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Error Message

CCM_DB_LAYER-DB-3-ErrorStartingThreads : Error when starting threads. Service Name [String]

Explanation: Cisco Database Layer Monitor could not start one or more threads.

Recommended Action: Restart the database layer monitor service. If this error persists, enable the database layer monitor trace and contact TAC.

Error Message

CCM_DB_LAYER-DB-3-kDbConnectionFailed : Database connection failed. Additional Information [String]

Explanation: An attempt to connect to database failed.

Recommended Action: Enable trace for the database layer monitor to get specific error information.

Error Message

CCM_DB_LAYER-DB-1-NoDbConnectionAvailable : No database connection available.

Explanation: Database layer could not find any working database connection.

Recommended Action: Enable trace for the database layer monitor to get specific error information. Check network connectivity and operation of SQL server services.

Error Message

CCM_DB_LAYER-DB-6-ErrorChangeNotifyClientBlock : A change notification client is busy.

Explanation: Changes made to the database are not being consumed by one of the recipients

Recommended Action: Restart the Database Layer Monitor Service.

Error Message

CCM_DB_LAYER-DB-3-ErrorReadingInstalledRPMS : Could not read installed RPMs to populate componentversion table

Explanation: The function that reads the rpm version information and populates database failed

Recommended Action: Please report this error to the administrator

Error Message

CCM_DB_LAYER-DB-6-ErrorChangeNotifyClientTimeout : A change notification client is responding slowly.

Explanation: A change notification recipient hasn't responded to change notification in several minutes. This may delay call processing features, such as call forwarding and so on.

Recommended Action: If you plan to update many records in a short period time, Cisco strongly recommends that you implement the changes after the regular business day or when minimal call processing interruptions will occur.

Error Message

CCM_DB_LAYER-DB-1-ErrorChangeNotifyReconcile : A change notification shared memory reconciliation has happened

Explanation: The change notification buffers in shared memory have been rebuilt due to conflicts.

Recommended Action: This problem may have been already corrected. If unexpected behavior is observed, restart all Cisco Services in the cluster.

Error Message

CCM_DB_LAYER-DB-7-IDSEngineDebug : Indicates not noteworthy events from IDS database engine. Event Class ID [String] Event class message [String] Event Specific Message [String]

Explanation: This alarm indicatesnot noteworthy events from IDS database engine

Recommended Action: These alarms don't need user intervention

Error Message

CCM_DB_LAYER-DB-6-IDSEngineInformation : No error has occurred but some routine event completed in IDS database engine. Event Class ID [String] Event class message [String] Event Specific Message [String]

Explanation: This alarm is informational. No error has occurred but some routine event completed in IDS database engine.

Recommended Action: No action is necessary

Error Message

CCM_DB_LAYER-DB-2-IDSEngineCritical : Pay Attention. This alarm does not compromise data or prevent the use of the system. Event Class ID [String] Event class message [String] Event Specific Message [String]

Explanation: Pay Attention. This alarm does not compromise data or prevent the use of the system.

Recommended Action: This alarm needs monitoring by the db admin

Error Message

CCM_DB_LAYER-DB-3-IDSEngineFailure : Combined alarm for emergency and error situations. Something unexpected occurred that might compromise data or access to data or cause IDS to fail Event Class ID [String] Event class message [String] Event Specific Message [String]

Explanation: This alarm indicates combined alarm for emergency and error situations. Something unexpected occurred that might compromise data or access to data or cause IDS to fail

Recommended Action: Requires db admin intervention

Error Message

CCM_DB_LAYER-DB-6-IDSReplicationInformation : Information about IDS replication Event Class ID [String] Event class message [String] Event Specific Message [String]

Explanation: This alarm gives you information about IDS Replication

Recommended Action: This is information only no action recommended

Error Message

CCM_DB_LAYER-DB-3-IDSReplicationFailure : Combined alarm for emergency and error situations. IDS Replication has failed Event Class ID [String] Event class message [String] Event Specific Message [String]

Explanation: This alarm indicates combined alarm for emergency and error situations. It indicates failure in IDS Replication

Recommended Action: Requires db admin intervention

Error Message

CCM_CDR_INSERT-CDRINSERT-3-ErrorStartingThreads : Error when starting threads. Service Name [String]

Explanation: Cisco Database Layer Monitor could not start one or more threads.

Recommended Action: Restart the database layer monitor service. If this error persists, enable the database layer monitor trace and contact TAC.

Error Message

CCM_CDR_INSERT-CDRINSERT-3-kDbConnectionFailed : Database connection failed. Additional Information [String]

Explanation: An attempt to connect to database failed.

Recommended Action: Enable trace for the database layer monitor to get specific error information.

Error Message

CCM_CDR_INSERT-CDRINSERT-1-NoDbConnectionAvailable : No database connection available.

Explanation: Database layer could not find any working database connection.

Recommended Action: Enable trace for the database layer monitor to get specific error information. Check network connectivity and operation of SQL server services.

Error Message

CCM_CDR_INSERT-CDRINSERT-6-ErrorChangeNotifyClientBlock : A change notification client is busy.

Explanation: Changes made to the database are not being consumed by one of the recipients

Recommended Action: Restart the Database Layer Monitor Service.

Error Message

CCM_CDR_INSERT-CDRINSERT-3-ErrorReadingInstalledRPMS : Could not read installed RPMs to populate componentversion table

Explanation: The function that reads the rpm version information and populates database failed

Recommended Action: Please report this error to the administrator

Error Message

CCM_CDR_INSERT-CDRINSERT-6-ErrorChangeNotifyClientTimeout : A change notification client is responding slowly.

Explanation: A change notification recipient hasn't responded to change notification in several minutes. This may delay call processing features, such as call forwarding and so on.

Recommended Action: If you plan to update many records in a short period time, Cisco strongly recommends that you implement the changes after the regular business day or when minimal call processing interruptions will occur.

Error Message

CCM_CDR_INSERT-CDRINSERT-1-ErrorChangeNotifyReconcile : A change notification shared memory reconciliation has happened

Explanation: The change notification buffers in shared memory have been rebuilt due to conflicts.

Recommended Action: This problem may have been already corrected. If unexpected behavior is observed, restart all Cisco Services in the cluster.

Error Message

CCM_CDR_INSERT-CDRINSERT-7-IDSEngineDebug : Indicates not noteworthy events from IDS database engine. Event Class ID [String] Event class message [String] Event Specific Message [String]

Explanation: This alarm indicatesnot noteworthy events from IDS database engine

Recommended Action: These alarms don't need user intervention

Error Message

CCM_CDR_INSERT-CDRINSERT-6-IDSEngineInformation : No error has occurred but some routine event completed in IDS database engine. Event Class ID [String] Event class message [String] Event Specific Message [String]

Explanation: This alarm is informational. No error has occurred but some routine event completed in IDS database engine.

Recommended Action:No action is necessary

Error Message

CCM_CDR_INSERT-CDRINSERT-2-IDSEngineCritical : Pay Attention. This alarm does not compromise data or prevent the use of the system. Event Class ID [String] Event class message [String] Event Specific Message [String]

Explanation: Pay Attention. This alarm does not compromise data or prevent the use of the system.

Recommended Action: This alarm needs monitoring by the db admin

Error Message

CCM_CDR_INSERT-CDRINSERT-3-IDSEngineFailure : Combined alarm for emergency and error situations. Something unexpected occurred that might compromise data or access to data or cause IDS to fail Event Class ID [String] Event class message [String] Event Specific Message [String]

Explanation: This alarm indicates combined alarm for emergency and error situations. Something unexpected occurred that might compromise data or access to data or cause IDS to fail

Recommended Action: Requires db admin intervention

Error Message

CCM_CDR_INSERT-CDRINSERT-6-IDSReplicationInformation : Information about IDS replication Event Class ID [String] Event class message [String] Event Specific Message [String]

Explanation: This alarm gives you information about IDS Replication

Recommended Action: This is information only no action recommended

Error Message

CCM_CDR_INSERT-CDRINSERT-3-IDSReplicationFailure : Combined alarm for emergency and error situations. IDS Replication has failed Event Class ID [String] Event class message [String] Event Specific Message [String]

Explanation: This alarm indicates combined alarm for emergency and error situations. It indicates failure in IDS Replication

Recommended Action: Requires db admin intervention

Error Message

CCM_SUMI-GENERIC-0-OutOfMemory : Out of memory.

Explanation: The process has requested memory from the operating system, and there was not enough memory available.

Recommended Action: No action is required.

Error Message

CCM_SUMI-GENERIC-6-PermissionDenied : Permission denied.

Explanation: An operation could not be completed because the process did not have authority to perform it.

Recommended Action: No action is required.

Error Message

CCM_SUMI-GENERIC-0-ServiceNotInstalled : Service not installed. Service Name [String]

Explanation: An executable is trying to start but cannot because it is not configured as a service in the service control manager. The service name is %s.

Recommended Action:Reinstall the service or call TAC.

Error Message

CCM_SUMI-GENERIC-6-ServiceStopped : Service stopped. IP Address of hosting node. [String] Host name of hosting node. [String] Service Name [String] Process ID [ULong]

Explanation: A service has stopped.

Recommended Action:No action is required.

Error Message

CCM_SUMI-GENERIC-6-ServiceStarted : Service started. Process ID [ULong] IP Address of hosting node. [String] Host name of hosting node. [String] Service Name [String] Version Information. [String]

Explanation A service has started.

Recommended Action:No action is required.

Error Message

CCM_SUMI-GENERIC-4-ServiceStartupFailed : Service startup failure. Service Name [String]

Explanation: An attempt to start up the specified service failed.

Recommended Action:Restart the service.

Error Message

CCM_SUMI-GENERIC-0-FileWriteError : Can not write into a file. Primary File Path [String]

Explanation: Failed to write into the primary file path.

Recommended Action: Ensure that the primary file path is valid and the corresponding drive has sufficient disk space. Also, make sure that the path has security permissions similar to default log file path.

Error Message

CCM_CTI-GENERIC-0-OutOfMemory : Out of memory.

Explanation: The process has requested memory from the operating system, and there was not enough memory available.

Recommended Action: No action is required.

Error Message

CCM_CTI-GENERIC-6-PermissionDenied : Permission denied.

Explanation: An operation could not be completed because the process did not have authority to perform it.

Recommended Action: No action is required.

Error Message

CCM_CTI-GENERIC-0-ServiceNotInstalled : Service not installed. Service Name [String]

Explanation: An executable is trying to start but cannot because it is not configured as a service in the service control manager. The service name is %s.

