297-2081-800

DMS-100

Meridian Centrex
ACD-MAX 3.5

System Messages

Release 3.5   Standard   Issue 01.01   July 1991

northern telecom

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Publication number: 297-2081-800
Document status: Standard   Issue 01.01
Software release: 3.5
Date: July 1991

Publication history

July 1991

This document lists and explains system error messages. A brief statement of a solution is sometimes given if the resolution is a simple process.

System Messages was issued to assist system administrators, supervisors, agents, and support technicians decipher system errors of ACD-MAX 3.5. Release 3.5 is designed to operate on Meridian Centrex, running on BCS29, BCS30, and BCS31 software or later. Compared to release 2.5, the addition of a second computer to the ACD-MAX 3.5 system supports a higher call traffic rate of 10,000 calls each hour and a larger number of agent positions (500 active agents), or 5000 calls per hour for a configuration of up to 750 active agent positions. A dual tower supports more ACD Groups (150), more supervisor terminals (32) and more report printers (8). The system offers up to three years of on-line storage of historical data, flexible supervisor capability assignments, on-line context sensitive help, and custom calculator operations for user-defined data formulae.

ACD-MAX 3.5 system has the enhanced flexibility for customizing the usage of the system's resources to suit your present and future anticipated business needs, without the loss of data. This is done by providing a total of ten different database storage profiles. Release 2.5 did not have this capability. Each profile stores data in the database by combining information in such a way as to uniquely identify each record. The selected profile determines the capacity for each combination. A new combination added is that of the Virtual Facility Group and ACD Group.

Contents

About this document

This manual lists all system (error) messages. For each message, a description is given for the cause of the message, the severity of the problem, and the recovery procedure you should take. The diagnostic routines used by the ACD-MAX 3.5 system are also briefly described.

Refer to the *ACD-MAX 3.5 Maintenance and Diagnostic Procedures* (NTP 297-2081-503) for more information concerning the maintenance and administration options of the Meridian Centrex ACD-MAX 3.5 system.

Scope

System Messages decodes and explains system errors derived by ACD-MAX 3.5. Nothern Telecom personnel, system administrators, supervisors, agents, and support technicians need this type of information to take appropriate action to correct the problem.

Applicability of this document

This publication applies to all DMS-100 Family offices.

Software identification

A display of the BCS number and PEC for the NT feature packages available in a specific office can be obtained by entering the following command string at a Maintenance and Administration Position (MAP):

Patcher;inform site;leave

How the documentation suite is organized

The DMS-100 Family library is structured in numbered layers, each of which is associated with a Northern Telecom product. Meridian Centrex is a subset of the DMS-100 Family library and covers DMS-100 documented products in the 297-2081 layer.

This document, *Meridian Centrex ACD-MAX 3.5 System Messages* NTP 297-2081-800 is part of the Meridian Centrex documentation package which supports Northern Telecom's DMS-100 products.

Related documents

A list of related publications can be found in *Meridian Centrex ACD-MAX 3.5 Master Index* (NTP 297-2081-001).

Other publications you may need are referenced in the appropriate places throughout this document. These documents, and others which contain additional information, are listed in the Reference section at the end of this chapter.

> *Note:* More than one version of these documents may exist. To determine which version of a document applies to the BCS (Batch Change Supplement) in your office, check the release information in *Northern Telecom Publications Master Index,* 297-1001-001.

Command format conventions

This document uses uniform notation to show the command and responses associated with the Meridian Centrex system. It shows the sequence in which command elements appear, punctuation, and options. Where the conventions are not used, an explanation is provided below or in the text.

CAPITAL letters	Indicate constants, commands, parameters or keywords that the system accepts when entered as shown.
lowercase letters	Indicate parameters supplied by either the system or a user. Descriptions and ranges of values are given for each parameter.

brackets [ ] or [ ]	Enclose optional parameters. A vertical list enclosed in brackets means that one of the parameters may be selected.
underlined parameter	This is a default. If no choice is entered, then the system responds as though the underlined parameter had been entered.
underscore_connecting_words	This format means that the words are to be treated as one element. For example: pm_type or #_set.
...	Indicates repeated steps or items.
n	Is a number from 0 through 9.
a	Is a letter from A through Z.
h	Is a hexadecimal integer from 0 (zero) through F (base 16).

Conventions

The following conventions are used throughout this document.

Enter password:
Words in this type represent characters that you see on the screen or on printed reports.

<Enter>
Words in angle brackets represent a specific key on your keyboard.

<Control>R
When entering commands like this, hold the <Control> key down while you press "R"-the same way you hold <Shift> down to enter capital letters.

[Commands]
Words in square brackets are used to represent one of the keys available to you from the function key menu.

Evening Shift<Enter>
Text in bold print represents specific text you are required to type on your keyboard. You must always press <Enter> to tell the computer you are finished typing the text.

Graph Title
Italicized text without quotation marks represents the name of a specific field on a screen or report.

"12. Logout"
Italicized text in quotation marks represents a specific choice you can make from a menu.

Other ACD-MAX documents

Other Northern Telecom documents associated with ACD-MAX are listed below:

297-2081-001	*Meridian Centrex ACD-MAX 3.5 Master Index*
297-2081-100	*Meridian Centrex ACD-MAX 3.5 Installation and Upgrade Procedures*
297-2081-503	*Meridian Centrex ACD-MAX 3.5 Maintenance and Diagnostic Procedures*
297-2081-504	*Meridian Centrex ACD-MAX 3.5 Operations*
297-2081-900	*Meridian Centrex ACD-MAX 3.5 Overview*
P0713983	*Meridian Centrex ACD-MAX 3.5 Supervisor's User Guide*

Introduction

This practice is a compilation of the error messages that can be generated by the ACD-MAX 3.5 system.

Reference to other ACD documents

Software applicable to a specific DMS-100 switch system is identified by a Batch Change Supplement (BCS) number and by Northern Telecom Product Engineering Codes (PEC). ACD-MAX 3.5 supports BCS29, BCS30, and BCS31 protocol.

The following NTPs are associated with the ACD features of the DMS-100 switch system:

- 297-2041-100   *ACD General Description*
- 297-2041 -102   *ACD Load Management*
- 297-4101-104   *ACD Management Information System General*
- 297-1001-139   *Multi-protocol Controller Description*
- 297-2121-226   *Data Unit Installation and Maintenance*
- 297-2041-300   *ACD Feature Test Procedures*

Background diagnostics

Background diagnostic programs are run regularly on the Meridian Centrex and ACD-MAX.

- **Error logging and corrective action by ACD-MAX software**

ACD-MAX has full reporting capability if an error occurs in any task. ACD-MAX will log errors in the ACD-MAX Error Log file. When possible, corrective action is taken by ACD-MAX software.

- **Power-up diagnostic**

Hardware diagnostics will automatically execute at power-up and any detected faults will be displayed on the ACD-MAX system console. These diagnostics will test:

- the memory

- the I/O ports

- the system-console keyboard

MAX error messages

ACD-MAX error messages appear directly on the ACD-MAX PC monitor and are descriptive in nature. There are two groups of errors: these are operating system errors and task errors.

All errors are logged in the **/max/operations/mapa_err_log** file. This file can be viewed on the console by logging into the console as maint, and selecting d (for diagnostics), and then v (to view the current-day log).

Operating system error types

System error messages indicate error conditions that extend across the system as a whole. Four types of operating system error messages may be seen:

- FATAL-class errors (from which recovery is impossible)

- SYSTEM INCONSISTENCY errors

- ABNORMAL errors

- HARDWARE errors

A system inconsistency error occurs when a contradictory situation is found in the operating system. Abnormal error messages indicate that an extreme situation has occurred (but does not necessarily indicate a failure or problem). Hardware errors indicate a hardware fault.

Note should be taken of the frequency of recurrence of any persistent system error messages. In the case of persistent or frequent operating system error messages, call your Northern Telecom service representative.

Task error types

There are two types of task errors that may be encountered. These are WARNING-class errors and FATAL-class errors. Warning-class errors will not cause a termination of task execution. Fatal-class errors will stop task execution (at which point, the task will be restarted).

Each error message will indicate the name of the task which experienced the error, the severity of the error, and the time and date at which the error occurred. It will also show the name of the routine which printed the message, and the line number in that routine's code which caused the error print request.

The format of a task error message is shown below:

eeeeeeeee   xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx

PROGRAM: *ppppppppp*

TASK: *ttttttt* **INCIDENT OCCURRED AT** *hh:mm:ss dd/mm/yy*

FUNCTION: *ffff* **IN MODULE:** *mmmm*   **LINE NUMBER:** *nn*

Where:

eeeeeeeee	=	error type (either FATAL or WARNING)
xxxxxxxxx...	=	text of the error message
ppppppppp	=	program name
tttttttttt	=	task name
ffff	=	function name
mmmm	=	module name
nn	=	line number in the module

Table 1 lists all of the Operating System's Error Messages. For each error, the table shows the message text in bold-faced type. The message is followed by an explanation describing the reason for the error. The error recovery procedure then follows the explanation. If the system displays an error, follow the procedure recommended for the error.

Table 1
Operating system error messages

Error Message
Explanation
Error Recovery Procedure
Panic: **ABNORMAL SYSTEM SHUTDOWN**   The message type is   Error - System Inconsistency   (fatal).   This message will appear if errors occur during a system shutdown. Usually there are other error messages associated with this problem.   Shut down ACD-MAX and reboot the system. During the reboot procedure, the user is asked to clean the file system.   **Warning: bad block on dev nn/mm**   The message type is   Error - System Inconsistency.   A non-existent disk block was either found on the structure's free list or is being inserted into it.   Shut down ACD-MAX and reboot the system.   **Warning: bad count on dev nn/mm**   The message type is   Error - System Inconsistency.   This is caused by a structural inconsistency in the superblock of a file system. The system attempts to repair itself, but this message will probably be followed by further errors regarding this file system.   Shut down ACD-MAX and reboot the system.
-continued-

Table 1 (continued)
Operating system error messages

Error Message
Explanation
Error Recovery Procedure

Warning: bad free count on dev nn/mm

The message type is   Error - System Inconsistency.

This is caused by a structural inconsistency in the superblock of a file system. The system attempts to repair itself, but this message will probably be followed by further errors regarding this file system.

Shut down ACD-MAX and reboot the system.

Panic: blkdev

The message type is   Error - System Inconsistency   (Fatal).

An internal disk I/O request, already verified as valid, refers to a nonexistent disk.

Shut down ACD-MAX and reboot the system.

Error: error on dev name (nn/mm)

The message type is   Error - System Inconsistency.

The message will indicate the specific driver and complaint. The name is a word to identify the device; most device driver diagnostic messages start this way.

Shut down ACD-MAX and reboot the system. Report this problem to your Northern Telecom service representative immediately.

Error: iaddress > 2^24

The message type is   Error - Abnormal.

An attempt to reference an illegal block number was made. The referenced block number is so large that it could only occur on a file system larger than 8 gigabytes.

No user action is required.

-continued-

Table 1 (continued)
Operating system error messages

Error Message
Explanation
Error Recovery Procedure

Warning: inode table overflow

The message type is   Error - Abnormal.

The inode entry table for open files has overflowed. A request (probably either open or create) was refused. This is not fatal, although it may damage the operation of various spoolers, daemons, the mailer and other important utilities. This will in turn commonly result in abnormal results and missing data.

Report this problem to Northern Telecom.

Warning: interrupt from unknown device, vec=xxxx

The message type is   Error - Hardware.

The CPU received an interrupt by way of a supposedly unused vector. This message is followed by a "panic: unknown interrupt". error This event will typically occur when a hardware failure causes the miscalculation of the vector of a valid interrupt.

Report this problem to Northern Telecom. Be prepared to shut down the system if the messages appear frequently.

Warning: no file

The message type is   Error - Abnormal.

There are too many open files. The system has no more entries left in its open-file table. The warnings given for the 'inode table overflow' error message apply here also.

Report this problem to Northern Telecom.

-continued-

Table 1 (continued)
Operating system error messages

Error Message
Explanation
Error Recovery Procedure

Warning: no space on dev nn/mm

The message type is   Error - Abnormal.

This message shows that the specified file system has run out of free blocks. The warnings presented for the 'inode table overflow' error message apply here also, although the effects of this error are usually less severe. Often, user programs are not written properly, and ignore the error code returned when they tried to write to the disk. This results in missing data and holes in the data files.

Report this problem to Northern Telecom. Be prepared to shut down the ACD-MAX and reboot the system.

Normal System Shutdown

The message type is Informative.

This message appears when the system was shut down properly. It indicates that the machine may now be rebooted or powered down.

Be prepared to reboot or power down the system.

Warning: Out of inodes on dev nn/mm

The message type is   Error - Abnormal.

No free inodes are left in the indicated file system. This message should be very rare. The number of inodes available to a file system is defined when the file system is created. The default number is quite generous.

Report this problem to Northern Telecom.

-continued-

Table 1 (continued)
Operating system error messages

Error Message
Explanation
Error Recovery Procedure

Warning: out of text

The message type is   Error - Abnormal.

When programs linked with the ld -i or -n switch are run, a table entry is made so that only one copy of the pure text will be in memory even if there are multiple copies of the program running. This error message appears when the table is full. The system will refuse to run the program which caused the overflow. Note that there is only one entry in this table for each different pure text program. Multiple copies of one program will not require a permanent entry in this table; non-sticky pure text programs require an entry only when there is at least one copy being executed.

Report this problem to Northern Telecom.

panic: bad 287 int

The message type is   Error - System Inconsistency   (Fatal).

An attempt was made to execute a real-mode 287 instruction.

Shut down ACD-MAX and reboot the system.

panic: devtab

The message type is   Error - System Inconsistency   (Fatal).

An internal disk I/O request, already verified as valid, was discovered to be referring to a nonexistent disk.

Shut down ACD-MAX and reboot the system.

panic: init

The message type is   Error - Hardware (Fatal).

The super-block of the root system could not be read. This message can only occur during a boot.

Shut down ACD-MAX and reboot the system.

-continued-

Table 1 (continued)
Operating system error messages

Error Message
Explanation
Error Recovery Procedure

panic: general protection trap
The message type is   Error - System Inconsistency   (Fatal).
General protection trap was taken in kernel.
Shut down ACD-MAX and reboot the system. If this message occurs frequently, report the problem to Northern Telecom.
panic: Invalid TSS
The message type is   Error - System Inconsistency   (Fatal).
Internal tables have become corrupted.
Shut down ACD-MAX and reboot the system.
panic: memory failure - parity error
The message type is   Error - System Inconsistency   (Fatal).
A hardware memory failure trap was taken.
Shut down ACD-MAX and reboot the system. Report this problem to Northern Telecom immediately.
panic: memory management failure
The message type is   Error - System Inconsistency   (Fatal).
An error occurred during memory management operations.
Shut down ACD-MAX and reboot the system. Report this problem to Northern Telecom immediately.
panic: no fs
The message type is   Error - System Inconsistency   (Fatal).
A file system description has disappeared from its table.
Shut down ACD-MAX and reboot the system.
-continued-

Table 1 (continued)
Operating system error messages

Error Message
Explanation
Error Recovery Procedure

panic: no imt

The message type is   Error - System Inconsistency   (Fatal).

A mounted file system has disappeared from the mount table.

Shut down ACD-MAX and reboot the system.

panic: no procs

The message type is   Error - System Inconsistency   (Fatal).

Each user is limited in the amount of simultaneous processes he can have; an attempt was made to create a new process when none was available, or the user's limit was exceeded and refused. (That is an occasional event, and generated no console messages.) Panic occurs when the kernel has certified that a free process table entry is available, but cannot find one when it goes to get it.

Shut down ACD-MAX and reboot the system.

panic: Out of swap

The message type is   Error - Abnormal   (Fatal).

There isn't enough space left on the swap disk to hold a task. The system will refuse to create tasks when it has insufficient disk space.

Shut down ACD-MAX and reboot the system.

-continued-

Table 1 (continued)
Operating system error messages

Error Message
Explanation
Error Recovery Procedure

panic: segment not present

The message type is   Error - System Inconsistency   (Fatal).

An attempt was made to access an invalid segment. It may also indicate the segment-not-present trap was taken in the kernel.

Shut down ACD-MAX and reboot the system. Report this problem to Northern Telecom.

panic: Swap IO error

The message type is   Error - Hardware   (Fatal).

A fatal I/O error occurred while reading or writing the swap area.

Shut down ACD-MAX and reboot the system.

panic: Timeout table overflow

The message type is   Error - System Inconsistency.

The timeout table is full. Timeout requests are generated by device drivers. There should be room for one entry for each system serial line, in addition to ten more for other uses.

Report this problem to Northern Telecom.

panic: Trap in system

The message type is   Error - System Inconsistency   (Fatal).

The CPU has generated an illegal instruction trap while executing kernel or device driver code. This message is preceded by an information dump describing the trap.

Shut down ACD-MAX and reboot the system.

-continued-

Table 1 (continued)
Operating system error messages

Error Message
Explanation
Error Recovery Procedure

panic: unknown interrupt

The message type is   Error - Hardware.

The CPU received an interrupt by way of a supposedly unused vector. This message is followed by the "panic: unknown interrupt" error message. This event will typically occur when a hardware failure miscomputes the vector of a valid interrupt.

Shut down ACD-MAX and reboot the system. If this message occurs frequently, report the problem to Northern Telecom.

proc on q

The message type is   Error - System Inconsistency   (Fatal).

The system attempts to queue a process already on the process-ready-to-run queue.

Shut down ACD-MAX and reboot the system.

Trap type

The message type is   Error - System Inconsistency   (Fatal).

This message precedes a 'Panic:' message. The **type** is followed by the trap number given by the processor. The message is followed by a dump of registers.

Shut down ACD-MAX and reboot the system.

