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Carrier Voice over IP Fault Management Logs Reference Volume 1

ATTENTION

The Carrier Voice over IP Fault Management Logs Reference document uses six volumes to describe logs that the Carrier VoIP Portfolio components can generate. Not all components apply to every solution.

A log report is a message about an important conditions or events related to Carrier VoIP portfolio component(s) performance. Log reports include, but are not restricted to, the following information:

- state and activity reports
- changes in state
- hardware or software errors
- · test results
- other events or conditions that affect performance

Note: Both system actions and manual overrides can generate log reports.

What's new for (I)SN09?

There is no new content.

Log formats

The log formats shown in this volume display in either NT or SCC2 standard formats. Not every format that generates from the core appears in a log report. Consult the latest software load that accompanies your product for a complete list of log formats.

In this volume

Volume 1 contains the Carrier VoIP <u>Audio Provisioning Server</u> logs. The table in this volume identifies and briefly describes the logs they use. Double-click on the log identifier to see the log details.

Audio Provisioning Server

The following table lists the individual logs that the Audio Provisioning Server (APS) generates.

APS logs (Sheet 1 of 8)

| Log ID | Description |
|--------------|-------------------------------|
| <u>26625</u> | Software exception |
| <u>26626</u> | SQL exception |
| <u>26627</u> | Error while accessing the DB |
| <u>26628</u> | Null value for: %s |
| <u>26629</u> | Error creating user: %s |
| <u>26630</u> | Error creating directory: %s |
| <u>26631</u> | Error creating node: %s |
| <u>26632</u> | Error removing node: %s |
| <u>26633</u> | Error updating host file: %s |
| <u>26634</u> | Node not enabled: %s |
| <u>26635</u> | Invalid program group: %s |
| <u>26636</u> | Invalid segment id: %s |
| <u>26637</u> | Invalid package id: %s |
| <u>26638</u> | Invalid PE Type: %s |
| <u>26639</u> | Invalid selector type: %s |
| <u>26640</u> | Invalid selector value: %s |
| <u>26641</u> | Invalid provisionable set: %s |
| <u>26642</u> | Invalid node id: %s |

APS logs (Sheet 2 of 8)

| Log ID | Description |
|--------------|--|
| <u>26643</u> | Invalid user id: %s |
| <u>26644</u> | Invalid sys parm value: %s |
| <u>26645</u> | Invalid entity: %s of entity type: %s |
| <u>26646</u> | Invalid old password for user: s% |
| <u>26647</u> | Callp Selector value: %s is not unique |
| <u>26648</u> | Program group: %s is not unique |
| <u>26649</u> | Provision set: %s is not unique |
| <u>26650</u> | Selector type display value: %s is not unique |
| <u>26651</u> | User: %s has no access to program group: %s |
| <u>26652</u> | Selector type: %s already exists |
| <u>26653</u> | Selector value: %s already exists |
| <u>26654</u> | Association already exists between %s and %s |
| <u>26655</u> | Exit code: % while changing permission on: %s |
| <u>26656</u> | Exit code: % while removing node: % from %s |
| <u>26657</u> | Exit code: % while removing userdir for user: %s |
| <u>26658</u> | Inconsistent array sizes between %s and %s |
| <u>26659</u> | CallP value: %s is not unique |
| <u>26660</u> | Selector value: %s is not unique |
| <u>26661</u> | Selector type display value: %s is not unique |
| <u>26662</u> | Invalid AE Type: %s |
| <u>28673</u> | Software exception: %s |
| <u>28674</u> | SQL exception: %s |
| <u>28675</u> | Error while accessing the DB |