Recommended Action: Reinstall the service or call TAC.

Error Message

CCM_CTI-GENERIC-6-ServiceStopped : Service stopped. IP Address of hosting node. [String] Host name of hosting node. [String] Service Name [String] Process ID [ULong]

Explanation: A service has stopped.

Recommended Action: No action is required.

Error Message

CCM_CTI-GENERIC-6-ServiceStarted : Service started. Process ID [ULong] IP Address of hosting node. [String] Host name of hosting node. [String] Service Name [String] Version Information. [String]

Explanation: A service has started.

Recommended Action: No action is required.

Error Message

CCM_CTI-GENERIC-4-ServiceStartupFailed : Service startup failure. Service Name [String]

Explanation: An attempt to start up the specified service failed.

Recommended Action: Restart the service.

Error Message

CCM_CTI-GENERIC-0-FileWriteError : Can not write into a file. Primary File Path [String]

Explanation: Failed to write into the primary file path.

Recommended Action: Ensure that the primary file path is valid and the corresponding drive has sufficient disk space. Also, make sure that the path has security permissions similar to default log file path.

Error Message

CCM_DB_LAYER-GENERIC-0-OutOfMemory : Out of memory.

Explanation: The process has requested memory from the operating system, and there was not enough memory available.

Recommended Action:No action is required.

Error Message

CCM_DB_LAYER-GENERIC-6-PermissionDenied : Permission denied.

Explanation: An operation could not be completed because the process did not have authority to perform it.

Recommended Action: No action is required.

Error Message

CCM_DB_LAYER-GENERIC-0-ServiceNotInstalled : Service not installed. Service Name [String]

Explanation: An executable is trying to start but cannot because it is not configured as a service in the service control manager. The service name is %s.

Recommended Action: Reinstall the service or call TAC.

Error Message

CCM_DB_LAYER-GENERIC-6-ServiceStopped : Service stopped. IP Address of hosting node. [String] Host name of hosting node. [String] Service Name [String] Process ID [ULong]

Explanation: A service has stopped.

Recommended Action: No action is required.

Error Message

CCM_DB_LAYER-GENERIC-6-ServiceStarted : Service started. Process ID [ULong] IP Address of hosting node. [String] Host name of hosting node. [String] Service Name [String] Version Information. [String]

Explanation: A service has started.

Recommended Action: No action is required.

Error Message

CCM_DB_LAYER-GENERIC-4-ServiceStartupFailed : Service startup failure. Service Name [String]

Explanation: An attempt to start up the specified service failed.

Recommended Action: Restart the service.

Error Message

CCM_DB_LAYER-GENERIC-0-FileWriteError : Can not write into a file. Primary File Path [String]

Explanation: Failed to write into the primary file path.

Recommended Action:Ensure that the primary file path is valid and the corresponding drive has sufficient disk space. Also, make sure that the path has security permissions similar to default log file path.

Error Message

CCM_TCD-GENERIC-0-OutOfMemory : Out of memory.

Explanation: The process has requested memory from the operating system, and there was not enough memory available.

Recommended Action: No action is required.

Error Message

CCM_TCD-GENERIC-6-PermissionDenied : Permission denied.

Explanation: An operation could not be completed because the process did not have authority to perform it.

Recommended Action: No action is required.

Error Message

CCM_TCD-GENERIC-0-ServiceNotInstalled : Service not installed. Service Name [String]

Explanation: An executable is trying to start but cannot because it is not configured as a service in the service control manager. The service name is %s.

Recommended Action: Reinstall the service or call TAC.

Error Message

CCM_TCD-GENERIC-6-ServiceStopped : Service stopped. IP Address of hosting node. [String] Host name of hosting node. [String] Service Name [String] Process ID [ULong]

Explanation: A service has stopped.

Recommended Action: No action is required.

Error Message

CCM_TCD-GENERIC-6-ServiceStarted : Service started. Process ID [ULong] IP Address of hosting node. [String] Host name of hosting node. [String] Service Name [String] Version Information. [String]

Explanation: A service has started.

Recommended Action: No action is required.

Error Message

CCM_TCD-GENERIC-4-ServiceStartupFailed : Service startup failure. Service Name [String]

Explanation: An attempt to start up the specified service failed.

Recommended Action: Restart the service.

Error Message

CCM_TCD-GENERIC-0-FileWriteError : Can not write into a file. Primary File Path [String]

Explanation: Failed to write into the primary file path.

Recommended Action: Ensure that the primary file path is valid and the corresponding drive has sufficient disk space. Also, make sure that the path has security permissions similar to default log file path.

Error Message

CCM_RIS-GENERIC-0-OutOfMemory : Out of memory.

Explanation: The process has requested memory from the operating system, and there was not enough memory available.

Recommended Action: No action is required.

Error Message

CCM_RIS-GENERIC-6-PermissionDenied : Permission denied.

Explanation: An operation could not be completed because the process did not have authority to perform it.

Recommended Action: No action is required.

Error Message

CCM_RIS-GENERIC-0-ServiceNotInstalled : Service not installed. Service Name [String]

Explanation: An executable is trying to start but cannot because it is not configured as a service in the service control manager. The service name is %s.

Recommended Action: Reinstall the service or call TAC.

Error Message

CCM_RIS-GENERIC-6-ServiceStopped : Service stopped. IP Address of hosting node. [String] Host name of hosting node. [String] Service Name [String] Process ID [ULong]

Explanation: A service has stopped.

Recommended Action: No action is required.

Error Message

CCM_RIS-GENERIC-6-ServiceStarted : Service started. Process ID [ULong] IP Address of hosting node. [String] Host name of hosting node. [String] Service Name [String] Version Information. [String]

Explanation: A service has started.

Recommended Action: No action is required.

Error Message

CCM_RIS-GENERIC-4-ServiceStartupFailed : Service startup failure. Service Name [String]

Explanation: An attempt to start up the specified service failed.

Recommended Action: Restart the service.

Error Message

CCM_RIS-GENERIC-0-FileWriteError : Can not write into a file. Primary File Path [String]

Explanation: Failed to write into the primary file path.

Recommended Action: Ensure that the primary file path is valid and the corresponding drive has sufficient disk space. Also, make sure that the path has security permissions similar to default log file path.

Error Message

CCM_CBB-GENERIC-0-OutOfMemory : Out of memory.

Explanation: The process has requested memory from the operating system, and there was not enough memory available.

Recommended Action: No action is required.

Error Message

CCM_CBB-GENERIC-6-PermissionDenied : Permission denied.

Explanation: An operation could not be completed because the process did not have authority to perform it.

Recommended Action: No action is required.

Error Message

CCM_CBB-GENERIC-0-ServiceNotInstalled : Service not installed. Service Name [String]

Explanation: An executable is trying to start but cannot because it is not configured as a service in the service control manager. The service name is %s.

Recommended Action: Reinstall the service or call TAC.

Error Message

CCM_CBB-GENERIC-6-ServiceStopped : Service stopped. IP Address of hosting node. [String] Host name of hosting node. [String] Service Name [String] Process ID [ULong]

Explanation: A service has stopped.

Recommended Action: No action is required.

Error Message

CCM_CBB-GENERIC-6-ServiceStarted : Service started. Process ID [ULong] IP Address of hosting node. [String] Host name of hosting node. [String] Service Name [String] Version Information. [String]

Explanation: A service has started.

Recommended Action: No action is required.

Error Message

CCM_CBB-GENERIC-4-ServiceStartupFailed : Service startup failure. Service Name [String]

Explanation: An attempt to start up the specified service failed.

Recommended Action: Restart the service.

Error Message

CCM_CBB-GENERIC-0-FileWriteError : Can not write into a file. Primary File Path [String]

Explanation: Failed to write into the primary file path.

Recommended Action: Ensure that the primary file path is valid and the corresponding drive has sufficient disk space. Also, make sure that the path has security permissions similar to default log file path.

Error Message

CCM_TFTP-TFTP-3-kCreareThreadFailed : system call to create a new thread failed. See Reason string for where it failed. Error [Int] Reason [String]

Explanation: system call to create new thread failed;

Recommended Action: This is a system call that failed, so ensure that you are using recommended configuration. If you still get this error, collect TFTP service traces and contact TAC.

Error Message

CCM_TFTP-TFTP-2-kSDIControlLayerFailed : Error value on call of IsError() function of SDI control object. Error [Int] Reason [String]

Explanation: Call of IsError() function of SDI control object returned an error value.

Recommended Action: SDI control layer pointer returned an error. Ensure that SQL server is running, and database layer monitor service is running without problems. Ensure that TFTPServer is in database. If this error persists contact TAC with TFTP service trace files.

Error Message

CCM_TFTP-TFTP-6-kConfigThreadReadConfigurationFailed : ReadConfiguration() false when called by ConfigThread() function.

Explanation: ReadConfiguration() returned false when called by ConfigThread() function.

Recommended Action: Ensure TFTP Server is configured in the database. If the problem persists, collect TFTP service traces and contact TAC.

Error Message

CCM_TFTP-TFTP-6-kConfigThreadBuildFileFailed : BuildFile() function false when called by ConfigThread() function.

Explanation: BuildFile() function returned false when called by ConfigThread() function.

Recommended Action: Collect detailed TFTP service traces and contact TAC.

Error Message

CCM_TFTP-TFTP-3-kConfigThreadChangeNotifyServerInstanceFailed : Creation of singleton ChangeNotifyServer instance calling ChangeNotifyServerInstance() failure.

Explanation: Creation of ChangeNotifyServer instance using call to ChangeNotifyServerInstance() failed.

Recommended Action: Collect TFTP service traces and contact TAC.

Error Message

CCM_TFTP-TFTP-3-kConfigThreadChangeNotifyServerSingleFailed : Creation of singleton ChangeNotify pointer using call to ChangeNotifyServerSingle() failure.

Explanation: Creation of singleton ChangeNotify pointer using call to ChangeNotifyServerSingle() failed.

Recommended Action: Collect TFTP service traces and contact TAC.

Error Message

CCM_TFTP-TFTP-3-kConfigThreadChangeNotifyServerStartFailed : Failed to start the ChangeNotifyServer()

Explanation: Failed to start the ChangeNotifyServer to start listening for the ChangeNotifications from DB.

Recommended Action: Collect TFTP service traces and contact TAC.

Error Message

CCM_TFTP-TFTP-6-kConfigThreadCNCMGrpBuildFileFailed : Call to BuildFile() function from CM_Group change ConfigThread() false.

Explanation: The Call to BuildFile() function from CM_Group change ConfigThread() returned false.