Table 2
Fatal error messages

> ***Note:*** Some of the Fatal Error Messages shown here contain the characters **%s**, **%d**, **%ld**, **%lf** and/or **%10.0lf**. The message as it appears on the screen will replace these characters with the appropriate information. **%d**, **%ld**, **%lf** and/or **%10.0lf** represent numbers. **%s** represents one of the following tasks: link, hdc, stats, comm_mgr, cclink, cc_scheduler, age, rptgen, rptgen, displayN (where N=1 to 32).

Error Message	
Task	**Module**
Explanation / Error Recovery Procedure	

"alarms are not allowed in MAX"
common   signal.c
A system error has occurred. Ignore the message if this is an isolated incident. Call your Northern Telecom service representative if the problem persists.

"An internal system error has occurred. Please check the error log"
any task   *any module*
This message will precede another message. Always refer to the explanation and error recovery procedures of the second message.

"attach shared memory failed: READ"
common   att_shm.c
A system error has occurred. An earlier Warning Error Message should clarify the reason for this error. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs then call your Northern Telecom service representative.

"attach shared memory failed: READ"
stats   init_shm.c
A system error has occurred. An earlier Warning Error Message should clarify the reason for this error. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs then call your Northern Telecom service representative.

-continued-

Table 2 (continued)
Fatal error messages

Error Message
Task Module
Explanation / Error Recovery Procedure
"attach shared memory failed: WRITE"
common att_shm.c
A system error has occurred. An earlier Warning Error Message should clarify the reason for this error. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs then call your Northern Telecom service representative.
"bad argument to system call"
signal processor signal.c
A system error has occurred. An earlier Warning Error Message should clarify the reason for this error. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs then call your Northern Telecom service representative.
"BAD data in link init file"
dmslink di_init.c
Installation failed or the site has an improper version of the release materials. Check your release materials (version number and system type) and reinstall the system if they are correct. Call your Northern Telecom service representative if the problem persists.
"Bad return code from tgetent"
lib_usrif pscreen.c
An internal variable has reached an illegal state. Call your Northern Telecom service representative.
"BCS Version UNKNOWN",
dmslink di_result.c
BCS version running on the switch is not supported. Contact your Northern Telecom service representative.
-continued-

Table 2 (continued)
Fatal error messages

Error Message
Task   **Module**
Explanation / Error Recovery Procedure
"can not open pipe from CCLINK"
dmslink   di_init.c
A system error has occurred. An earlier Warning Error Message should clarify the reason for this error. The task will start again without user intervention. If the problem reoccurs call your Northern Telecom service representative.
"can not open pipe from link_reader"
dmslink   di_init.c
A system error has occurred. An earlier Warning Error Message should clarify the reason for this error. The task will start again without user intervention. If the problem reoccurs call your Northern Telecom service representative.
"can not open pipe to ack HDC"
dmslink   di_init.c
A system error has occurred. An earlier Warning Error Message should clarify the reason for this error. The task will start again without user intervention. If the problem reoccurs call your Northern Telecom service representative.
"can not open pipe to ack Stats manager"
dmslink   di_init.c
A system error has occurred. An earlier Warning Error Message should clarify the reason for this error. The task will start again without user intervention. If the problem reoccurs call your Northern Telecom service representative.
"can not open pipe to CCLINK"
dmslink   di_init.c
A system error has occurred. An earlier Warning Error Message should clarify the reason for this error. The task will start again without user intervention. If the problem reoccurs call your Northern Telecom service representative.
-continued-

Table 2 (continued)
Fatal error messages

Error Message Task   Module Explanation / Error Recovery Procedure
"can not open pipe to HDC" dmslink   di_init.c A system error has occurred. An earlier Warning Error Message should clarify the reason for this error. The task will start again without user intervention. If the problem reoccurs call your Northern Telecom service representative. **"can not open pipe to Link_reader"** dmslink   di_init.c A system error has occurred. An earlier Warning Error Message should clarify the reason for this error. The task will start again without user intervention. If the problem reoccurs call your Northern Telecom service representative. **"can not open pipe to Maintenance Console"** dmslink   di_init.c A system error has occurred. An earlier Warning Error Message should clarify the reason for this error. The task will start again without user intervention. If the problem reoccurs call your Northern Telecom service representative. **"can not open pipe to STSMGR"** dmslink   di_init.c A system error has occurred. An earlier Warning Error Message should clarify the reason for this error. The task will start again without user intervention. If the problem reoccurs call your Northern Telecom service representative. **"cannot acquire memory from system"** lib_usrif   getkey.c Either insufficient memory was installed in the system, irregular system activities occurred, or a software error was detected. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs then shut down the system and call your Northern Telecom service representative.
-continued-

Table 2 (continued)
Fatal error messages

Error Message
Task   **Module**
Explanation / Error Recovery Procedure

"cannot attach to MAPA public memory"
MAPA Controller   ctl_main.c
No available memory was found.
The task should begin its recovery process and will start again without user intervention. If the problem reoccurs then shut down the system. Reboot the system to verify that the system is configured with the correct amount of memory. If no memory problem is uncovered and the problem persists, call your Northern Telecom service representative.

"cannot create message queue"
control   ctl_main.c
A system error has occurred. An earlier Warning Error Message should clarify the reason for this error. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs then shut down the system and call your Northern Telecom service representative.

"cannot find destination pn"
control   ctl_master.c
An internal system variable has reached an illegal state. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs then shut down the system and call your Northern Telecom service representative.

"cannot find from pn"
control   ctl_master.c
An internal system variable has reached an illegal state. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs then shut down the system and call your Northern Telecom service representative.

"cannot get key"
control   ctl_main.c
A system error has occurred. An earlier Warning Error Message should clarify the reason for this error. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs then shut down the system and call your Northern Telecom service representative.

-continued-

Table 2 (continued)
Fatal error messages

Error Message	
Task	**Module**
Explanation / Error Recovery Procedure	

"cannot get memory"
control   ctl_main.c
No available memory was found. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs then shut down the system. Verify that the system is configured with the correct amount of memory. If no memory problem is uncovered and the problem persists, call your Northern Telecom service representative.

"cannot get memory"
control   ctl_utils.c
No available memory was found. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs then shut down the system. Verify that the system is configured with the correct amount of memory. If no memory problem is uncovered and the problem persists, call your Northern Telecom service representative.

"cannot open ack pipe from link manager"
hdc   hdc_start.c
A system error has occurred. An earlier Warning Error Message should clarify the reason for this error. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs then shut down the system and call your Northern Telecom service representative.

"Cannot open command pipe"
ccsched   cc_sched.c
Installation failed or the site has an improper version of the release materials.
Check your release materials (i.e. version number and system type). If they are correct then reinstall the ACD-MAX system. Otherwise, call your Northern Telecom service representative.

-continued-

Table 2 (continued)
Fatal error messages

Error Message
Error Message **Task**　　　　　　　**Module** **Explanation / Error Recovery Procedure**
"Cannot open configuration control command pipe" cclink　　　　　　　ccl_main.c A system error has occurred. An earlier Warning Error Message should clarify the reason for this error. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs then shut down the system and call your Northern Telecom service representative. **"cannot open /etc/systemid"** control　　　　　　　ctl_main.c A system error has occurred. An earlier Warning Error Message should clarify the reason for this error. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs then shut down the system and call your Northern Telecom service representative. **"CANNOT open initialization file"** dmslink　　　　　　　di_init.c Installation failed or the site has an improper version of the release materials. Check your release materials (version number and system type) and reinstall the system if they are correct.. Call your Northern Telecom service representative if the problem persists. **"Cannot open LM command pipe"** cclink　　　　　　　ccl_dmsif.c Installation failed or the site has an improper version of the release materials. Check your release materials (i.e. version number and system type). If they are correct then reinstall the ACD-MAX system. Otherwise, call your Northern Telecom service representative. **"Cannot open LM response pipe"** cclink　　　　　　　ccl_dmsif.c Installation failed or the site has an improper version of the release materials. Check your release materials (i.e. version number and system type). If they are correct then reinstall the ACD-MAX system. Otherwise, call your Northern Telecom service representative.
-continued-

Table 2 (continued)
Fatal error messages

Error Message
Task   **Module**
Explanation / Error Recovery Procedure

"Cannot open pipe"
stats   stsmgr.c
Installation failed or the site has an improper version of the release materials. Check your release materials (i.e. version number and system type). If they are correct then reinstall the ACD-MAX system. Otherwise, call your Northern Telecom service representative.
"Cannot open pipe from link - ack"
stats   stsmgr.c
Installation failed or the site has an improper version of the release materials. Check your release materials (i.e. version number and system type). If they are correct then reinstall the ACD-MAX system. Otherwise, call your Northern Telecom service representative.
"cannot open pipe from link manager"
hdc   hdc_start.c
A system error has occurred. An earlier Warning Error Message should clarify the reason for this error. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs then shut down the system and call your Northern Telecom service representative.
"Cannot open pipe to console"
stats   stsmgr.c
Installation failed or the site has an improper version of the release materials. Check your release materials (i.e. version number and system type). If they are correct then reinstall the ACD-MAX system. Otherwise, call your Northern Telecom service representative.
"Cannot open pipe to HDC"
dmslink   di_init.c
Installation failed or the site has an improper version of the release materials. Check your release materials (i.e. version number and system type). If they are correct then reinstall the ACD-MAX system. Otherwise, call your Northern Telecom service representative.
-continued-

Table 2 (continued)
Fatal error messages

Error Message
Task   **Module**
Explanation / Error Recovery Procedure

"cannot open pipe to link manager"
hdc   hdc_start.c
A system error has occurred. An earlier Warning Error Message should clarify the
reason for this error. The task should begin its recovery process and will start again
without user intervention. If the problem reoccurs then shut down the system and call
your Northern Telecom service representative.

"cannot open pipe to STSMGR"
dmslink   di_init.c
Installation failed or the site has an improper version of the release materials.
Check your release materials (i.e. version number and system type). If they are correct
then reinstall the ACD-MAX system. Otherwise, call your Northern Telecom service
representative.

"cannot open prog_list"
control   ctl_master.c
Installation failed or the site has an improper version of the release materials.
Check your release materials (i.e. version number and system type). If they are correct
then reinstall the ACD-MAX system. Otherwise, call your Northern Telecom service
representative.

"Cannot open request pipe"
ccsched   cc_sched.c
Installation failed or the site has an improper version of the release materials.
Check your release materials (i.e. version number and system type). If they are correct
then reinstall the ACD-MAX system. Otherwise, call your Northern Telecom service
representative.

"Cannot open response pipe"
ccsched   cc_sched.c
Installation failed or the site has an improper version of the release materials.
Check your release materials (i.e. version number and system type). If they are correct
then reinstall the ACD-MAX system. Otherwise, call your Northern Telecom service
representative.

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Table 2 (continued)
Fatal error messages

Error Message
Task   **Module**
Explanation / Error Recovery Procedure

"cannot open sys_list"
control   ctl_main.c
Installation failed or the site has an improper version of the release materials.
Check your release materials (i.e. version number and system type). If they are correct
then reinstall the ACD-MAX system. Otherwise, call your Northern Telecom service
representative.

"cannot redirect stderr"
cclink   ctl_main.c
Installation failed or the site has an improper version of the release materials.
Check your release materials (i.e. version number and system type). If they are correct
then reinstall the ACD-MAX system. Otherwise, call your Northern Telecom service
representative.

"can't find dependent"
control   ctl_master.c
An internal variable has reached an illegal state. Call your Northern Telecom service
representative.

"Can't open config files file : access read"
sys_rpts   rpt_init.c
A system error has occurred. An earlier Warning Error Message should clarify the
reason for this error. The task should begin its recovery process and will start again
without user intervention. If the problem reoccurs then shut down the system and call
your Northern Telecom service representative.

"Could not set terminal into raw mode"
display   term_setup.c
A system error has occurred. Review the Supervisor Displays defined in the hardware
configuration and make sure they are correct. If they are, shut down the system and
run "Test I/O Ports" from the System Diagnostics Menu. If the problem persists, call
your Northern Telecom service representative.

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Table 2 (continued)
Fatal error messages

Error Message Task   Module Explanation / Error Recovery Procedure
"Could not set terminal into raw mode" lib_usrif   uicommon.c A system error has occurred. Review the Supervisor Displays defined in the hardware configuration and make sure they are correct. If they are, shut down the system and run "Test I/O Ports" from the System Diagnostics Menu. If the problem persists, call your Northern Telecom service representative.
"Database access failure -- table: langs" display   login.c A database error occurred. Reinstall the hardware and software if there were errors during the most recent installation / upgrade of the ACD-MAX system. If there were no errors during the installation / upgrade, or if the problem persists after reinstallation, call your Northern Telecom service representative.
"Database access failure -- table: profile" display   login.c A database error occurred. Reinstall the hardware and software if there were errors during the most recent installation / upgrade of the ACD-MAX system. If there were no errors during the installation / upgrade, or if the problem persists after reinstallation, call your Northern Telecom service representative.
"Database access failure -- table: profile" display   mainmenu.c A database error occurred. Reinstall the hardware and software if there were errors during the most recent installation / upgrade of the ACD-MAX system. If there were no errors during the installation / upgrade, or if the problem persists after reinstallation, call your Northern Telecom service representative.
"Database access failure -- table: spvids" display   login.c A database error occurred. Reinstall the hardware and software if there were errors during the most recent installation / upgrade of the ACD-MAX system. If there were no errors during the installation / upgrade, or if the problem persists after reinstallation, call your Northern Telecom service representative.
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Table 2 (continued)
Fatal error messages

Error Message	
Task	**Module**
Explanation / Error Recovery Procedure	
"Database access failure [%d] -- table: profile"	
cclink	ccl_main.c
A database error occurred. Reinstall the hardware and software if there were errors during the most recent installation / upgrade of the ACD-MAX system. If there were no errors during the installation / upgrade, or if the problem persists after reinstallation, call your Northern Telecom service representative.	
"database initialization failed "	
RPT	del_old.c
Installation failed or the site has an improper version of the release materials. Check your release materials (version number and system type)and reinstall the system if they are correct. Call your Northern Telecom service representative if the problem persists.	
"Database paths not defined"	
cclink	ccl_main.c
Installation failed or the site has an improper version of the release materials. Check your release materials (version number and system type)and reinstall the system if they are correct. Call your Northern Telecom service representative if the problem persists.	
"Database paths not defined"	
display	display.c
Installation failed or the site has an improper version of the release materials. Check your release materials (version number and system type)and reinstall the system if they are correct. Call your Northern Telecom service representative if the problem persists.	
"Database paths not defined"	
LangServer	lang.c
Installation failed or the site has an improper version of the release materials. Check your release materials (version number and system type)and reinstall the system if they are correct. Call your Northern Telecom service representative if the problem persists.	
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Table 2 (continued)
Fatal error messages

Error Message   **Task**   **Module**   **Explanation / Error Recovery Procedure**

"Database paths not defined"
langload   langload.c
Installation failed or the site has an improper version of the release materials. Check your release materials (version number and system type)and reinstall the system if they are correct. Call your Northern Telecom service representative if the problem persists.

"Database paths not defined"
display   display.c
Installation failed or the site has an improper version of the release materials. Check your release materials (version number and system type)and reinstall the system if they are correct. Call your Northern Telecom service representative if the problem persists.

"Database read failure -- table: formula"
rptgen   rptgen.c
A database error occurred. Check your release materials (version number and system type)and reinstall the system if they are correct. Call your Northern Telecom service representative if the problem persists.

"Database read failure -- table: formulae"
rptgen   rptgen.c
A database error occurred. Check your release materials (that is, version number and system type). If they are all right, reinstall the ACD-MAX release. If it continues to fail, call your Northern Telecom service representative.

"Database read failure -- table: grf_elem"
rptgen   rptgen.c
A database error occurred. Check your release materials (version number and system type)and reinstall the system if they are correct. Call your Northern Telecom service representative if the problem persists.

"Database read failure -- table: grf_fmts"
rptgen   rptgen.c
A database error occurred. Check your release materials (version number and system type)and reinstall the system if they are correct. Call your Northern Telecom service representative if the problem persists.

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Table 2 (continued)
Fatal error messages

Error Message
Task   **Module**
Explanation / Error Recovery Procedure

"Database read failure -- table: listdefn" display   cc_lists.c A database error occurred. Reinstall the hardware and software if there were errors during the most recent installation / upgrade of the ACD-MAX system. If there were no errors during the installation / upgrade, or if the problem persists after reinstallation, call your Northern Telecom service representative.
"Database read failure -- table: langs" display   login.c A database error occurred. Reinstall the hardware and software if there were errors during the most recent installation / upgrade of the ACD-MAX system. If there were no errors during the installation / upgrade, or if the problem persists after reinstallation, call your Northern Telecom service representative.
"Database read failure -- table: profile" libcommon   node_id.c A database error occurred. Reinstall the hardware and software if there were errors during the most recent installation / upgrade of the ACD-MAX system. If there were no errors during the installation / upgrade, or if the problem persists after reinstallation, call your Northern Telecom service representative.
"Database read failure -- table: profile" display   login.c A database error occurred. Reinstall the hardware and software if there were errors during the most recent installation / upgrade of the ACD-MAX system. If there were no errors during the installation / upgrade, or if the problem persists after reinstallation, call your Northern Telecom service representative.
"Database read failure -- table: profile" display   mainmenu.c A database error occurred. Reinstall the hardware and software if there were errors during the most recent installation / upgrade of the ACD-MAX system. If there were no errors during the installation / upgrade, or if the problem persists after reinstallation, call your Northern Telecom service representative.
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Table 2 (continued)
Fatal error messages

Error Message
Task   **Module**
Explanation / Error Recovery Procedure

"Database read failure -- table: profile"
rptgen   rptgen.c
A database error occurred. Reinstall the hardware and software if there were errors during the most recent installation / upgrade of the ACD-MAX system. If there were no errors during the installation / upgrade, or if the problem persists after reinstallation, call your Northern Telecom service representative.