APS logs (Sheet 3 of 8)

| Log ID | Description |
|--------------|---|
| <u>28676</u> | User: %s, Group: %s - is beginning a session at: %s |
| <u>28677</u> | User: %s, Group: %s - is ending a session |
| <u>28678</u> | User: %s, Group: %s - status is not active |
| <u>28679</u> | User: %s, is uploading files |
| 28680 | Error while reading from: %s |
| <u>28681</u> | Error while writing to file: %s |
| 28682 | Error while deleting: %s |
| <u>28683</u> | Invalid file or directory: %s |
| <u>28684</u> | Directory created: %s |
| <u>28685</u> | New generated seg id: %s |
| <u>28686</u> | Seg id released: %s |
| <u>28687</u> | New generated package id: %s |
| <u>28688</u> | Package id released: %s |
| 28689 | Max number of versions reached for physseg id: %s |
| 28690 | Max version number exceeded for physseg id: %s |
| <u>28691</u> | Max number of versions reached for pkg id: %s |
| 28692 | Max version number reached for pkg id: %s |
| <u>28693</u> | Max set depth reached for set id: %s |
| 28694 | Max sequence depth reached for seq id: %s |
| <u>28695</u> | No segments in the database |
| 28696 | Invalid segment id: %s |
| 28697 | Invalid phys segment id: %s, ver: %s |

APS logs (Sheet 4 of 8)

| Log ID | Description |
|--------------|---|
| 28698 | Invalid package id: %s, ver: %s |
| <u>28699</u> | Invalid PE Type: %s |
| <u>28700</u> | Invalid program group: %s |
| <u>28701</u> | Invalid selector type: %s |
| <u>28702</u> | Invalid selector value: %s |
| <u>28703</u> | Zip archive extracted: %s |
| <u>28704</u> | Infinite loop in set id: %s |
| <u>28705</u> | Infinite loop in sequence id: %s |
| <u>28706</u> | Seg id: %s is not unique |
| <u>28707</u> | Alias: %s is not unique |
| <u>28708</u> | Selector value: %s is not unique |
| <u>28709</u> | Seg id %s and alias %s are not unique |
| <u>28710</u> | No permission to set cache for user: %s |
| <u>28711</u> | No permission to change lock status for user: %s |
| 28712 | Seg id: %s cannot be added to locked package: %s |
| <u>28713</u> | Invalid package format, segment id: %s cannot be added to package: %s |
| <u>43009</u> | Software exception: |
| 43010 | SQL exception: %s |
| <u>43011</u> | IO file error: %s |
| 43012 | Connected to host IP: %s |
| <u>43013</u> | Could not connect to host IP: %s |
| 43014 | Could not change directory to: %s |

APS logs (Sheet 5 of 8)

| Log ID | Description |
|---|---|
| <u>43015</u> | File %s could be not transferred |
| <u>43016</u> | ZIP archive extracted: %s |
| <u>45058</u> | Session timer expired: %s |
| <u>45059</u> | Software exception: %s |
| <u>45060</u> | RMI exception: %s |
| <u>45061</u> | Error while accessing the DB |
| <u>45062</u> | Invalid OpCode: %s |
| <u>47105</u> | The languer.dat file was not able to be provisioned |
| <u>47106</u> | The provisioner experienced early termination |
| <u>47107</u> | A specified node was not provisioned |
| <u>47135</u> | A file cannot be accessed |
| <u>47203</u> | A segment was not able to be provisioned |
| The provisioner cannot run on \$(hostname) because it is not the primary server | The provisioner cannot run on \$(hostname) |
| The specified node (\$NODE ID) is not a configured node on \$(hostname) | The specified node (\$NODE_ID) is not a configured node |
| Problems on \$(hostname) transferring files for node \$NODE | Problems on \$(hostname) transferring files |

APS logs (Sheet 6 of 8)

| Log ID | Description |
|--|--|
| The last provedate for the node \$NODE cannot be updated on \$(hostname) because the database is not accessible | The last prov date for the node \$NODE cannot be updated |
| A full provisioner process cannot be run when another full provision is already in progress on \$(hostname) | A full provisioner process cannot be run |
| A full provisioner process has timed out waiting for a node-specific provisioner process to complete on \$(hostname) | A full provisioner process has timed out |
| A node-specific provisioner process cannot be run on \$(hostname) because a full provision is already in progress | A full provisioner process in progress |

