration database version mismatch
	Severity	Error
	Type	Raise
	Description	Informs current version found in AWDB is not what Live Data expects to see. This indicates a schema mismatch. Live Data cannot proceed since no data from AWDB can be retrieved. This condition is detected during Live Data startup only.
	Action	Gather logs, and contact tech. support.
20304	Message	Error creating Cassandra Database connection
	Severity	Informational
	Type	Raise
	Description	Reports failure, and cause, during connection attempt to Cassandra DB. Reports Cassandra configuration values used for Cassandra connection.
	Action	Verify Live Data configuration, and assure Cassandra DB is up and running. No action required.

Message ID (decimal)	Property	Value
20305	Message	[message_error=%s]: Error interacting with the Cassandra Connection Pool
	Severity	Error
	Type	Raise
	Description	Reports failure during attempt to obtain connection, from Cassandra connection pool. Most likely connection pool is depleted and new connections to Cassandra DB are not possible.
	Action	Ensure Cassandra DB is up. Verify in Live Data configuration points to Cassandra correctly, and that connection pool is large enough.
20307	Message	[message_error=%s]: Error interacting Cassandra database
	Severity	Error
	Type	Raise
	Description	Reports failure during attempt to read/write to Cassandra DB, and, if available, a description of the problem.
	Action	Ensure Cassandra DB is up, verify Live Data configuration points to Cassandra correctly.
20309	Message	Error reading AWDB Configuration from Cassandra
	Severity	Error
	Type	Raise
	Description	Reports failure, and cause, while reading AWDB Config from Cassandra.
	Action	Verify Live Data configuration, and ensure Cassandra DB is up and running, and AWDBConfig is present using cli "show live-data aw-access"
20401	Message	[message_error=%s]: Error trapped on expected exception
	Severity	Error
	Type	Raise
	Description	Live Data trapped an exception to which it has no recourse other than report and proceed.
	Action	Gather logs and contact tech. support.

Message ID (decimal)	Property	Value
20402	Message	[message_error=%s]: Exception on CCMDB Connection Pool
	Severity	Error
	Type	Raise
	Description	Live Data exception while performing operation on CCM Database connection pool
	Action	Gather logs and contact tech. support.
10703	Message	Tick handler caught a runtime exception
	Severity	Error
	Type	Clear
	Description	The tick handler threw a runtime exception. Scenario Unknown.
	Action	Contact tech. support.
10705	Message	interval processing threw an exception
	Severity	Error
	Type	Clear
	Description	The interval processor threw an exception. Scenario Unknown.
	Action	Contact tech. support.

Live Data TIP Server SNMP Notifications

Table 21: Live Data TIP Server SNMP Notifications

Message ID (hex)	Property	Value
1588001	Message	TIP Server at: %2:%1, failed to start: %3.
	Severity	Error
	Type	Raise
	Description	The TIP Server failed to start. If TIP services are not required, disable TIP in the registry.
	Action	If TIP services are required, configure the proper TIP address/port and restart the node. If TIP services are not required, disable TIP in the registry.

Message ID (hex)	Property	Value
1588002	Message	TIP Server is disabled.
	Severity	Error
	Type	Raise
	Description	The TIP Server has been disabled.
	Action	No action is required.
1588003	Message	TIP Server at: %2:%1, is waiting for client connection.
	Severity	Warning
	Type	Raise
	Description	The TIP Server is waiting for client connections.
	Action	If condition persists, ensure that the Live Data client is running, has connectivity, and the correct configuration information to contact this TIP Server.
1588004	Message	TIP Server at: %3:%1, accepted a connection from:%4:%2.
	Severity	Warning
	Type	Raise
	Description	The TIP Server is waiting for client connections.
	Action	No action is required.
1588006	Message	TIP Server at: %3:%1, client connection: %4:%2, failed: %5.
	Severity	Warning
	Type	Raise
	Description	The TIP Server client connection has failed.
	Action	No action is required.

Message ID (hex)	Property	Value
1588008	Message	TIP Server at: %5:%1, is above warning memory threshold of: %2 MB. Queue will be maintained at: %4; events will be deleted until memory drops below: %3 MB. TIP event loss is possible.
	Severity	Warning
	Type	Raise
	Description	The TIP Server has exceeded configured warning memory limits. The oldest TIP events are being deleted before acknowledgement is received, making event loss possible.
	Action	If this condition persists, ensure that the Live Data client is running, has connectivity and correct configuration information to contact this TIP server.
1588009	Message	TIP Server at: %5:%1, is above critical memory threshold: %2 MB. The queue will be reduced from: %4; events will be deleted until memory drops below: %3 MB. TIP event loss is possible.
	Severity	Error
	Type	Raise
	Description	The TIP Server has exceeded configured critical memory limits. The oldest TIP events are being deleted before acknowledgement is received, making event loss possible.
	Action	If this condition persists, ensure that the Live Data client is running, has connectivity and correct configuration information to contact this TIP Server.
158800A	Message	TIP Server at: %5:%1, is within memory and queue, size limits. Current: %4; events will be kept in queue.
	Severity	Warning
	Type	Raise
	Description	The TIP Server is within configured memory limits.
	Action	None

Message ID (hex)	Property	Value
158800B	Message	TIP Server at: %5:%1, has exceeded maximum: %4; events will be deleted until queue size is reduced. TIP event loss is possible.
	Severity	Warning
	Type	Raise
	Description	The TIP Server has exceeded configured maximum queue size. The oldest TIP events are being deleted before acknowledgement is received, making event loss possible.
	Action	If condition persists, ensure that the Live Data client is running, has connectivity and correct configuration information to contact this TIP Server.
158800C	Message	TIP Server at: %5:%1, has exceeded warning memory threshold: %2 MB, but the queue is below minimum size: %3. The queue may grow at: %4; events will be kept in queue.
	Severity	Warning
	Type	Raise
	Description	The TIP Server has exceeded configured warning memory limits, but has not met the TIP minimum queue size. No action will be taken, but the process may be unstable.
	Action	Monitor process memory usage and take appropriate action if memory overflow is imminent.
158800D	Message	TIP Server at: %5:%1, has exceeded critical memory threshold: %2 MB, but the queue is below minimum size: %3. The queue may grow at: %4; events will be kept in queue.
	Severity	Error
	Type	Raise
	Description	The TIP Server has exceeded configured critical memory limits, but has not met the TIP minimum queue size. No action will be taken, but the process may be unstable.
	Action	Monitor process memory usage and take appropriate action if memory overflow is imminent.

Message ID (hex)	Property	Value
158800E	Message	TIP Server at: %5:%1 has exceeded critical memory threshold: %2 MB; maintaining queue at minimum: %4; events will be deleted until memory drops below: %3 MB. TIP event loss is possible.
	Severity	Error
	Type	Raise
	Description	The TIP Server has exceeded configured critical memory limits. The oldest TIP events are being deleted before acknowledgement is received, making event loss possible.
	Action	Monitor process memory usage and take appropriate action if memory overflow is imminent.
158800F	Message	TIP Server at: %5:%1, has exceeded critical memory threshold: %2 MB, and the queue is below minimum size: %3. The queue will be reduced from: %4. TIP event loss is possible.
	Severity	Error
	Type	Raise
	Description	The TIP Server has exceeded configured critical memory limits, and has not met the TIP minimum queue size. TIP events will be deleted and events may be lost. The process may be unstable.
	Action	Monitor process memory usage and take appropriate action if memory overflow is imminent.

Outbound Option SNMP Notifications

Table 22: Outbound Option SNMP Notifications

Message ID (hex)	Property	Value
1438000	Message	Outbound Option Campaign Manager on: %1, is down.
	Severity	Error
	Type	Raise
	Description	The Outbound Option Campaign Manager is not running. Dialer(s) will only run for a short period of time without a Campaign Manager. In addition, configuration messages will not be forwarded to Dialer(s) or the Import process.
	Action	Make sure the Campaign Manager process is enabled in the registry. Also, check that the Outbound Option database server is running. The Outbound Option private database should have been created with the ICMDDBA tool.
1438001	Message	Outbound Option Campaign Manager on: %1, is up.
	Severity	Informational
	Type	Clear
	Description	Outbound Option Campaign Manager is ready to distribute customer records and configuration data.
	Action	No action is required.
1438002	Message	Failed to execute import into table: %1, due to a change in the table's schema.
	Severity	Error
	Type	Single-State Raise
	Description	The schema for a specified table has been changed but the overwrite option has not been enabled. This means that an existing database table does not match the configured import.
	Action	Change the import to an overwrite import. This will drop the existing customer table and create a new table that will match the import. Please note that all existing customer data for that import will be lost.

Message ID (hex)	Property	Value
1438003	Message	Import failed due to an invalid table: %1, definition.
	Severity	Error
	Type	Single-State Raise
	Description	Could not create the specified table due to invalid import schema definition.
	Action	Check that all table columns for the failed import are correct. Making a character column too long could cause this failure.
1438004	Message	Failed to import data into table: %1.
	Severity	Error
	Type	Single-State Raise
	Description	This error could occur if the import file did not match the table definition.
	Action	Check that the import table definition matches the import file.
1438005	Message	Failed to build dialing list from table: %1.
	Severity	Error
	Type	Single-State Raise
	Description	A dialing list could not be populated from the specified table.
	Action	Check if another process has the dialing list table locked. For example, if a report was running on the table while the dialing list was being generated.
1438006	Message	Could not open: %1 database.
	Severity	Error
	Type	Single-State Raise
	Description	The Outbound Option private database has not been initialized or SQL Server is not running.
	Action	Make sure that SQL Server is running. Check the ODBC configuration settings for the Outbound Option private database. Was the ICMDBA tool run to create the Outbound Option private database?