"Database read failure -- table: raw_dbf"
display   fmladef.c
A database error occurred. Reinstall the hardware and software if there were errors during the most recent installation / upgrade of the ACD-MAX system. If there were no errors during the installation / upgrade, or if the problem persists after reinstallation, call your Northern Telecom service representative.

"Database read failure -- table: rpt_defn"
rptgen   rptgen.c
A database error occurred. Reinstall the hardware and software if there were errors during the most recent installation / upgrade of the ACD-MAX system. If there were no errors during the installation / upgrade, or if the problem persists after reinstallation, call your Northern Telecom service representative.

"Database read failure -- table: rpt_parm"
rptgen   query_tf.c
A database error occurred. Reinstall the hardware and software if there were errors during the most recent installation / upgrade of the ACD-MAX system. If there were no errors during the installation / upgrade, or if the problem persists after reinstallation, call your Northern Telecom service representative.

"Database read failure -- table: rpt_per"
rptgen   query_tf.c
A database error occurred. Reinstall the hardware and software if there were errors during the most recent installation / upgrade of the ACD-MAX system. If there were no errors during the installation / upgrade, or if the problem persists after reinstallation, call your Northern Telecom service representative.

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Table 2 (continued)
Fatal error messages

Error Message
Task   **Module**
Explanation / Error Recovery Procedure

"Database read failure -- table: shifts"
rptgen   query_tf.c
A database error occurred. Reinstall the hardware and software if there were errors
during the most recent installation / upgrade of the ACD-MAX system. If there were no
errors during the installation / upgrade, or if the problem persists after reinstallation, call
your Northern Telecom service representative.

"Database read failure -- table: spvids"
display   login.c
A database error occurred. Reinstall the hardware and software if there were errors
during the most recent installation / upgrade of the ACD-MAX system. If there were no
errors during the installation / upgrade, or if the problem persists after reinstallation, call
your Northern Telecom service representative.

"Database read failure -- table: tab_elem"
rptgen   rptgen.c
A database error occurred. Reinstall the hardware and software if there were errors
during the most recent installation / upgrade of the ACD-MAX system. If there were no
errors during the installation / upgrade, or if the problem persists after reinstallation, call
your Northern Telecom service representative.

"Database read failure -- table: tab_fmts"
rptgen   rptgen.c
A database error occurred. Reinstall the hardware and software if there were errors
during the most recent installation / upgrade of the ACD-MAX system. If there were no
errors during the installation / upgrade, or if the problem persists after reinstallation, call
your Northern Telecom service representative.

"Database read failure [%d] -- table: chg_order"
display   cc_co.c
A database error occurred. Reinstall the hardware and software if there were errors
during the most recent installation / upgrade of the ACD-MAX system. If there were no
errors during the installation / upgrade, or if the problem persists after reinstallation, call
your Northern Telecom service representative.

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Table 2 (continued)
Fatal error messages

Error Message
Task   **Module**
Explanation / Error Recovery Procedure
"Database read failure [%d] -- table: chg_order" cclink   ccl_co.c A database error occurred. Reinstall the hardware and software if there were errors during the most recent installation / upgrade of the ACD-MAX system. If there were no errors during the installation / upgrade, or if the problem persists after reinstallation, call your Northern Telecom service representative.
"Database read failure [%d] -- table: formulae" display   rptmain.c A database error occurred. Reinstall the hardware and software if there were errors during the most recent installation / upgrade of the ACD-MAX system. If there were no errors during the installation / upgrade, or if the problem persists after reinstallation, call your Northern Telecom service representative.
"Database read failure [%d] -- table: grf_fmts" display   rptmain.c A database error occurred. Reinstall the hardware and software if there were errors during the most recent installation / upgrade of the ACD-MAX system. If there were no errors during the installation / upgrade, or if the problem persists after reinstallation, call your Northern Telecom service representative.
"Database read failure [%d] -- table: listdefn" display   cc_lists.c A database error occurred. Reinstall the hardware and software if there were errors during the most recent installation / upgrade of the ACD-MAX system. If there were no errors during the installation / upgrade, or if the problem persists after reinstallation, call your Northern Telecom service representative.
"Database read failure [%d] -- table: listdefn" list_lib   lists.c A database error occurred. Reinstall the hardware and software if there were errors during the most recent installation / upgrade of the ACD-MAX system. If there were no errors during the installation / upgrade, or if the problem persists after reinstallation, call your Northern Telecom service representative.
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Table 2 (continued)
Fatal error messages

Error Message
Task   **Module**
Explanation / Error Recovery Procedure

"Database read failure [%d] -- table: listelem"
list_lib   lists.c
A database error occurred. Reinstall the hardware and software if there were errors during the most recent installation / upgrade of the ACD-MAX system. If there were no errors during the installation / upgrade, or if the problem persists after reinstallation, call your Northern Telecom service representative.

"Database read failure [%d] -- table: profile"
cclink   ccl_main.c
A database error occurred. Reinstall the hardware and software if there were errors during the most recent installation / upgrade of the ACD-MAX system. If there were no errors during the installation / upgrade, or if the problem persists after reinstallation, call your Northern Telecom service representative.

"Database read failure [%d] -- table: rpt_defn"
display   rptmain.c
A database error occurred. Reinstall the hardware and software if there were errors during the most recent installation / upgrade of the ACD-MAX system. If there were no errors during the installation / upgrade, or if the problem persists after reinstallation, call your Northern Telecom service representative.

"Database read failure [%d] -- table: %s"
cclink   ccl_co.c
A database error occurred. Reinstall the hardware and software if there were errors during the most recent installation / upgrade of the ACD-MAX system. If there were no errors during the installation / upgrade, or if the problem persists after reinstallation, call your Northern Telecom service representative.

"Database read failure [%d] -- table: scddef"
display   scddef.c
A database error occurred. Reinstall the hardware and software if there were errors during the most recent installation / upgrade of the ACD-MAX system. If there were no errors during the installation / upgrade, or if the problem persists after reinstallation, call your Northern Telecom service representative.

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Table 2 (continued)
Fatal error messages

Error Message
Task   **Module**
Explanation / Error Recovery Procedure
"Database read failure [%d] -- table: %s" cclink   ccl_co.c A database error occurred. Reinstall the hardware and software if there were errors during the most recent installation / upgrade of the ACD-MAX system. If there were no errors during the installation / upgrade, or if the problem persists after reinstallation, call your Northern Telecom service representative.
"Database read failure [%d] -- table: spvids" display   spvdef.c A database error occurred. Reinstall the hardware and software if there were errors during the most recent installation / upgrade of the ACD-MAX system. If there were no errors during the installation / upgrade, or if the problem persists after reinstallation, call your Northern Telecom service representative.
"Database read failure [%d] -- table: supterms" display   term_setup.c A database error occurred. Reinstall the hardware and software if there were errors during the most recent installation / upgrade of the ACD-MAX system. If there were no errors during the installation / upgrade, or if the problem persists after reinstallation, call your Northern Telecom service representative.
"Database read failure [%d] -- table: tab_fmts" display   rptmain.c A database error occurred. Reinstall the hardware and software if there were errors during the most recent installation / upgrade of the ACD-MAX system. If there were no errors during the installation / upgrade, or if the problem persists after reinstallation, call your Northern Telecom service representative.
"Database record creation failure [%d] -- table : agset_co" display   cc_co.c A database error occurred. Reinstall the hardware and software if there were errors during the most recent installation / upgrade of the ACD-MAX system. If there were no errors during the installation / upgrade, or if the problem persists after reinstallation, call your Northern Telecom service representative.
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Table 2 (continued)
Fatal error messages

Error Message **Task**　　　　　　　　**Module** **Explanation / Error Recovery Procedure**
"Database record creation failure [%d] -- table : chg_ordr" display　　　　　　　cc_co.c A database error occurred. Reinstall the hardware and software if there were errors during the most recent installation / upgrade of the ACD-MAX system. If there were no errors during the installation / upgrade, or if the problem persists after reinstallation, call your Northern Telecom service representative.
"Database record creation failure [%d] -- table: lang_fil" LangServer　　　　　lang.c A database error occurred. Reinstall the hardware and software if there were errors during the most recent installation / upgrade of the ACD-MAX system. If there were no errors during the installation / upgrade, or if the problem persists after reinstallation, call your Northern Telecom service representative.
"Database record creation failure [%d] -- table : nite_co" display　　　　　　　cc_co.c A database error occurred. Reinstall the hardware and software if there were errors during the most recent installation / upgrade of the ACD-MAX system. If there were no errors during the installation / upgrade, or if the problem persists after reinstallation, call your Northern Telecom service representative.
"Database record creation failure [%d] -- table: %s" replay　　　　　　　replay.c A database error occurred. Reinstall the hardware and software if there were errors during the most recent installation / upgrade of the ACD-MAX system. If there were no errors during the installation / upgrade, or if the problem persists after reinstallation, call your Northern Telecom service representative.
"Database record creation failure [%d] -- table : posn_co" display　　　　　　　cc_co.c A database error occurred. Reinstall the hardware and software if there were errors during the most recent installation / upgrade of the ACD-MAX system. If there were no errors during the installation / upgrade, or if the problem persists after reinstallation, call your Northern Telecom service representative.
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Table 2 (continued)
Fatal error messages

Error Message Task   Module Explanation / Error Recovery Procedure
"Database record creation failure [%d] -- table : ran_co" display   cc_co.c A database error occurred. Reinstall the hardware and software if there were errors during the most recent installation / upgrade of the ACD-MAX system. If there were no errors during the installation / upgrade, or if the problem persists after reinstallation, call your Northern Telecom service representative.
"Database record creation failure [%d] -- table : targt_co" display   cc_co.c A database error occurred. Reinstall the hardware and software if there were errors during the most recent installation / upgrade of the ACD-MAX system. If there were no errors during the installation / upgrade, or if the problem persists after reinstallation, call your Northern Telecom service representative.
"Database record creation failure [%d] -- table : thrsh_co" display   cc_co.c A database error occurred. Reinstall the hardware and software if there were errors during the most recent installation / upgrade of the ACD-MAX system. If there were no errors during the installation / upgrade, or if the problem persists after reinstallation, call your Northern Telecom service representative.
"Database record creation failure [%d] -- table : trunk_co" display   cc_co.c A database error occurred. Reinstall the hardware and software if there were errors during the most recent installation / upgrade of the ACD-MAX system. If there were no errors during the installation / upgrade, or if the problem persists after reinstallation, call your Northern Telecom service representative.
"Database record deletion failure [%d] -- table : co_queue" display   cc_co.c A database error occurred. Reinstall the hardware and software if there were errors during the most recent installation / upgrade of the ACD-MAX system. If there were no errors during the installation / upgrade, or if the problem persists after reinstallation, call your Northern Telecom service representative.
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Table 2 (continued)
Fatal error messages

Error Message	
Task	**Module**
Explanation / Error Recovery Procedure	
"Database record deletion failure [%d] -- table : sCD_COS"	
display	cc_co.c
A database error occurred. Reinstall the hardware and software if there were errors during the most recent installation / upgrade of the ACD-MAX system. If there were no errors during the installation / upgrade, or if the problem persists after reinstallation, call your Northern Telecom service representative.	
"Database record deletion failure [%d] -- table: lang_fil"	
LangServer	lang.c
A database error occurred. Reinstall the hardware and software if there were errors during the most recent installation / upgrade of the ACD-MAX system. If there were no errors during the installation / upgrade, or if the problem persists after reinstallation, call your Northern Telecom service representative.	
"Database record deletion failure [%d] -- table: %s"	
replay	replay.c
A database error occurred. Reinstall the hardware and software if there were errors during the most recent installation / upgrade of the ACD-MAX system. If there were no errors during the installation / upgrade, or if the problem persists after reinstallation, call your Northern Telecom service representative.	
"Database record deletion failure [%d] -- table : sCD_COS"	
display	cc_co.c
A database error occurred. Reinstall the hardware and software if there were errors during the most recent installation / upgrade of the ACD-MAX system. If there were no errors during the installation / upgrade, or if the problem persists after reinstallation, call your Northern Telecom service representative.	
"Database selection failure -- table : listdefn"	
display	cc_lists.c
A database error occurred. Reinstall the hardware and software if there were errors during the most recent installation / upgrade of the ACD-MAX system. If there were no errors during the installation / upgrade, or if the problem persists after reinstallation, call your Northern Telecom service representative.	
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Table 2 (continued)
Fatal error messages

Error Message	
Task	Module
Explanation / Error Recovery Procedure	
"Database table is full -- table : agset_co"	
display	cc_co.c
A database error occurred. Reinstall the hardware and software if there were errors during the most recent installation / upgrade of the ACD-MAX system. If there were no errors during the installation / upgrade, or if the problem persists after reinstallation, call your Northern Telecom service representative.	
"Database table is full -- table : chg_ordr"	
display	cc_co.c
A database error occurred. Reinstall the hardware and software if there were errors during the most recent installation / upgrade of the ACD-MAX system. If there were no errors during the installation / upgrade, or if the problem persists after reinstallation, call your Northern Telecom service representative.	
"Database table is full -- table: lang_fil"	
LangServer	lang.c
A database error occurred. Reinstall the hardware and software if there were errors during the most recent installation / upgrade of the ACD-MAX system. If there were no errors during the installation / upgrade, or if the problem persists after reinstallation, call your Northern Telecom service representative.	
"Database table is full -- table : nite_co"	
display	cc_co.c
A database error occurred. Reinstall the hardware and software if there were errors during the most recent installation / upgrade of the ACD-MAX system. If there were no errors during the installation / upgrade, or if the problem persists after reinstallation, call your Northern Telecom service representative.	
"Database table is full -- table : posn_co"	
display	cc_co.c
A database error occurred. Reinstall the hardware and software if there were errors during the most recent installation / upgrade of the ACD-MAX system. If there were no errors during the installation / upgrade, or if the problem persists after reinstallation, call your Northern Telecom service representative.	
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Table 2 (continued)
Fatal error messages

Error Message
Task   **Module**
Explanation / Error Recovery Procedure
"Database table is full -- table : ran_co" display   cc_co.c A database error occurred. Reinstall the hardware and software if there were errors during the most recent installation / upgrade of the ACD-MAX system. If there were no errors during the installation / upgrade, or if the problem persists after reinstallation, call your Northern Telecom service representative.
"Database table is full -- table : targt_co" display   cc_co.c A database error occurred. Reinstall the hardware and software if there were errors during the most recent installation / upgrade of the ACD-MAX system. If there were no errors during the installation / upgrade, or if the problem persists after reinstallation, call your Northern Telecom service representative.
"Database table is full -- table : thrsh_co" display   cc_co.c A database error occurred. Reinstall the hardware and software if there were errors during the most recent installation / upgrade of the ACD-MAX system. If there were no errors during the installation / upgrade, or if the problem persists after reinstallation, call your Northern Telecom service representative.
"Database table is full -- table : trunk_co" display   cc_co.c A database error occurred. Reinstall the hardware and software if there were errors during the most recent installation / upgrade of the ACD-MAX system. If there were no errors during the installation / upgrade, or if the problem persists after reinstallation, call your Northern Telecom service representative.
"Database write failure [%d] -- table: lang_fil" LangServer   lang.c A database error occurred. Reinstall the hardware and software if there were errors during the most recent installation / upgrade of the ACD-MAX system. If there were no errors during the installation / upgrade, or if the problem persists after reinstallation, call your Northern Telecom service representative.
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Table 2 (continued)
Fatal error messages

Error Message
Task   **Module**
Explanation / Error Recovery Procedure
"Database write failure [%d] -- table: %s"
replay   replay.c
A database error occurred. Reinstall the hardware and software if there were errors during the most recent installation / upgrade of the ACD-MAX system. If there were no errors during the installation / upgrade, or if the problem persists after reinstallation, call your Northern Telecom service representative.
"Database write failure -- table: agset_co"
display   cc_co.c
A database error occurred. Reinstall the hardware and software if there were errors during the most recent installation / upgrade of the ACD-MAX system. If there were no errors during the installation / upgrade, or if the problem persists after reinstallation, call your Northern Telecom service representative.
"Database write failure -- table: nite_co"
display   cc_co.c
A database error occurred. Reinstall the hardware and software if there were errors during the most recent installation / upgrade of the ACD-MAX system. If there were no errors during the installation / upgrade, or if the problem persists after reinstallation, call your Northern Telecom service representative.
"Database write failure -- table: posn_co"
display   cc_co.c
A database error occurred. Reinstall the hardware and software if there were errors during the most recent installation / upgrade of the ACD-MAX system. If there were no errors during the installation / upgrade, or if the problem persists after reinstallation, call your Northern Telecom service representative.
"Database write failure -- table: ran_co"
display   cc_co.c
A database error occurred. Reinstall the hardware and software if there were errors during the most recent installation / upgrade of the ACD-MAX system. If there were no errors during the installation / upgrade, or if the problem persists after reinstallation, call your Northern Telecom service representative.
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Table 2 (continued)
Fatal error messages

Error Message
Task   Module
Explanation / Error Recovery Procedure

"Database write failure -- table: targt_co"
display   cc_co.c
A database error occurred. Reinstall the hardware and software if there were errors
during the most recent installation / upgrade of the ACD-MAX system. If there were no
errors during the installation / upgrade, or if the problem persists after reinstallation, call
your Northern Telecom service representative.

"Database write failure -- table: thrsh_co"
display   cc_co.c
A database error occurred. Reinstall the hardware and software if there were errors
during the most recent installation / upgrade of the ACD-MAX system. If there were no
errors during the installation / upgrade, or if the problem persists after reinstallation, call
your Northern Telecom service representative.

"Database write failure -- table: trunk_co"
display   cc_co.c
A database error occurred. Reinstall the hardware and software if there were errors
during the most recent installation / upgrade of the ACD-MAX system. If there were no
errors during the installation / upgrade, or if the problem persists after reinstallation, call
your Northern Telecom service representative.