APS logs (Sheet 7 of 8)

| Log ID | Description |
|--|--|
| A node-specific provisioner process cannot be run on \$(hostname) because another provision process is already running for that node | Another provisioner process is already running on a node |
| The provisioner cannot run on \$(hostname) because the file system (\$IpsProvPath) is full | The provisioner cannot run because the file system is full |
| The \$IpsProvPath file system on \$(hostname) is almost full. The provisioner will not be able to run if corrective action isn't taken | The \$IpsProvPath file system on \$(hostname) is almost full |

APS logs (Sheet 8 of 8)

| Log ID | Description |
|---|---|
| The provisioner cannot run on \$(hostname) because the database is inaccessible | The provisioner cannot run on \$(hostname) because the database is inaccessible |
| The specified node (\$NODE ID) either does not have provisioning enabled or else does not have a provision set assigned to it on \$(hostname) | The specified node (\$NODE_ID) does not have provisioning enabled |

Supplementary logs

The following documents reference logs and/or alarms that do not appear in this volume:

Note: The terms Passport, PVG and MDM have been re-branded in conjunction with the new Nortel Networks' brand simplified naming format. Passport is now referred to as the Nortel Networks Multiservice Switch, PVG is now the Nortel Networks Media Gateway 7480/15000, and MDM is now the Nortel Networks Multiservice Data Manager.

- For USP logs, refer to the *Log and Operational Measurement Descriptions for Universal Signaling Point (USP)*, version 3.0.3. These logs also appear on the Graphical User Interface (GUI).
- For XA-CORE logs, refer to the *XA-Core Reference Manual*, 297-8991-810.
- For information about Multiservice Switch alarms associated with your component, refer to Nortel Networks Multiservice Switch 7400/15000/20000 Alarms Reference, NN10600-500 and Nortel Networks Multiservice Switch 15000, Media Gateway 15000 and Preside MDM in Succession Networks Fault Management Overview PT-AAL1/UA-AAL1/UA-IP, NN10092-911.

For information about Passport 8600 logs and traps, refer to the following documents:

- Preside Passport 8600 Device Integration Cartridge User Guide, 241-6003-110.
- Configuring Network Management- Passport 8000 Series Software Release 3.5, 314723-B.
- System Messaging Platform Reference Guide- Passport 8000 Series Software Release 3.5, 315015-B.

Format

Software exception: %s

Action

Associated OM registers

This log report has no associated OM registers.

Additional information

Format

SQL exception: %s

Action

Associated OM registers

This log report has no associated OM registers.

Additional information

Format

Error while accessing the DB.

Action

Associated OM registers

This log report has no associated OM registers.

Additional information

Format

Null value for: %s

Action

Associated OM registers

This log report has no associated OM registers.

Additional information

Format

Error creating user: %s

Action

Associated OM registers

This log report has no associated OM registers.

Additional information

Format

Error creating directory: %s

Action

Associated OM registers

This log report has no associated OM registers.

Additional information

Format

Error creating node: %s

Action

Associated OM registers

This log report has no associated OM registers.

Additional information

Format

Error removing node: %s

Action

Associated OM registers

This log report has no associated OM registers.

Additional information

Format

Error updating host file: %s

Action

Associated OM registers

This log report has no associated OM registers.

Additional information

Format

Node not enabled: %s

Action

Associated OM registers

This log report has no associated OM registers.

Additional information

Format

Invalid program group: %s

Action

Associated OM registers

This log report has no associated OM registers.

Additional information

Format

Invalid segment id: %s

Action

Associated OM registers

This log report has no associated OM registers.

Additional information

Format

Invalid package id: %s

Action

Associated OM registers

This log report has no associated OM registers.

Additional information

Format

Invalid PE Type: %s

Action

Associated OM registers

This log report has no associated OM registers.

Additional information

Format

Invalid selector type: %s

Action

Associated OM registers

This log report has no associated OM registers.

Additional information

Format

Invalid selector value: %s

Action

Associated OM registers

This log report has no associated OM registers.

Additional information

Format

Invalid provisionable set: %s

Action

Associated OM registers

This log report has no associated OM registers.

Additional information

Format

Invalid node id: %s

Action

Associated OM registers

This log report has no associated OM registers.