Message ID (hex)	Property	Value
1438007	Message	An import was started but its configuration was deleted while it was running.
	Severity	Error
	Type	Single-State Raise
	Description	An import started running but part of its configuration was deleted before it was able to do anything.
	Action	Reschedule the import.
1438008	Message	Outbound Option CTI Server connection on host: %1 is down.
	Severity	Error
	Type	Raise
	Description	The Outbound Option CTI Server connection has been terminated.
	Action	Make sure CTI Server is active. Also make sure the PIM has connectivity to the switch.
1438009	Message	Outbound Option CTI Server connection on host: %1, is active.
	Severity	Informational
	Type	Clear
	Description	Outbound Option CTI Server connection is active.
	Action	No action is required.
1438010	Message	Dialer telephony port: %1, is not functioning correctly.
	Severity	Error
	Type	Raise
	Description	A telephony error has occurred on a specific Dialer port. This may indicate a fault on the Dialogic telephony card, or the interface card on the switch. However, a more likely scenario is that a T1 line may have been disconnected or cut.
	Action	Check that all wires going to the Dialer and the switch are intact. If port 0 failed, it means the first port on the first telephony card has received a failure message from the telephony driver. The first telephony card is the one that is assigned the lowest ID. The card's ID is assigned by a hardware switch on the top of the card. Ports are numbered consecutively across all ports.

Message ID (hex)	Property	Value
1438011	Message	Outbound Option telephony port: %1, has recovered.
	Severity	Informational
	Type	Clear
	Description	A previously malfunctioning telephony port has received a message from the telephony driver indicating the port is back in service.
	Action	No action is required.
1438012	Message	BAImport is down on host: %1.
	Severity	Error
	Type	Raise
	Description	BAImport is not running on the specified host.
	Action	Please check that the import process has not been shut down. Check that the Outbound Option private database has been created. Also, ensure that SQL Server is running.
1438013	Message	BAImport is up on host: %1.
	Severity	Informational
	Type	Clear
	Description	BAImport is running on the specified host.
	Action	No action is required.
1438014	Message	Dialer is down on host: %1.
	Severity	Error
	Type	Raise
	Description	Dialer is down on the specified host.
	Action	Please check that the Dialogic drivers are configured and running. Also, verify that the Dialer has been started by Node Manager.
1438015	Message	Dialer is up on host: %1.
	Severity	Informational
	Type	Clear
	Description	Dialer is up on the specified host.
	Action	No action is required.

Message ID (hex)	Property	Value
1438018	Message	Failed to rename or delete the import file for import rule ID: %1. This import rule has been temporarily disabled.
	Severity	Error
	Type	Single-State Raise
	Description	Failed to rename or delete the import file for import rule Id: @lt;id; filename@gt;. This import rule has been temporarily disabled. To correct this condition, manually remove the import file and disable and re-enable the import rule using Import Configuration Component.
	Action	File polling is enabled for this import rule. After the import, the BAImport process was unable to rename or delete the file. This import rule is temporarily disabled. Rename or delete the import file, disable and re-enable this import rule from the BAImport Configuration Component.
1438019	Message	Campaign: %1, trying to: %2; database timed out.
	Severity	Error
	Type	Single-State Raise
	Description	Campaign [campaign name] tried to run a query [query name] and the database timed out.
	Action	No action is required.
1438020	Message	Database is running out of space.
	Severity	Error
	Type	Single-State Raise
	Description	Database is running out of space.
	Action	Please create some space in the database.
1438021	Message	The agent skill group: %1, received is not the configured skill group: %2, for the campaign: %3.
	Severity	Error
	Type	Single-State Raise
	Description	The agent skill group received is not configured for this campaign.
	Action	Make sure the skill group configured in the script is the same as the skill group configured in the campaign.

Message ID (hex)	Property	Value
1438022	Message	Timeout happening for the call on port: %1. Time to get the MR response: %2 seconds.
	Severity	Warning
	Type	Single-State Raise
	Description	Timeout happening for the call on port.
	Action	Timeout happening for a call on port. Check the registry key TimeToWaitForMRIResponse.
1438023	Message	Media Routing PIM disconnected with Dialer: %1.
	Severity	Error
	Type	Raise
	Description	Media Routing PIM disconnected with the specified Dialer.
	Action	Check if the MR PIM is active.
1438024	Message	MR PIM connected to Dialer: %1.
	Severity	Error
	Type	Clear
	Description	MR PIM connected to Dialer [dialer name].
	Action	No action is required.
1438025	Message	Import ID: %1, has more than 10,000 errors.
	Severity	Error
	Type	Single-State Raise
	Description	Import process has more than 10,000 errors.
	Action	Restart the import process.
1438026	Message	Dialer: %1, is trying to connect with an incorrect protocol version.
	Severity	Error
	Type	Single-State Raise
	Description	A Dialer with an incorrect protocol version is trying to connect to the Campaign Manager.
	Action	Please check the Dialer version.

Message ID (hex)	Property	Value
1438027	Message	Campaign: %1, DNC list to be imported exceeds the number of DNC records allowed.
	Severity	Error
	Type	Single-State Raise
	Description	The DO Not Call (DNC) list to be imported has exceeded the number of DNC records set by ConfigLimit. Please check the CampaignManager log files for more details.
	Action	Please check the DNC record limit set by the ConfigLimit tool.
1438028	Message	Process: %1; system out of memory.
	Severity	Error
	Type	Single-State Raise
	Description	Memory overflow. Not able to instantiate or assign enough memory.
	Action	This is a memory outage, and the configuration of the system may not be sufficient.
1438029	Message	Dialer: Unknown port owner: %1.
	Severity	Error
	Type	Single-State Raise
	Description	Dialer: Unknown port owner.
	Action	Please check the administrator scripts.
1438030	Message	Cannot find key: %1, in the registry.
	Severity	Error
	Type	Single-State Raise
	Description	Cannot find the specified key in the Windows registry.
	Action	Please ensure that the installation process went smooth.
1438031	Message	Unable to open registry key: %1.
	Severity	Error
	Type	Single-State Raise
	Description	Unable to open registry key.
	Action	Please ensure that the installation process was successful.

Message ID (hex)	Property	Value
1438032	Message	Campaign Manager could not connect to the Outbound Option private database.
	Severity	Error
	Type	Single-State Raise
	Description	Campaign Manager could not connect to the Outbound Option private database.
	Action	Make sure that SQL Server is running and the Outbound Option private database is initialized.
1438033	Message	Dialer attempted to connect to incorrect Campaign Manager version: %1, required version: %2.
	Severity	Error
	Type	Single-State Raise
	Description	Dialer attempted to connect to incorrect Campaign Manager version.
	Action	Please ensure that the Campaign Manager is compatible with the Dialer version.
1438034	Message	Your configured dialer type: %1, doesn't match this dialer type: %2.
	Severity	Error
	Type	Single-State Raise
	Description	Your configured dialer type doesn't match this dialer type.
	Action	Please check the dialer type configured. IP or SIP.
1438035	Message	Dialer has too many ports configured: %1, maximum allowed: %2.
	Severity	Error
	Type	Single-State Raise
	Description	Dialer has too many ports configured.
	Action	Please decrease the number of ports configured.
1438036	Message	Campaign Manager: Unable to convert SystemTime to FileTime.
	Severity	Error
	Type	Single-State Raise
	Description	Internal error: Unable to convert SystemTime to FileTime.
	Action	No action is required.

Message ID (hex)	Property	Value
1438037	Message	Outbound Option connection to SIP server: %1, on host: %2, is down; heartbeat failure detected.
	Severity	Error
	Type	Raise
	Description	Outbound Option SIP server heart beat failure, the connection is down.
	Action	Please make sure SIP server is alive and reachable from Outbound Option SIP dialer.
1438038	Message	Outbound Option connection to SIP server: %1, on host: %2, is up; heartbeat ACK detected.
	Severity	Informational
	Type	Clear
	Description	Outbound Option SIP server heartbeat ACK received, the connection is up.
	Action	No action is required.
1438039	Message	Current private database version is: %1. Required version is: %2.
	Severity	Error
	Type	Single-State Raise
	Description	Outbound Option private database version is not correct. It needs to be upgraded using EDMT.
	Action	Please upgrade private database to the correct version using EDMT for this release.
1438040	Message	Missing/incorrect local static route file is detected on: %1, in the directory: ..\icm\%2\Dialer.
	Severity	Error
	Type	Single-State Raise
	Description	Static route file, ..\Dialer\DNPHost, is missing or has no valid static route entry when configuring the SIP Dialer to connect to voice gateway.
	Action	Re-run the Dialer setup to install sample DNPHost file, and/or enter valid static route entry.

Message ID (hex)	Property	Value
1438041	Message	CPA is disabled on voice gateway: %1; number of calls without CPA: %2.
	Severity	Error
	Type	Single-State Raise
	Description	CPA is disabled or not supported on voice gateway.
	Action	Please enable CPA on voice gateway.
1438042	Message	Action required: Outbound Option database free space is very low: %1%% used.
	Severity	Error
	Type	Single-State Raise
	Description	Outbound Option database space utilization has reached the threshold limit.
	Action	Please increase the database space utilization or remove unnecessary records from the Outbound Option database.
1438043	Message	Skill group: %1, has insufficient records: %2, in the last minute on Dialer: %3.
	Severity	Informational
	Type	Single-State Raise
	Description	Campaign skill group has insufficient customer records.
	Action	Please increase the "records to cache" from the campaign configuration.
1438044	Message	Voice gateway has been overdialed in the the last %1 second(s); resource not available rate is: %2%%; configured-current port throttle: %3.
	Severity	Warning
	Type	Single-State Raise
	Description	The capacity of voice gateway or carrier has been exceeded.
	Action	Please check the capacity of voice gateway or carrier, and adjust the value of "Port Throttle" from the Dialer configuration accordingly.