"Database write failure -- table: user strings"
display   cc_co.c
A database error occurred. Reinstall the hardware and software if there were errors
during the most recent installation / upgrade of the ACD-MAX system. If there were no
errors during the installation / upgrade, or if the problem persists after reinstallation, call
your Northern Telecom service representative.

"db_man_init failed"
age   age_main.c
Installation failed or the site has an improper version of the release materials. Check
your release materials (version number and system type)and reinstall the system if they
are correct. Call your Northern Telecom service representative if the problem persists.

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Table 2 (continued)
Fatal error messages

Error Message
Task   **Module**
Explanation / Error Recovery Procedure
"db_man_init failed"
chng_docs   chng_dow.c
Installation failed or the site has an improper version of the release materials. Check your release materials (version number and system type)and reinstall the system if they are correct. Call your Northern Telecom service representative if the problem persists.
"db_man_init failed"
hdc   hdc_main.c
Installation failed or the site has an improper version of the release materials. Check your release materials (version number and system type)and reinstall the system if they are correct. Call your Northern Telecom service representative if the problem persists.
"db_man_init failed"
age   dbsizer.c
Installation failed or the site has an improper version of the release materials. Check your release materials (version number and system type)and reinstall the system if they are correct. Call your Northern Telecom service representative if the problem persists.
"db_man_init failed"
dmslink   di_init.c
A database error occurred. Installation failed or the site has an improper version of the release materials. Check your release materials (version number and system type) and reinstall the system if they are correct. Call your Northern Telecom service representative if the problem persists.
"db_man_init failed"
sys_rpts   rpt_init.c
Installation failed or the site has an improper version of the release materials. Check your release materials (version number and system type)and reinstall the system if they are correct. Call your Northern Telecom service representative if the problem persists.
-continued-

Table 2 (continued)
Fatal error messages

Error Message	
Task	**Module**
Explanation / Error Recovery Procedure	
"db_switch to CONFIG DB failed"	
age	dbsizer.c
A database error occurred. Reinstall the hardware and software if there were errors during the most recent installation / upgrade of the ACD-MAX system. If there were no errors during the installation / upgrade, or if the problem persists after reinstallation, call your Northern Telecom service representative.	
"db_switch to data failed"	
age	age_del.c
A database error occurred. Reinstall the hardware and software if there were errors during the most recent installation / upgrade of the ACD-MAX system. If there were no errors during the installation / upgrade, or if the problem persists after reinstallation, call your Northern Telecom service representative.	
"db_switch to data failed"	
age	age_init.c
A database error occurred. Reinstall the hardware and software if there were errors during the most recent installation / upgrade of the ACD-MAX system. If there were no errors during the installation / upgrade, or if the problem persists after reinstallation, call your Northern Telecom service representative.	
"db_switch to configuration failed"	
RPT	del_old.c
A database error occurred. Reinstall the hardware and software if there were errors during the most recent installation / upgrade of the ACD-MAX system. If there were no errors during the installation / upgrade, or if the problem persists after reinstallation, call your Northern Telecom service representative.	
"db_switch to DATA DB failed"	
age	dbsizer.c
A database error occurred. Reinstall the hardware and software if there were errors during the most recent installation / upgrade of the ACD-MAX system. If there were no errors during the installation / upgrade, or if the problem persists after reinstallation, call your Northern Telecom service representative.	
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Table 2 (continued)
Fatal error messages

Error Message
Task   **Module**
Explanation / Error Recovery Procedure

"db_switch to data failed"
age   age_main.c
A database error occurred. Reinstall the hardware and software if there were errors
during the most recent installation / upgrade of the ACD-MAX system. If there were no
errors during the installation / upgrade, or if the problem persists after reinstallation, call
your Northern Telecom service representative.

"db_switch to data failed"
chng_dow   chng_dow.c
A database error occurred. Reinstall the hardware and software if there were errors
during the most recent installation / upgrade of the ACD-MAX system. If there were no
errors during the installation / upgrade, or if the problem persists after reinstallation, call
your Northern Telecom service representative.

"db_switch to data failed"
hdc   hdc_dbctl.c
A database error occurred. Reinstall the hardware and software if there were errors
during the most recent installation / upgrade of the ACD-MAX system. If there were no
errors during the installation / upgrade, or if the problem persists after reinstallation, call
your Northern Telecom service representative.

"db_switch to data failed"
RPT   del_old.c
A database error occurred. Reinstall the hardware and software if there were errors
during the most recent installation / upgrade of the ACD-MAX system. If there were no
errors during the installation / upgrade, or if the problem persists after reinstallation, call
your Northern Telecom service representative.

"db_switch to data failed"
sys_rpts   rpt_utils.c
Either insufficient memory was installed in the system, irregular system activities
occurred, or a software error was detected.
Ignore the message if this is an isolated incident. Call your Northern Telecom service
representative if the problem persists.

-continued-

Table 2 (continued)
Fatal error messages

Error Message
Task   **Module**
Explanation / Error Recovery Procedure

"db_switch to SYSTEM DB failed"
age   dbsizer.c
A database error occurred. Reinstall the hardware and software if there were errors
during the most recent installation / upgrade of the ACD-MAX system. If there were no
errors during the installation / upgrade, or if the problem persists after reinstallation, call
your Northern Telecom service representative.

"db_switch to system failed"
age   age_del.c
A database error occurred. Reinstall the hardware and software if there were errors
during the most recent installation / upgrade of the ACD-MAX system. If there were no
errors during the installation / upgrade, or if the problem persists after reinstallation, call
your Northern Telecom service representative.

"db_switch to SYSTEM failed"
age   age_init.c
A database error occurred. Reinstall the hardware and software if there were errors
during the most recent installation / upgrade of the ACD-MAX system. If there were no
errors during the installation / upgrade, or if the problem persists after reinstallation, call
your Northern Telecom service representative.

"db_switch to system failed"
dmslink   di_init.c
A database error occurred. Installation failed or the site has an improper version of the
release materials. Check your release materials (version number and system type)
and reinstall the system if they are correct. Call your Northern Telecom service
representative if the problem persists.

"db_switch to system failed"
hdc   hdc_dbctl.c
A database error occurred. Reinstall the hardware and software if there were errors
during the most recent installation / upgrade of the ACD-MAX system. If there were no
errors during the installation / upgrade, or if the problem persists after reinstallation, call
your Northern Telecom service representative.

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Table 2 (continued)
Fatal error messages

Error Message
Task   **Module**
Explanation / Error Recovery Procedure

"db_switch to system failed"
stats   stsmgr.c
A database error occurred. Reinstall the hardware and software if there were errors during the most recent installation / upgrade of the ACD-MAX system. If there were no errors during the installation / upgrade, or if the problem persists after reinstallation, call your Northern Telecom service representative.

"db_switch to system failed"
sys_rpts   rpt_utils.c
A database error occurred. Reinstall the hardware and software if there were errors during the most recent installation / upgrade of the ACD-MAX system. If there were no errors during the installation / upgrade, or if the problem persists after reinstallation, call your Northern Telecom service representative.

"db_switch to system language failed"
sys_rpts   rpt_utils.c
A database error occurred. Reinstall the hardware and software if there were errors during the most recent installation / upgrade of the ACD-MAX system. If there were no errors during the installation / upgrade, or if the problem persists after reinstallation, call your Northern Telecom service representative.

"Display device does not support cursor addressing"
lib_usrif   pscreen.c
Installation failed or the site has an improper version of the release materials. Check your release materials (version number and system type)and reinstall the system if they are correct. Call your Northern Telecom service representative if the problem persists.

"DMSLINK terminating ..."
dmslink   di_main.c
The reason for termination should be explained by preceding message(s).

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Table 2 (continued)
Fatal error messages

Error Message
Task   **Module**
Explanation / Error Recovery Procedure

"Error attempting to obtain token semaphore"
display   token.c
A system error has occurred. An earlier Warning Error Message should clarify the reason for this error. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs then shut down the system and call your Northern Telecom service representative.

"Error getting data from ACD_DNS Table"
display   listman.c
A database error occurred. Reinstall the hardware and software if there were errors during the most recent installation / upgrade of the ACD-MAX system. If there were no errors during the installation / upgrade, or if the problem persists after reinstallation, call your Northern Telecom service representative.

"Error getting data from comm unit record"
display   unit_cfg.c
A database error occurred. Reinstall the hardware and software if there were errors during the most recent installation / upgrade of the ACD-MAX system. If there were no errors during the installation / upgrade, or if the problem persists after reinstallation, call your Northern Telecom service representative.

"Error getting data from DNLIST Table"
display   listman.c
A database error occurred. Reinstall the hardware and software if there were errors during the most recent installation / upgrade of the ACD-MAX system. If there were no errors during the installation / upgrade, or if the problem persists after reinstallation, call your Northern Telecom service representative.

"Error getting data from list definition record"
display   listman.c
A database error occurred. Reinstall the hardware and software if there were errors during the most recent installation / upgrade of the ACD-MAX system. If there were no errors during the installation / upgrade, or if the problem persists after reinstallation, call your Northern Telecom service representative.

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Table 2 (continued)
Fatal error messages

Error Message
Task   **Module**   **Explanation / Error Recovery Procedure**

Error Message
"Error getting data from list definitions record"   display   listman.c   A database error occurred. Reinstall the hardware and software if there were errors during the most recent installation / upgrade of the ACD-MAX system. If there were no errors during the installation / upgrade, or if the problem persists after reinstallation, call your Northern Telecom service representative.
"Error getting data from list element record"   display   listman.c   A database error occurred. Reinstall the hardware and software if there were errors during the most recent installation / upgrade of the ACD-MAX system. If there were no errors during the installation / upgrade, or if the problem persists after reinstallation, call your Northern Telecom service representative.
"Error getting data from list type record"   display   listman.c   A database error occurred. Reinstall the hardware and software if there were errors during the most recent installation / upgrade of the ACD-MAX system. If there were no errors during the installation / upgrade, or if the problem persists after reinstallation, call your Northern Telecom service representative.
"Error getting data from printer model record"   display   prt_data.c   A database error occurred. Reinstall the hardware and software if there were errors during the most recent installation / upgrade of the ACD-MAX system. If there were no errors during the installation / upgrade, or if the problem persists after reinstallation, call your Northern Telecom service representative.
"Error getting data from printer record"   display   prtmenu.c   A database error occurred. Reinstall the hardware and software if there were errors during the most recent installation / upgrade of the ACD-MAX system. If there were no errors during the installation / upgrade, or if the problem persists after reinstallation, call your Northern Telecom service representative.
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Table 2 (continued)
Fatal error messages

Error Message
Task **Module**
Explanation / Error Recovery Procedure

"error on read_ack_pipe"
hdc   hdc_util.c
A system error has occurred. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs, call your Northern Telecom service representative.

"error on read-data missing"
hdc   hdc_util.c
A system error has occurred. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs, call your Northern Telecom service representative.

"error on read - not enough characters read"
hdc   hdc_util.c
A system error has occurred. An earlier Warning Error Message should clarify the reason for this error. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs then shut down the system and call your Northern Telecom service representative.

"error on write - only [%d] out of [%d] characters written"
hdc   hdc_util.c
A system error has occurred. An earlier Warning Error Message should clarify the reason for this error. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs then shut down the system and call your Northern Telecom service representative.

"Error opening transaction log file"
replay   replay.c
Installation failed or the site has an improper version of the release materials. Check your release materials (version number and system type)and reinstall the system if they are correct. Call your Northern Telecom service representative if the problem persists.

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Table 2 (continued)
Fatal error messages

Error Message
Task   **Module**
Explanation / Error Recovery Procedure

"error reading from socket"
cm_writer   cm_writer.c
A system error has occurred. An earlier Warning Error Message should clarify the reason for this error. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs then shut down the system and call your Northern Telecom service representative.

"error reading from socket"
comm_mgr   cman.c
A system error has occurred. An earlier Warning Error Message should clarify the reason for this error. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs then shut down the system and call your Northern Telecom service representative.

"Error reading keyboard description file"
lib_usrif   keyboard.c
Installation failed or the site has an improper version of the release materials. Check your release materials (version number and system type)and reinstall the system if they are correct. Call your Northern Telecom service representative if the problem persists.

"error reading socket"
cm_writer   cm_writer.c
A system error has occurred. An earlier Warning Error Message should clarify the reason for this error. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs then shut down the system and call your Northern Telecom service representative.

"error reading socket"
comm_mgr   cman.c
A system error has occurred. An earlier Warning Error Message should clarify the reason for this error. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs then shut down the system and call your Northern Telecom service representative.

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Table 2 (continued)
Fatal error messages

Error Message
Task   **Module**
Explanation / Error Recovery Procedure

"Error reading special characters file"
lib_usrif   pscreen.c
Installation failed or the site has an improper version of the release materials. Check your release materials (version number and system type)and reinstall the system if they are correct. Call your Northern Telecom service representative if the problem persists.

"Error reading transaction log file"
replay   replay.c
Installation failed or the site has an improper version of the release materials. Check your release materials (version number and system type)and reinstall the system if they are correct. Call your Northern Telecom service representative if the problem persists.

"Error reading video attributes file"
lib_usrif   pscreen.c
Installation failed or the site has an improper version of the release materials. Check your release materials (version number and system type)and reinstall the system if they are correct. Call your Northern Telecom service representative if the problem persists.

"Error selecting list definitions"
display   listman.c
Installation failed or the site has an improper version of the release materials. Check your release materials (version number and system type)and reinstall the system if they are correct. Call your Northern Telecom service representative if the problem persists.

"Error selecting mis ids"
display   spvdef.c
A database error occurred. Reinstall the hardware and software if there were errors during the most recent installation / upgrade of the ACD-MAX system. If there were no errors during the installation / upgrade, or if the problem persists after reinstallation, call your Northern Telecom service representative.

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Table 2 (continued)
Fatal error messages

Error Message
Task **Module**
Explanation / Error Recovery Procedure

"error while releasing semaphore for report generation"
rptgen   rptgen.c
An internal variable has reached an illegal state. Perform the print function again. Call your Northern Telecom service representative if the problem persists.

"error while requesting semaphore for report generation"
rptgen   rptgen.c
An internal variable has reached an illegal state. Perform the print function again. Call your Northern Telecom service representative if the problem persists.

"Error writing page header to output file"
rptgen   pg_hd.c
A system error has occurred. Check the definition to ensure that it was established properly. Perform the print function again. Call your Northern Telecom service representative if the problem persists.

"execl of cm_reader fails"
comm_mgr   cman.c
Either insufficient memory was installed in the system, irregular system activities occurred, or a software error was detected. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs then shut down the system and call your Northern Telecom service representative.

"execl of cm_writer fails"
comm_mgr   cman.c
Either insufficient memory was installed in the system, irregular system activities occurred, or a software error was detected. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs then shut down the system and call your Northern Telecom service representative.

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Table 2 (continued)
Fatal error messages

Error Message
Task   Module
Explanation / Error Recovery Procedure
"execv failed"≥
MAPA Controller   ctl_utils.c
Either insufficient memory was installed in the system, irregular system activities occurred, or a software error was detected. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs then shut down the system and call your Northern Telecom service representative.
"Expected record not found -- table: grf_elem"
rptgen   rptgen.c
A database error occurred. Reinstall the hardware and software if there were errors during the most recent installation / upgrade of the ACD-MAX system. If there were no errors during the installation / upgrade, or if the problem persists after reinstallation, call your Northern Telecom service representative.
"Expected record not found -- table: grf_fmts"
rptgen   rptgen.c
A database error occurred. Reinstall the hardware and software if there were errors during the most recent installation / upgrade of the ACD-MAX system. If there were no errors during the installation / upgrade, or if the problem persists after reinstallation, call your Northern Telecom service representative.
"Expected record not found -- table: profile"
rptgen   rptgen.c
Installation failed or the site has an improper version of the release materials. Check your release materials (version number and system type)and reinstall the system if they are correct. Call your Northern Telecom service representative if the problem persists.
"Expected record not found -- table: rpt_defn"
rptgen   rptgen.c
A database error occurred. Reinstall the hardware and software if there were errors during the most recent installation / upgrade of the ACD-MAX system. If there were no errors during the installation / upgrade, or if the problem persists after reinstallation, call your Northern Telecom service representative.
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Table 2 (continued)
Fatal error messages

Error Message
Task   **Module**
Explanation / Error Recovery Procedure

"Expected record not found -- table: rpt_parm"
rptgen   query_tf.c
A database error occurred. Reinstall the hardware and software if there were errors during the most recent installation / upgrade of the ACD-MAX system. If there were no errors during the installation / upgrade, or if the problem persists after reinstallation, call your Northern Telecom service representative.

"Expected record not found -- table: rpt_per"
rptgen   query_tf.c
Installation failed or the site has an improper version of the release materials. Check your release materials (version number and system type)and reinstall the system if they are correct. Call your Northern Telecom service representative if the problem persists.

"Expected record not found -- table: shifts"
rptgen   query_tf.c
A database error occurred. Check your release materials (version number and system type)and reinstall the system if they are correct. Call your Northern Telecom service representative if the problem persists.

"Expected record not found -- table: tab_elem"
rptgen   rptgen.c
A database error occurred. Reinstall the hardware and software if there were errors during the most recent installation / upgrade of the ACD-MAX system. If there were no errors during the installation / upgrade, or if the problem persists after reinstallation, call your Northern Telecom service representative.

"Expected record not found -- table: tab_fmts"
rptgen   rptgen.c
A database error occurred. Reinstall the hardware and software if there were errors during the most recent installation / upgrade of the ACD-MAX system. If there were no errors during the installation / upgrade, or if the problem persists after reinstallation, call your Northern Telecom service representative.