Recommended Action: Collect detailed TFTP service traces and contact TAC.

Error Message

CCM_TFTP-TFTP-6-kConfigThreadCNGrpBuildFileFailed : Call to BuildFile() function from group change in ConfigThread() false.

Explanation: The Call to BuildFile() function from group change in ConfigThread() returned false.

Recommended Action: Collect detailed TFTP service traces and contact TAC.

Error Message

CCM_TFTP-TFTP-3-kConfigThreadUnknownExceptionCaught : An unknown exception caught at end of ConfigThread().

Explanation: An unknown exception was caught at the end of ConfigThread().

Recommended Action: Collect detailed TFTP service traces and contact TAC.

Error Message

CCM_TFTP-TFTP-3-kReadConfigurationUnknownException : An unknown exception caught at the end of ReadConfiguration() in the try-catch construct.

Explanation: An unknown exception was caught at the end of ReadConfiguration() in the try-catch construct.

Recommended Action: Collect detailed TFTP service traces and contact TAC.

Error Message

CCM_TFTP-TFTP-6-kConfigItAllReadConfigurationFailed : Call to ReadConfiguration() function from ConfigItAll() false.

Explanation: Call to ReadConfiguration() function from ConfigItAll() returned false.

Recommended Action: Collect detailed TFTP service traces and contact TAC.

Error Message

CCM_TFTP-TFTP-6-kConfigItAllBuildFilesFailed : Call to BuildFile() function from ConfigItAll() false.

Explanation: Call to BuildFile() function from ConfigItAll() returned false.

Recommended Action: Collect detailed TFTP service traces and contact TAC.

Error Message

CCM_TFTP-TFTP-1-kSocketError : System socket error. See the reason code to find out more details. nError [Int] Reason [String]

Explanation: A socket could not be opened to send/receive requests.

Recommended Action: Run on command prompt NETSTAT -a and redirect its output to a file. This is a system call that failed, so ensure that you are using recommended configuration. If you still get this error, collect TFTP service traces and contact TAC.

Error Message

CCM_TFTP-TFTP-1-kTFTPServerListenSetSockOptFailed : Error on setsockopt() function call; did not execute. nError [Int] IPAddress [String] Port [Int]

Explanation: The setsockopt() function call returned error and did not execute.

Recommended Action: This is a system call that failed, so ensure that you are using recommended configuration. If you still get this error, collect TFTP service traces and contact TAC.

Error Message

CCM_TFTP-TFTP-1-kTFTPServerListenBindFailed : Socket failure to bind to IP address and port. nError [Int] IPAddress [String] Port [Int]

Explanation: Socket could not bind to IP address and port.

Recommended Action: Run on command prompt netstat -a and redirect its output to a file. This is a system call that failed, so ensure that you are using recommended configuration. If you still get this error, collect TFTP service traces and contact TAC.

Error Message

CCM_TFTP-TFTP-3-kNoCallManagerFound : No CallManager Configured. Error [String]

Explanation: No Callmanager was configured for a CallManager Group

Recommended Action: Configure atleast one CallManger for the CallManager Group Mentioned, which is part of DevicePool pointed by the specified Model of Phone. If problem happens after configuring collect TFTP service traces and contact TAC.

Error Message

CCM_TFTP-TFTP-6-kCNFFBuffWriteToFilefopenfailed : Failed to fopen() to Write Config File Buffer to Disk. FileName [String]

Explanation: Write to file failed to fopen() the file on Disk.

Recommended Action: This is a system call that failed, so ensure that you are using recommended configuration. Start and stop the TFTP service because the file it is trying to open might be in use. If you still get this error, collect TFTP service traces and contact TAC.

Error Message

CCM_TFTP-TFTP-6-kCNFFBuffWriteToFilefwritefailed : fwrite() failed to write Config File Buffer to file. FileName [String]

Explanation: Write to file failed to fwrite() the buffer to file on Disk.

Recommended Action: This is a system call that failed, so ensure that you are using recommended configuration. Start and stop the TFTP service because the file it is trying to open might be in use. If you still get this error, collect TFTP service traces and contact TAC.

Error Message

CCM_TFTP-TFTP-4-kServingFileWarning : Warning about error inside serving part of TFTP. ErrorNumber [Int] FileName [String] IPAddress_Port [String] Mode [String] OpCode [Int] Reason [String]

Explanation: Error occurred inside serving part of TFTP.

Recommended Action: If this error reports file not found in its Reason parameter and if that file is OS79XX.TXT, then ignore it because it is a file used for SIP phones. If you are auto-registering a phone and you see that phone MAC-address-based filename in file is not found, ignore that error because this phone is not yet registered with the database. If you still get this error, collect detailed TFTP service traces and contact TAC.

Error Message

CCM_TFTP-TFTP-3-kThreadPoolProxyUnknownException : Unknown exception was caught in ThreadPoolProxy() of CTftpConnect class.

Explanation: Unknown exception was caught in ThreadPoolProxy() of CTftpConnect class.

Recommended Action: Collect detailed TFTP service traces and contact TAC.

Error Message

CCM_TFTP-TFTP-6-BuildStat : Information: Building all config files. DeviceCount [Int] DeviceTime [Int] UnitCount [Int] UnitTime [Int] SoftkeyCount [Int] SoftkeyTime [Int] DialruleCount [Int] DialruleTime [Int] TotalTime [Int] BuildStatus [String]

Explanation: Information on BUILD ALL configuration files.

Recommended Action: No Action Required. Information Only.

Error Message

CCM_JAVA_APPS-TOMCATAPPLICATIONS-6-EMAppStarted : EM Application started Servlet Name [String]

Explanation: Application started successfully

Recommended Action: No action required.

Error Message

CCM_JAVA_APPS-TOMCATAPPLICATIONS-4-EMAppStopped : EM Application stopped Servlet Name [String]

Explanation: Application was unloaded from Tomcat

Recommended Action: Check if Tomcat service is up.

Error Message

CCM_JAVA_APPS-TOMCATAPPLICATIONS-0-EMAppNotStarted : EM Application not started Servlet Name [String]

Explanation: Error occured while starting application

Recommended Action: See application logs for error

Error Message

CCM_JAVA_APPS-TOMCATAPPLICATIONS-3-EMAppServiceError : EM Service not reachable Servlet Name [String]

Explanation: EM Service might be down

Recommended Action: Check if service is running on any of the CCM nodes.

Error Message

CCM_JAVA_APPS-TOMCATAPPLICATIONS-6-IPMAStarted : IPMA Application started Servlet Name [String] Reason [String]

Explanation: Application started successfully

Recommended Action: No action required.

Error Message

CCM_JAVA_APPS-TOMCATAPPLICATIONS-4-IPMAStopped : IPMA Application stopped Servlet Name [String] Reason [String]

Explanation: Application was unloaded from Tomcat

Recommended Action: Check if Tomcat service is up.

Error Message

CCM_JAVA_APPS-TOMCATAPPLICATIONS-0-IPMANotStarted : IPMA Application not started Servlet Name [String] Reason [String]

Explanation: Error occured while starting application

Recommended Action: See application logs for error

Error Message

CCM_JAVA_APPS-TOMCATAPPLICATIONS-3-IPMAApplicationError : IPMA Application error Servlet Name [String] Reason [String]

Explanation: IPMA application error

Recommended Action: See application logs for details

Error Message

CCM_JAVA_APPS-TOMCATAPPLICATIONS-4-IPMAManagerLogout : IPMA Manager Logged out Servlet Name [String] Reason [String]

Explanation: IPMA Manager Logged out by application

Recommended Action: To re-login the user, click update in the CCMAdmin IPMA Service configuration page for this user.

Error Message

CCM_JAVA_APPS-TOMCATAPPLICATIONS-3-IPMAOverloaded : IPMA Application overloaded Servlet Name [String] Reason [String]

Explanation: IPMA application overloaded

Recommended Action: See application logs for details

Error Message

CCM_JAVA_APPS-TOMCATAPPLICATIONS-3-IPMAFilteringDown : IPMA Application filtering is down Servlet Name [String] Reason [String]

Explanation: IPMA Application filtering is down

Recommended Action: Restart Cisco Tomcat Service

Error Message

CCM_JAVA_APPS-TOMCATAPPLICATIONS-6-IPMAInformation : IPMA Information Servlet Name [String] Reason [String]

Explanation: Application information

Recommended Action: No action required.

Error Message

CCM_JAVA_APPS-TOMCATAPPLICATIONS-6-BDIStarted : BDI Application started

Explanation: Application started successfully

Recommended Action: No action required.

Error Message

CCM_JAVA_APPS-TOMCATAPPLICATIONS-4-BDIStopped : BDI Application stopped

Explanation: Application was unloaded from Tomcat

Recommended Action: Check if Tomcat service is up.

Error Message

CCM_JAVA_APPS-TOMCATAPPLICATIONS-0-BDINotStarted : BDI Application not started Reason [String]

Explanation: Error occured while starting application

Recommended Action: See application logs for error

Error Message

CCM_JAVA_APPS-TOMCATAPPLICATIONS-3-BDIApplicationError : BDI Application error Reason [String]

Explanation: BDI application error

Recommended Action: See application logs for details

Error Message

CCM_JAVA_APPS-TOMCATAPPLICATIONS-3-BDIOverloaded : BDI Application overloaded Reason [String]

Explanation: BDI application overloaded

Recommended Action See application logs for details

Error Message

CCM_JAVA_APPS-TOMCATAPPLICATIONS-6-WDStarted : WebDialer Application started Servlet Name [String] Reason [String]

Explanation: Application started successfully

Recommended Action: No action required.

Error Message

CCM_JAVA_APPS-TOMCATAPPLICATIONS-1-WDStopped : WebDialer Application stopped Servlet Name [String] Reason [String]

Explanation: Application was unloaded from Tomcat

Recommended Action: Check if Tomcat service is up.

Error Message

CCM_JAVA_APPS-TOMCATAPPLICATIONS-0-WDNotStarted : Failed to startup WebDialer application Servlet Name [String] Reason [String]

Explanation: Error occured while starting application

Recommended Action: See application logs for error

Error Message

CCM_JAVA_APPS-TOMCATAPPLICATIONS-3-WDApplicationError : WebDialer Application error Servlet Name [String] Reason [String]

Explanation: WebDialer application error

Recommended Action: See application logs for details

Error Message

CCM_JAVA_APPS-TOMCATAPPLICATIONS-3-WDOverloaded : WebDialer Application overloaded Servlet Name [String] Reason [String]

Explanation: WebDialer application overloaded

Recommended Action: See application logs for details

Error Message

CCM_JAVA_APPS-TOMCATAPPLICATIONS-6-WDInformation : WebDialer informational alarm Servlet Name [String] Reason [String]

Explanation: WebDialer application informational alarm

Recommended Action: No action required

Error Message

CCM_JAVA_APPS-TOMCATAPPLICATIONS-6-CiscoDirSyncStarted : Cisco DirSync Application started

Explanation: Application started successfully

Recommended Action: No action required.