Additional information

Format

Invalid user id: %s

Action

Associated OM registers

This log report has no associated OM registers.

Additional information

Format

Invalid sys parm value: %s

Action

Associated OM registers

This log report has no associated OM registers.

Additional information

Format

Invalid entity: %s of entity type: %s

Action

Associated OM registers

This log report has no associated OM registers.

Additional information

Format

Invalid old password for user: s%

Action

Associated OM registers

This log report has no associated OM registers.

Additional information

Format

Callp Selector value: %s is not unique

Action

Associated OM registers

This log report has no associated OM registers.

Additional information

Format

Program group: %s is not unique

Action

Associated OM registers

This log report has no associated OM registers.

Additional information

Format

Provision set: %s is not unique

Action

Associated OM registers

This log report has no associated OM registers.

Additional information

Format

Selector type display value: %s is not unique

Action

Associated OM registers

This log report has no associated OM registers.

Additional information

Format

User: %s has no access to program group: %s

Action

Associated OM registers

This log report has no associated OM registers.

Additional information

Format

Selector type: %s already exists

Action

Associated OM registers

This log report has no associated OM registers.

Additional information

Format

Selector value: %s already exists

Action

Associated OM registers

This log report has no associated OM registers.

Additional information

Format

Association already exists between %s and %s

Action

Associated OM registers

This log report has no associated OM registers.

Additional information

Format

Exit code: % while changing permission on: %s

Action

Associated OM registers

This log report has no associated OM registers.

Additional information

Format

Exit code: % while removing node: % from %s

Action

Associated OM registers

This log report has no associated OM registers.

Additional information

Format

Exit code: % while removing userdir for user: %s

Action

Associated OM registers

This log report has no associated OM registers.

Additional information

Format

Inconsistent array sizes between %s and %s

Action

Associated OM registers

This log report has no associated OM registers.

Additional information

Format

CallP value: %s is not unique

Action

Associated OM registers

This log report has no associated OM registers.

Additional information

Format

Selector value: %s is not unique

Action

Associated OM registers

This log report has no associated OM registers.

Additional information

Format

Selector type display value: %s is not unique

Action

Associated OM registers

This log report has no associated OM registers.

Additional information

Format

Invalid AE Type: %s

Action

Associated OM registers

This log report has no associated OM registers.

Additional information

Format

Software exception: %s

Action

Associated OM registers

This log report has no associated OM registers.

Additional information

Format

SQL exception: %s

Action

Associated OM registers

This log report has no associated OM registers.

Additional information

Format

Error while accessing the DB.

Action

Associated OM registers

This log report has no associated OM registers.

Additional information

Format

User: %s, Group: %s - is beginning a session at: %s

Action

Associated OM registers

This log report has no associated OM registers.

Additional information

Format

User: %s, Group: %s - is ending a session

Action

Associated OM registers

This log report has no associated OM registers.

Additional information

Format

User: %s, Group: %s - status is not active

Action

Associated OM registers

This log report has no associated OM registers.

Additional information

Format

User: %s, is uploading files.

Action

Associated OM registers

This log report has no associated OM registers.

Additional information

Format

Error while reading from: %s

Action

Associated OM registers

This log report has no associated OM registers.

Additional information

Format

Error while writing to file: %s

Action

Associated OM registers

This log report has no associated OM registers.

Additional information

Format

Error while deleting: %s

Action

Associated OM registers

This log report has no associated OM registers.

Additional information

Format

Invalid file or directory: %s

Action

Associated OM registers

This log report has no associated OM registers.

Additional information

Format

Directory created: %s

Action

Associated OM registers

This log report has no associated OM registers.

Additional information

Format

New generated seg id: %s

Action

Associated OM registers

This log report has no associated OM registers.

Additional information

Format

Seg id released: %s

Action

Associated OM registers

This log report has no associated OM registers.

Additional information

Format

New generated package id: %s

Action

Associated OM registers

This log report has no associated OM registers.

Additional information

Format

Package id released: %s

Action

Associated OM registers

This log report has no associated OM registers.