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Table 2 (continued)
Fatal error messages

Error Message	
Task	**Module**
Explanation / Error Recovery Procedure	
"Failed to access list elements key"	
display	listman.c
A database error occurred. Reinstall the hardware and software if there were errors during the most recent installation / upgrade of the ACD-MAX system. If there were no errors during the installation / upgrade, or if the problem persists after reinstallation, call your Northern Telecom service representative.	
"Failed to reassign I/O device to '%s'"	
display	display.c
A failure occurred while the system attempted to set up the indicated device. Shut down the system and run "Test I/O Ports" from the System Diagnostics Menu. If the test fails the problem device then call your Northern Telecom service representative. If all devices pass the test then reboot the system.	
"Failed to set up selection table"	
display	cc_co.c
A database error occurred. Reinstall the hardware and software if there were errors during the most recent installation / upgrade of the ACD-MAX system. If there were no errors during the installation / upgrade, or if the problem persists after reinstallation, call your Northern Telecom service representative.	
"Failed to set up selection table"	
display	cc_lists.c
A database error occurred. Reinstall the hardware and software if there were errors during the most recent installation / upgrade of the ACD-MAX system. If there were no errors during the installation / upgrade, or if the problem persists after reinstallation, call your Northern Telecom service representative.	
"Failed to set up selection table"	
display	fmladef.c
A database error occurred. Reinstall the hardware and software if there were errors during the most recent installation / upgrade of the ACD-MAX system. If there were no errors during the installation / upgrade, or if the problem persists after reinstallation, call your Northern Telecom service representative.	
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Table 2 (continued)
Fatal error messages

Error Message Task   Module Explanation / Error Recovery Procedure
"Failed to set up selection table" display   listman.c A database error occurred. Reinstall the hardware and software if there were errors during the most recent installation / upgrade of the ACD-MAX system. If there were no errors during the installation / upgrade, or if the problem persists after reinstallation, call your Northern Telecom service representative.
"Failed to set up selection table" display   port_asg.c A database error occurred. Reinstall the hardware and software if there were errors during the most recent installation / upgrade of the ACD-MAX system. If there were no errors during the installation / upgrade, or if the problem persists after reinstallation, call your Northern Telecom service representative.
"Failed to set up selection table" display   prt_data.c A database error occurred. Reinstall the hardware and software if there were errors during the most recent installation / upgrade of the ACD-MAX system. If there were no errors during the installation / upgrade, or if the problem persists after reinstallation, call your Northern Telecom service representative.
"Failed to set up selection table" display   prtmenu.c A database error occurred. Reinstall the hardware and software if there were errors during the most recent installation / upgrade of the ACD-MAX system. If there were no errors during the installation / upgrade, or if the problem persists after reinstallation, call your Northern Telecom service representative.
"Failed to set up selection table" display   rptmain.c A database error occurred. Reinstall the hardware and software if there were errors during the most recent installation / upgrade of the ACD-MAX system. If there were no errors during the installation / upgrade, or if the problem persists after reinstallation, call your Northern Telecom service representative.
-continued-

Table 2 (continued)
Fatal error messages

Error Message	
Task	**Module**
Explanation / Error Recovery Procedure	

"Failed to set up selection table"
display   spvdef.c
A database error occurred. Reinstall the hardware and software if there were errors during the most recent installation / upgrade of the ACD-MAX system. If there were no errors during the installation / upgrade, or if the problem persists after reinstallation, call your Northern Telecom service representative.

"Failed to set up selection table"
display   unit_cfg.c
A database error occurred. Reinstall the hardware and software if there were errors during the most recent installation / upgrade of the ACD-MAX system. If there were no errors during the installation / upgrade, or if the problem persists after reinstallation, call your Northern Telecom service representative.

"fflush fails"
cm_writer   cm_writer.c
Either insufficient memory was installed in the system, irregular system activities occurred, or a software error was detected. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs then shut down the system and call your Northern Telecom service representative.

"File write failure - CC transaction log index file"
cclink   ccl_txlog.c
A system error has occurred. An earlier Warning Error Message should clarify the reason for this error. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs then shut down the system and call your Northern Telecom service representative.

"File write failure - CC transaction log master file"
cclink   ccl_txlog.c
A system error has occurred. An earlier Warning Error Message should clarify the reason for this error. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs then shut down the system and call your Northern Telecom service representative.

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Table 2 (continued)
Fatal error messages

Error Message
Task   **Module**
Explanation / Error Recovery Procedure

"File write failure - CC transaction log text file"
cclink   ccl_txlog.c
A system error has occurred. An earlier Warning Error Message should clarify the
reason for this error. The task should begin its recovery process and will start again
without user intervention. If the problem reoccurs then shut down the system and call
your Northern Telecom service representative.

"fldesc returns %d"
replay   replay.c
Installation failed or the site has an improper version of the release materials. Check
your release materials (version number and system type)and reinstall the system if they
are correct. Call your Northern Telecom service representative if the problem persists.

"floating-point exception"
signal_processor   signal.c
Either insufficient memory was installed in the system, irregular system activities
occurred, or a software error was detected. The task should begin its recovery process
and will start again without user intervention. If the problem reoccurs then shut down
the system and call your Northern Telecom service representative.

"fork failed"
MAPA Controller   ctl_utils.c
Either insufficient memory was installed in the system, irregular system activities
occurred, or a software error was detected. The task should begin its recovery process
and will start again without user intervention. If the problem reoccurs then shut down
the system and call your Northern Telecom service representative.

"fork fails"
comm_mgr   cman.c
Either insufficient memory was installed in the system, irregular system activities
occurred, or a software error was detected. The task should begin its recovery process
and will start again without user intervention. If the problem reoccurs then shut down
the system and call your Northern Telecom service representative.

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Table 2 (continued)
Fatal error messages

Error Message Task · Module Explanation / Error Recovery Procedure
"fork of watcher fails" MAPA Controller · ctl_main.c Either insufficient memory was installed in the system, irregular system activities occurred, or a software error was detected. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs then shut down the system and call your Northern Telecom service representative.
"fstat check failed on pipe from cclink" cc_sched · cc_sched.c Either insufficient memory was installed in the system, irregular system activities occurred, or a software error was detected. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs then shut down the system and call your Northern Telecom service representative.
"fstat check failed on pipe from cc_request" cc_sched · cc_sched.c Either insufficient memory was installed in the system, irregular system activities occurred, or a software error was detected. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs then shut down the system and call your Northern Telecom service representative.
"fstat failed on pipe to cclink" dmslink · di_pipes.c A system error has occurred. An earlier Warning Error Message should clarify the reason for this error. The task will start again without user intervention. If the problem reoccurs call your Northern Telecom service representative.
"fstat failed on pipe to HDC" dmslink · di_pipes.c A system error has occurred. An earlier Warning Error Message should clarify the reason for this error. The task will start again without user intervention. If the problem reoccurs call your Northern Telecom service representative.
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Table 2 (continued)
Fatal error messages

Error Message
Task   **Module**
Explanation / Error Recovery Procedure

"fstat failed on pipe to STSMGR"
dmslink   di_pipes.c
A system error has occurred. An earlier Warning Error Message should clarify the
reason for this error. The task will start again without user intervention. If the problem
reoccurs call your Northern Telecom service representative.

"fwrite fails"
cm_writer   cm_writer.c
Either insufficient memory was installed in the system, irregular system activities
occurred, or a software error was detected. The task should begin its recovery process
and will start again without user intervention. If the problem reoccurs then shut down
the system and call your Northern Telecom service representative.

"hangup signal received"
signal_processor   signal.c
Either insufficient memory was installed in the system, irregular system activities
occurred, or a software error was detected. The task should begin its recovery process
and will start again without user intervention. If the problem reoccurs then shut down
the system and call your Northern Telecom service representative.

"Home path of user is not set correctly"
sys_rpts   rpt_init.c
Installation failed or the site has an improper version of the release materials. Check
your release materials (version number and system type)and reinstall the system if they
are correct. Call your Northern Telecom service representative if the problem persists.

"illegal instruction"
signal_processor   signal.c
Either insufficient memory was installed in the system, irregular system activities
occurred, or a software error was detected. The task should begin its recovery process
and will start again without user intervention. If the problem reoccurs then shut down
the system and call your Northern Telecom service representative.

-continued-

Table 2 (continued)
Fatal error messages

Error Message	
Task	**Module**
Explanation / Error Recovery Procedure	

"illegal message type in socket"
cm_writer   cm_writer.c
Either insufficient memory was installed in the system, irregular system activities
occurred, or a software error was detected. The task should begin its recovery process
and will start again without user intervention. If the problem reoccurs then shut down
the system and call your Northern Telecom service representative.

"illegal message type in socket"
comm_mgr   cman.c
Either insufficient memory was installed in the system, irregular system activities
occurred, or a software error was detected. The task should begin its recovery process
and will start again without user intervention. If the problem reoccurs then shut down
the system and call your Northern Telecom service representative.

"Improper access to database file."
LangServer   lang.c
A database error occurred. Check your release materials (version number and system
type)and reinstall the system if they are correct. Call your Northern Telecom service
representative if the problem persists.

"INCORRECT arguments passed"
stats   stsmgr.c
Installation failed or the site has an improper version of the release materials. Check
your release materials (version number and system type)and reinstall the system if they
are correct. Call your Northern Telecom service representative if the problem persists.

"Index of POS_CTRL_BLK not found for new DN thread."
stats   apd.c
Either insufficient memory was installed in the system, irregular system activities
occurred, or a software error was detected. The task should begin its recovery process
and will start again without user intervention. If the problem reoccurs then shut down
the system and call your Northern Telecom service representative.

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Table 2 (continued)
Fatal error messages

Error Message **Task** **Module** **Explanation / Error Recovery Procedure**
"Index of POS_CTRL_BLK not found for new SUPERVISOR thread." stats   apd.c Either insufficient memory was installed in the system, irregular system activities occurred, or a software error was detected. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs then shut down the system and call your Northern Telecom service representative. **"INIT filename too long"** dmslink   di_init.c Installation failed or the site has an improper version of the release materials. Check your release materials (version number and system type) and reinstall the system if they are correct. Call your Northern Telecom service representative if the problem persists. **"interrupt signal received"** signal_processor   signal.c Either insufficient memory was installed in the system, irregular system activities occurred, or a software error was detected. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs then shut down the system and call your Northern Telecom service representative. **"Invalid argument to db_switch"** hdc   hdc_dbctl.c Installation failed or the site has an improper version of the release materials. Check your release materials (i.e. version number and system type). If they are correct then reinstall the ACD-MAX system. Otherwise, call your Northern Telecom service representative. **"invalid argument to db_switch"** sys_rpts   rpt_utils.c Installation failed or the site has an improper version of the release materials. Check your release materials (i.e. version number and system type). If they are correct then reinstall the ACD-MAX system. Otherwise, call your Northern Telecom service representative.
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Table 2 (continued)
Fatal error messages

Error Message	
Task	**Module**
Explanation / Error Recovery Procedure	

"Invalid argument used to invoke hdc"
hdc   hdc_main.c
Installation failed or the site has an improper version of the release materials. Check your release materials (version number and system type)and reinstall the system if they are correct. Call your Northern Telecom service representative if the problem persists.

"Invalid arguments passed"
cclink   ccl_main.c
Installation failed or the site has an improper version of the release materials. Check your release materials (i.e. version number and system type). If they are correct then reinstall the ACD-MAX system. Otherwise, call your Northern Telecom service representative.

"INVALID arguments passed"
dmslink   di_init.c
Installation failed or the site has an improper version of the release materials. Check your release materials (version number and system type) and reinstall the system if they are correct. Call your Northern Telecom representative. if the problem persists.

"Invalid arguments passed"
display   display.c
Installation failed or the site has an improper version of the release materials. Check your release materials (i.e. version number and system type). If they are correct then reinstall the ACD-MAX system. Otherwise, call your Northern Telecom service representative.

"Invalid arguments passed"
display   display.c
Installation failed or the site has an improper version of the release materials. Check your release materials (i.e. version number and system type). If they are correct then reinstall the ACD-MAX system. Otherwise, call your Northern Telecom service representative.

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Table 2 (continued)
Fatal error messages

Error Message	
Task	Module
Explanation / Error Recovery Procedure	

"INVALID arguments passed"
stats   stsmgr.c
Installation failed or the site has an improper version of the release materials. Check your release materials (i.e. version number and system type). If they are correct then reinstall the ACD-MAX system. Otherwise, call your Northern Telecom service representative.

"Invalid arguments used to invoke cc_request"
cc_request   cc_req.c
Installation failed or the site has an improper version of the release materials. Check your release materials (i.e. version number and system type). If they are correct then reinstall the ACD-MAX system. Otherwise, call your Northern Telecom service representative.

"Invalid arguments used to invoke cc_sched"
cc_sched   cc_sched.c
Installation failed or the site has an improper version of the release materials. Check your release materials (i.e. version number and system type). If they are correct then reinstall the ACD-MAX system. Otherwise, call your Northern Telecom service representative.

"Invalid arguments used to invoke chng_dow"
chng_dow   chng_dow.c
Installation failed or the site has an improper version of the release materials. Check your release materials (version number and system type)and reinstall the system if they are correct. Call your Northern Telecom service representative if the problem persists.

"Invalid arguments used to invoke rptgen"
rptgen   rptgen.c
Installation failed or the site has an improper version of the release materials. Check your release materials (version number and system type)and reinstall the system if they are correct. Call your Northern Telecom service representative if the problem persists.

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Table 2 (continued)
Fatal error messages

Error Message
Task   **Module**
Explanation / Error Recovery Procedure

Error Message
Task   **Module**
Explanation / Error Recovery Procedure

"Invalid arguments used to invoke rptgen"
rptgen   rptgen.c
An internal system variable has reached an illegal state. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs then shut down the system and call your Northern Telecom service representative.

"Invalid arguments used to invoke rpt_request"
rptgen   rpt_req.c
An internal system variable has reached an illegal state. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs then shut down the system and call your Northern Telecom service representative.

"Invalid arguments used to invoke sys_rpts"
sys_rpts   rpt_main.c
An internal system variable has reached an illegal state. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs then shut down the system and call your Northern Telecom service representative.

"Invalid baud rate"
display   display.c
An internal system variable has reached an illegal state. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs then shut down the system and call your Northern Telecom service representative.

"Invalid baud rate specified"
cclink   ccl_main.c
An internal system variable has reached an illegal state. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs shut down the system and call your Northern Telecom service representative.

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Table 2 (continued)
Fatal error messages

Error Message
Task   **Module**
Explanation / Error Recovery Procedure

"Invalid BCS version, DB rc = %d"
display   sysrpts.c
The current release of the switch software is not supported. Shut down the system, identify the switch software release you need, and contact your Northern Telecom service representative.

"Invalid BCS version %d"
display   rptmain.c
The current release of the switch software is not supported. Shut down the system, identify the switch software release you need, and contact your Northern Telecom service representative.

"Invalid field value -- field: rd_type"
rptgen   rptgen.c
An internal system variable has reached an illegal state. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs then shut down the system and call your Northern Telecom service representative.

"Invalid logical key name in keyboard file"
lib_usrif   keyboard.c
An internal system variable has reached an illegal state. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs then shut down the system and call your Northern Telecom service representative.

"invalid memory check byte"
hdc   hdc_msg.c
Either insufficient memory was installed in the system, irregular system activities occurred, or a software error was detected.
Ignore the message if this is an isolated incident. Call your Northern Telecom service representative if the problem persists.

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Table 2 (continued)
Fatal error messages

Error Message	
Task	**Module**
Explanation / Error Recovery Procedure	

"Invalid rpt defn grouping key"
rptgen   rpt_utils.c
An internal system variable has reached an illegal state. The task should begin its
recovery process and will start again without user intervention. If the problem reoccurs
then shut down the system and call your Northern Telecom service representative.

"ioctl (TCSETAF) failure"
link   setty.c
A system error has occurred.
The task should begin its recovery process and will start again without user
intervention. If the problem reoccurs then shut down the system and call your Northern
Telecom service representative.

"IPC environment variable not found"
cclib   get_cc_mem.c
Installation failed or the site has an improper version of the release materials. Check
your release materials (version number and system type)and reinstall the system if they
are correct. Call your Northern Telecom service representative if the problem persists.

"IPC environment variable not found"
cclink   ccl_main.c
Installation failed or the site has an improper version of the release materials. Check
your release materials (version number and system type)and reinstall the system if they
are correct. Call your Northern Telecom service representative if the problem persists.

"IPC environment variable not found"
display   display.c
Installation failed or the site has an improper version of the release materials. Check
your release materials (version number and system type)and reinstall the system if they
are correct. Call your Northern Telecom service representative if the problem persists.

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Table 2 (continued)
Fatal error messages

Error Message
Task **Module**
Explanation / Error Recovery Procedure

"IPC environment variable not found"
ReportControl   rpt_ctl.c
Installation failed or the site has an improper version of the release materials. Check
your release materials (version number and system type)and reinstall the system if they
are correct. Call your Northern Telecom service representative if the problem persists.

"Keyboard description file is empty"
lib_usrif   keyboard.c
Installation failed or the site has an improper version of the release materials. Check
your release materials (version number and system type)and reinstall the system if they
are correct. Call your Northern Telecom service representative if the problem persists.

"link down, terminating"
dmslink   di_init.c
After system startup, link did not come up within time limit. The task will start again
without user intervention. Check your physical connection between MAX and switch.
Call your Northern Telecom service representative if the problem persists.

"LinkStatus File open failure"
dmslink   di_init.c
A system error has occurred. An earlier Warning Error Message should clarify the
reason for this error. The task will start again without user intervention. If the problem
reoccurs call your Northern Telecom service representative.

"Makeset failure [%d] -- relation: chg_order -> co_queue"
cclink   ccl_co.c
A database error occurred. Reinstall the hardware and software if there were errors
during the most recent installation / upgrade of the ACD-MAX system. If there were no
errors during the installation / upgrade, or if the problem persists after reinstallation, call
your Northern Telecom service representative.