Message ID (hex)	Property	Value
1438045	Message	SIP Dialer has decreased the port throttle by: %1, since VGW overdialing has been detected in the last %2 seconds; adjusted-configured port throttle: %3.
	Severity	Warning
	Type	Single-State Raise
	Description	SIP Dialer decreases the port throttle since the capacity of voice gateway or carrier is exceeded.
	Action	Please adjust the value of "Port Throttle" from the Dialer configuration or check the Design Guide for the proper sizing calculation for the Outbound Dialer.
1438046	Message	Campaign Manager congestion level changed from: %1 to: %2.
	Severity	Error
	Type	Raise
	Description	There is a change in the congestion level of the Outbound Option Campaign Manager and thus a change in the dialer port throttle percentage. The Campaign Manager will throttle the dialers according to the congestion level, throttling each dialer back to a predetermined percentage of full capacity in order to preserve Campaign Manager throughput and prevent a possible brief outage.
	Action	The Campaign Manager has exceeded its maximum throughput capacity. Re-evaluate the system design if the congestion occurs frequently since the system is not able to maintain the high dialing rate. If congestion is occurring at a dialing rate that was once sustained without congestion, please examine the BA database for fragmentation and/or for a large number of unnecessary rows of data (i.e. please purge unneeded data from the database).
1438047	Message	Campaign Manager congestion level is back to normal.
	Severity	Warning
	Type	Clear
	Description	The Campaign Manager is currently not congested and the dialers have resumed dialing at full capacity.
	Action	None

Message ID (hex)	Property	Value
1438048	Message	Campaign Manager state changed from: %1 to: %2.
	Severity	Warning
	Type	Single-State Raise
	Description	There is a change in the current state of the Outbound Option Campaign Manager. This typically occurs when one Campaign Manager side has failed-over to the peer side. A failover may be due to a failure of the Campaign Manager on one side or due to connectivity issues with the Router, the dialers or the Import process. Only one Campaign Manager will be in an 'active' state at a given time, the other being in a 'standby' state.
	Action	If the state change is not due to an administrator intentionally shutting down the Logger service on the node where the active Campaign Manager is coresident, determine whether the state change is due to a failure of the active Campaign Manager (check the event logs for errors). Lastly, ensure that there are no connectivity issues between the active Campaign Manager and the Router, the Import process or the dialers.
1438059	Message	Imported records count %1 in contact table %2 has reached the threshold of %3
	Severity	Error
	Type	Single-State Raise
	Description	The number of records in the contact table has exceeded the threshold limit, that may in turn be triggered owing to the import being performed without the overwrite option, or the number of records in the import file being large. A large Contact table can result in slow creation of dialing lists as well as excessive space utilization in the BA database
	Action	Run import corresponding to table with overwrite flag enabled or increase the threshold limit.

ICM Network Interface Controller SNMP Notifications

Table 23: ICM Network Interface Controller SNMP Notifications

Message ID (hex)	Property	Value
1288002	Message	SS7 link: %1, in service.
	Severity	Informational
	Type	Clear
	Description	The specified SS7 link is now aligned and in service.
	Action	No action is required.
1288003	Message	SS7 link: %1, out of service.
	Severity	Error
	Type	Raise
	Description	The specified SS7 link is now out of service. This is most likely due to a circuit problem between the NIC and the adjacent signaling point to which this link connects. Equipment problems are also a possible cause. Because each link typically belongs to a linkset containing two or more links, connectivity between the NIC and the adjacent signaling point is not lost unless all other links in the linkset have failed. If this occurs, a "linkset unavailable" alarm is generated.
	Action	Contact the technical assistance center.
128800A	Message	SS7 linkset: %1, unavailable.
	Severity	Error
	Type	Raise
	Description	The specified SS7 linkset is now unavailable. This means that no links in that linkset are operational. Consequently, communication has failed between the NIC and the adjacent signaling point to which the linkset connects.
	Action	Contact the technical assistance center.

Message ID (hex)	Property	Value
128800B	Message	SS7 linkset: %1, available.
	Severity	Informational
	Type	Clear
	Description	The specified SS7 linkset is now available. At least one link in the linkset is operational, although others may still be down. Communication between the NIC and the adjacent signaling point to which the linkset connects has been restored.
	Action	No action is required.
1288101	Message	BTNIC gateway online.
	Severity	Informational
	Type	Clear
	Description	The NIC gateway has entered the online state. The routing client must now be configured, started, and brought online for the NIC to become fully operational. This sequence will proceed automatically.
	Action	No action is required.
1288102	Message	BTNIC gateway stopped: %1.
	Severity	Error
	Type	Raise
	Description	The NIC gateway has stopped operation due to the specified error code. All virtual circuits are blocked. The network should adjust by sending calls to the router through an alternate path utilizing a different NIC. This can be caused by a communication problem between the NIC and the router, by a problem with the router, or by an invalid NIC configuration.
	Action	This event can be caused by a transient problem which may be automatically corrected as indicated by a "gateway online" event. If the problem persists for more than three minutes, the technical assistance center should be alerted to investigate and help correct the problem.
13F8200	Message	Session with client ID: %1, SCP index: %2, configuration valid.
	Severity	Informational
	Type	Clear
	Description	If a configuration error has occurred, it is cleared when the session is closed.
	Action	No action is required.

Message ID (hex)	Property	Value
13F8201	Message	Session with client ID: %1, SCP index: %2, configuration invalid.
	Severity	Error
	Type	Raise
	Description	A problem has occurred with the capabilities or notification masks for this session. Either the mask sent in the open message had undefined bits set or the router requested an action which was not configured in the open session message.
	Action	Determine if the SCP is on line and if the communications links are available.
13F8202	Message	Session with client ID: %1, SCP index: %2, is now open.
	Severity	Informational
	Type	Clear
	Description	A session with the SCP is now open and available to carry traffic.
	Action	No action is required.
13F8203	Message	Session with client ID: %1, SCP index: %2, is now closed.
	Severity	Error
	Type	Raise
	Description	No session is currently opened with the SCP. The SCP index indicates the relative position of that SCP's configuration in the Windows registry.
	Action	Determine if the SCP is on line and if the communications links are available.
13F8206	Message	CRSP GATE online.
	Severity	Informational
	Type	Clear
	Description	The CRSP NIC is online and is prepared to accept route requests from the network.
	Action	No action is required.
13F8207	Message	CRSP GATE offline.
	Severity	Error
	Type	Raise
	Description	The CRSP NIC is offline and cannot accept route requests from the network.
	Action	No action is required.

Message ID (hex)	Property	Value
10D800A	Message	SS7 linkset: %1, unavailable.
	Severity	Error
	Type	Raise
	Description	The specified SS7 linkset to the AT&T network is now in a non-working state. This means that all links (usually one, but possibly more) between the NIC and a particular Signal Transfer Point (STP) in the AT&T network are not operational. This is most likely due to a circuit problem in either the Local Exchange Carrier or in the AT&T network. Other possible causes include equipment problems and maintenance procedures. Since the network interface utilizes two linksets, each connected to a different STP, network connectivity is not impacted unless both linksets have failed. If this occurs, a "network inaccessible" alarm will also be generated.
	Action	Occasional brief outages of a single link (and hence a single linkset) are not unusual and require no action. If the outage persists for more than five minutes, or if the outage occurs frequently, contact the AT&T Advanced Features Services Center (AFDSC). Ask to speak to an ICP technician.
10D800B	Message	SS7 linkset: %1, available.
	Severity	Informational
	Type	Clear
	Description	The specified SS7 linkset to the AT&T network is now in a working state.
	Action	No action is required.
10D8010	Message	SS7 network accessible; DPC: %1.
	Severity	Informational
	Type	Clear
	Description	The interface to the AT&T network has returned to a working state. At least one link is now operational, although others may still be down.
	Action	No action is required.

Message ID (hex)	Property	Value
10D8011	Message	SS7 network inaccessible; DPC: %1.
	Severity	Error
	Type	Raise
	Description	All links to the AT&T network from the NIC originating this event are in a non-working state. If the links have not been provisioned with physical diversity, then this outage could arise from a single circuit failure in the Local Exchange Carrier or in the AT&T network. Failure of equipment common to all links is another possible cause, e.g., a T1 multiplexer or electrical power circuit. If you have provisioned a second set of A-links, call routing may still be operational through this alternate path for some or all of your 800 numbers, depending on your network routing configuration. Otherwise, all calls are being default routed.
	Action	Verify that you do not have an equipment failure at your site that could cause this problem. If the outage persists for more than five minutes, or if the outage occurs frequently, contact the AT&T Advanced Features Service Center (AFSC). Ask to speak to an ICP technician. If you have provisioned alternate A-links, use your AT&T network routing application, e.g. Routing Manager, to redirect traffic to the alternate CRP which uses the alternate links.
10D8101	Message	ICP gateway online.
	Severity	Informational
	Type	Clear
	Description	The NIC gateway has entered the online state. The routing client(s) must now be configured, started and brought online for the NIC to become fully operational. This sequence will proceed automatically.
	Action	No action is required.
10D8102	Message	NIC ICP gateway has stopped operation due to the following error: %1. Calls will be default routed.
	Severity	Error
	Type	Raise
	Description	The NIC ICP gateway has stopped operation due to the specified error code. Calls will be default routed. This can be caused by a communication problem between the NIC and the router, by a problem with the router, or by an invalid NIC configuration.
	Action	No action is required.

Message ID (hex)	Property	Value
10D8106	Message	Routing client: %1, stopped: %2.
	Severity	Error
	Type	Raise
	Description	The specified rRouting client has stopped operation for the specified reason code. Calls for the associated subsystem/CRP-ID will be default routed. This can be caused by a communication problem between the NIC and the router, by a problem with the router, or by an invalid NIC configuration.
	Action	This event can be caused by a transient problem which may be automatically corrected. If the problem persists for more than five minutes, contact the technical assistance center.
10D8107	Message	Routing client: %1, online.
	Severity	Informational
	Type	Clear
	Description	The specified routing client is now fully operational and able to process calls for the associated subsystem/CRP-ID.
	Action	No action is required.
1340017	Message	Session for gateway: %1; connect failed to gateway at port: %2 at address: %3.
	Severity	Error
	Type	Raise
	Description	INAP NIC was unable to connect to the gateway on the INAP network.
	Action	Confirm that the gateway is available, that configuration of the IP address and the port are correct, and that network connectivity would allow for connection.
1348009	Message	Gateway: %1, is now accessible.
	Severity	Informational
	Type	Clear
	Description	The INAP NIC has established a communication session with the indicated gateway. This indicates that network connectivity exists to the indicated gateway.
	Action	No action is required.

Message ID (hex)	Property	Value
134800A	Message	Gateway: %1, is no longer accessible.
	Severity	Error
	Type	Raise
	Description	The INAP NIC has disconnected the communication sessions established with the indicated gateway.
	Action	INAP network support should be contacted regarding this problem.
134800C	Message	Gateway: %1, is not accessible.
	Severity	Error
	Type	Raise
	Description	Although connected, the INAP NIC cannot establish a session with the indicated gateway.
	Action	INAP network support should be contacted regarding this problem.
1348200	Message	INAPGATE online.
	Severity	Informational
	Type	Clear
	Description	The INAP NIC is online and is prepared to accept route requests from the INAP network.
	Action	No action is required.
1348201	Message	INAPGATE offline.
	Severity	Error
	Type	Raise
	Description	The INAP NIC is offline and cannot accept route requests from the INAP network.
	Action	No action is required.
1368002	Message	SS7 link: %1; in service.
	Severity	Informational
	Type	Clear
	Description	The specified SS7 link is now aligned and in service.
	Action	No action is required.

