Exception Codes and Module Numbers Used in Cisco Unified MeetingPlace Express

This chapter contains information about the exception codes used in the Cisco Unified MeetingPlace Express system. After reviewing this chapter, if you still have problems with Cisco Unified MeetingPlace Express, contact Cisco TAC. See the *"Obtaining Technical Assistance" section on page vi* for information on contacting Cisco TAC.

Exception Codes

The Cisco Unified MeetingPlace Express system generates exception codes whenever there is an internal problem. There are many exception codes and they are not all documented here. Only the most meaningful codes and those that you can possibly fix are included.

To find these error codes, run the **errorlog** CLI command.

Table 4-1 contains the most frequently seen and important exception codes for the Cisco Unified MeetingPlace Express system.

Note   Some exception codes are listed as a decimal number and others as a hexadecimal number. For clarification, both code numbers are listed.

Table 4-1   Important Exception Codes in Cisco MeetingPlace Express

Code (Dec)	Code (Hex)	Severity	Display Text	Comments
131157	0x20055	MAJOR	Time has been set backwards. Some resource reservations may be lost.	The system clock has been set back to at least the previous month since the last time the Cisco Unified MeetingPlace Express application was running. This can result in loss of some resource reservation records. **Recommended Action:** Verify the system clock. Always shut down the Cisco Unified MeetingPlace Express application before changing the clock.
131192	0x20078	MAJOR	The CS is behind ## seconds. Conf ##, Next Event ##, Time ##	The conference management software has fallen behind processing conference life cycle events. This can indicate the system is overloaded. It can be a normal result of a system being down for a while. Repeated alarms about a failure to catch up may indicate a software defect. **Recommended Action:** No action required.
131198	0x2007E	INFO	No ports left to extend meeting. Erc ##,Now ##, Length ##, Ports ##	The Cisco Unified MeetingPlace Express system was unable to extend a meeting due to lack of available voice ports. **Recommended Action:** No action required.

Table 4-1   Important Exception Codes in Cisco MeetingPlace Express (continued)

Code (Dec)	Code (Hex)	Severity	Display Text	Comments
196686	0x3004E	MINOR	Too many conference events. Next event = ##, Conf = ##, Max events = ##	Probably indicates too many people entering or leaving a meeting at the same time, overloading the ability of the Cisco Unified MeetingPlace Express system to queue up entry or exit announcements. **Recommended Action:** No action required.
196848	0x300F0	MINOR	Allocation of access ports to units has been fixed. Thank you!	A "too many access ports" condition (see error message 0x300F1) has been resolved. **Recommended Action:** No action required.
196849	0x300F1	MINOR	Too many access ports compared to licenses ##.	The configured number of voice ports exceeds the number of valid licenses, where ## is the configured value. This may be caused by the license being temporary expired. **Recommended Action:** No action required.
196943	0x3014F	WARN	FLEXLM: Failed to connect to license server; status = ##.	The license manager is not running, probably because no valid licenses are installed. **Recommended Action:** No action required.
196944	0x30150	MINOR	No conferencing licenses are installed.	The system has no valid licenses installed for either voice or web conferencing. The system defaults to six voice conferencing licences. **Recommended Action:** Obtain and install licenses.
196946	0x30152	WARN	Unexpected LDAP response.	An unexpected response from the LDAP server, possibly indicating an incompatibility between systems. **Recommended Action:** No action required.

Table 4-1   *Important Exception Codes in Cisco MeetingPlace Express (continued)*

Code (Dec)	Code (Hex)	Severity	Display Text	Comments
196950	0x30156	MINOR	Password authentication mechanism failure.	The password authentication feature is not working. **Recommended Action:** Check for an LDAP configuration problem or an LDAP server failure.
196953	0x30159	MINOR	Password authentication failure; may need to configure or application restart.	The password authentication feature is not working. **Recommended Action:** Check for an LDAP configuration problem or an LDAP server failure. Try restarting the application.
196959	0x3015F	INFO	No voice conferencing licenses are installed.	The system has a web conferencing license installed but no voice conferencing license. **Recommended Action:** Install voice conferencing licenses.
458788	0x70024	MAJOR	Module timed out on "are you there" query, class=##	One of the major software modules (identified by the class number) failed to respond to a query from the system integrity manager (SIM). This restarts the system. **Recommended Action:** Report all such occurrences to Cisco TAC for problem diagnosis.
458889	0x70089	WARN	Stopping exception log due to flooding.	The exception logging process stops logging if incoming messages exceed a certain rate. This prevents the logging mechanism from stealing critical resources when the system is overloaded. **Recommended Action:** No action required.

Table 4-1   Important Exception Codes in Cisco MeetingPlace Express (continued)

Code (Dec)	Code (Hex)	Severity	Display Text	Comments
458890	0x7008A	INFO	Lost ## exception events; logging resumed.	The exception logging process dropped the indicated number of messages due to overload. Normal logging has now resumed. **Recommended Action:** No action required.
458916	0x700A4	MAJOR	System crashed: restarted by the integrity manager.	Alarm generated as the system comes back up; triggered by a flag set during a reboot initiated by the system integrity manager (SIM). **Recommended Action:** No action required.
1572903	0x180027	INFO	CPGS: Too many conference participants; can't create voice file.	The cumulative number of guest participants in a meeting has exceeded the system's ability to store name recordings for that meeting. The user name is not being recorded. This normally happens only during stress testing. **Recommended Action:** No action required.
1572914	0x180032	MINOR	CPGS: No space available for recording	Start of recording failed due to lack of disk space. **Recommended Action:** Purge old recordings.
2097190	0x200026	WARN	NMPAgent received late response (class=##, code=##)	The telephony or scheduling part of the system is running very slow, possibly due to overload. **Recommended Action:** No action required.
2162708	0x210014	MINOR	POC: Invalid email address for scheduler (##)	The meeting scheduler does not have a valid e-mail address; cannot send e-mail to that user. ## is the unique user ID of the scheduler. **Recommended Action:** No action required.