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Table 2 (continued)
Fatal error messages

Error Message
Task   **Module**
Explanation / Error Recovery Procedure

"Makeset failure [%d] -- relation: chg_order -> %s"
cclink   ccl_co.c
A database error occurred. Reinstall the hardware and software if there were errors during the most recent installation / upgrade of the ACD-MAX system. If there were no errors during the installation / upgrade, or if the problem persists after reinstallation, call your Northern Telecom service representative.

"Makeset failure [%d] -- relation : chg_order -> sCD_COS"
display   cc_co.c
A database error occurred. Reinstall the hardware and software if there were errors during the most recent installation / upgrade of the ACD-MAX system. If there were no errors during the installation / upgrade, or if the problem persists after reinstallation, call your Northern Telecom service representative.

"Makeset failure [%d] -- relation: listdefn -> listelem"
lib_lists   lists.c
A database error occurred. Reinstall the hardware and software if there were errors during the most recent installation / upgrade of the ACD-MAX system. If there were no errors during the installation / upgrade, or if the problem persists after reinstallation, call your Northern Telecom service representative.

"malloc failed"
control   ctl_utils.c
No available memory was found. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs then shut down the system. Reboot the system to verify that the system is configured with the correct amount of memory. If no memory problem is uncovered and the problem persists, call your Northern Telecom service representative.

"max number of lines exceeded for rpt template"
sys_rpts   rpt_tmpl.c
An internal system variable has reached an illegal state. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs then shut down the system and call your Northern Telecom service representative.

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Table 2 (continued)
Fatal error messages

Error Message
Task   **Module** **Explanation / Error Recovery Procedure**
"Memory allocation failure" MAPA Controller   ctl_master.c No available memory was found. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs then shut down the system. Verify that the system is configured with the correct amount of memory. If no memory problem is uncovered and the problem persists, call your Northern Telecom service representative.
"Memory allocation failure" MAPA Controller   ctl_slave.c No available memory was found. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs then shut down the system. Verify that the system is configured with the correct amount of memory. If no memory problem is uncovered and the problem persists, call your Northern Telecom service representative.
"Memory allocation failure" MAPA Controller   ctl_utils.c No available memory was found. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs then shut down the system. Verify that the system is configured with the correct amount of memory. If no memory problem is uncovered and the problem persists, call your Northern Telecom service representative.
"Memory allocation failure" display   fmladef.c No available memory was found. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs then shut down the system. Verify that the system is configured with the correct amount of memory. If no memory problem is uncovered and the problem persists, call your Northern Telecom service representative.
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Table 2 (continued)
Fatal error messages

Error Message Task   Module Explanation / Error Recovery Procedure
"Memory allocation failure" display   fmtdef.c No available memory was found. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs then shut down the system. Verify that the system is configured with the correct amount of memory. If no memory problem is uncovered and the problem persists, call your Northern Telecom service representative.
"Memory allocation failure" display   grfdef.c No available memory was found. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs then shut down the system. Verify that the system is configured with the correct amount of memory. If no memory problem is uncovered and the problem persists, call your Northern Telecom service representative.
"Memory allocation failure" libquery   query.c No available memory was found. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs then shut down the system. Verify that the system is configured with the correct amount of memory. If no memory problem is uncovered and the problem persists, call your Northern Telecom service representative.
"Memory allocation failure" lib_usrif   uicommon.c No available memory was found. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs then shut down the system. Verify that the system is configured with the correct amount of memory. If no memory problem is uncovered and the problem persists, call your Northern Telecom service representative.
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Table 2 (continued)
Fatal error messages

Error Message
Task **Module**
Explanation / Error Recovery Procedure

"Menu does not contain any menu items"
lib_usrif   menu.c
An internal system variable has reached an illegal state. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs then shut down the system and call your Northern Telecom service representative.

"message is invalid"
LangServer   lang.c
An internal system variable has reached an illegal state. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs then shut down the system and call your Northern Telecom service representative.

"Message type 0 at byte %d in DMS-100 message block"
link   message.c
A system error has occurred.
Preceding this error message is "DMS-100 message block:" followed by the message in hex code. Copy the the message block and call your Northern Telecom service representative.

"Missing LML device specification"
cclink   ccl_main.c
Installation failed or the site has an improper version of the release materials. Check your release materials (i.e. version number and system type). If they are correct then reinstall the ACD-MAX system. Otherwise, call your Northern Telecom service representative.

"MISSING parameter in link init. file"
dmslink   di_init.c
Installation failed or the site has an improper version of the release materials. Check your release materials (version number and system type) and reinstall the system if they are correct. Call your Northern Telecom service representative if the problem persists.

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Table 2 (continued)
Fatal error messages

Error Message
Task **Module**
Explanation / Error Recovery Procedure

"mknod fails"
MAPA Controller   ctl_main.c
Either insufficient memory was installed in the system, irregular system activities
occurred, or a software error was detected. The task should begin its recovery process
and will start again without user intervention. If the problem reoccurs then shut down
the system and call your Northern Telecom service representative.

"mknod for queue fails"
MAPA Controller   ctl_main.c
Either insufficient memory was installed in the system, irregular system activities
occurred, or a software error was detected. The task should begin its recovery process
and will start again without user intervention. If the problem reoccurs then shut down
the system and call your Northern Telecom service representative.

"MPSA is not running on the master tower"
display   mpsa.c
An internal system variable has reached an illegal state. The task should begin its
recovery process and will start again without user intervention. If the problem reoccurs
then shut down the system and call your Northern Telecom service representative.

"msgrcv failed"
MAPA Controller   ctl_main.c
Either insufficient memory was installed in the system, irregular system activities
occurred, or a software error was detected. The task should begin its recovery process
and will start again without user intervention. If the problem reoccurs then shut down
the system and call your Northern Telecom service representative.

"msgrcv fails"
MAPA Controller   cman.c
Either insufficient memory was installed in the system, irregular system activities
occurred, or a software error was detected. The task should begin its recovery process
and will start again without user intervention. If the problem reoccurs then shut down
the system and call your Northern Telecom service representative.

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Table 2 (continued)
Fatal error messages

Error Message
Task   **Module**
Explanation / Error Recovery Procedure
"msgsnd failed"   MAPA Controller   ctl_utils.c   Either insufficient memory was installed in the system, irregular system activities occurred, or a software error was detected. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs then shut down the system and call your Northern Telecom service representative.
"my PN equals peer PN"   cm_reader   cm_reader.c   Either insufficient memory was installed in the system, irregular system activities occurred, or a software error was detected. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs then shut down the system and call your Northern Telecom service representative.
"my PN equals peer PN"   cm_writer   cm_writer.c   Either insufficient memory was installed in the system, irregular system activities occurred, or a software error was detected. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs then shut down the system and call your Northern Telecom service representative.
"my PN equals peer PN"   comm_mgr   cman.c   Either insufficient memory was installed in the system, irregular system activities occurred, or a software error was detected. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs then shut down the system and call your Northern Telecom service representative.
"new supervisor not updated in SUPERVISOR control block."   stats   aps.c   Either insufficient memory was installed in the system, irregular system activities occurred, or a software error was detected. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs then shut down the system and call your Northern Telecom service representative.
-continued-

Table 2 (continued)
Fatal error messages

Error Message
Task   **Module**
Explanation / Error Recovery Procedure

"no access to the shared memory name file."
libcommon   att_shm.c
Installation failed or the site has an improper version of the release materials. Check your release materials (version number and system type)and reinstall the system if they are correct. Call your Northern Telecom service representative if the problem persists.

"no Comm Manager for master"
MAPA Controller   ctl_main.c
An internal system variable has reached an illegal state. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs then shut down the system and call your Northern Telecom service representative.

"no Comm Manager for peer"
MAPA Controller   ctl_main.c
An internal system variable has reached an illegal state. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs then shut down the system and call your Northern Telecom service representative.

"no Comm Manager for peer"
MAPA Controller   ctl_master.c
An internal system variable has reached an illegal state. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs then shut down the system and call your Northern Telecom service representative.

"no Comm Manager for peer"
MAPA Controller   ctl_utils.c
An internal system variable has reached an illegal state. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs then shut down the system and call your Northern Telecom service representative.

"no Comm Manager for requestor"
MAPA Controller   ctl_master.c
An internal system variable has reached an illegal state. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs then shut down the system and call your Northern Telecom service representative.

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Table 2 (continued)
Fatal error messages

Error Message
Task   **Module**
Explanation / Error Recovery Procedure

Error Message
Task   **Module**
Explanation / Error Recovery Procedure

"no Comm Mgr for master"
MAPA Controller   ctl_utils.c
An internal system variable has reached an illegal state. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs then shut down the system and call your Northern Telecom service representative.

"No comm units selected"
display   unit_cfg.c
A database error occurred. Reinstall the hardware and software if there were errors during the most recent installation / upgrade of the ACD-MAX system. If there were no errors during the installation / upgrade, or if the problem persists after reinstallation, call your Northern Telecom service representative.

"no data in /etc/systemid"
MAPA Controller   ctl_main.c
A system error has occurred. An earlier Warning Error Message should clarify the reason for this error. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs then shut down the system and call your Northern Telecom service representative.

"No language(s) enabled"
display   login.c
An internal system variable has reached an illegal state. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs then shut down the system and call your Northern Telecom service representative.

"No list menu has been built"
display   cc_lists.c
An internal system variable has reached an illegal state. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs then shut down the system and call your Northern Telecom service representative.

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Table 2 (continued)
Fatal error messages

Error Message	
Task	**Module**
Explanation / Error Recovery Procedure	

"No list types selected"
display   listman.c
An internal system variable has reached an illegal state. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs then shut down the system and call your Northern Telecom service representative.

"no master node specified"
MAPA Controller   ctl_main.c
An internal system variable has reached an illegal state. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs then shut down the system and call your Northern Telecom service representative.

"no PN data found in sys_list"
MAPA Controller   ctl_main.c
Installation failed or the site has an improper version of the release materials. Check your release materials (i.e. version number and system type). If they are correct then reinstall the ACD-MAX system. Otherwise, call your Northern Telecom service representative.

"No printer models selected"
display   prt_data.c
An internal system variable has reached an illegal state. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs then shut down the system and call your Northern Telecom service representative.

"No printers selected"
display   prtmenu.c
An internal system variable has reached an illegal state. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs then shut down the system and call your Northern Telecom service representative.

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Table 2 (continued)
Fatal error messages

Error Message
Task   **Module**
Explanation / Error Recovery Procedure

"no programs in prog_list"
MAPA Controller   ctl_master.c
Installation failed or the site has an improper version of the release materials. Check your release materials (i.e. version number and system type). If they are correct then reinstall the ACD-MAX system. Otherwise, call your Northern Telecom service representative.

"No raw data base fields in desired statistics group"
display   fmladef.c
An internal system variable has reached an illegal state. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs then shut down the system and call your Northern Telecom service representative.

"No valid response for Logon within time limit, terminating"
dmslink   di_main.c
Switch is not responding to Logon message. The task will start again without user intervention. If the problem reoccurs call your Northern Telecom service representative.

"Non-contiguous CELL array"
lib_usrif   vscreen.c
An internal system variable has reached an illegal state. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs then shut down the system and call your Northern Telecom service representative.

"Not enough bytes of data to be read from pipe. (Call enters queue)"
stats   ceq.c
A system error has occurred. An earlier Warning Error Message should clarify the reason for this error. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs then shut down the system and call your Northern Telecom service representative.

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Table 2 (continued)
Fatal error messages

Error Message	
Task	**Module**
Explanation / Error Recovery Procedure	

"Not enough bytes of data to be read from pipe. (Local call cancelled)"
stats   lccn.c
A system error has occurred. An earlier Warning Error Message should clarify the
reason for this error. The task should begin its recovery process and will start again
without user intervention. If the problem reoccurs then shut down the system and call
your Northern Telecom service representative.

"Not enough bytes of data to be read from pipe. (Network call cancelled)"
stats   nccn.c
A system error has occurred. An earlier Warning Error Message should clarify the
reason for this error. The task should begin its recovery process and will start again
without user intervention. If the problem reoccurs then shut down the system and call
your Northern Telecom service representative.

"Not enough bytes of data to be read from pipe. (Network call enters queue)"
stats   nceq.c
A system error has occurred. An earlier Warning Error Message should clarify the
reason for this error. The task should begin its recovery process and will start again
without user intervention. If the problem reoccurs then shut down the system and call
your Northern Telecom service representative.

"Not enough data being read from pipe. (Call answered by Agent)"
stats   caa.c
A system error has occurred. An earlier Warning Error Message should clarify the
reason for this error. The task should begin its recovery process and will start again
without user intervention. If the problem reoccurs then shut down the system and call
your Northern Telecom service representative.

"Not enough data being read from pipe. (Table Change Update)"
stats   tcup.c
A system error has occurred. An earlier Warning Error Message should clarify the
reason for this error. The task should begin its recovery process and will start again
without user intervention. If the problem reoccurs then shut down the system and call
your Northern Telecom service representative.

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Table 2 (continued)
Fatal error messages

Error Message
Task   **Module**
Explanation / Error Recovery Procedure

"Not enough data being read from pipe. (Call answered by Agent)"
stats   ncaa.c
A system error has occurred. An earlier Warning Error Message should clarify the reason for this error. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs then shut down the system and call your Northern Telecom service representative.

"Not enough data being read from pipe. (Call Answered by Remote Agent)"
stats   rcaa.c
A system error has occurred. An earlier Warning Error Message should clarify the reason for this error. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs then shut down the system and call your Northern Telecom service representative.

"Not enough data being read from pipe. (Cut interval)"
stats   cim.c
A system error has occurred. An earlier Warning Error Message should clarify the reason for this error. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs then shut down the system and call your Northern Telecom service representative.

"Not enough data being read from pipe. (Initialize Table Entry)"
stats   itbl.c
A system error has occurred. An earlier Warning Error Message should clarify the reason for this error. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs then shut down the system and call your Northern Telecom service representative.

"Not enough data being read from pipe. (Network Call Overflowed)"
stats   novf.c
A system error has occurred. An earlier Warning Error Message should clarify the reason for this error. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs then shut down the system and call your Northern Telecom service representative.

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Table 2 (continued)
Fatal error messages

Error Message	
Task	**Module**
Explanation / Error Recovery Procedure	

"Not enough data read from pipe. (ACD-GRP queue overflow)"
stats   ovf.c
A system error has occurred. An earlier Warning Error Message should clarify the
reason for this error. The task should begin its recovery process and will start again
without user intervention. If the problem reoccurs then shut down the system and call
your Northern Telecom service representative.

"Not enough data read from pipe. (Agent pos to supv pos re-assign)"
stats   aps.c
A system error has occurred. An earlier Warning Error Message should clarify the
reason for this error. The task should begin its recovery process and will start again
without user intervention. If the problem reoccurs then shut down the system and call
your Northern Telecom service representative.

"Not enough data read from pipe. (Agent priority change)"
stats   apc.c
A system error has occurred. An earlier Warning Error Message should clarify the
reason for this error. The task should begin its recovery process and will start again
without user intervention. If the problem reoccurs then shut down the system and call
your Northern Telecom service representative.

"Not enough data read from pipe. (Call abandoned by customers)"
stats   cab.c
A system error has occurred. An earlier Warning Error Message should clarify the
reason for this error. The task should begin its recovery process and will start again
without user intervention. If the problem reoccurs then shut down the system and call
your Northern Telecom service representative.

"Not enough data read from pipe. (Call answered - time overflow)"
stats   tof_caa.c
A system error has occurred. An earlier Warning Error Message should clarify the
reason for this error. The task should begin its recovery process and will start again
without user intervention. If the problem reoccurs then shut down the system and call
your Northern Telecom service representative.

-continued-

Table 2 (continued)
Fatal error messages

Error Message
Task   **Module**
Explanation / Error Recovery Procedure

"Not enough data read from pipe. (EMERGENCY CALL)."
stats   emg.c
A system error has occurred. An earlier Warning Error Message should clarify the reason for this error. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs then shut down the system and call your Northern Telecom service representative.

"Not enough data read from pipe. (END OF INITIALIZATION)."
stats   ein.c
A system error has occurred. An earlier Warning Error Message should clarify the reason for this error. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs then shut down the system and call your Northern Telecom service representative.

"Not enough data read from pipe. (Night service calls)"
stats   ncf.c
A system error has occurred. An earlier Warning Error Message should clarify the reason for this error. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs then shut down the system and call your Northern Telecom service representative.

"Not enough data read from pipe. (position event message)."
stats   pev.c
A system error has occurred. An earlier Warning Error Message should clarify the reason for this error. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs then shut down the system and call your Northern Telecom service representative.

"Not enough data read from pipe. (position state change message)."
stats   psc.c
A system error has occurred. An earlier Warning Error Message should clarify the reason for this error. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs then shut down the system and call your Northern Telecom service representative.

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Table 2 (continued)
Fatal error messages

Error Message	
Task	**Module**
Explanation / Error Recovery Procedure	

"Not enough data read from pipe. (Recall to Source)"
stats   rcs.c
A system error has occurred. An earlier Warning Error Message should clarify the
reason for this error. The task should begin its recovery process and will start again
without user intervention. If the problem reoccurs then shut down the system and call
your Northern Telecom service representative.

"Not enough data read from pipe.(Agent position or ACD-GRP delete)"
stats   apd.c
A system error has occurred. An earlier Warning Error Message should clarify the
reason for this error. The task should begin its recovery process and will start again
without user intervention. If the problem reoccurs then shut down the system and call
your Northern Telecom service representative.

"Not enough data read from pipe.(Agent position to ACD-GRP re-assign)"
stats   apr.c
A system error has occurred. An earlier Warning Error Message should clarify the
reason for this error. The task should begin its recovery process and will start again
without user intervention. If the problem reoccurs then shut down the system and call
your Northern Telecom service representative.