Message ID (hex)	Property	Value
1368003	Message	SS7 link: %1; out of service.
	Severity	Error
	Type	Raise
	Description	The specified SS7 link is now out of service. This is most likely due to a circuit problem between the INAP gateway and the adjacent signaling point to which this link connects. Equipment problems are also a possible cause. Because each link typically belongs to a linkset containing two or more links, connectivity between the INAP gateway and the adjacent signaling point is not lost unless all other links in the linkset have failed. If this occurs, a "linkset unavailable" alarm is generated.
	Action	Contact the technical assistance center.
136800A	Message	SS7 linkset: %1; unavailable.
	Severity	Error
	Type	Raise
	Description	The specified SS7 linkset is now unavailable. This means that no links in that linkset are operational. Consequently, communication has failed between the INAP gateway and the adjacent signaling point to which the linkset connects.
	Action	Contact the technical assistance center.
136800B	Message	SS7 linkset: %1; available.
	Severity	Informational
	Type	Clear
	Description	The specified SS7 linkset is now available. At least one link in the linkset is operational, although others may still be down. Communication between the INAP gateway and the adjacent signaling point to which the linkset connects has been restored.
	Action	No action is required.
1368014	Message	SS7 link: %1, of linkset: %2, is in service.
	Severity	Informational
	Type	Clear
	Description	The specified SS7 link is now aligned and in service.
	Action	No action is required.

Message ID (hex)	Property	Value
1368015	Message	SS7 link: %1, of linkset: %2, is out of service.
	Severity	Error
	Type	Raise
	Description	The specified SS7 link is now out of service. This is most likely due to a circuit problem between the INAP gateway and the adjacent signaling point to which this link connects. Equipment problems are also a possible cause. Because each link typically belongs to a linkset containing two or more links, connectivity between the INAP Gateway and the adjacent signaling point is not lost unless all other links in the linkset have failed. If this occurs, a "linkset unavailable" alarm is generated.
	Action	Contact the technical assistance center.
1368101	Message	INAP gateway online.
	Severity	Informational
	Type	Clear
	Description	The INAP gateway has entered the online state. Traffic flow between the NIC and the SS7 network is enabled.
	Action	No action is required.
1368102	Message	INAP gateway stopped; error: %1.
	Severity	Error
	Type	Raise
	Description	The INAP gateway has stopped operation due to the specified error code. The INAP subsystem is prohibited. The network should adjust by sending calls to the router through an alternate path utilizing a different INAP gateway. This can be caused by a communication problem between the INAP gateway and the NIC, by a problem with the router, or by an administrative INAP gateway command.
	Action	This event can be caused by a transient problem which may be automatically corrected as indicated by a "INAP gateway online" event. If the problem persists for more than three minutes, the technical assistance center should be alerted to help investigate and correct the problem.

Message ID (hex)	Property	Value
1358004	Message	INRCEngine is initiating admission control; device ID: %1.
	Severity	Error
	Type	Raise
	Description	Routing client engine is refusing new calls due to a larger than usual backlog of calls. This may be due to a problem in the router. The routing client engine is now returning overload responses to new call requests and continuing to process existing calls.
	Action	If there is a problem in the router, it may be a transient problem that clears without intervention. If, however, the overload condition does not end within three minutes, as indicated by an "terminating admission control" event, the technical assistance center should be alerted to help investigate and correct the problem.
1358005	Message	INRCEngine is terminating admission control; device ID: %1.
	Severity	Informational
	Type	Clear
	Description	The backlog of calls that caused Admission Control to be initiated has now been reduced to an acceptable level. Usual call routing has resumed.
	Action	No action is required.
135800A	Message	INRCEngine is initiating restriction control for called party: %2; device ID: %1.
	Severity	Warning
	Type	Raise
	Description	Routing client engine is restricting the rate of new calls with the indicated called party number prefix due to a larger than usual backlog of calls.
	Action	No action is required.
135800B	Message	INRCEngine is terminating restriction control on called party: %2; device ID: %1.
	Severity	Informational
	Type	Clear
	Description	Routing client engine is no longer restricting calls with the indicated called party number prefix.
	Action	No action is required.

Message ID (hex)	Property	Value
110800A	Message	MCI RDG: %1 (%2) is now accessible.
	Severity	Informational
	Type	Clear
	Description	The MCI NIC has established its first communication session with the indicated MCI remote data gateway. This indicates that network connectivity exists to the indicated RDG.
	Action	No action is required.
110800B	Message	MCI RDG: %1 (%2) is either out of service or communications between ICM and the RDG has been broken.
	Severity	Error
	Type	Raise
	Description	The MCI NIC no longer has any communication sessions established with the indicated MCI remote data gateway. This points to a problem with the indicated RDG, or a problem with network connectivity.
	Action	The connection between the router and MCI has failed. If all remote data gateways (RDGs) are disconnected from the router then ICM is not routing calls. MCI should be contacted for resolution.
1108200	Message	MCIGATE online.
	Severity	Informational
	Type	Clear
	Description	The MCI NIC is online and is prepared to accept route requests from the MCI network.
	Action	No action is required.
1108201	Message	MCIGATE offline.
	Severity	Error
	Type	Raise
	Description	The MCI NIC is offline and cannot accept route requests from the MCI network.
	Action	No action is required.

Message ID (hex)	Property	Value
12F8009	Message	SCP: %1:%2, is now accessible.
	Severity	Informational
	Type	Clear
	Description	The NORTEL NIC has established a communication session with the indicated SCP. This indicates that network connectivity exists to the indicated SCP.
	Action	No action is required.
12F800A	Message	SCP: %1:%2, is no longer accessible.
	Severity	Error
	Type	Raise
	Description	The NORTEL NIC has disconnected the communication sessions established with the indicated SCP.
	Action	Nortel network support should be contacted regarding this problem.
12F800C	Message	SCP: %1:%2, accessible but session to other side SCP: %1:%3, is still active.
	Severity	Informational
	Type	Clear
	Description	The NORTEL NIC has established a communication session with the indicated SCP and side while a session to the other side of the SCP is still active. This indicates that a failover situation to the SCP has occurred.
	Action	Determine cause of failover.
12F8200	Message	NTGATE is online.
	Severity	Informational
	Type	Clear
	Description	The NORTEL NIC is online and is prepared to accept route requests from the Nortel network.
	Action	No action is required.

Message ID (hex)	Property	Value
12F8201	Message	NTGATE is offline.
	Severity	Error
	Type	Raise
	Description	The NORTEL NIC is offline and cannot accept route requests from the Nortel network.
	Action	No action is required.
1420017	Message	Session for gateway: %1, connect failed to gateway at port: %2, address: %3.
	Severity	Error
	Type	Raise
	Description	CWC NIC was unable to connect to the gateway on the CWC network.
	Action	Confirm gateway is available, configuration of IP address and port are correct, and network connectivity would allow for connection.
1428009	Message	Gateway: %1, is now accessible.
	Severity	Informational
	Type	Clear
	Description	The CWC NIC has established a communication session with the indicated gateway. This indicates that network connectivity exists to the indicated gateway.
	Action	No action is required.
142800A	Message	Gateway: %1, is no longer accessible.
	Severity	Error
	Type	Raise
	Description	The CWC NIC has disconnected the communication sessions established with the indicated gateway.
	Action	CWC network support should be contacted regarding this problem.

Message ID (hex)	Property	Value
142800C	Message	Gateway: %1, is not accessible.
	Severity	Error
	Type	Raise
	Description	Although connected, the CWC NIC cannot establish a session with the indicated gateway.
	Action	CWC network support should be contacted regarding this problem.
1428200	Message	C&W NIC routing client is online.
	Severity	Informational
	Type	Clear
	Description	The CWC NIC is online and is prepared to accept route requests from the CWC network.
	Action	No action is required.
1428201	Message	C&W NIC routing client is offline.
	Severity	Error
	Type	Raise
	Description	The CWC NIC is offline and cannot accept route requests from the CWC network.
	Action	No action is required.
1428203	Message	SS7 link: %1, in service.
	Severity	Informational
	Type	Clear
	Description	The specified SS7 link is now aligned and in service.
	Action	No action is required.

Message ID (hex)	Property	Value
1428204	Message	SS7 link: %1, out of service.
	Severity	Error
	Type	Raise
	Description	The specified SS7 link is now out of service. This is most likely due to a circuit problem between the INAP gateway and the adjacent signaling point to which this link connects. Equipment problems are also a possible cause. Because each link typically belongs to a linkset containing two or more links, connectivity between the INAP gateway and the adjacent signaling point is not lost unless all other links in the linkset have failed. If this occurs, a "linkset unavailable" alarm is generated.
	Action	Contact the technical assistance center.
142820B	Message	SS7 linkset: %1, unavailable.
	Severity	Error
	Type	Raise
	Description	The specified SS7 linkset is now unavailable. This means that no links in that linkset are operational. Consequently, communication has failed between the INAP Gateway and the adjacent signaling point to which the linkset connects.
	Action	Contact the technical assistance center.
142820C	Message	SS7 linkset: %1, available.
	Severity	Informational
	Type	Clear
	Description	The specified SS7 linkset is now available. At least one link in the linkset is operational, although others may still be down. Communication between the INAP Gateway and the adjacent signaling point to which the linkset connects has been restored.
	Action	No action is required.
1428210	Message	INAP gateway online.
	Severity	Informational
	Type	Clear
	Description	The INAP gateway has entered the online state. Traffic flow between the NIC and the SS7 network is enabled.
	Action	No action is required.