Table 4-1   Important Exception Codes in Cisco MeetingPlace Express (continued)

Code (Dec)	Code (Hex)	Severity	Display Text	Comments
2162710	0x210016	WARN	POC: E-mail not sent. Client is not authenticated.	E-mail rejected by e-mail exchanger due to authentication failure. Likely an SMTP configuration problem. **Recommended Action:** No action required.
2162712	0x210018	WARN	POC: E-mail not sent. SMTP servers are unavailable.	Failed to connect to an SMTP e-mail exchanger. The exchanger may be down or there may be a problem with the SMTP configuration. **Recommended Action:** No action required.
2162713	0x210019	WARN	POC: E-mail not sent. Address format is invalid.	A recipient's e-mail address was rejected due to an invalid format. **Recommended Action:** No action required.
2162714	0x21001A	WARN	POC: SMTP server failed to deliver e-mails due to unknown recipient.	The SMTP e-mail exchanger rejected a recipient's e-mail address as unknown. **Recommended Action:** No action required.
2260993	0x228001	MINOR	Connection to web conferencing service restored.	Successfully reconnected to the web conferencing server. **Recommended Action:** No action required.
2260994	0x228002	MINOR	Error connecting to web conferencing service. Trying again...	Trying to reconnect to the web conferencing server. **Recommended Action:** None needed as long as the "Connection to web conferencing service restored" message is logged subsequent to this message. If that message is *not* logged, then the system may need to be restarted or serviced.

Table 4-1   Important Exception Codes in Cisco MeetingPlace Express (continued)

Code (Dec)	Code (Hex)	Severity	Display Text	Comments
2260995	0x228003	MINOR	Lost connection to web conferencing service. Trying again...	Trying to reconnect to the web conferencing server. **Recommended Action:** None needed as long as the "Connection to web conferencing service restored" message is logged subsequent to this message. If that message is *not* logged, then the system may need to be restarted or serviced.

Module Numbers

Some Cisco Unified MeetingPlace Express error messages refer to a module number but do not give the name of the corresponding system component.

The following is an example of an error message:

11/11 15:13:37.13 MAJ 0x70041 0/2, "siupdown.cc", 265 (0x8, 0, 0, 0)
Restarting due to software module failure, module = 8

In the second line of this example, it says module = 8, which, based on Table 4-2, indicates that the error was caused by the Voice User Interface.

Table 4-2 converts the module numbers to system component names.

Table 4-2   Module Numbers and Names

Internal Error Number	System Component	Module Number	Description
0	IMC_CLASS_NULL	0	
1024	IMC_CLASS_COMMON	1	Common functions
2048	IMC_CLASS_SIM	2	System Integrity Manager (SIM)
3072	IMC_CLASS_CP	3	Call processing
4096	IMC_CLASS_SM	4	Switch manager
5120	IMC_CLASS_CS	5	Conference scheduler = ERC_BAD
6144	IMC_CLASS_WS	6	Workstation server
7168	IMC_CLASS_EXC	7	Exception handler (in SIM)
8192	IMC_CLASS_VUI	8	Voice user interface
9216	IMC_CLASS_DB	9	The database server
10240	IMC_CLASS_VUI_TESTER	10	VUI tester program
11264	IMC_CLASS_TRACE	11	SIM trace server

Table 4-2   Module Numbers and Names (continued)

Internal Error Number	System Component	Module Number	Description
12288	IMC_CLASS_WF	12	Workstation front end
13312	IMC_CLASS_UTIL	13	Any command line utility
14336	IMC_CLASS_LSH	14	Shell facility
15360	IMC_CLASS_DBQ	15	Database query server
16384	IMC_CLASS_EMAIL_MSG	16	Class to support an error range
17408	IMC_CLASS_SNMPD	17	Class to support SNMP daemon control
18432	IMC_CLASS_PO	18	Post office server
19456	IMC_CLASS_PO_TESTER	19	Post office server tester program
20480	IMC_CLASS_SIM_MU	20	Multi-unit SIM session control
21504	IMC_CLASS_FAXGW	21	Fax gateway
22528	IMC_CLASS_WEBGW	22	Web publisher (overlaps with pegs)
22528	IMC_CLASS_PEGS	22	Peg server (part of SIM)
23552	IMC_CLASS_SDBS	23	Shadow database server
24576	IMC_CLASS_SDBS_TESTER	24	Shadow database server tester program
25600	IMC_CLASS_GWSIMGR	25	
26624	IMC_CLASS_GWSIMAGENT	26	
27648	IMC_CLASS_STREAMGW	27	Streaming gateway
28672	IMC_CLASS_CCA	28	Call control agent
29696	IMC_CLASS_MPDIRSVC	29	Directory services
30720	IMC_CLASS_MERGED	30	PCI conversion/merge daemon
31744	IMC_CLASS_GSCOPE	31	Gyroscope application
32768	IMC_CLASS_NMPAGENT	32	NMPAgent
33792	IMC_CLASS_TWATCH	33	Trigger watch
34816	IMC_CLASS_POCLIENT	34	Post office client