"Not enough data read from pipe.(POSITION INITIALIZATION DATA)."
stats   ipd.c
A system error has occurred. An earlier Warning Error Message should clarify the
reason for this error. The task should begin its recovery process and will start again
without user intervention. If the problem reoccurs then shut down the system and call
your Northern Telecom service representative.

"Not enough data read from pipe.(TRUNK INITIALIZATION DATA)."
stats   trunk_hdl.c
A system error has occurred. An earlier Warning Error Message should clarify the
reason for this error. The task should begin its recovery process and will start again
without user intervention. If the problem reoccurs then shut down the system and call
your Northern Telecom service representative.

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Table 2 (continued)
Fatal error messages

Error Message
Task   Module
Explanation / Error Recovery Procedure

"Not enough data read from pipe.(TRUNK RE-ASSIGNED TO ACD-GRP)."
stats   trunk_hdl.c
A system error has occurred. An earlier Warning Error Message should clarify the reason for this error. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs then shut down the system and call your Northern Telecom service representative.

"num of iterations exceeded"
cm_writer   cm_writer.c
An internal system variable has reached an illegal state. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs then shut down the system and call your Northern Telecom service representative.

"num read not equal to num in header"
LangServer   lang.c
Either insufficient memory was installed in the system, irregular system activities occurred, or a software error was detected. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs then shut down the system and call your Northern Telecom service representative.

"num read not equal to num requested"
LangServer   lang.c
Either insufficient memory was installed in the system, irregular system activities occurred, or a software error was detected. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs then shut down the system and call your Northern Telecom service representative.

"num written not equal to num requested"
cm_reader   cm_reader.c
Either insufficient memory was installed in the system, irregular system activities occurred, or a software error was detected. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs then shut down the system and call your Northern Telecom service representative.

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Table 2 (continued)
Fatal error messages

Error Message
Task   **Module**
Explanation / Error Recovery Procedure

"Number of records exceeds system defined limit."
LangServer   lang.c
System-defined limit exceeded. Call your Northern Telecom service representative.

"Number of windows is inconsistent"
lib_usrif   window.c
An internal system variable has reached an illegal state. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs then shut down the system and call your Northern Telecom service representative.

"oflag invalid"
comm_mgr   cman.c
An internal system variable has reached an illegal state. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs then shut down the system and call your Northern Telecom service representative.

"old DN index not found for agent to ACD-GRP re-assign"
stats   apr.c
Either insufficient memory was installed in the system, irregular system activities occurred, or a software error was detected. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs then shut down the system and call your Northern Telecom service representative.

"old supervisor index not found for agent to supervisor re-assign"
stats   aps.c
Either insufficient memory was installed in the system, irregular system activities occurred, or a software error was detected. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs then shut down the system and call your Northern Telecom service representative.

"Only physical devices are supported"
display   display.c
Either insufficient memory was installed in the system, irregular system activities occurred, or a software error was detected. Call your Northern Telecom service representative.

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Table 2 (continued)
Fatal error messages

Error Message
Task   **Module**
Explanation / Error Recovery Procedure

"Only physical devices are supported"
display   login.c
Either insufficient memory was installed in the system, irregular system activities occurred, or a software error was detected. Call your Northern Telecom service representative.

"open named pipe fails"
cm_reader   cm_reader.c
Either insufficient memory was installed in the system, irregular system activities occurred, or a software error was detected. Call your Northern Telecom service representative.

"open named pipe fails"
cm_writer   cm_writer.c
Either insufficient memory was installed in the system, irregular system activities occurred, or a software error was detected. Call your Northern Telecom service representative.

"openactive fails"
cm_reader   cm_reader.c
Either insufficient memory was installed in the system, irregular system activities occurred, or a software error was detected. Call your Northern Telecom service representative.

"openactive fails"
cm_writer   cm_writer.c
Either insufficient memory was installed in the system, irregular system activities occurred, or a software error was detected. Call your Northern Telecom service representative.

"openactive fails"
comm_mgr   cman.c
Either insufficient memory was installed in the system, irregular system activities occurred, or a software error was detected. Call your Northern Telecom service representative.

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Table 2 (continued)
Fatal error messages

Error Message
Task   **Module**
Explanation / Error Recovery Procedure

"openpassive fails"
cm_reader   cm_reader.c
Either insufficient memory was installed in the system, irregular system activities occurred, or a software error was detected. Call your Northern Telecom service representative.

"openpassive fails"
cm_writer   cm_writer.c
Either insufficient memory was installed in the system, irregular system activities occurred, or a software error was detected. Call your Northern Telecom service representative.

"openpassive fails"
comm_mgr   cman.c
Either insufficient memory was installed in the system, irregular system activities occurred, or a software error was detected. Call your Northern Telecom service representative.

"Out of memory"
dmslink   di_init.c
Either insufficient memory was installed in the system, irregular system activities occurred, or a software error was detected. The task will start again without user intervention. If the problem reoccurs call your Northern Telecom service representative.

"Out of memory."
LangServer   lang.c
No available memory was found. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs then shut down the system. Verify that the system is configured with the correct amount of memory. If no memory problem is uncovered and the problem persists, call your Northern Telecom service representative.

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Table 2 (continued)
Fatal error messages

Error Message
Task   **Module**
Explanation / Error Recovery Procedure

"Out of memory"
rptgen   log_gen.c
No available memory was found. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs then shut down the system. Verify that the system is configured with the correct amount of memory. If no memory problem is uncovered and the problem persists, call your Northern Telecom service representative.

"Pathname of keyboard description file is unknown"
lib_usrif   keyboard.c
Installation failed or the site has an improper version of the release materials. Check your release materials (version number and system type)and reinstall the system if they are correct. Call your Northern Telecom service representative if the problem persists.

"Pathname of video attributes file is unknown"
lib_usrif   pscreen.c
Installation failed or the site has an improper version of the release materials. Check your release materials (version number and system type)and reinstall the system if they are correct. Call your Northern Telecom service representative if the problem persists.

"pfield failure, rc = %d", rc"
dmslink   di_result.c
A system error has occurred. An earlier Warning Error Message should clarify the reason for this error. The task will start again without user intervention. If the problem reoccurs call your Northern Telecom service representative.

"position index not found for agent to supervisor re-assign"
stats   aps.c
Either insufficient memory was installed in the system, irregular system activities occurred, or a software error was detected. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs then shut down the system and call your Northern Telecom service representative.

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Table 2 (continued)
Fatal error messages

Error Message
Error Message **Task**   **Module** **Explanation / Error Recovery Procedure**
"Potential key table mixup" rptgen   sel_crit.c An internal system variable has reached an illegal state. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs then shut down the system and call your Northern Telecom service representative. **"Problems closing output file."** LangServer   lang.c A system error has occurred. Ignore the message if this is an isolated incident. Call your Northern Telecom service representative if the problem persists. **"process terminated by sigterm"** signal processor   signal.c Informative only. No user actions required. **"prog_table is full"** MAPA Controller   ctl_slave.c Either insufficient memory was installed in the system, irregular system activities occurred, or a software error was detected. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs then shut down the system and call your Northern Telecom service representative. **"prog_table is full"** MAPA Controller   ctl_utils.c Either insufficient memory was installed in the system, irregular system activities occurred, or a software error was detected. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs then shut down the system and call your Northern Telecom service representative. **"read error on MAINT pipe"** dmslink   di_pipes.c A system error has occurred. An earlier Warning Error Message should clarify the reason for this error. The task will start again without user intervention. If the problem reoccurs call your Northern Telecom service representative.
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Table 2 (continued)
Fatal error messages

Error Message
Task   **Module**
Explanation / Error Recovery Procedure

"Read failed"
libquery   query.c
A database error occurred. Reinstall the hardware and software if there were errors
during the most recent installation / upgrade of the ACD-MAX system. If there were no
errors during the installation / upgrade, or if the problem persists after reinstallation, call
your Northern Telecom service representative.

"read failed on CC REQUEST pipe"
dmslink   di_pipes.c
A system error has occurred. An earlier Warning Error Message should clarify the
reason for this error. The task will start again without user intervention. If the problem
reoccurs call your Northern Telecom service representative.

"read failed on Maintenance Pipe"
dmslink   di_pipes.c
A system error has occurred. An earlier Warning Error Message should clarify the
reason for this error. The task will start again without user intervention. If the problem
reoccurs call your Northern Telecom service representative.

"Read failure on DevInPipe"
dmslink   di_io.c
A system error has occurred. An earlier Warning Error Message should clarify the
reason for this error. The task will start again without user intervention. If the problem
reoccurs call your Northern Telecom service representative.

"Read of ack from LINK fails"
stats   receive.c
A system error has occurred. An earlier Warning Error Message should clarify the
reason for this error. The task should begin its recovery process and will start again
without user intervention. If the problem reoccurs then shut down the system and call
your Northern Telecom service representative.

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Table 2 (continued)
Fatal error messages

Error Message
Task   **Module**
Explanation / Error Recovery Procedure
"Read of ack from LINK returns non-ack"
stats   receive.c
A communication error between two tasks has occurred when recovery action was taking place. Please shut down the system and restart it. If the problem persists, call your Northern Telecom service representative.
"read to MAINT pipe"
dmslink   di_pipes.c
A system error has occurred. An earlier Warning Error Message should clarify the reason for this error. The task will start again without user intervention. If the problem reoccurs call your Northern Telecom service representative.
"Received incorrect ACK from link manager"
hdc   hdc_proc.c
An internal variable has reached an illegal state. You should see the task going through its recovery procedure after this message has appeared. Call your Northern Telecom service representative.
"Record location failure [%d] -- table: %s, loc: %d"
replay   replay.c
Installation failed or the site has an improper version of the release materials. Check your release materials (version number and system type)and reinstall the system if they are correct. Call your Northern Telecom service representative if the problem persists.
"Report control semaphore initialization failed"
ReportControl   rpt_ctl.c
Either insufficient memory was installed in the system, irregular system activities occurred, or a software error was detected. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs then shut down the system and call your Northern Telecom service representative.
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Table 2 (continued)
Fatal error messages

Error Message
Task   **Module**
Explanation / Error Recovery Procedure

"Report control semaphore key creation failed"
ReportControl   rpt_ctl.c
Either insufficient memory was installed in the system, irregular system activities occurred, or a software error was detected. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs then shut down the system and call your Northern Telecom service representative.

"Report definition is invalid"
rptgen   rptgen.c
An internal system variable has reached an illegal state. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs then shut down the system and call your Northern Telecom service representative.

"Request for aging failed"
age_req   age_req.c
Either insufficient memory was installed in the system, irregular system activities occurred, or a software error was detected. Call your Northern Telecom service representative.

"request for cur_intvl failed"
rptgen   rpt_mapaif.c
Either insufficient memory was installed in the system, irregular system activities occurred, or a software error was detected. Call your Northern Telecom service representative.

"request for graph failed"
rptgen   rpt_mapaif.c
Either insufficient memory was installed in the system, irregular system activities occurred, or a software error was detected. Call your Northern Telecom service representative.

"request for report failed"
rptgen   rpt_mapaif.c
Either insufficient memory was installed in the system, irregular system activities occurred, or a software error was detected. Call your Northern Telecom service representative.

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Table 2 (continued)
Fatal error messages

Error Message	
Task	**Module**
Explanation / Error Recovery Procedure	

"Seek failed"
libquery   query.c
An internal variable has reached an illegal state.
Ignore the message if this is an isolated incident. Call your Northern Telecom service
representative if the problem persists.

"segmentation or IOT trap"
signal processor   signal.c
A system error has occurred.
If there are other recent messages relevant to this program or scenario, check their
meaning. If these indicate other serious problems then call your Northern Telecom
service representative. Otherwise, no action is required.

"Set traversal failure [%d] -- table: listelem"
lib_lists   lists.c
A database error occurred. Reinstall the hardware and software if there were errors
during the most recent installation / upgrade of the ACD-MAX system. If there were no
errors during the installation / upgrade, or if the problem persists after reinstallation, call
your Northern Telecom service representative.

"Terminal control block attach failed"
display   term_cntrl.c
No available memory was found. The task should begin its recovery process and will
start again without user intervention. If the problem reoccurs then shut down the
system. Verify that the system is configured with the correct amount of memory. If no
memory problem is uncovered and the problem persists, call your Northern Telecom
service representative.

"Terminal control block creation failed"
display   term_cntrl.c
No available memory was found. The task should begin its recovery process and will
start again without user intervention. If the problem reoccurs then shut down the
system. Verify that the system is configured with the correct amount of memory. If no
memory problem is uncovered and the problem persists, call your Northern Telecom
service representative.

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Table 2 (continued)
Fatal error messages

Error Message Task Module Explanation / Error Recovery Procedure

"Terminal control block key creation failed"
display   term_cntrl.c
No available memory was found. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs then shut down the system. Verify that the system is configured with the correct amount of memory. If no memory problem is uncovered and the problem persists, call your Northern Telecom service representative.

"Terminal control semaphore 'get' operation failed"
display   disp_sema.c
Either insufficient memory was installed in the system, irregular system activities occurred, or a software error was detected. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs then shut down the system and call your Northern Telecom service representative.

"Terminal control semaphore initialization failed"
display   disp_sema.c
Either insufficient memory was installed in the system, irregular system activities occurred, or a software error was detected. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs then shut down the system and call your Northern Telecom service representative.

"Terminal control semaphore key creation failed"
display   disp_sema.c
Either insufficient memory was installed in the system, irregular system activities occurred, or a software error was detected. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs then shut down the system and call your Northern Telecom service representative.

"Terminal control semaphore 'release' operation failed"
display   disp_sema.c
Either insufficient memory was installed in the system, irregular system activities occurred, or a software error was detected. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs then shut down the system and call your Northern Telecom service representative.

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Table 2 (continued)
Fatal error messages

Error Message
Task   **Module**
Explanation / Error Recovery Procedure

"Terminal type is not defined in termcap"
lib_usrif   pscreen.c
Installation failed or the site has an improper version of the release materials. Check
your release materials (version number and system type)and reinstall the system if they
are correct. Call your Northern Telecom service representative if the problem persists.

"terminating"
MAPA Controller   ctl_main.c
This message appears after a system shutdown. No further action is required provided
the shut down was intended (i.e. it was requested by a user). If no request was issued
by a user, call your Northern Telecom service representative.

"this node not in sys_list"
MAPA Controller   ctl_main.c
An internal system variable has reached an illegal state. The task should begin its
recovery process and will start again without user intervention. If the problem reoccurs
then shut down the system and call your Northern Telecom service representative.

"Token granting semaphore initialization failed"
display   token.c
Either insufficient memory was installed in the system, irregular system activities
occurred, or a software error was detected. The task should begin its recovery process
and will start again without user intervention. If the problem reoccurs then shut down
the system and call your Northern Telecom service representative.

"Token granting semaphore key creation failed"
display   token.c
Either insufficient memory was installed in the system, irregular system activities
occurred, or a software error was detected. The task should begin its recovery process
and will start again without user intervention. If the problem reoccurs then shut down
the system and call your Northern Telecom service representative.

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Table 2 (continued)
Fatal error messages

Error Message
Task   **Module**
Explanation / Error Recovery Procedure
"Token granting semaphore 'release' operation failed"
display   token.c
Either insufficient memory was installed in the system, irregular system activities occurred, or a software error was detected. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs then shut down the system and call your Northern Telecom service representative.
"Too many pipes between PNs"
MAPA Controller   ctl_utils.c
An internal system variable has reached an illegal state. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs then shut down the system and call your Northern Telecom service representative.
"TOO MANY arguments passed"
dmslink   *di_init.c*
Installation failed or the site has an improper version of the release materials. Check your release materials (version number and system type) and reinstall the system if they are correct. Call your Northern Telecom service representative if the problem persists.
"Too many virtual screens"
lib_usrif   vscreen.c
An internal system variable has reached an illegal state. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs then shut down the system and call your Northern Telecom service representative.
"Too many windows"
lib_usrif   window.c
An internal system variable has reached an illegal state. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs then shut down the system and call your Northern Telecom service representative.
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Table 2 (continued)
Fatal error messages

Error Message	
Task	**Module**
Explanation / Error Recovery Procedure	
"Transfer of file '%s' to display node failed"	
rptgen	rpt_mapaif.c
Either insufficient memory was installed in the system, irregular system activities occurred, or a software error was detected. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs then shut down the system and call your Northern Telecom service representative.	
"unable to access current profile records."	
dmslink	di_init.c
A database error occurred. Installation failed or the site has an improper version of the release materials. Check your release materials (version number and system type) and reinstall the system if they are correct. Call your Northern Telecom representative if the problem persists.	
"UNable to access System Parameter record"	
dmslink	di_init.c
A database error occurred. Installation failed or the site has an improper version of the release materials. Check your release materials (version number and system type) and reinstall the system if they are correct. Call your Northern Telecom representative if the problem persists.	
"Unable to allocate memory for interval dumps"	
hdc	hdc_start.c
Either insufficient memory was installed in the system, irregular system activities occurred, or a software error was detected. Check that the system is configured with the correct amount of memory. If the memory is not a problem, call your Northern Telecom service representative. Call your Northern Telecom service representative if the problem persists.	
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Table 2 (continued)
Fatal error messages

Error Message
Task	**Module**
Explanation / Error Recovery Procedure

"Unable to allocate memory for agent event data"
hdc   hdc_start.c
Either insufficient memory was installed in the system, irregular system activities
occurred, or a software error was detected. Check that the system is configured with
the correct amount of memory. If the memory is not a problem, call your Northern
Telecom service representative. Call your Northern Telecom service representative if
the problem persists.

"Unable to associate a device with SWS proc., rc=[%d]"
rptgen   mkgrpt.c
A system error has occurred. Check the definition to ensure that it was established
properly. Perform the print function again. Call your Northern Telecom service
representative if the problem persists.