Error Message

CCM_JAVA_APPS-TOMCATAPPLICATIONS-0-CiscoDirSyncStartFailure : Cisco DirSymc applicaiton failed to start successfully

Explanation: Error occured while starting application

Recommended Action: See application logs for error, may require restarting the applicaiton

Error Message

CCM_JAVA_APPS-TOMCATAPPLICATIONS-6-CiscoDirSyncProcessStarted : LDAPSync process started on particular sync agreement AgreementId [String]

Explanation: LDAPSync process started to sync user data on the configured agreement id

Recommended Action: No action required

Error Message

CCM_JAVA_APPS-TOMCATAPPLICATIONS-2-CiscoDirSyncProcessFailToStart : LDAPSync process failed to start on particular sync agreement AgreementId [String]

Explanation: LDAPSync process failed to start on the configured agreement id

Recommended Action: See application logs for error

Error Message

CCM_JAVA_APPS-TOMCATAPPLICATIONS-6-CiscoDirSyncProcessCompleted : LDAPSync process completed on particular sync agreement AgreementId [String]

Explanation: LDAPSync process completed to sync user data on the configured agreement id

Recommended Action: No action required

Error Message

CCM_JAVA_APPS-TOMCATAPPLICATIONS-6-CiscoDirSyncProcessStoppedManually : LDAPSync process stopped manually on particular sync agreement AgreementId [String]

Explanation: LDAPSync process stopped manually on the configured agreement id

Recommended Action: No action required

Error Message

CCM_JAVA_APPS-TOMCATAPPLICATIONS-6-CiscoDirSyncProcessStoppedAuto : LDAPSync process stopped automatically on particular sync agreement AgreementId [String]

Explanation: LDAPSync process stopped automatically on the configured agreement id, it will be restarted automatically

Recommended Action: No action required

Error Message

CCM_JAVA_APPS-TOMCATAPPLICATIONS-3-CiscoDirSyncProcessFailedRetry : LDAPSync process failed on particular sync agreement AgreementId [String] Reason [String]

Explanation: LDAPSync process failed to sync user data on the configured agreement id

Recommended Action: No action required. The sync process will automatic retry See application logs for details

Error Message

CCM_JAVA_APPS-TOMCATAPPLICATIONS-3-CiscoDirSyncProcessFailedNoRetry : LDAPSync process failed on particular sync agreement AgreementId [String] Reason [String]

Explanation: LDAPSync process failed to sync user data on the configured agreement id

Recommended Action: See application logs for details, the applciaiton will try to sync again in the next scheduled time

Error Message

CCM_JAVA_APPS-TOMCATAPPLICATIONS-3-CiscoDirSyncProcessConnectionFailed : LDAPSync process failed to connect to LDAP server AgreementId [String] LDAPHost [String] Reason [String]

Explanation: LDAPSync process failed to connect to LDAP host

Recommended Action: Please mae sure the LDAP server is online. If SSL is used, please make sure the required certificate is avaiable on local CM server. The applciaiton will automatically retry

Error Message

CCM_JAVA_APPS-TOMCATAPPLICATIONS-3-CiscoDirSyncDBAccessFailure : LDAPSync process failed to access local database AgreementId [String] Reason [String]

Explanation: CiscoDirSync failied to access local database

Recommended Action: Please mae sure the local CallMamager database is working properly. The failed sync process will restart at the next scheduled time.

Error Message

CCM_JAVA_APPS-TOMCATAPPLICATIONS-4-DirSyncNoSchedulesFound : No schedules found in DB for directory synchronization ScheduleTableName [String]

Explanation: No automatic LDAP directory synchronisation possible

Recommended Action: Check the DirSync configuration

Error Message

CCM_JAVA_APPS-TOMCATAPPLICATIONS-6-DirSyncScheduledTaskOver : Directory synchronization operation got over SchedulerID [String] TaskID [String]

Explanation: Information of the directory synchronization started

Recommended Action: No action required

Error Message

CCM_JAVA_APPS-TOMCATAPPLICATIONS-4-DirSyncScheduledTaskTimeoutOccured : Timeout occured for directory synchronization task SchedulerID [String] TaskID [String]

Explanation: Timeout occured for directory synchronization task

Recommended Action: Check the DirSync configuration

Error Message

CCM_JAVA_APPS-TOMCATAPPLICATIONS-3-DirSyncScheduledTaskFailed : Directory synchronization task failed SchedulerID [String] ErrorMessage [String]

Explanation: Directory synchronization task failed

Recommended Action: Check the DirSync configuration and logs

Error Message

CCM_JAVA_APPS-TOMCATAPPLICATIONS-3-DirSyncSchedulerFailedToGetDBSchedules : Failed to get directory synchronization schedules from DB Message [String]

Explanation: Failed to get directory synchronization schedules from DB

Recommended Action: Check the DirSync configuration and logs

Error Message

CCM_JAVA_APPS-TOMCATAPPLICATIONS-3-DirSyncSchedulerInvalidEventReceived : Invalid event received by DirSync scheduler from database Action [String] Message [String]

Explanation: Invalid event received by DirSync scheduler from database

Recommended Action: Check the DirSync configuration and logs

Error Message

CCM_JAVA_APPS-TOMCATAPPLICATIONS-3-DirSyncInvalidScheduleFound : Invalid schedule read by DirSync scheduler from database ScheduleID [String]

Explanation: Invalid schedule read by DirSync scheduler from database

Recommended Action: Check the DirSync configuration and logs

Error Message

CCM_JAVA_APPS-TOMCATAPPLICATIONS-3-DirSyncSchedulerFailedToRegisterDBEvents : DirSync scheduler failed to register DB notifications ScheduleTable [String]

Explanation: Invalid schedule read by DirSync scheduler from database

Recommended Action: Check the DirSync configuration and logs

Error Message

CCM_JAVA_APPS-TOMCATAPPLICATIONS-3-DirSyncSchedulerEngineFailedToStart : DirSync scheduler engine failed to start ScheduleTable [String]

Explanation: DirSync scheduler engine failed to start

Recommended Action: Check the DirSync configuration and logs

Error Message

CCM_JAVA_APPS-TOMCATAPPLICATIONS-6-DirSyncSchedulerEngineStopped : DirSync scheduler engine stopped DirSyncSchedulerVersion [String]

Explanation: DirSync scheduler engine stopped

Recommended Action: No action required

Error Message

CCM_JAVA_APPS-TOMCATAPPLICATIONS-3-DirSyncScheduleDeletionFailed : DirSync schedule deletion request failed ScheduleID [String]

Explanation: DirSync schedule deletion request failed

Recommended Action: Check the DirSync configuration and logs

Error Message

CCM_JAVA_APPS-TOMCATAPPLICATIONS-6-DirSyncNewScheduleInserted : New schedule inserted in the DirSync Scheduler Engine ScheduleID [String]

Explanation: New schedule inserted in the DirSync Scheduler Engine

Recommended Action: No Action Required

Error Message

CCM_JAVA_APPS-TOMCATAPPLICATIONS-3-DirSyncScheduleUpdateFailed : DirSync schedule update request failed ScheduleID [String]

Explanation: DirSync schedule deletion update failed

Recommended Action: Check the DirSync configuration and logs

Error Message

CCM_JAVA_APPS-TOMCATAPPLICATIONS-3-CiscoDRFDBAccessFailure : DRF process failed to access local database Reason [String]

Explanation: CiscoDirSync failied to access local database

Recommended Action: Please mae sure the local CallMamager database is working properly. The failed sync process will restart at the next scheduled time.

Error Message

CCM_JAVA_APPS-TOMCATAPPLICATIONS-3-CiscoDRFMasterAgentStartFailure : DRF Master Agent was not able to start Reason [String]

Explanation: DRF Master Agent might be down

Recommended Action: Check if the Master Agent is running or port 4040 is in use.

Error Message

CCM_JAVA_APPS-TOMCATAPPLICATIONS-3-CiscoDRFLocalAgentStartFailure : DRF Local Agent was not able to start Reason [String]

Explanation: DRF Local Agent might be down

Recommended Action: Check if the Local Agent is running or port 4343 is in use.

Error Message

CCM_JAVA_APPS-TOMCATAPPLICATIONS-6-CiscoDRFLA2MAFailure : DRF LA to MA connection has some problems. Reason [String]

Explanation: DRF LA to MA connection has some problems.

Recommended Action: Check if the Master Agent is up and the port is authourized.

Error Message

CCM_JAVA_APPS-TOMCATAPPLICATIONS-6-CiscoDRFMA2LAFailure : DRF MA to LA connection has some problems. Reason [String]

Explanation: DRF MA to LA connection has some problems.

Recommended Action: Check if the Local Agent is up and the port is authourized.

Error Message

CCM_JAVA_APPS-TOMCATAPPLICATIONS-3-CiscoDRFBackupFailure : DRF Backup process has some problems. Reason [String]

Explanation: DRF Backup process has some problems.

Recommended Action: Check if the disk is full or tape is not online.

Error Message

CCM_JAVA_APPS-TOMCATAPPLICATIONS-3-CiscoDRFRestoreFailure : DRF Restore process has some problems. Reason [String]

Explanation: DRF Restore process has some problems.

Recommended Action: Check if the disk is full or tape is not online.

Error Message

CCM_JAVA_APPS-TOMCATAPPLICATIONS-4-CiscoDRFUnknownMessage : DRF process has received an unknow message, and discard. Reason [String]

Explanation: DRF process has received an unknow message, and discard.

Recommended Action: None.

Error Message

CCM_JAVA_APPS-TOMCATAPPLICATIONS-3-CiscoDRFDeviceError : DRF process has the problem with device. Reason [String]

Explanation: DRF process has the problem with device.

Recommended Action: Check if the proper device has been defined in the DB.

Error Message

CCM_JAVA_APPS-TOMCATAPPLICATIONS-3-CiscoDRFInternalProcessFailure : DRF internal process has some problems. Reason [String]

Explanation: DRF internal process has some problems.

Recommended Action: Check the reason, and restart Master Agent.