Message ID (hex)	Property	Value
1428211	Message	INAP gateway stopped: %1.
	Severity	Error
	Type	Raise
	Description	The INAP gateway has stopped operation due to the specified error code. The INAP subsystem is prohibited. The network should adjust by sending calls to the router through an alternate path utilizing a different INAP gateway. This can be caused by a communication problem between the INAP Gateway and the NIC, by a problem with the router, or by an administrative INAP gateway command.
	Action	This event can be caused by a transient problem which may be automatically corrected as indicated by a "INAP gateway online" event. If the problem persists for more than three minutes, the technical assistance center should be alerted to investigate and help correct the problem.
1428310	Message	SS7 link is out of service (Gateway PC: %1, Linkset RPC: %2, Link SLC: %3) (%4).
	Severity	Error
	Type	Raise
	Description	The specified SS7 link is now out of service. This is most likely due to a circuit problem between the SS7 gateway and the adjacent signaling point to which this link connects. Equipment problems are also a possible cause. Because each link typically belongs to a linkset containing two or more links, connectivity between the SS7 gateway and the adjacent signaling point is not lost unless all other links in the linkset have failed. If this occurs, a "linkset unavailable" alarm is generated.
	Action	No action is required.
1428311	Message	SS7 link is in service (Gateway PC: %1, Linkset RPC: %2, Link SLC: %3).
	Severity	Informational
	Type	Clear
	Description	The specified SS7 link is now aligned and in service.
	Action	No action is required.

Message ID (hex)	Property	Value
1428312	Message	SS7 linkset unavailable (Gateway PC: %1, Linkset RPC: %2) .
	Severity	Error
	Type	Raise
	Description	The specified SS7 linkset is now unavailable. This means that no links in that linkset are operational. Consequently, communication has failed between the SS7 gateway and the adjacent signaling point to which the linkset connects.
	Action	Contact the technical assistance center.
1428313	Message	SS7 linkset available (Gateway PC: %1, Linkset RPC: %2) .
	Severity	Informational
	Type	Clear
	Description	The specified SS7 linkset is now available. At least one link in the linkset is operational, although others may still be down. Communication between the SS7 gateway and the adjacent signaling point to which the linkset connects has been restored.
	Action	No action is required.
1460017	Message	Session for gateway: %1, connect failed to gateway: port: %2, address: %3.
	Severity	Error
	Type	Raise
	Description	Unisource NIC was unable to connect to the gateway on the Unisource network.
	Action	Confirm gateway is available, configuration of IP address and port are correct, and network connectivity would allow for connection.
1468009	Message	Gateway: %1, is now accessible.
	Severity	Informational
	Type	Clear
	Description	The Unisource NIC has established a communication session with the indicated gateway. This indicates that network connectivity exists to the indicated gateway.
	Action	No action is required.

Message ID (hex)	Property	Value
146800A	Message	Gateway: %1, is no longer accessible.
	Severity	Error
	Type	Raise
	Description	The Unisource NIC has disconnected the communication sessions established with the indicated gateway.
	Action	Unisource network support should be contacted regarding this problem.
146800B	Message	Gateway: %1, is not accessible.
	Severity	Error
	Type	Raise
	Description	Although connected, the Unisource NIC cannot establish a session with the indicated gateway.
	Action	Unisource network support should be contacted regarding this problem.
146800D	Message	SS7 link: %1, in service.
	Severity	Informational
	Type	Clear
	Description	The specified SS7 link is now aligned and in service.
	Action	No action is required.
146800E	Message	SS7 link: %1, out of service.
	Severity	Error
	Type	Raise
	Description	The specified SS7 link is now out of service. This is most likely due to a circuit problem between the SS7 gateway and the adjacent signaling point to which this link connects. Equipment problems are also a possible cause. Because each link typically belongs to a linkset containing two or more links, connectivity between the SS7 gateway and the adjacent signaling point is not lost unless all other links in the linkset have failed. If this occurs, a "linkset unavailable" alarm is generated.
	Action	Contact the technical assistance center.

Message ID (hex)	Property	Value
1468015	Message	SS7 linkset: %1, unavailable.
	Severity	Error
	Type	Raise
	Description	The specified SS7 linkset is now unavailable. This means that no links in that linkset are operational. Consequently, communication has failed between the SS7 gateway and the adjacent signaling point to which the linkset connects.
	Action	Contact the technical assistance center.
1468016	Message	SS7 linkset: %1, available.
	Severity	Informational
	Type	Clear
	Description	The specified SS7 linkset is now available. At least one link in the linkset is operational, although others may still be down. Communication between the SS7 gateway and the adjacent signaling point to which the linkset connects has been restored.
	Action	No action is required.
1468017	Message	SS7 gateway online.
	Severity	Informational
	Type	Clear
	Description	The SS7 gateway has entered the online state. Traffic flow between the NIC and the SS7 network is enabled.
	Action	No action is required.
1468018	Message	SS7 gateway stopped: %1.
	Severity	Error
	Type	Raise
	Description	The SS7 gateway has stopped operation due to the specified error code. The SS7 subsystem is prohibited. The network should adjust by sending calls to the Router through an alternate path utilizing a different SS7 gateway. This can be caused by a communication problem between the SS7 gateway and the NIC, by a problem with the Router, or by an administrative SS7 gateway command.
	Action	This event can be caused by a transient problem which may be automatically corrected as indicated by an "SS7 gateway online" event. If the problem persists for more than three minutes, the technical assistance center should be alerted to help investigate and correct the problem.

Message ID (hex)	Property	Value
1468200	Message	UNISOURCE routing client is online.
	Severity	Informational
	Type	Clear
	Description	The Unisource NIC is online and is prepared to accept route requests from the Unisource network.
	Action	No action is required.
1468201	Message	UNISOURCE routing client is offline.
	Severity	Error
	Type	Raise
	Description	The Unisource NIC is offline and cannot accept route requests from the Unisource network.
	Action	No action is required.
1468310	Message	SS7 link is out of service (gateway PC: %1, linkset RPC: %2, link SLC: %3): %4.
	Severity	Error
	Type	Raise
	Description	The specified SS7 link is now out of service. This is most likely due to a circuit problem between the SS7 gateway and the adjacent signaling point to which this link connects. Equipment problems are also a possible cause. Because each link typically belongs to a linkset containing two or more links, connectivity between the SS7 gateway and the adjacent signaling point is not lost unless all other links in the linkset have failed. If this occurs, a "linkset unavailable" alarm is generated.
	Action	No action is required.
1468311	Message	SS7 link is in service (gateway PC: %1, linkset RPC: %2, link SLC: %3).
	Severity	Informational
	Type	Clear
	Description	The specified SS7 link is now aligned and in service.
	Action	No action is required.

Message ID (hex)	Property	Value
1468312	Message	SS7 linkset unavailable (gateway PC: %1, linkset RPC: %2) .
	Severity	Error
	Type	Raise
	Description	The specified SS7 linkset is now unavailable. This means that no links in that linkset are operational. Consequently, communication has failed between the SS7 gateway and the adjacent signaling point to which the linkset connects.
	Action	Contact the technical assistance center.
1468313	Message	SS7 linkset available (gateway PC: %1, linkset RPC: %2) .
	Severity	Informational
	Type	Clear
	Description	The specified SS7 linkset is now available. At least one link in the linkset is operational, although others may still be down. Communication between the SS7 gateway and the adjacent signaling point to which the linkset connects has been restored.
	Action	No action is required.
1468314	Message	SCTP connection is down (connection number: %1, remote entity: %2) .
	Severity	Error
	Type	Raise
	Description	The SCTP association to the remote entity is down. Communication has failed and calls cannot be processed through this connection. Check the gateway logs for configuration errors and/or check the remote entity.
	Action	No action is required.
1468315	Message	ASP is down (connection number: %1, remote entity: %2) .
	Severity	Error
	Type	Raise
	Description	The SCTP association to the remote entity is established, but the ASP is down. Calls cannot be processed through this connection. Check the gateway logs for configuration errors and/or check the remote entity.
	Action	No action is required.

Message ID (hex)	Property	Value
1468316	Message	ASP is inactive (connection number: %1, remote entity: %2) .
	Severity	Error
	Type	Raise
	Description	The ASP is up, but is not yet active. Calls cannot be processed through this connection. Check the gateway logs for configuration errors and/or check the remote entity.
	Action	No action is required.
1468317	Message	ASP is active (connection number: %1, remote entity: %2) .
	Severity	Informational
	Type	Clear
	Description	The ASP is active. Calls can be processed through this connection.
	Action	No action is required.
1490017	Message	Session for gateway: %1, connect failed to gateway at port: %2, at address: %3.
	Severity	Error
	Type	Raise
	Description	CONCERT NIC was unable to connect to the gateway on the CONCERT network.
	Action	Confirm gateway is available, configuration of IP address and port are correct, and network connectivity would allow for connection
1498009	Message	Gateway: %1, is now accessible.
	Severity	Informational
	Type	Clear
	Description	The CONCERT NIC has established a communication session with the indicated gateway. This indicates that network connectivity exists to the indicated gateway.
	Action	No action is required.

Message ID (hex)	Property	Value
149800A	Message	Gateway: %1, is no longer accessible.
	Severity	Error
	Type	Raise
	Description	The CONCERT NIC has disconnected the communication sessions established with the indicated gateway.
	Action	CONCERT network support should be contacted regarding this problem.
149800C	Message	Gateway: %1, is not accessible.
	Severity	Error
	Type	Raise
	Description	Although connected, the CONCERT NIC cannot establish a session with the indicated gateway.
	Action	CONCERT network support should be contacted regarding this problem.
1498200	Message	CONCERTGATE online.
	Severity	Informational
	Type	Clear
	Description	The CONCERT NIC is online and is prepared to accept route requests from the CONCERT network.
	Action	No action is required.
1498201	Message	CONCERTGATE offline.
	Severity	Error
	Type	Raise
	Description	The CONCERT NIC is offline and cannot accept route requests from the CONCERT network.
	Action	No action is required.
1498203	Message	SS7 link: %1, in service.
	Severity	Informational
	Type	Clear
	Description	The specified SS7 link is now aligned and in service.
	Action	No action is required.

Message ID (hex)	Property	Value
1498204	Message	SS7 link: %1, out of service.
	Severity	Error
	Type	Raise
	Description	The specified SS7 link is now out of service. This is most likely due to a circuit problem between the INAP gateway and the adjacent signaling point to which this link connects. Equipment problems are also a possible cause. Because each link typically belongs to a linkset containing two or more links, connectivity between the INAP gateway and the adjacent signaling point is not lost unless all other links in the linkset have failed. If this occurs, a "linkset unavailable" alarm is generated.
	Action	Contact the technical assistance center.
149820B	Message	SS7 linkset: %1, unavailable.
	Severity	Error
	Type	Raise
	Description	The specified SS7 linkset is now unavailable. This means that no links in that linkset are operational. Consequently, communication has failed between the INAP gateway and the adjacent signaling point to which the linkset connects.
	Action	Contact the technical assistance center.
149820C	Message	SS7 linkset: %1, available.
	Severity	Informational
	Type	Clear
	Description	The specified SS7 linkset is now available. At least one link in the linkset is operational, although others may still be down. Communication between the INAP gateway and the adjacent signaling point to which the linkset connects has been restored.
	Action	No action is required.
1498210	Message	INAP gateway online.
	Severity	Informational
	Type	Clear
	Description	The INAP gateway has entered the online state. Traffic flow between the NIC and the SS7 network is enabled.
	Action	No action is required.