Additional information

Format

Max number of versions reached for physseg id: %s

Action

Associated OM registers

This log report has no associated OM registers.

Additional information

Format

Max version number exceeded for physseg id: %s

Action

Associated OM registers

This log report has no associated OM registers.

Additional information

Format

Max number of versions reached for pkg id: %s

Action

Associated OM registers

This log report has no associated OM registers.

Additional information

Format

Max version number reached for pkg id: %s

Action

Associated OM registers

This log report has no associated OM registers.

Additional information

Format

Max set depth reached for set id: %s

Action

Associated OM registers

This log report has no associated OM registers.

Additional information

Format

Max sequence depth reached for seq id: %s

Action

Associated OM registers

This log report has no associated OM registers.

Additional information

Format

No segments in DB

Action

Associated OM registers

This log report has no associated OM registers.

Additional information

Format

Invalid segment id: %s

Action

Associated OM registers

This log report has no associated OM registers.

Additional information

Format

Invalid phys segment id: %s, ver: %s

Action

Associated OM registers

This log report has no associated OM registers.

Additional information

Format

Invalid package id: %s, ver: %s

Action

Associated OM registers

This log report has no associated OM registers.

Additional information

Format

Invalid PE Type: %s

Action

Associated OM registers

This log report has no associated OM registers.

Additional information

Format

Invalid program group: %s

Action

Associated OM registers

This log report has no associated OM registers.

Additional information

Format

Invalid selector type: %s

Action

Associated OM registers

This log report has no associated OM registers.

Additional information

Format

Invalid selector value: %s

Action

Associated OM registers

This log report has no associated OM registers.

Additional information

Format

Zip archive extracted: %s

Action

Associated OM registers

This log report has no associated OM registers.

Additional information

Format

Infinite loop in set id: %s

Action

Associated OM registers

This log report has no associated OM registers.

Additional information

Format

Infinite loop in sequence id: %s

Action

Associated OM registers

This log report has no associated OM registers.

Additional information

Format

Seg id: %s is not unique

Action

Associated OM registers

This log report has no associated OM registers.

Additional information

Format

Alias: %s is not unique

Action

Associated OM registers

This log report has no associated OM registers.

Additional information

Format

Selector value: %s is not unique

Action

Associated OM registers

This log report has no associated OM registers.

Additional information

Format

Seg id %s and alias %s are not unique

Action

Associated OM registers

This log report has no associated OM registers.

Additional information

Format

No permission to set cache for user: %s

Action

Associated OM registers

This log report has no associated OM registers.

Additional information

Format

No permission to change lock status for user: %s

Action

Associated OM registers

This log report has no associated OM registers.

Additional information

Format

Seg id: %s cannot be added to locked package: %s

Action

Associated OM registers

This log report has no associated OM registers.

Additional information

Format

Invalid package format, segment id: %s cannot be added to package: %s

Action

Associated OM registers

This log report has no associated OM registers.

Additional information

Format

Software exception: %s

Action

Associated OM registers

This log report has no associated OM registers.

Additional information

Format

SQL exception: %s

Action

Associated OM registers

This log report has no associated OM registers.

Additional information

Format

IO file error: %s

Action

Associated OM registers

This log report has no associated OM registers.

Additional information

Format

Connected to host IP: %s

Action

Associated OM registers

This log report has no associated OM registers.

Additional information

Format

Could not connect to host IP: %s

Action

Associated OM registers

This log report has no associated OM registers.

Additional information

Format

Could not change directory to: %s

Action

Associated OM registers

This log report has no associated OM registers.

Additional information

Format

File %s could be not transferred.

Action

Associated OM registers

This log report has no associated OM registers.

Additional information

Format

ZIP archive extracted: %s

Action

Associated OM registers

This log report has no associated OM registers.

Additional information

Format

Session timer expired: %s

Action

Associated OM registers

This log report has no associated OM registers.

Additional information

Format

Software exception: %s

Action

Associated OM registers

This log report has no associated OM registers.

Additional information

Format

RMI exception: %s.

Action

Associated OM registers

This log report has no associated OM registers.

Additional information

Format

Error while accessing the DB.