Error Message

CCM_JAVA_APPS-TOMCATAPPLICATIONS-6-CiscoDRFHistory : DRF History Report. Reason [String]

Explanation: DRF History Report.

Recommended Action: None.

Error Message

CCM_JAVA_APPS-TOMCATAPPLICATIONS-4-BPSServerMismatch : Current server is not the designated BPSServer

Explanation: Cisco Bulk provisioning service was started on a server other than the designated BPSServer

Recommended Action: Check BPSServer value for Cisco Bulk Provisioning service from Service -> Service Parameters page and start Cisco Bulk Provisioning Service on the designated BPSServer. See application log for more details

Error Message

CCM_JAVA_APPS-TOMCATAPPLICATIONS-3-CiscoDhcpdFailure : DHCP Daemon stop running. Reason [String]

Explanation: DHCP Daemon can't be brought up due to configuration error or crashed when it's running

Recommended Action: Check application log for error message cand correct the configuration. May require restarting the application if nothing found during the previous steps

Error Message

CCM_JAVA_APPS-TOMCATAPPLICATIONS-6-CiscoDhcpdRestarted : DHCP Daemon restarted. Reason [String]

Explanation: DHCP Daemon restarted successfully.

Recommended Action: None.

Error Message

CCM_JAVA_APPS-TOMCATAPPLICATIONS-3-CiscoLicenseManagerDown : License Manager Down Reason [String]

Explanation: License Manager down - license provisioning will fail

Recommended Action: Restart License Manager service on specified node

Error Message

CCM_JAVA_APPS-TOMCATAPPLICATIONS-1-CiscoLicenseOverDraft : Overdraft licenses in use Reason [String]

Explanation: Overdraft licenses in use

Recommended Action: None

Error Message

CCM_JAVA_APPS-TOMCATAPPLICATIONS-1-CiscoLicenseApprochingLimit : License units consumption approaching its authorized limit Reason [String]

Explanation: License units consumption approaching its authorized limit

Recommended Action: None

Error Message

CCM_JAVA_APPS-TOMCATAPPLICATIONS-3-CiscoLicenseRequestFailed : License Request Unsuccessful Reason [String]

Explanation: License Manager cannot fulfill the license request

Recommended Action: See application logs for error

Error Message

CCM_JAVA_APPS-TOMCATAPPLICATIONS-3-CiscoLicenseDataStoreError : License Database error Reason [String]

Explanation: License application cannot fulfill the request - database error

Recommended Action: See application logs for error

Error Message

CCM_JAVA_APPS-TOMCATAPPLICATIONS-3-CiscoLicenseInternalError : Licensing Internal Error Reason [String]

Explanation: License application internal error

Recommended Action: See application logs for error

Error Message

CCM_JAVA_APPS-TOMCATAPPLICATIONS-3-CiscoLicenseFileError : License File Error Reason [String]

Explanation: Invalid or tampered license file

Recommended Action: See application logs, verify that the license file is proper

Error Message

CCM_JAVA_APPS-TOMCATAPPLICATIONS-4-CiscoLicenseExpiring : License Expiring

Explanation: The license feature is going to expire shortly.

Recommended Action: Contact Cisco TAC for Licenses

Error Message

CCM_JAVA_APPS-TOMCATAPPLICATIONS-3-CiscoLicenseExpired : License Expired

Explanation: the license feature has already expired.

Recommended Action: Contact Cisco TAC for Licenses

Error Message

CCM_JAVA_APPS-TOMCATAPPLICATIONS-3-DirSyncSchedulerFailedToUpdateNextExecTime : Scheduler failed to update next execution time Message [String]

Explanation: Scheduler failed to update next execution time

Recommended Action: Check the DirSync configuration and logs

Error Message

CCM_JAVA_APPS-TOMCATAPPLICATIONS-6-DirSyncScheduleInsertFailed : DirSync schedule insertion failed ScheduleID [String]

Explanation: DirSync schedule insertion failed

Recommended Action: Check the DirSync configuration and logs

Error Message

CCM_JAVA_APPS-TOMCATAPPLICATIONS-6-DirSyncSchedulerEngineStarted : DirSync scheduler engine started DirSyncSchedulerVersion [String]

Explanation: DirSync scheduler engine started

Recommended Action: No action required

Error Message

CCM_RTMT-RTMT-3-RTMT-ERROR-ALERT : This alert is generated by RTMT AlertMgr. Alert Name [String] Alert Detail [String]

Explanation: This alert is generated by RTMT AlertMgr. See Alert Detail for explanation.

Recommended Action: See Alert Detail for recommended action.

Error Message

CCM_TCT-LPMTCT-3-LogPartitionLowWaterMarkExceeded : The percentage of used disk space in the log partition has exceeded the configured low water mark. UsedDiskSpace [String] MessageString [Optional]. [String]

Explanation: The percentage of used disk space in the log partition has exceeded the configured low water mark. There is no files to be purged under such a situation.

Recommended Action: Check if the configured low water mark for used disk space in the log partition is too low. And also please examine each application trace log files and clean up those that are too old and too bbig before the used disk space exceeds the high water mark.

Error Message

CCM_TCT-LPMTCT-3-LogPartitionHighWaterMarkExceeded : The percentage of used disk space in the log partition has exceeded the configured high water mark. UsedDiskSpace [String] MessageString [Optional]. [String]

Explanation: The percentage of used disk space in the log partition has exceeded the configured high water mark. Some core file or log files are purged until the percentage of used disk space in the log partition is below the configured low water mark.

Recommended Action: Check if the configured high water mark for used disk space in the log partition is too low.

Error Message

CCM_TCT-LPMTCT-6-LogFileSearchStringFound : The search string has been found in the log file. SearchString [String]

Explanation: Trace Collection Tool has found the search string in the log file.

Recommended Action: Check if the configured high water mark for used disk space in the log partition is too low.

Error Message

CCM_TCT-LPMTCT-6-LogCollectionJobLimitExceeded : The number of Log Collection Jobs have excceded the allowed limit JobType [String]

Explanation: Trace Collection Tool has found the search string in the log file.

Recommended Action: Check if the configured high water mark for used disk space in the log partition is too low.

Error Message

CCM_TCT-LPMTCT-3-ScheduledCollectionError : An error occurred while executing scheduled collection. JobID [String] Reason [String]

Explanation: Scheduled collection encountered an error during execution.

Recommended Action: Review configuration for scheduled collection job under Job Status window.

Error Message

CCM_TCT-LPMTCT-3-CoreDumpFileFound : The new core dump file(s) have been found in the system. TotalCoresFound [String] CoreDetails [String] Core1 [String] Core2 [String] Core3 [String] Core4 [String] Core5 [String] Core6 [String]

Explanation: There are new core dump file(s) found in the system.

Recommended Action: Use Trace and Log Central to collect the new core file(s) and the corresponding service's last trace log files, run gdb to get the back trace of each core file for further debugging.

Error Message

CCM_LPM-LPMTCT-3-LogPartitionLowWaterMarkExceeded : The percentage of used disk space in the log partition has exceeded the configured low water mark. UsedDiskSpace [String] MessageString [Optional]. [String]

Explanation: The percentage of used disk space in the log partition has exceeded the configured low water mark. There is no files to be purged under such a situation.

Recommended Action: Check if the configured low water mark for used disk space in the log partition is too low. And also please examine each application trace log files and clean up those that are too old and too bbig before the used disk space exceeds the high water mark.

Error Message

CCM_LPM-LPMTCT-3-LogPartitionHighWaterMarkExceeded : The percentage of used disk space in the log partition has exceeded the configured high water mark. UsedDiskSpace [String] MessageString [Optional]. [String]

Explanation: The percentage of used disk space in the log partition has exceeded the configured high water mark. Some core file or log files are purged until the percentage of used disk space in the log partition is below the configured low water mark.

Recommended Action: Check if the configured high water mark for used disk space in the log partition is too low.

Error Message

CCM_LPM-LPMTCT-6-LogFileSearchStringFound : The search string has been found in the log file. SearchString [String]

Explanation: Trace Collection Tool has found the search string in the log file.

Recommended Action: Check if the configured high water mark for used disk space in the log partition is too low.

Error Message

CCM_LPM-LPMTCT-6-LogCollectionJobLimitExceeded : The number of Log Collection Jobs have excceded the allowed limit JobType [String]

Explanation: Trace Collection Tool has found the search string in the log file.

Recommended Action: Check if the configured high water mark for used disk space in the log partition is too low.

Error Message

CCM_LPM-LPMTCT-3-ScheduledCollectionError : An error occurred while executing scheduled collection. JobID [String] Reason [String]

Explanation: Scheduled collection encountered an error during execution.

Recommended Action: Review configuration for scheduled collection job under Job Status window.

Error Message

CCM_LPM-LPMTCT-3-CoreDumpFileFound : The new core dump file(s) have been found in the system. TotalCoresFound [String] CoreDetails [String] Core1 [String] Core2 [String] Core3 [String] Core4 [String] Core5 [String] Core6 [String]

Explanation: There are new core dump file(s) found in the system.

Recommended Action: Use Trace and Log Central to collect the new core file(s) and the corresponding service's last trace log files, run gdb to get the back trace of each core file for further debugging.

Error Message

CiscoUnifiedPresence-CUP-6-TestAlarmInformational : Testing INFORMATIONAL_ALARM

Explanation: Test Alarm

Recommended Action: No action required.

Error Message

CiscoUnifiedPresence-CUP-0-TestAlarmEmergency : Testing EMERGENCY_ALARM

Explanation: Test Alarm

Recommended Action: No action required.

Error Message

CiscoUnifiedPresence-CUP-1-TestAlarmAlert : Testing ALERT_ALARM

Explanation: Test Alarm

Recommended Action: No action required.

Error Message

CiscoUnifiedPresence-CUP-2-TestAlarmCritical : Testing CRITICAL_ALARM

Explanation: Test Alarm

Recommended Action: No action required.

Error Message

CiscoUnifiedPresence-CUP-7-TestAlarmDebug : Testing DEBUG_ALARM

Explanation: Test Alarm

Recommended Action: No action required.

Error Message

CiscoUnifiedPresence-CUP-3-TestAlarmError : Testing ERROR_ALARM

Explanation: Test Alarm

Recommended Action: No action required.

Error Message

CiscoUnifiedPresence-CUP-5-TestAlarmNotice : Testing NOTICE_ALARM

Explanation: Test Alarm

Recommended Action: No action required.