Message ID (hex)	Property	Value
1498211	Message	INAP gateway stopped: %1.
	Severity	Error
	Type	Raise
	Description	The INAP gateway has stopped operation due to the specified error code. The INAP subsystem is prohibited. The network should adjust by sending calls to the router through an alternate path utilizing a different INAP gateway. This can be caused by a communication problem between the INAP gateway and the NIC, by a problem with the router, or by an administrative INAP gateway command.
	Action	This event can be caused by a transient problem which may be automatically corrected as indicated by a "INAP gateway online" event. If the problem persists for more than three minutes, the technical assistance center should be alerted to investigate and help correct the problem.
14C0017	Message	Session for gateway: %1, connect failed to gateway at port: %2, at address: %3.
	Severity	Error
	Type	Raise
	Description	BT-V2 INAP NIC was unable to connect to the gateway on the INAP network.
	Action	Confirm gateway is available, configuration of IP address and port are correct, and network connectivity would allow for connection.
14C8009	Message	Gateway: %1, is now accessible.
	Severity	Informational
	Type	Clear
	Description	The BT-V2 INAP NIC has established a communication session with the indicated gateway. This indicates that network connectivity exists to the indicated gateway.
	Action	No action is required.
14C800A	Message	Gateway: %1, is no longer accessible.
	Severity	Error
	Type	Raise
	Description	The BT-V2 INAP NIC has disconnected the communication sessions established with the indicated gateway.
	Action	INAP network support should be contacted regarding this problem.

Message ID (hex)	Property	Value
14C800C	Message	Gateway: %1, is not accessible.
	Severity	Error
	Type	Raise
	Description	Although connected, the BT-V2 INAP NIC cannot establish a session with the indicated gateway.
	Action	INAP network support should be contacted regarding this problem.
14C8200	Message	BT-V2 NIC routing client is online.
	Severity	Informational
	Type	Clear
	Description	The BT-V2 INAP NIC is online and is prepared to accept route requests from the INAP network.
	Action	No action is required.
14C8201	Message	BT-V2 NIC routing client is offline.
	Severity	Error
	Type	Raise
	Description	The BT-V2 INAP NIC is offline and cannot accept route requests from the INAP network.
	Action	No action is required.
14C8203	Message	SS7 link: %1, in service.
	Severity	Informational
	Type	Clear
	Description	The specified SS7 link is now aligned and in service.
	Action	No action is required.

Message ID (hex)	Property	Value
14C8204	Message	SS7 link: %1, out of service.
	Severity	Error
	Type	Raise
	Description	The specified SS7 link is now out of service. This is most likely due to a circuit problem between the INAP Gateway and the adjacent signaling point to which this link connects. Equipment problems are also a possible cause. Because each link typically belongs to a linkset containing two or more links, connectivity between the INAP Gateway and the adjacent signaling point is not lost unless all other links in the linkset have failed. If this occurs, a "linkset unavailable" alarm is generated.
	Action	Contact the technical assistance center.
14C820B	Message	SS7 linkset: %1, unavailable.
	Severity	Error
	Type	Raise
	Description	The specified SS7 linkset is now unavailable. This means that no links in that linkset are operational. Consequently, communication has failed between the INAP Gateway and the adjacent signaling point to which the linkset connects.
	Action	Contact the technical assistance center.
14C820C	Message	SS7 linkset: %1, available.
	Severity	Informational
	Type	Clear
	Description	The specified SS7 linkset is now available. At least one link in the linkset is operational, although others may still be down. Communication between the INAP gateway and the adjacent signaling point to which the linkset connects has been restored.
	Action	No action is required.
14C8210	Message	INAP gateway online.
	Severity	Informational
	Type	Clear
	Description	The INAP gateway has entered the online state. Traffic flow between the NIC and the SS7 network is enabled.
	Action	No action is required.

Message ID (hex)	Property	Value
14C8211	Message	INAP gateway stopped: %1.
	Severity	Error
	Type	Raise
	Description	The INAP gateway has stopped operation due to the specified error code. The INAP subsystem is prohibited. The network should adjust by sending calls to the router through an alternate path utilizing a different INAP gateway. This can be caused by a communication problem between the INAP gateway and the NIC, by a problem with the Router, or by an administrative INAP gateway command.
	Action	This event can be caused by a transient problem which may be automatically corrected as indicated by a "INAP gateway ONLINE" event. If the problem persists for more than three minutes, the technical assistance center should be alerted to investigate and help correct the problem.
14C8310	Message	SS7 link is out of service: gateway PC: %1, linkset RPC: %2, link SLC: %3; %4.
	Severity	Error
	Type	Raise
	Description	The specified SS7 link is now out of service. This is most likely due to a circuit problem between the SS7 gateway and the adjacent signaling point to which this link connects. Equipment problems are also a possible cause. Because each link typically belongs to a linkset containing two or more links, connectivity between the SS7 gateway and the adjacent signaling point is not lost unless all other links in the linkset have failed. If this occurs, a "linkset unavailable" alarm is generated.
	Action	No action is required.
14C8311	Message	SS7 link is in service: gateway PC: %1, linkset RPC: %2, link SLC: %3.
	Severity	Informational
	Type	Clear
	Description	The specified SS7 link is now aligned and in service.
	Action	No action is required.

Message ID (hex)	Property	Value
14C8312	Message	SS7 linkset unavailable: gateway PC: %1, linkset RPC: %2.
	Severity	Error
	Type	Raise
	Description	The specified SS7 linkset is now unavailable. This means that no links in that linkset are operational. Consequently, communication has failed between the SS7 gateway and the adjacent signaling point to which the linkset connects.
	Action	Contact the technical assistance center.
14C8313	Message	SS7 linkset available: gateway PC; %1, linkset RPC: %2.
	Severity	Informational
	Type	Clear
	Description	The specified SS7 linkset is now available. At least one link in the linkset is operational, although others may still be down. Communication between the SS7 gateway and the adjacent signaling point to which the linkset connects has been restored.
	Action	No action is required.
14D0017	Message	Session for gateway: %1, connect failed to gateway: port: %2, address: %3.
	Severity	Error
	Type	Raise
	Description	TIM NIC was unable to connect to the gateway on the INAP network.
	Action	Confirm gateway is available, configuration of IP address and port are correct, and network connectivity would allow for connection.
14D8009	Message	Gateway: %1, is now accessible.
	Severity	Informational
	Type	Clear
	Description	The TIM NIC has established a communication session with the indicated gateway. This indicates that network connectivity exists to the indicated gateway.
	Action	No action is required.

Message ID (hex)	Property	Value
14D800A	Message	Gateway: %1, is no longer accessible.
	Severity	Error
	Type	Raise
	Description	The TIM NIC has disconnected the communication sessions established with the indicated gateway.
	Action	INAP network support should be contacted regarding this problem.
14D800C	Message	Gateway: %1, is not accessible.
	Severity	Error
	Type	Raise
	Description	Although connected, the TIM NIC cannot establish a session with the indicated gateway.
	Action	INAP network support should be contacted regarding this problem.
14D8200	Message	TIM NIC routing client is online.
	Severity	Informational
	Type	Clear
	Description	The TIM NIC is online and is prepared to accept route requests from the INAP network.
	Action	No action is required.
14D8201	Message	TIM NIC routing client is offline.
	Severity	Error
	Type	Raise
	Description	The TIM NIC is offline and cannot accept route requests from the INAP network.
	Action	No action is required.
14D8203	Message	SS7 link: %1, in service.
	Severity	Informational
	Type	Clear
	Description	The specified SS7 link is now aligned and in service.
	Action	No action is required.

Message ID (hex)	Property	Value
14D8204	Message	SS7 link: %1, out of service.
	Severity	Error
	Type	Raise
	Description	The specified SS7 link is now out of service. This is most likely due to a circuit problem between the INAP gateway and the adjacent signaling point to which this link connects. Equipment problems are also a possible cause. Because each link typically belongs to a linkset containing two or more links, connectivity between the INAP gateway and the adjacent signaling point is not lost unless all other links in the linkset have failed. If this occurs, a "linkset unavailable" alarm is generated.
	Action	Contact the technical assistance center.
14D820B	Message	SS7 linkset: %1, unavailable.
	Severity	Error
	Type	Raise
	Description	The specified SS7 linkset is now unavailable. This means that no links in that linkset are operational. Consequently, communication has failed between the INAP gateway and the adjacent signaling point to which the linkset connects.
	Action	Contact the technical assistance center.
14D820C	Message	SS7 linkset: %1, available.
	Severity	Informational
	Type	Clear
	Description	The specified SS7 linkset is now available. At least one link in the linkset is operational, although others may still be down. Communication between the INAP gateway and the adjacent signaling point to which the linkset connects has been restored.
	Action	No action is required.
14D8210	Message	INAP gateway online.
	Severity	Informational
	Type	Clear
	Description	The INAP gateway has entered the online state. Traffic flow between the NIC and the SS7 network is enabled.
	Action	No action is required.

Message ID (hex)	Property	Value
14D8211	Message	INAP gateway stopped: %1.
	Severity	Error
	Type	Raise
	Description	The INAP gateway has stopped operation due to the specified error code. The INAP subsystem is prohibited. The network should adjust by sending calls to the Router through an alternate path utilizing a different INAP gateway. This can be caused by a communication problem between the INAP gateway and the NIC, by a problem with the Router, or by an administrative INAP gateway command.
	Action	This event can be caused by a transient problem which may be automatically corrected as indicated by a "INAP gateway online" event. If the problem persists for more than three minutes, the technical assistance center should be alerted to investigate and correct the problem.
14D8310	Message	SS7 link is out of service (gateway PC: %1, linkset RPC: %2, link SLC: %3): %4.
	Severity	Error
	Type	Raise
	Description	The specified SS7 link is now out of service. This is most likely due to a circuit problem between the SS7 gateway and the adjacent signaling point to which this link connects. Equipment problems are also a possible cause. Because each link typically belongs to a linkset containing two or more links, connectivity between the SS7 gateway and the adjacent signaling point is not lost unless all other links in the linkset have failed. If this occurs, a "linkset unavailable" alarm is generated.
	Action	No action is required.
14D8311	Message	SS7 link is in service (gateway PC: %1, linkset RPC: %2, link SLC: %3).
	Severity	Informational
	Type	Clear
	Description	The specified SS7 link is now aligned and in service.
	Action	No action is required.