Action

Associated OM registers

This log report has no associated OM registers.

Additional information

Format

Invalid OpCode: %s

Action

Associated OM registers

This log report has no associated OM registers.

Additional information

Format

The languer.dat file was not able to be provisioned. (severity = MAJOR)%s

Action

Associated OM registers

This log report has no associated OM registers.

Additional information

Format

The provisioner experienced early termination. (severity = CRITICAL)%s ERROR: <date> <time> APS Data Base Instance <instance name> is down!

Action

Associated OM registers

This log report has no associated OM registers.

Additional information

Format

A specified node was not provisioned. (severity = MAJOR)%s

Action

Associated OM registers

This log report has no associated OM registers.

Additional information

Format

A file cannot be accessed. Probable causes: incorrect file permissions or full filesystem. (severity = CRITICAL)%s

Action

Associated OM registers

This log report has no associated OM registers.

Additional information

Format

A segment was not able to be provisioned. (severity = CRITICAL)%s

Action

Associated OM registers

This log report has no associated OM registers.

Additional information

The provisioner cannot run on \$(hostname) because it is not the primary server

Format

The provisioner cannot run on \$(hostname) because it is not the primary server.

Action

Associated OM registers

This log report has no associated OM registers.

Additional information

The specified node (\$NODE_ID) is not a configured node on \$(hostname)

Format

The specified node (\$NODE_ID) is not a configured node on \$(hostname).

Action

Associated OM registers

This log report has no associated OM registers.

Additional information

Problems on \$(hostname) transferring files for node \$NODE

Format

Problems on \$(hostname) transferring files for node \$NODE.

Action

Associated OM registers

This log report has no associated OM registers.

Additional information

The last prov date for the node \$NODE cannot be updated on \$(hostname) because the database is not accessible

Format

The last prov date for the node \$NODE cannot be updated on \$(hostname) because the database is not accessible.

Action

Associated OM registers

This log report has no associated OM registers.

Additional information

A full provisioner process cannot be run when another full provision is already in progress on \$(hostname)

Format

A full provisioner process cannot be run when another full provision is already in progress on \$(hostname)

Action

Associated OM registers

This log report has no associated OM registers.

Additional information

A full provisioner process has timed out waiting for a node-specific provisioner process to complete on \$(hostname)

Format

A full provisioner process has timed out waiting for a node-specific provisioner process to complete on \$(hostname).

Action

Associated OM registers

This log report has no associated OM registers.

Additional information

A node-specific provisioner process cannot be run on \$(hostname) because a full provision is already in progress

Format

A node-specific provisioner process cannot be run on \$(hostname) because a full provision is already in progress.

Action

Associated OM registers

This log report has no associated OM registers.

Additional information

A node-specific provisioner process cannot be run on \$(hostname) because another provision process is already running for that node

Format

A node-specific provisioner process cannot be run on \$(hostname) because another provision process is already running for that node.

Action

Associated OM registers

This log report has no associated OM registers.

Additional information

The provisioner cannot run on \$(hostname) because the file system (\$lpsProvPath) is full

Format

The provisioner cannot run on \$(hostname) because the file system (\$lpsProvPath) is full.

Action

Associated OM registers

This log report has no associated OM registers.

Additional information

The \$lpsProvPath file system on \$(hostname) is almost full. The provisioner will not be able to run if corrective action isn't taken

Format

The \$IpsProvPath file system on \$(hostname) is almost full. The provisioner will not be able to run if corrective action isn't taken.

Action

Associated OM registers

This log report has no associated OM registers.

Additional information

The provisioner cannot run on \$(hostname) because the database is inaccessible

Format

The provisioner cannot run on \$(hostname) because the database is inaccessible.

Action

Associated OM registers

This log report has no associated OM registers.

Additional information

The specified node (\$NODE_ID) either does not have provisioning enabled or else does not have a provision set assigned to it on \$(hostname)

Format

The specified node (\$NODE_ID) either does not have provisioning enabled or else does not have a provision set assigned to it on \$(hostname).

Action

Associated OM registers

This log report has no associated OM registers.

Additional information