Error Message

CiscoUnifiedPresence-CUP-4-TestAlarmWarning : Testing WARNING_ALARM

Explanation: Test Alarm

Recommended Action: No action required.

Error Message

CiscoUnifiedPresence-CUP-4-ThreadCounterUpdateStopped : The current total number of processes or threads have exceeded the maximum number of tasks. This situation could indicate some process is leaking or some process has thread leaking. SystemAccess will have to stop thread counter updating to avoid CPU pegging and only provide process counter information for up to the maximum number of processes. NumberOfProcesses [String] NumberOfThreads [String] Reason [String] ProcessWithMostInstances [String] ProcessWithMostThreads [String]

Explanation: The current total number of processes or threads have exceeded the maximum number of tasks. This situation could indicate some process is leaking or some process has thread leaking. When this situation happens, SystemAccess will have to stop thread counter updating to avoid CPU pegging and only provide process counter information for up to the maximum number of processes.

Recommended Action: Investigate the cause of too many running processes or threads.

Error Message

CiscoUnifiedPresence-CUP-6-ThreadCounterUpdateResumed : The current total number of processes or threads now are less than the maximum number of tasks. SystemAccess will resume thread counter updating and provide a full list of process counter information. NumberOfProcesses [String] NumberOfThreads [String] Reason [String]

Explanation: The current total number of processes or threads now are less than the maximum number of tasks. SystemAccess will resume thread counter updating and provide a full list of process counter information.

Recommended Action: None.

Error Message

CiscoUnifiedPresence-CUP-3-CiscoDRFMasterAgentStartFailure : DRF Master Agent was unable to start because it was unable to open port 4040. Reason [String]

Explanation: DRF Master Agent was unable to start because it was unable to open port 4040.

Recommended Action: Check if port 4040 is not already in use.

Error Message

CiscoUnifiedPresence-CUP-3-CiscoDRFLocalAgentStartFailure : DRF Local Agent was not able to start because it was unable to open port 4343. Reason [String]

Explanation: DRF Local Agent was not able to start because it was unable to open port 4343.

Recommended Action: Check if port 4343 is not already in use.

Error Message

CiscoUnifiedPresence-CUP-3-CiscoDRFLA2MAFailure : DRF Local Agent is not able to connect to Master Agent. Reason [String]

Explanation: DRF Local Agent is not able to connect to Master Agent.

Recommended Action: Check if the Master Agent is up and the port is authorized.

Error Message

CiscoUnifiedPresence-CUP-3-CiscoDRFMA2LAFailure : Master Agent was unable to send a backup/restore request to the local agent. Reason [String]

Explanation: Master Agent was unable to send a backup/restore request to the local agent.

Recommended Action: Restart the corresponding local agents and the master agent.

Error Message

CiscoUnifiedPresence-CUP-3-CiscoDRFBackupFailure : Cisco DRF Backup process failed. Reason [String]

Explanation: DRF Backup process encountered errors.

Recommended Action:Check if /common/drf does have required permission/enough space for DRF user. Check logs for further details.

Error Message

CiscoUnifiedPresence-CUP-3-CiscoDRFRestoreFailure : DRF Restore process failed. Reason [String]

Explanation: DRF Restore process encountered errors.

Recommended Action:Check if /common/drf does have required permission/enough space for DRF user. Check logs for further details.

Error Message

CiscoUnifiedPresence-CUP-3-CiscoDRFBackupDeviceError : DRF Backup process is failed due to backup device error. Reason [String]

Explanation: DRF Backup process is failed due to backup device error.

Recommended Action: Check if the proper device has been specified in the DRF configurations.

Error Message

CiscoUnifiedPresence-CUP-3-CiscoDRFTapeDeviceError : DRF is unable to access tape device. Reason [String]

Explanation: DRF is unable to access tape device.

Recommended Action: Check if tape drive is working properly and it contains a valid tape.

Error Message

CiscoUnifiedPresence-CUP-3-CiscoDRFInternalProcessFailure : DRF internal process has encountered an error. Reason [String]

Explanation: DRF internal process has encountered an error.

Recommended Action: Check DRF logs for details.

Error Message

CiscoUnifiedPresence-CUP-3-CiscoDRFRestoreInternalError : DRF Restore operation has encountered an error. Restore cancelled internally. Reason [String]

Explanation: DRF Restore operation has encountered an error. Restore cancelled internally.

Recommended Action: Check DRF logs for details.

Error Message

CiscoUnifiedPresence-CUP-3-CiscoDRFMABackupComponentFailure : DRF was unable to backup at least one component. Reason [String]

Explanation: DRF requested a component to backup its' data. However, there was an error during the backup process and the component was not backed up.

Recommended Action: Please check the component backup logs and contact support if needed.

Error Message

CiscoUnifiedPresence-CUP-3-CiscoDRFMARestoreComponentFailure : DRF was unable to restore at least one component. Reason [String]

Explanation: DRF requested a component to restore its' data. However, there was an error during the restore process and the component was not restored.

Recommended Action: Please check the component restore logs and contact support if needed.

Error Message

CiscoUnifiedPresence-CUP-3-CiscoDRFMABackupNodeDisconnect : The node being backed up disconnected from the Master Agent prior to being fully backed up. Reason [String]

Explanation: The DRF Master Agent was running a backup operation on a CCM cluster, when one of the nodes disconnected before the backup operation was completed.

Recommended Action: Please check the computer that disconnected during backup. If the computer was accidentally shutdown, restart the backup.

Error Message

CiscoUnifiedPresence-CUP-3-CiscoDRFNoRegisteredComponent : No registered components available, backup failed. Reason [String]

Explanation: DRF backup failed since no registered components are available.

Recommended Action: Ensure at least one component is registered before attempting a backup.

Error Message

CiscoUnifiedPresence-CUP-3-CiscoDRFNoRegisteredFeature : No feature selected for backup. Reason [String]

Explanation: No feature selected for backup

Recommended Action: Ensure at least one feature is configured before attempting a backup.

Error Message

CiscoUnifiedPresence-CUP-3-CiscoDRFMARestoreNodeDisconnect : The node being restored disconnected from the Master Agent prior to being fully restored. Reason [String]

Explanation: The DRF Master Agent was running a restore operation on a CCM cluster, when one of the nodes disconnected before the restore operation was completed.

Recommended Action: Please check the computer that disconnected during restore. If the computer was accidentally shutdown, restart the restore.

Error Message

CiscoUnifiedPresence-CUP-3-CiscoDRFSftpFailure : DRF sftp operation has failed. Reason [String]

Explanation: DRF sftp operation has failed.

Recommended Action: Ensure that the destination server is available, has appropriate permissions and sftp daemon is running.

Error Message

CiscoUnifiedPresence-CUP-3-CiscoDRFRegistrationFailure : DRF Registration operation failed. Reason [String]

Explanation: DRF Registration operation failed.

Recommended Action: DRF Registration failed for a component due to some internal error. Check the DRF logs and contact support if needed.

Error Message

CiscoUnifiedPresence-CUP-3-CiscoDRFBackupCancelInternalError : DRF Backup operation has encountered an error. Backup cancelled internally. Reason [String]

Explanation: DRF Backup operation has encountered an error. Backup cancelled internally.

Recommended Action: Check DRF logs for details.

Error Message

CiscoUnifiedPresence-CUP-4-CiscoDRFLogDirAccessFailure : DRF couldn't access the log directory. Reason [String]

Explanation: DRF couldn't access the log directory.

Recommended Action: Ensure that the DRF user has required permission/enough space on /var/log/active/platform/drf/log.

Error Message

CiscoUnifiedPresence-CUP-4-CiscoDRFComponentDeRegistered : DRF succesfully de-registered the requested component. Reason [String]

Explanation: DRF succesfully de-registered the requested component.

Recommended Action: Ensure that the component deregistered is not needed for further backup/restore operation.

Error Message

CiscoUnifiedPresence-CUP-4-CiscoDRFDeRegistrationFailure : DRF de-registration request for a component failed. Reason [String]

Explanation: DRF de-registration request for a component failed.

Recommended Action: Please check the DRF logs and contact support if needed.

Error Message

CiscoUnifiedPresence-CUP-4-CiscoDRFDeRegisteredServer : DRF automatically de-registered all the components for a server. Reason [String]

Explanation: /etc/hosts file doesn't have an entry for that server. This server might have got deleted from CCM cluster.

Recommended Action: Nothing.

Error Message

CiscoUnifiedPresence-CUP-4-CiscoDRFSchedulerDisabled : DRF Scheduler is disabled because no configured features available for backup. Reason [String]

Explanation: DRF Scheduler is disabled because no configured features available for backup.

Recommended Action: Ensure at least one feature is configured for the scheduled backup to run.

Error Message

CiscoUnifiedPresence-CUP-6-CiscoDRFComponentRegistered : DRF Succesfully Registered the requested component. Reason [String]

Explanation: DRF Succesfully Registered the requested component.

Recommended Action: Ensure that the registered component is needed for backup/restore operation.

Error Message

CiscoUnifiedPresence-CUP-6-CiscoDRFSchedulerUpdated : DRF Scheduled backup configurations is updated automatically due to feature DeRegistration. Reason [String]

Explanation: DRF Scheduled backup configurations is updated automatically due to feature DeRegistration.

Recommended Action: Ensure that the new configurations is appropriate one for the backup/restore operation.

Error Message

CUP_CA-GENERIC-3-EspConfigAgentMemAllocError : EspConfigAgent could not allocate memory Location [String]

Explanation: EspConfigAgent could not allocate memory

Recommended Action: Verify the memory on the system

Error Message

CUP_CA-GENERIC-3-EspConfigAgentFileWriteError : EspConfigAgent could not write to a file Reason [String]

Explanation: EspConfigAgent could not write to a file

Recommended Action: Check file system status

Error Message

CUP_CA-GENERIC-3-EspConfigAgentSharedMemoryStaticRouteError : EspConfigAgent could not access static route shared memory

Explanation: EspConfigAgent could not access static route shared memory

Recommended Action: Check memory/shared memory status

Error Message

CUP_SIPD-GENERIC-6-ESPStarted : Cisco Unified Presence SIP Proxy: A Child Process Has Been Started. ESP Version [String]

Explanation: Cisco Unified Presence SIP Proxy: a child process started successfully.

Recommended Action: No actions needed

Error Message

CUP_SIPD-GENERIC-2-ESPStopped : Cisco Unified Presence SIP Proxy: A Child Process Has Been Stopped. ESP Version [String]

Explanation: Cisco Unified Presence SIP Proxy: a child process stopped.