Message ID (hex)	Property	Value
14D8312	Message	SS7 linkset unavailable (gateway PC: %1, linkset RPC: %2) .
	Severity	Error
	Type	Raise
	Description	The specified SS7 linkset is now unavailable. This means that no links in that linkset are operational. Consequently, communication has failed between the SS7 gateway and the adjacent signaling point to which the linkset connects.
	Action	Contact the technical assistance center.
14D8313	Message	SS7 linkset available (gateway PC: %1, linkset RPC: %2) .
	Severity	Informational
	Type	Clear
	Description	The specified SS7 linkset is now available. At least one link in the linkset is operational, although others may still be down. Communication between the SS7 gateway and the adjacent signaling point to which the linkset connects has been restored.
	Action	No action is required.
14D8314	Message	SCTP connection is down (connection number: %1, remote entity: %2) .
	Severity	Error
	Type	Raise
	Description	The SCTP Association to the remote entity is down. Communication has failed and calls cannot be processed through this connection. Check the gateway logs for configuration errors and/or check the remote entity.
	Action	No action is required.
14D8315	Message	ASP is down (connection number: %1, remote entity: %2) .
	Severity	Error
	Type	Raise
	Description	The SCTP association to the remote entity is established, but the ASP is down. Calls cannot be processed through this connection. Check the gateway logs for configuration errors and/or check the remote entity.
	Action	No action is required.

Message ID (hex)	Property	Value
14D8316	Message	ASP is inactive (connection number: %1, remote entity: %2) .
	Severity	Error
	Type	Raise
	Description	The ASP is up, but is not yet active. Calls cannot be processed through this connection. Check the gateway logs for configuration errors and/or check the remote entity.
	Action	No action is required.
14D8317	Message	ASP is active (connection number: %1, remote entity: %2) .
	Severity	Informational
	Type	Clear
	Description	The ASP is active. Calls can be processed through this connection.
	Action	No action is required.
14F0017	Message	Session for gateway: %1, connect failed to SS7 gateway; port: %2, address: %3.
	Severity	Error
	Type	Raise
	Description	SS7 IN NIC was unable to connect to the SS7 gateway.
	Action	Confirm SS7 gateway is available, configuration of IP address and port are correct, and network connectivity would allow for connection.
14F8009	Message	SS7 gateway: %1, is now accessible.
	Severity	Informational
	Type	Clear
	Description	The SS7 IN NIC has established a communication session with the SS7 gateway. This confirms that network connectivity exists to the indicated SS7 gateway.
	Action	No action is required.

Message ID (hex)	Property	Value
14F800A	Message	SS7 gateway: %1, is no longer accessible.
	Severity	Error
	Type	Raise
	Description	The SS7 IN NIC has disconnected the communication sessions established with the indicated SS7 gateway.
	Action	SS7 network support should be contacted regarding this problem.
14F800C	Message	SS7 gateway: %1, is not accessible.
	Severity	Error
	Type	Raise
	Description	Although connected, the SS7 IN NIC cannot establish a session with the indicated gateway.
	Action	SS7 network support should be contacted regarding this problem.
14F8102	Message	SS7 link: %1, in service.
	Severity	Informational
	Type	Clear
	Description	The specified SS7 link is now aligned and in service.
	Action	No action is required.
14F8103	Message	SS7 link: %1, out of service.
	Severity	Error
	Type	Raise
	Description	The specified SS7 link is now out of service. This is most likely due to a circuit problem between the SS7 gateway and the adjacent signaling point to which this link connects. Equipment problems are also a possible cause. Because each link typically belongs to a linkset containing two or more links, connectivity between the SS7 gateway and the adjacent signaling point is not lost unless all other links in the linkset have failed. If this occurs, a "linkset unavailable" alarm is generated.
	Action	Contact the technical assistance center.

Message ID (hex)	Property	Value
14F810A	Message	SS7 linkset: %1, unavailable.
	Severity	Error
	Type	Raise
	Description	The specified SS7 linkset is now unavailable. This means that no links in that linkset are operational. Consequently, communication has failed between the SS7 gateway and the adjacent signaling point to which the linkset connects.
	Action	Contact the technical assistance center.
14F810B	Message	SS7 linkset: %1, available.
	Severity	Informational
	Type	Clear
	Description	The specified SS7 linkset is now available. At least one link in the linkset is operational, although others may still be down. Communication between the SS7 gateway and the adjacent signaling point to which the linkset connects has been restored.
	Action	No action is required.
14F8114	Message	SS7 link: %1, of linkset: %2, is in service.
	Severity	Informational
	Type	Clear
	Description	The specified SS7 link is now aligned and in service.
	Action	No action is required.
14F8115	Message	SS7 link: %1, of linkset: %2, is out of service.
	Severity	Error
	Type	Raise
	Description	The specified SS7 link is now out of service. This is most likely due to a circuit problem between the SS7 gateway and the adjacent signaling point to which this link connects. Equipment problems are also a possible cause. Because each link typically belongs to a linkset containing two or more links, connectivity between the SS7 gateway and the adjacent signaling point is not lost unless all other links in the linkset have failed. If this occurs, a "linkset unavailable" alarm is generated.
	Action	Contact the technical assistance center.

Message ID (hex)	Property	Value
14F8310	Message	SS7 link is out of service (gateway PC: %1, linkset RPC: %2, link SLC: %3): %4.
	Severity	Error
	Type	Raise
	Description	The specified SS7 link is now out of service. This is most likely due to a circuit problem between the SS7 gateway and the adjacent signaling point to which this link connects. Equipment problems are also a possible cause. Because each link typically belongs to a linkset containing two or more links, connectivity between the SS7 gateway and the adjacent signaling point is not lost unless all other links in the linkset have failed. If this occurs, a "linkset unavailable" alarm is generated.
	Action	No action is required.
14F8311	Message	SS7 link is in service (gateway PC: %1, linkset RPC: %2, link SLC: %3).
	Severity	Informational
	Type	Clear
	Description	The specified SS7 link is now aligned and in service.
	Action	No action is required.
14F8312	Message	SS7 linkset unavailable (gateway PC: %1, linkset RPC: %2).
	Severity	Error
	Type	Raise
	Description	The specified SS7 linkset is now unavailable. This means that no links in that linkset are operational. Consequently, communication has failed between the SS7 gateway and the adjacent signaling point to which the linkset connects.
	Action	Contact the technical assistance center.
14F8313	Message	SS7 linkset available (gateway PC: %1, linkset RPC: %2).
	Severity	Informational
	Type	Clear
	Description	The specified SS7 linkset is now available. At least one link in the linkset is operational, although others may still be down. Communication between the SS7 gateway and the adjacent signaling point to which the linkset connects has been restored.
	Action	No action is required.

Message ID (hex)	Property	Value
14F8314	Message	SCTP connection is down (connection number: %1, remote entity: %2).
	Severity	Error
	Type	Raise
	Description	The SCTP Association to the remote entity is down. Communication has failed and calls cannot be processed through this connection. Check the gateway logs for configuration errors and/or check the remote entity.
	Action	No action is required.
14F8315	Message	ASP is down (connection number: %1, remote entity: %2).
	Severity	Error
	Type	Raise
	Description	The SCTP association to the remote entity is established, but the ASP is down. Calls cannot be processed through this connection. Check the gateway logs for configuration errors and/or check the remote entity.
	Action	No action is required.
14F8316	Message	ASP is inactive (connection number: %1, remote entity: %2).
	Severity	Error
	Type	Raise
	Description	The ASP is up, but is not yet active. Calls cannot be processed through this connection. Check the gateway logs for configuration errors and/or check the remote entity.
	Action	No action is required.
14F8317	Message	ASP is active (connection number: %1, remote entity: %2).
	Severity	Informational
	Type	Clear
	Description	The ASP is active. Calls can be processed through this connection.
	Action	No action is required.

Message ID (hex)	Property	Value
1504001	Message	The NTL NIC received an invalid label: %1. from the router for the call (tid: %2).
	Severity	Error
	Type	Application Error
	Description	The NTL NIC received an invalid label from the router. Check the label format and size.
	Action	Check labels in the label table for invalid labels.
1508006	Message	Starting NTL network communications.
	Severity	Informational
	Type	Clear
	Description	The network communication layer of the NTL NIC is starting operation.
	Action	No action is required.
1508007	Message	Stopping NTL network communications.
	Severity	Warning
	Type	Raise
	Description	The network communication layer of the NTL NIC is halting operation.
	Action	No action is required.
1508009	Message	Starting a NTL communication channel: %1, with CE: %4:%2.
	Severity	Informational
	Type	Clear
	Description	A communication channel of the NTL NIC is starting operation.
	Action	No action is required.
150800A	Message	Stopping the NTL communication channel: %1, to CE: %4:%2.
	Severity	Error
	Type	Raise
	Description	A communication channel of the NTL NIC is halting operation.
	Action	No action is required.

Message ID (hex)	Property	Value
150800B	Message	Closing the NTL communication channel: %1, by CE: %4:%2.
	Severity	Error
	Type	Raise
	Description	A communication channel of the NTL NIC is closed by the SCP.
	Action	No action is required.

TDM Peripheral Gateway SNMP Notifications

Table 24: TDM Peripheral Gateway SNMP Notifications

Message ID (hex)	Property	Value
1530002	Message	A required parameter is invalid.
	Severity	Error
	Type	Raise
	Description	One or more of the required parameters are invalid.
	Action	Internal error. Contact the technical assistance center.
1530015	Message	One or more ICM/AW connection parameters are null or empty.
	Severity	Error
	Type	Raise
	Description	One or more required ICM/AW connection parameters are null or empty.
	Action	Make sure that all required ICM/AW connection information exists in the registry and is correct (see Troubleshooting Guide). If the information is in the registry and is correct, contact technical support.
1530017	Message	Fatal connection error to ICM/AW.
	Severity	Error
	Type	Raise
	Description	All retry and failover attempts to the ICM AW(s) have failed.
	Action	See the AAS Installation and Troubleshooting Guide for information on correcting ICM/AW connection errors.