Recommended Action: Check the syslog for Alarms, if it's not stopped by admin

Error Message

CUP_SIPD-GENERIC-2-ESPSharedMemCreateFailed : Failed to Create Shared Memory.

Explanation: Failed to create shared memory segments while trying to initialize tables.

Recommended Action: Check the available shared memory on the system and check the trace log file for detailed error message.

Error Message

CUP_SIPD-GENERIC-2-ESPSharedMemSetPermFailed : Failed to Set Permissions on Shared Memory.

Explanation: Failed to set permissions on shared memory segments while trying to initialize tables.

Recommended Action: Check the shared memory on the system and talk to your system administrator.

Error Message

CUP_SIPD-GENERIC-2-ESPSharedMemAllocFailed : Failed to Allocate Shared Memory. MySQL [String]

Explanation: Failed to allocate shared memory segments while trying to initialize tables.

Recommended Action: Check the shared memory on the system and talk to your system administrator.

Error Message

CUP_SIPD-GENERIC-3-ESPConfigError : SIP Configuration Error. SharedMemorySize [String] NumberOfVsa [String] ENUM [String] NumberExpansion [String] NumberServices [String] Registry [String] Routing [String] Radius [String] RAS [String] RPMS [String] MethodRouting [String]

Explanation: This could be format error, invalid value, etc.

Recommended Action: Check the configuration file: sipd.conf

Error Message

CUP_SIPD-GENERIC-3-ESPConfigNotFound : SIP Configuration Not Found. SipModule [String] SipAuthenModule [String] SipEnum [String] SipNumExpand [String] SipNumServices [String] SipRegistry [String] SipRouting [String] SipAcct [String] SipRpms [String] SipPrivacy [String] SipMethodRoute [String]

Explanation: SIP Configuration for a particular module not found.

Recommended Action: Check the configuration file: sipd.conf

Error Message

CUP_SIPD-GENERIC-3-ESPCreateLockFailed : Failed to Create a lock file.

Explanation: Failed to Create a lock file.

Recommended Action: Check the Trace file for details.

Error Message

CUP_SIPD-GENERIC-3-ESPSocketError : Network socket errors. Radius [String] RAS [String]

Explanation: It could be failed to open a network socket, bind to the socket, get socket address, etc.

Recommended Action: Check the Trace file for details.

Error Message

CUP_SIPD-GENERIC-3-ESPRadiusError : Radias related Error RadiasError [String]

Explanation: Radias Error: Undefined vendor specific attribute id.

Recommended Action: Check the configuration file: sipd.conf

Error Message

CUP_SIPD-GENERIC-3-ESPStatsLogFileOpenFailed : Failed to open stats log file.

Explanation: SIP stats log file can not be opened.

Recommended Action: Check the Trace log file for details.

Error Message

CUP_SIPD-GENERIC-3-ESPStatsInitFailed : ESP SIPStatsInit(ESP) failed.

Explanation: Failed to initialize the Performance Interface.

Recommended Action: Check the Trace log file for details.

Error Message

CUP_SIPD-GENERIC-3-ESPMallocFailure : Failed to allocate memory. SIPProtocol [String] NumberExpansion [String] SipRegistry [String] SipRouting [String] RAS [String] RPMS [String]

Explanation: Failed to allocate memory.

Recommended Action: Check the Trace log file for details.

Error Message

CUP_SIPD-GENERIC-3-ESPWrongIPAddress : Wrong IP address provided. ProxyIPAddrTab [String] IPAddrNotMine [String] DNSReturnedBadIP [String] ProxyLoopbackIPA [String] InvalidRASIPAddr [String] InvalidRPMSIPAddr [String]

Explanation: Wrong IP address provided.

Recommended Action: Check the Trace log file for details.

Error Message

CUP_SIPD-GENERIC-3-ESPWrongHostName : Wrong host name.

Explanation: It could be an invalid IP, unresolvable hostname.

Recommended Action: Check the Trace log file for details.

Error Message

CUP_SIPD-GENERIC-3-ESPMySQLConnectionError : MySQL connection(s) failed.. MySQPError [String]

Explanation: MySQL connection(s) failed. It could be failed connections, lost connections and failed to reconnect.

Recommended Action: Check the Trace log file for details.

Error Message

CUP_SIPD-GENERIC-3-ESPPassedParamInvalid : Invalid parameter passed in. MySQL [String] ENUM [String] NumberExpansion [String] RAS [String]

Explanation: Invalid parameters could be pointers.

Recommended Action: Check the Trace log file for details.

Error Message

CUP_SIPD-GENERIC-3-ESPNumsvRouteError : Number services route related error. NumberServicesRoute [String]

Explanation: Number services route related error.

Recommended Action: Check the Trace log file for details.

Error Message

CUP_SIPD-GENERIC-3-ESPConnectToProvisioningServer : Failed to connect to Provisioning Server.

Explanation: Failed to connect to Provisioning Server.

Recommended Action: Check the Trace log file for details.

Error Message

CUP_SIPD-GENERIC-3-ESPNAPTRInvalidRecord : NAPTR Record format Error. ENUM [String]

Explanation: It could be invalid flag fields, missing deliminator, etc..

Recommended Action: Check the Trace log file for details.

Error Message

CUP_SIPD-GENERIC-3-ESPASNLibInitError : Fialed to initialize ASN encode/decode libraries.

Explanation: Fialed to initialize ASN encode/decode libraries.

Recommended Action: Check the Trace log file for details.

Error Message

CUP_SIPD-GENERIC-3-ESPE164Error : E.164 number related errors. RAS [String]

Explanation: It could be NULL E.164 number, E.164 number not received in mesages.

Recommended Action: Check the Trace log file for details.

Error Message

CUP_SIPD-GENERIC-3-ESPRASSendMessageFailed : Failed to send RAS message. RAS [String]

Explanation: Failed to send RAS message.

Recommended Action: Check the Trace log file for details.

Error Message

CUP_SIPD-GENERIC-3-ESPVirtualProxyError : Virtual_Proxy_Domain related error.

Explanation: Virtual_Proxy_Domain related error.

Recommended Action: Check the Trace log file for details.

Error Message

CUP_SIPD-GENERIC-3-ESPRegistryError : Sip Registry Failed. InvalidContact [String] ExceedMax [String]

Explanation: Cannot add registration.

Recommended Action: Check the Trace log file for details.

Error Message

CUP_SIPD-GENERIC-3-ESPRegistryInitFailed : Sip Registry Failed to Initialize. RegistryInit [String]

Explanation: It could be sip_init_registry_interface or sip_init_child_registry_interface failes.

Recommended Action: Check the Trace log file for details.

Error Message

CUP_SIPD-GENERIC-3-ESPRegistryLockFailed : SIP lock registry failed.

Explanation: SIP lock registry failed.

Recommended Action: Check the Trace log file for details.

Error Message

CUP_SIPD-GENERIC-3-ESPRoutingError : SIP Route Interface related error. ExceedMax [String]

Explanation: SIP Route Interface related error.

Recommended Action: Check the Trace log file for details.

Error Message

CUP_SIPD-GENERIC-3-ESPRouteInitFailed : SIP Route Interface initialization failed. RoutingInit [String]

Explanation: SIP Route Interface initialization failed.

Recommended Action: Check the Trace log file for details.

Error Message

CUP_SIPD-GENERIC-3-ESPRouteLockFailed : Failed to lock the Routing Information Base.

Explanation: Failed to lock the Routing Information Base.

Recommended Action: Check the Trace log file for details.

Error Message

CUP_SIPD-GENERIC-3-ESPSIPURLWrong : Wrong SIP URL.

Explanation: Wrong SIP URL.

Recommended Action: Check the SIP request / response.

Error Message

CUP_SIPD-GENERIC-2-IPPMStopped : Cisco IP Phone Messenger Stopped. IPPM Version [String]

Explanation: IPPM service stopped.

Recommended Action: Check the syslog for Alarms, if it's not stopped by admin

Error Message

CUP_SIPD-GENERIC-3-IPPMSCBFindFailed : SCB find failed. SCBFindFailure [String]

Explanation: find_scb() returned NULL - SCB find failed.

Recommended Action: Check the Trace log file for details.

Error Message

CUP_SIPD-GENERIC-3-IPPMSCBGetFailed : SCB get/create failed. SCBGetFailure [String]

Explanation: tcbtable_acquire_tcb() returned NULL - SCB get/create failed.

Recommended Action: Check the Trace log file for details.

Error Message

CUP_SIPD-GENERIC-3-UASCBFindFailed : SCB find failed. SCBFindFailure [String]

Explanation: find_scb() returned NULL - SCB find failed.

Recommended Action: Check the Trace log file for details.

Error Message

CUP_SIPD-GENERIC-3-UASCBGetFailed : SCB get/create failed. SCBGetFailure [String]

Explanation: tcbtable_acquire_tcb() returned NULL - SCB get/create failed.

Recommended Action: Check the Trace log file for details.

Error Message

CUP_SIPD-GENERIC-3-IPPMSCBInitFailed : SCB init failed.

Explanation: SCB init failed.

Recommended Action: NONE

Error Message

CUP_SIPD-GENERIC-3-IPPMReadConnectionError : Read Data From Connection failed. NonSupported [String]

Explanation: Read Data From Connection failed.

Recommended Action: Check the Trace log file for details.

Error Message

CUP_SIPD-GENERIC-6-CTIGWStarted : Cisco CTIGW started.

Explanation: Cisco CTIGW started.

Recommended Action: NONE

Error Message

CUP_SIPD-GENERIC-6-CTIGWStopped : Cisco CTIGW stopped.

Explanation: Cisco CTIGW stopped.

Recommended Action: NONE

Error Message

CUP_SIPD-GENERIC-6-CTIGWRestarted : Cisco CTIGW restarted.

Explanation: Cisco CTIGW restarted.

Recommended Action: NONE

Error Message

CUP_SIPD-GENERIC-4-CTIGWModuleNotEnabled : Cisco CTIGW module is not configured/enabled.

Explanation: Try to handle a SIP message (request/response) while CTIGW is not enabled.

Recommended Action: Configure/Enable CTIGW

Error Message

CUP_SIPD-GENERIC-6-CTIGWConnectionRestarted : CTI Connection Restarted.

Explanation: CTI/QBE Connection re-started.

Recommended Action: None

Error Message

CUP_SIPD-GENERIC-2-CTIGWProviderDown : CTI Provider is Down.

Explanation: Try to handle a SIP message (request/response) while CTI provider is down.

Recommended Action: Check the connection to the configured CCM nodes and if CTI manager is enabled.

Error Message

CUP_SIPD-GENERIC-4-CTIGWUserNotLicenced : User has no license.

Explanation: User failed to authorized due to no license.

Recommended Action: Check CTIGW licence and user configuration.

Error Message

CUP_SIPD-GENERIC-4-CTIGWUserNotAuthorized : User not authorized by CTI Gateway.

Explanation: User failed to authorized due to wrong device and/or Line DN.

Recommended Action: Check settings on user, device associated with user, or MOC configuration.

Error Message

CUP_SIPD-GENERIC-2-CTIGWProviderFailedToOpen : CTI Provider failed to open.

Explanation: CTI Provider failed to open due to configuration error.

Recommended Action: Check CCM address, Application User/Password and CTI configured CTI privileges.

Error Message

CUP_SIPD-GENERIC-3-CTIGWQBEFailedRequest : QBE Request failed.

Explanation: CTI Gateway received a failed response to a request.

Recommended Action: Check the Trace file for details.

Error Message

CUP_SIPD-GENERIC-3-CTIGWSystemError : CTI Gateway System Errors. CSTA [String] Internal Errors [String] General Errors [String]

Explanation: CTI Gateway System Errors.

Recommended Action: Check the Trace file for details.

Error Message

CUP_SIPD-GENERIC-2-CALBackendCalDisc : Connection to Backend calendar is broken or disconnected

Explanation: Connection to Microsoft Xchange Server lost. Meeting Information will not be available.

Recommended Action: Diagnose trace files for cause details.

Error Message

CUP_SIPD-GENERIC-2-CALMtngPlSvrDisc : Connection to MeetingPlace server is broken or disconnected

Explanation: Connection to MeetingPlace server is lost. Callback functionality will not be available.

Recommended Action: Diagnose trace files for cause details.

Error Message

CUP_SIPD-GENERIC-6-CALBackendCalConn : Connection to Backend calendar is established

Explanation: Connection to the Backend calendar is established

Recommended Action: None

Error Message

CUP_SIPD-GENERIC-6-CALMtngPlSvrConn : Connection to MeetingPlace server is established

Explanation: Connection to the MeetingPlace server is established

Recommended Action: None

Error Message

CUP_SIPD-GENERIC-2-CALExchangeTrustCertReadFailure : Proxy can't read exchange server root trust cert

Explanation: Proxy can't read exchange server root trust cert

Recommended Action: Reload Exchange server root certificate and re-start Proxy. Make sure PE backend GW configuration is correct.

Error Message

CUP_SIPD-GENERIC-2-CALMtngPlTrustCertReadFailure : Proxy can't read Meeting place server root trust cert

Explanation: Proxy can't read Meeting place server root trust cert

Recommended Action: Reload Meeting place server root certificate and re-start Proxy. Make sure IPPM Meeting Place configuration is correct

Error Message

CUP_SIPD-GENERIC-2-CALMtngPlSystemFailure : Proxy can't decrypt user's Meeting Place password

Explanation: Proxy can't decrypt user's Meeting Place password

Recommended Action: Reconfigure user's MP password

Error Message

CUP_SIPD-GENERIC-3-PWSSCBFindFailed : SCB find failed. SCBFindFailure [String]

Explanation: find_scb() returned NULL - SCB find failed.

Recommended Action: Check the Trace log file for details.

Error Message

CUP_SIPD-GENERIC-3-PWSSCBInitFailed : SCB find failed. SCBFindFailure [String]

Explanation: SCB init failed.

Recommended Action: None

Error Message

CUP_SIPD-GENERIC-4-PWSBelowCPULimit : CPU usage has fallen below the Max CPU limit, allow PWS requests. BelowCPULimit [String]

Explanation: CPU usage has fallen below the Max CPU limit, allow PWS requests.

Recommended Action: Make requests as normal.

Error Message

CUP_SIPD-GENERIC-4-PWSAboveCPULimit : CPU usage has risen above the Max CPU limit, block PWS requests. AboveCPULimit [String]

Explanation: CPU usage has risen above the Max CPU limit, block PWS requests

Recommended Action: Wait until the CPU usage has decreased before making any more requests.

Error Message

CUP_SIPD-GENERIC-4-PWSRequestLimitReached : The PWS request/second limit has been reached. RequestLimitReached [String]

Explanation: The PWS request/second limit has been reached

Recommended Action: Wait for one second before making any more requests.

Error Message

CUP_SIPD-GENERIC-4-PWSAboveSipSubscriptionLimit : PWS SIP Subscriptions have risen above the max limit, block sip subscriptions. AboveSipSubscriptionLimit [String]

Explanation: PWS SIP Subscriptions have risen above the max limit, block sip subscriptions

Recommended Action: Reduce the number of underlying sip subscriptions

Error Message

CUP_SIPD-GENERIC-4-PWSBelowSipSubscriptionLimit : PWS SIP Subscriptions have fallen below the max limit, allow sip subscriptions. BelowSipSubscriptionLimit [String]

Explanation: PWS SIP Subscriptions have fallen below the max limit, allow sip subscriptions

Recommended Action: Make requests as normal.

Error Message

CUP_SOAP-GENERIC-3-UpccnDbConnectionError : UPCCN can not be connected to EPAS Database Monitor service.

Explanation: The UPCCN connection to the EPAS Database Monitor service is unavailable.

Recommended Action: Verify database and database monitor processes are running and not reporting errors.

Error Message

CUP_SOAP-GENERIC-3-UpccnDbNotifyError : The UPCCN received an unrecognizable change notification from the EPAS Database Monitor service.

Explanation: The UPCCN received an unrecognizable change notification from the EPAS Database Monitor service.

Recommended Action: Verify database and database monitor processes are running and not reporting errors

Error Message

CUP_SOAP-GENERIC-3-UpccnEspConnectionError : The UPCCN connection to the ESP service is unavailable.

Explanation: The UPCCN connection to the ESP service is unavailable.

Recommended Action: Verify the ESP service is running and not reporting errors

Error Message

CUP_SOAP-GENERIC-3-UpccnCNThresholdExceeded : The rate at which the UPCCN receives change notifications from the EPAS DB has exceeded a threshold

Explanation: The rate at which the UPCCN receives change notifications from the EPAS DB has exceeded a threshold.

Recommended Action: None

Error Message

CUP_SA-GENERIC-2-CUPSyncAgentAXLConnectionFailed : Cisco Unified Presence Sync Agent failed authentication

Explanation: Cisco Unified Presence Sync Agent failed authentication. This could be due to an invalid AXL userid/password, or the Cisco AXL Web service may not be running.

Recommended Action: Verify that the Cisco AXL Web service is activated and started. Verify AXL userid and password. Restart the Cisco Unified Presence Sync Agent service.

Error Message

CCM_TOMCAT_APPS-LOGIN-4-AuthenticationFailed : Authentication failed for login attempt. IP Address/Hostname of host attempting to login [String] Date and Time when the failed login is attempted [String] User ID that experienced a failed login attempt [String]

Explanation: Authentication failure for login attempt is detected.

Recommended Action: If this event happens repeatedly, investigate the source of the failed login attempts.

Error Message

CUP_ICSA-GENERIC-2-CUPInterclusterSyncAgentAXLConnectionFailed : Cisco UP Intercluster Sync Agent failed authentication Peer Hostname/IP [String]

Explanation: Cisco UP Intercluster Sync Agent failed authentication to remote cluster. This could be due to an invalid AXL userid/password, or the Cisco AXL Web service may not be running on the peer CUP cluster.

Recommended Action: Verify that the Cisco AXL Web service is activated and started on the peer. Verify AXL userid and password. Go to CUP Intercluster Peer screen and force manual sync of peer.

Error Message

CUP_ICSA-GENERIC-2-CUPInterclusterSyncAgentPeerSyncFailed : Cisco UP Intercluster Sync Agent failed to successfuly sync remote peer data Peer Hostname/IP [String] Message [String]

Explanation: Cisco UP Intercluster Sync Agent failed to successfully sync remote user location data from the peer.

Recommended Action: Verify that the peer is not the local cluster IP.

Error Message

CUP_ICSA-GENERIC-2-CUPInterclusterSyncAgentFailedToSendCN : Cisco UP Intercluster Sync Agent failed to successfuly send change notification to remote cluster Peer Hostname/IP [String]

Explanation: Cisco UP Intercluster Sync Agent failed to successfully send change notification to remote cluster.

Recommended Action: Verify that the remote cluster AXL service is activate. Verify that the Administrator username/password are correct.

Error Message

CUP_ICSA-GENERIC-5-CUPICSACertificateDBDeletionFailed : Cisco UP Intercluster Sync Agent failed to remove nonexistent certificate information from the database. Peer Hostname/IP [String]

Explanation: Cisco UP Intercluster Sync Agent failed to remove Certificate information from the database because the Certificateinformation did not exist.

Recommended Action: None

Error Message

CUP_ICSA-GENERIC-2-CUPInterclusterSyncAgentDuplicateUser : Cisco UP Intercluster Sync Agent has discovered a duplicate licensed user between two or more clusters. Duplicate users cause inconsistent presence functionality. User Id [String] List of Nodes [String]

Explanation: Cisco UP Intercluster Sync Agent failed to successfully send change notification to remote cluster.

Recommended Action: Verify that the remote cluster AXL service is activate. Verify that the Administrator username/password are correct.

Error Message

CUP_ICSA-GENERIC-2-CUPInterclusterSyncAgentPeerDuplicate : Cisco UP Intercluster Sync Agent failed to sync to peer as the peer is from the same remote cluster as an existing peer. Peer Hostname/IP [String] Existing Peer Hostname/IP [String]

Explanation: Cisco UP Intercluster Sync Agent failed to sync user information from a peer. The peer is from a CUP cluster which has a peer added to the inter-cluster configuration

Recommended Action: Action Verify that the hostname of the peer is not a secondary node from the identified existing peer. If the new peer is a secondary node, then remove from Cisco UP Intercluster onfiguration page..

Error Message

CUP_ICSA-GENERIC-4-CUPICSACertificateFingerPrintMisMatch : Cisco UP Intercluster Sync Agent detected a fingerprint mismatch on the certificate being processed. Certificate Subject CN [String] Certificate Issuer CN [String]

Explanation: Cisco UP Intercluster Sync Agent detected a fingerprint mismatch on the certificate being processed.

Recommended Action: Please compare the certificates on this Server with the certificate on the Source Server via the OS Adminstration GUI. To locate the Certificate's Source Server, please see SubjectCN and IssuerCN in this Message.