Message ID (hex)	Property	Value
1530018	Message	ICM/AW authentication failed.
	Severity	Error
	Type	Raise
	Description	AAS is unable to log into the ICM/AW because the login authentication failed.
	Action	Check login information in the registry (see Troubleshooting Guide) and make sure it matches the login information used to setup the application on the ICM/AW.
1530019	Message	Unable to retrieve a PG name from the peripheral table.
	Severity	Error
	Type	Raise
	Description	Unable to retrieve a PG name from the peripheral table.
	Action	Make sure a PG Name is configured for the peripheral that is set up for AAS.
153001A	Message	Error adding record to ICM/AW.
	Severity	Error
	Type	Raise
	Description	AAS was unable to add a record to the ICM/AW. A possible reason is that the ICM/AW is out of sync with Symposium.
	Action	Resync ICM/AW with Symposium by incrementing the value of AASForceResync in the registry (see Troubleshooting Guide).
153001B	Message	Error deleting record from ICM/AW.
	Severity	Error
	Type	Raise
	Description	AAS was unable to delete a record from ICM/AW. A possible reason is that the ICM/AW is out of sync with Symposium.
	Action	Resync ICM/AW with Symposium by incrementing the value of AASForceResync in the registry (see Troubleshooting Guide).

Message ID (hex)	Property	Value
153001C	Message	Error updating record in ICM/AW.
	Severity	Error
	Type	Raise
	Description	AAS was unable to update a record in ICM/AW. A possible reason is that the ICM/AW is out of sync with Symposium.
	Action	Resync ICM/AW with Symposium by incrementing the value of AASForceResync in the registry (see Troubleshooting Guide).
153001D	Message	Error performing bulk update of the ICM/AW.
	Severity	Error
	Type	Raise
	Description	AAS was unable to perform a bulk update of the ICM/AW. A possible reason is that the ICM/AW is out of sync with Symposium.
	Action	Resync ICM/AW with Symposium by incrementing the value of AASForceResync in the registry (see Troubleshooting Guide).
153001E	Message	Bad ICM/AW operation type used.
	Severity	Error
	Type	Raise
	Description	A bad ICM/AW operation type was used. Update, delete, insert, and destroy permanently are the only operation types supported.
	Action	Internal error. Contact the technical assistance center.
153001F	Message	Lost connection to the ICM/AW.
	Severity	Error
	Type	Raise
	Description	AAS lost its connection to the ICM/AW due to an unknown cause.
	Action	AAS should self-correct. If it does not, consult the AAS Installation and Troubleshooting Guide for information on correcting connection errors to ICM.

Message ID (hex)	Property	Value
1530020	Message	Error retrieving records from the ICM/AW.
	Severity	Error
	Type	Raise
	Description	AAS was unable to retrieve records from the ICM/AW. A possible reason is that the ICM/AW is out of sync with Symposium.
	Action	Resync ICM/AW with Symposium by incrementing the value of AASForceResync in the registry (see Troubleshooting Guide).
1530021	Message	Error retrieving peripheral record from ICM/AW.
	Severity	Error
	Type	Raise
	Description	AAS was unable to retrieve a peripheral record from ICM/AW. The record was not created in the ICM/AW or the ID for it was not set properly in the registry.
	Action	Make sure a peripheral is set up in the ICM/AW for AAS. Ensure the peripheral ID is properly configured in the AAS configuration registry (see Troubleshooting Guide).
1530022	Message	Error retrieving skill group from ICM/AW.
	Severity	Error
	Type	Raise
	Description	AAS was unable to retrieve a skill group from ICM/AW. A possible reason is that the ICM/AW is out of sync with Symposium.
	Action	Resync ICM/AW with Symposium by incrementing the value of AASForceResync in the registry (see Troubleshooting Guide).
1530023	Message	Agent priority specified is beyond maximum allowed limits.
	Severity	Error
	Type	Raise
	Description	The agent priority specified was configured with a priority greater than the maximum allowed limit of 48.
	Action	Internal error. Contact the technical assistance center.

Message ID (hex)	Property	Value
1530033	Message	Config services requested before config info set.
	Severity	Error
	Type	Raise
	Description	Configuration services were requested before the configuration information was set up.
	Action	Internal error. Contact the technical assistance center.
1530034	Message	An unexpected key type was given to the config service.
	Severity	Error
	Type	Raise
	Description	A configuration parameter for AAS was setup with the wrong key type in the registry.
	Action	Recreate the key with the proper type (see Troubleshooting Guide).
15301F4	Message	AAS disconnected from the ICM/AW.
	Severity	Informational
	Type	Raise
	Description	AAS disconnected from the ICM/AW.
	Action	AAS should reset its connection to ICM. If it doesn't, restart AAS.
15301F6	Message	Connection to the ICM/AW established.
	Severity	Informational
	Type	Clear
	Description	The connection between AAS and the ICM/AW has been established.
	Action	No action is required.
1530051	Message	Configuration given to MasterSelection is null.
	Severity	Error
	Type	Raise
	Description	MasterSelection cannot start because the AAS PG hosts and ports were not configured in the registry.
	Action	Correct registry data for AASPG Hosts and Ports (see Troubleshooting Guide).

Message ID (hex)	Property	Value
1530052	Message	Bad IP address for side A MasterSelection.
	Severity	Error
	Type	Raise
	Description	The configuration IP address for the side A MasterSelection is badly formed or cannot be found.
	Action	Correct the AASPGHostA and AASPGPortA configuration data in the registry (see Troubleshooting Guide).
1530053	Message	Bad IP address for side B MasterSelection.
	Severity	Error
	Type	Raise
	Description	The configuration IP address for the side B MasterSelection is badly formed or cannot be found.
	Action	Correct the AASPGHostB and AASPGPortB configuration data in the registry (see Troubleshooting Guide).
1530054	Message	Null IP address for side A MasterSelection.
	Severity	Error
	Type	Raise
	Description	The configuration IP address for the side A MasterSelection is blank, which is not allowed.
	Action	Correct the AASPGHostA and AASPGPortA configuration data in the registry (see Troubleshooting Guide).
1530055	Message	Null IP address for side B MasterSelection.
	Severity	Error
	Type	Raise
	Description	The configuration IP address for the side B MasterSelection is blank, which is not allowed.
	Action	Correct the AASPGHostB and AASPGPortB configuration data in the registry (see Troubleshooting Guide).

Message ID (hex)	Property	Value
1530056	Message	Bind exception or socket exception trying to open socket for MasterSelection.
	Severity	Error
	Type	Raise
	Description	MasterSelection could not open a socket for communication.
	Action	The network administrator should make sure the side A and B servers can communicate with each other.
1530235	Message	MasterSelection has been started.
	Severity	Informational
	Type	Clear
	Description	MasterSelection IP addresses have been checked, a socket opened, and threads started.
	Action	No action is required.
1530025	Message	An attempt was made to remove an agent from a skill group and either the agent or the skill group does not exist.
	Severity	Error
	Type	Raise
	Description	AAS attempted to remove an agent from a skill group and either the agent or the skill group does not exist.
	Action	Resync ICM/AW with Symposium by incrementing the value of AASForceResync in the registry (see Troubleshooting Guide).
1530026	Message	An attempt was made to remove an agent from a skill group where no such assignment exists.
	Severity	Error
	Type	Raise
	Description	An attempt was made to remove an agent from a skill group where no such assignment exists.
	Action	Resync ICM/AW with Symposium by incrementing the value of AASForceResync in the registry (see Troubleshooting Guide).

Message ID (hex)	Property	Value
1530003	Message	The maximum SEI event queue size was exceeded.
	Severity	Error
	Type	Raise
	Description	The maximum SEI event queue size was exceeded.
	Action	Change the configuration in the registry (see Troubleshooting Guide) to allow for a greater queue size.
1530040	Message	AAS failed to establish a connection to SEI.
	Severity	Error
	Type	Raise
	Description	AAS failed to establish a connection to SEI.
	Action	No action is required.
1530027	Message	A request was made to add an agent in a bulk operation where no corresponding person exists.
	Severity	Error
	Type	Raise
	Description	A request was made to add an agent in a bulk operation where no corresponding person exists.
	Action	No action is required.
1530041	Message	The maximum allowable event queue size has been exceeded.
	Severity	Error
	Type	Raise
	Description	The maximum event queue size has been exceeded even though the ICM/AW appears to be functioning as usual. Some causes are a slow network, a slow ICM/AW, or a slow database.
	Action	The problem may be fixed by increasing the value in the AASSEIMaxEventQueueSize registry (see Troubleshooting Guide) setting.

Message ID (hex)	Property	Value
1530035	Message	All attempts to connect to Symposium have failed.
	Severity	Error
	Type	Raise
	Description	All attempts to connect to Symposium have failed.
	Action	Ensure that all the Symposium services are started and running. Check that the Symposium configuration/connection information is correct.
1530036	Message	Error performing post resync processing.
	Severity	Error
	Type	Raise
	Description	There was an error while performing post-resync processing. The error occurred during ICM/AW processing while trying to cache data from the ICM database.
	Action	Check for a broken connection to the ICM or other errors in the log for problems accessing the database.
1530037	Message	An event was discarded.
	Severity	Error
	Type	Raise
	Description	An event was discarded due to a data access exception received from ICM/AW (ConAPI).
	Action	No action is required.
1530057	Message	Due to the max event queue size being exceeded, a resync of Symposium events is being requested.
	Severity	Error
	Type	Raise
	Description	A Symposium resync is being requested because the maximum event queue size has been exceeded.
	Action	This is due to a configuration error in the registry. Check the registry (see Troubleshooting Guide) and make sure it is correct.

Message ID (hex)	Property	Value
1530038	Message	Registration with SEI server failed.
	Severity	Error
	Type	Raise
	Description	The registration with SEI server failed.
	Action	Ensure the SEI configuration in the registry (see Troubleshooting Guide) is correct.
1530039	Message	Request for initial SEI events failed.
	Severity	Error
	Type	Raise
	Description	The request for initial SEI events failed.
	Action	Make sure the Symposium services are started and functioning properly.