"Unable to attach segment."
LangServer   lang.c
No available memory was found. The task should begin its recovery process and will
start again without user intervention. If the problem reoccurs then shut down the
system. Verify that the system is configured with the correct amount of memory. If no
memory problem is uncovered and the problem persists, call your Northern Telecom
service representative.

"Unable to attach to CC queue memory segment"
cclib   get_cc_mem.c
No available memory was found. The task should begin its recovery process and will
start again without user intervention. If the problem reoccurs then shut down the
system. Verify that the system is configured with the correct amount of memory. If no
memory problem is uncovered and the problem persists, call your Northern Telecom
service representative.

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Table 2 (continued)
Fatal error messages

Error Message	
Task	**Module**
Explanation / Error Recovery Procedure	

"Unable to attach to interval dump flag shared memory"
hdc   hdc_start.c
No available memory was found. The task should begin its recovery process and will
start again without user intervention. If the problem reoccurs then shut down the
system. Verify that the system is configured with the correct amount of memory. If no
memory problem is uncovered and the problem persists, call your Northern Telecom
service representative.

"unable to attach to shared memory data region"
cur_intvl   ci_main.c
No available memory was found. The task should begin its recovery process and will
start again without user intervention. If the problem reoccurs then shut down the
system. Verify that the system is configured with the correct amount of memory. If no
memory problem is uncovered and the problem persists, call your Northern Telecom
service representative.

"Unable to change database context: DATADB"
rptgen   rptgen.c
A database error occurred. Check your release materials (version number and system
type)and reinstall the system if they are correct. Call your Northern Telecom service
representative if the problem persists.

"Unable to change database context: SYSDB"
rptgen   rptgen.c
A database error occurred. The task should begin its recovery process and will start
again without user intervention. If the problem reoccurs then shut down the system and
call your Northern Telecom service representative.

"Unable to close file: stdout"
rptgen   rptgen.c
A system error has occurred. Look for recent messages relevant to this program or
scenario and check their meaning. If these indicate serious problems then call your
Northern Telecom service representative. Otherwise, no action is required.

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Table 2 (continued)
Fatal error messages

Error Message
Task   **Module**
Explanation / Error Recovery Procedure

"Unable to close file: stdout"
sys_rpts   rpt_main.c
A system error has occurred. Look for recent messages relevant to this program or scenario and check their meaning. If these indicate serious problems then call your Northern Telecom service representative. Otherwise, no action is required.

"Unable to create CC queue memory segment"
cclib   get_cc_mem.c
Either insufficient memory was installed in the system, irregular system activities occurred, or a software error was detected. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs then shut down the system and call your Northern Telecom service representative.

"Unable to create error message virtual screen"
lib_usrif   keyboard.c
Either insufficient memory was installed in the system, irregular system activities occurred, or a software error was detected. Call your Northern Telecom service representative.

"Unable to create output data file for query"
libquery   query.c
A system error has occurred. Look for other recent messages relevant to this program or scenario and check their meaning. If these indicate other serious problems then call your Northern Telecom service representative. Otherwise, no action is required.

"Unable to create page head buffer with malloc()"
rptgen   tabgen.c
A system error has occurred. Check the definition to ensure that it was established properly. Perform the print function again. Call your Northern Telecom service representative if the problem persists.

-continued-

Table 2 (continued)
Fatal error messages

Error Message	
Task	Module
Explanation / Error Recovery Procedure	

"Unable to create period table with malloc()"
rptgen   query_tf.c
Either insufficient memory was installed in the system, irregular system activities occurred, or a software error was detected. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs then shut down the system and call your Northern Telecom service representative.

"Unable to create report index file"
rptgen   log_gen.c
A system error has occurred. An earlier Warning Error Message should clarify the reason for this error. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs then shut down the system and call your Northern Telecom service representative.

"Unable to create report text file"
rptgen   log_gen.c
A system error has occurred. An earlier Warning Error Message should clarify the reason for this error. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs then shut down the system and call your Northern Telecom service representative.

"Unable to create segment."
LangServer   lang.c
Either insufficient memory was installed in the system, irregular system activities occurred, or a software error was detected. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs then shut down the system and call your Northern Telecom service representative.

"Unable to create temporary selection file"
libquery   query.c
A system error has occurred. Look for other recent messages relevant to this program or scenario and check their meaning. If these indicate other serious problems then call your Northern Telecom service representative. Otherwise, no action is required.

-continued-

Table 2 (continued)
Fatal error messages

Error Message
Task **Module**
Explanation / Error Recovery Procedure
"Unable to detach segment."
LangServer lang.c
Either insufficient memory was installed in the system, irregular system activities occurred, or a software error was detected. Ignore the message if this is an isolated incident. Call your Northern Telecom service representative if the problem persists.
"Unable to draw graph with SWS proc., RC=[%D]"
rptgen mkgrpt.c
A system error has occurred. Check the definition to ensure that it was established properly. Perform the print function again. Call your Northern Telecom service representative if the problem persists.
"Unable to find delimiter character"
rptgen mkgrpt.c
A system error has occurred. Check the definition to ensure that it was established properly. Perform the print function again. Call your Northern Telecom service representative if the problem persists.
"Unable to get segment."
LangServer lang.c
Either insufficient memory was installed in the system, irregular system activities occurred, or a software error was detected. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs then shut down the system and call your Northern Telecom service representative.
"Unable to initialize MAX database manager"
rptgen rptgen.c
An internal variable has reached an illegal state. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs then shut down the system and call your Northern Telecom service representative.
"Unable to initialize query engine global parameters"
rptgen query_tf.c
An internal variable has reached an illegal state. Call your Northern Telecom service representative.
-continued-

Table 2 (continued)
Fatal error messages

Error Message
Task   **Module**
Explanation / Error Recovery Procedure

"Unable to obtain database READ lock"
LangServer   lang.c
The system has problems with the database lock. Look for other recent messages relevant to this program or scenario and check their meaning. If these indicate other serious problems then call your Northern Telecom service representative. Otherwise, no action is required.

"Unable to obtain database WRITE lock"
LangServer   lang.c
The system has problems with the database lock. Look for other recent messages relevant to this program or scenario and check their meaning. If these indicate other serious problems then call your Northern Telecom service representative. Otherwise, no action is required.

"Unable to open file: graphic report data intermediate file"
rptgen   gr_utils.c
A system error has occurred. Check the definition to ensure that it was established properly. Perform the print function again. Call your Northern Telecom service representative if the problem persists.

"Unable to open file: graphic report intermediate file"
rptgen   mkgrpt.c
A system error has occurred. Check the definition to ensure that it was established properly. Perform the print function again. Call your Northern Telecom service representative if the problem persists.

"Unable to open file: graphic report intermediate file"
rptgen   gr_utils.c
A system error has occurred. Check the definition to ensure that it was established properly. Perform the print function again. Call your Northern Telecom service representative if the problem persists.

-continued-

Table 2 (continued)
Fatal error messages

Error Message
Task   **Module**
Explanation / Error Recovery Procedure

"Unable to open file: graphic report page file"
rptgen   grg_utils.c
A system error has occurred. Check the definition to ensure that it was established properly. Perform the print function again. Call your Northern Telecom service representative if the problem persists.

"Unable to open file: graphic report preview file"
rptgen   grg_utils.c
A system error has occurred. Check the definition to ensure that it was established properly. Perform the print function again. Call your Northern Telecom service representative if the problem persists.

"Unable to open file: graphic report temp print file"
rptgen   grg_utils.c
A system error has occurred. Check the definition to ensure that it was established properly. Perform the print function again. Call your Northern Telecom service representative if the problem persists.

"Unable to open file: graphic report temporary file"
rptgen   gr_utils.c
A system error has occurred. Check the definition to ensure that it was established properly. Perform the print function again. Call your Northern Telecom service representative if the problem persists.

"Unable to open file: query engine output file"
rptgen   gr_utils.c
A system error has occurred. Check the definition to ensure that it was established properly. Perform the print function again. Call your Northern Telecom service representative if the problem persists.

"Unable to open file:rptgen information output file"
rptgen   rpt_utils.c
Either insufficient memory was installed in the system, irregular system activities occurred, or a software error was detected. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs then shut down the system and call your Northern Telecom service representative.

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Table 2 (continued)
Fatal error messages

Error Message
Task   **Module**
Explanation / Error Recovery Procedure

"Unable to open keyboard description file"
lib_usrif   keyboard.c
Installation failed or the site has an improper version of the release materials. Check your release materials (version number and system type)and reinstall the system if they are correct. Call your Northern Telecom service representative if the problem persists.

"Unable to open output file for writing."
LangServer   lang.c
A system error has occurred. Ignore the message if this is an isolated incident. Call your Northern Telecom service representative if the problem persists.

"Unable to open pipe to CCSCHED"
cc_request   cc_req.c
A system error has occurred. An earlier Warning Error Message should clarify the reason for this error. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs then shut down the system and call your Northern Telecom service representative.

"Unable to open SWS graphic template, rc=[%d]"
rptgen   mkgrpt.c
A system error has occurred. Check the definition to ensure that it was established properly. Perform the print function again. Call your Northern Telecom service representative if the problem persists.

"Unable to open tabular report generator index output file"
rptgen   tabgen.c
A system error has occurred. Check the definition to ensure that it was established properly. Perform the print function again. Call your Northern Telecom service representative if the problem persists.

"Unable to open tabular report generator output file"
rptgen   tabgen.c
A system error has occurred. Check the definition to ensure that it was established properly. Perform the print function again. Call your Northern Telecom service representative if the problem persists.

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Table 2 (continued)
Fatal error messages

Error Message **Task**   **Module** **Explanation / Error Recovery Procedure**
"Unable to open tabular report input file" rptgen   tabgen.c A system error has occurred. Check the definition to ensure that it was established properly. Perform the print function again. Call your Northern Telecom service representative if the problem persists.
"Unable to open tabular report preview file" rptgen   rpt_utils.c Either insufficient memory was installed in the system, irregular system activities occurred, or a software error was detected. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs then shut down the system and call your Northern Telecom service representative.
"Unable to open termcap file" lib_usrif   pscreen.c Installation failed or the site has an improper version of the release materials. Check your release materials (version number and system type)and reinstall the system if they are correct. Call your Northern Telecom service representative if the problem persists.
"Unable to open video attributes file" lib_usrif   pscreen.c Installation failed or the site has an improper version of the release materials. Check your release materials (version number and system type)and reinstall the system if they are correct. Call your Northern Telecom service representative if the problem persists.
"Unable to read data from Request pipe (cc_sched main line)" cc_sched   cc_sched.c Either insufficient memory was installed in the system, irregular system activities occurred, or a software error was detected. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs then shut down the system and call your Northern Telecom service representative.
-continued-

Table 2 (continued)
Fatal error messages

Error Message
Task   Module
Explanation / Error Recovery Procedure

"Unable to read data from Response pipe (cc_sched main line)"
cc_sched   cc_sched.c
Either insufficient memory was installed in the system, irregular system activities occurred, or a software error was detected. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs then shut down the system and call your Northern Telecom service representative.

"Unable to read file: gr report intermediate file"
rptgen   mkgrpt.c
A system error has occurred. Check the definition to ensure that it was established properly. Perform the print function again. Call your Northern Telecom service representative if the problem persists.

"Unable to read file: graphic report intermediate file"
rptgen   mkgrpt.c
A system error has occurred. Check the definition to ensure that it was established properly. Perform the print function again. Call your Northern Telecom service representative if the problem persists.

"Unable to release database READ lock"
LangServer   lang.c
The system has problems with the database lock. Look for other recent messages relevant to this program or scenario and check their meaning. If these indicate other serious problems then call your Northern Telecom service representative. Otherwise, no action is required.

"Unable to release database WRITE lock"
LangServer   lang.c
The system has problems with the database lock. Look for other recent messages relevant to this program or scenario and check their meaning. If these indicate other serious problems then call your Northern Telecom service representative. Otherwise, no action is required.

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Table 2 (continued)
Fatal error messages

Error Message
Task **Module**
Explanation / Error Recovery Procedure

"Unable to re-open temporary data file"
libquery   query.c
A system error has occurred. Look for other recent messages relevant to this program
or scenario and check their meaning. If these indicate other serious problems then call
your Northern Telecom service representative. Otherwise, no action is required.

"Unable to re-open temporary key file"
libquery   query.c
A system error has occurred. Look for other recent messages relevant to this program
or scenario and check their meaning. If these indicate other serious problems then call
your Northern Telecom service representative. Otherwise, no action is required.

"Unable to replace legend strings, rc=[%d]"
rptgen   mkgrpt.c
A system error has occurred. Check the definition to ensure that it was established
properly. Perform the print function again. Call your Northern Telecom service
representative if the problem persists.

"Unable to replace text strings, rc=[%d]"
rptgen   mkgrpt.c
A system error has occurred. Check the definition to ensure that it was established
properly. Perform the print function again. Call your Northern Telecom service
representative if the problem persists.

"Unable to send data to SWS proc., rc=[%d]"
rptgen   mkgrpt.c
A system error has occurred. Check the definition to ensure that it was established
properly. Perform the print function again. Call your Northern Telecom service
representative if the problem persists.

"Unable to set axis label and scaling, rc=[%d]"
rptgen   mkgrpt.c
A system error has occurred. Check the definition to ensure that it was established
properly. Perform the print function again. Call your Northern Telecom service
representative if the problem persists.

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Table 2 (continued)
Fatal error messages

Error Message	
Task	**Module**
Explanation / Error Recovery Procedure	

"Unable to start SWS graphic processor, rc=[%d]"
rptgen   mkgrpt.c
A system error has occurred. Check the definition to ensure that it was established properly. Perform the print function again. Call your Northern Telecom service representative if the problem persists.

"Unable to terminate SWS proc., rc=[%d]"
rptgen   mkgrpt.c
A system error has occurred. Check the definition to ensure that it was established properly. Perform the print function again. Call your Northern Telecom service representative if the problem persists.

"unexpected signal"
signal processor   signal.c
An internal system variable has reached an illegal state. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs then shut down the system and call your Northern Telecom service representative.

"unknown message type"
LangServer   lang.c
An internal system variable has reached an illegal state. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs then shut down the system and call your Northern Telecom service representative.

"Unknown type of list to be deleted"
stats   bnsrch.c
An internal system variable has reached an illegal state. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs then shut down the system and call your Northern Telecom service representative.

"Unknown type of list to be updated."
stats   bnsrch.c
An internal system variable has reached an illegal state. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs then shut down the system and call your Northern Telecom service representative.

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Table 2 (continued)
Fatal error messages

Error Message
Task   **Module**
Explanation / Error Recovery Procedure

"Unrecognized message %d from link"
stats   receive.c
There was a software error. The real-time display may be temporarily disabled. If this problem persists, call your Northern Telecom service representative.

"Unrecognized message %d from link"
hdc   hdc_proc.c
There was a software error. The task should begin its recovery process and will start again without user intervention If this problem persists then shut down the system and call your Northern Telecom service representative.

"Video attributes file is empty"
lib_usrif   pscreen.c
Installation failed or the site has an improper version of the release materials. Check your release materials (version number and system type)and reinstall the system if they are correct. Call your Northern Telecom service representative if the problem persists.

"write error on HDC pipe."
link   trunk.c
A system error has occurred. Look for other recent messages relevant to this program or scenario and check their meaning. If these indicate other serious problems then call your Northern Telecom service representative. Otherwise, no action is required.

"write error on STSMGR pipe."
link   trunk.c
A system error has occurred. Look for other recent messages relevant to this program or scenario and check their meaning. If these indicate other serious problems then call your Northern Telecom service representative. Otherwise, no action is required.

"Write error to CCSCHED pipe"
cc_request   cc_req.c
Either insufficient memory was installed in the system, irregular system activities occurred, or a software error was detected. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs then shut down the system and call your Northern Telecom service representative.

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Table 2 (continued)
Fatal error messages

Error Message
Task   **Module**
Explanation / Error Recovery Procedure

"Write error to HDC ack pipe"
dmslink   di_pipes.c
A system error has occurred. An earlier Warning Error Message should clarify the reason for this error. The task will start again without user intervention. If the problem reoccurs call your Northern Telecom service representative.

"Write error to HDC pipe"
dmslink   di_io.c
A system error has occurred. An earlier Warning Error Message should clarify the reason for this error. The task will start again without user intervention. If the problem reoccurs call your Northern Telecom service representative.

"Write error to STSMGR pipe"
dmslink   di_io.c
A system error has occurred. An earlier Warning Error Message should clarify the reason for this error. The task will start again without user intervention. If the problem reoccurs call your Northern Telecom service representative.

"write fails"
cm_reader   cm_reader.c
Either insufficient memory was installed in the system, irregular system activities occurred, or a software error was detected. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs then shut down the system and call your Northern Telecom service representative.

"write failure on LinkStatFile"
dmslink   di_utils.c
A system error has occurred. An earlier Warning Error Message should clarify the reason for this error. The task will start again without user intervention. If the problem reoccurs call your Northern Telecom service representative.

"write to pipe with no read process"
signal processor   signal.c
A system error has occurred. Look for other recent messages relevant to this program or scenario and check their meaning. If these indicate other serious problems then call your Northern Telecom service representative. Otherwise, no action is required.

-continued-

Table 2 (continued)
Fatal error messages

Error Message
Task   **Module**   **Explanation / Error Recovery Procedure**
"write to socket fails"   cm_reader   cm_reader.c   Either insufficient memory was installed in the system, irregular system activities occurred, or a software error was detected. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs then shut down the system and call your Northern Telecom service representative.

Table 3
Warning error messages

Note: Some of the Warning Error Messages shown here contain the characters **%s**, **%d**, **%ld**, **%lf** and/or **%10.0lf**. The message as it appears on the screen will replace these characters with the appropriate information. **%d**, **%ld**, **%lf** and/or **%10.0lf** represent numbers. **%s** represents one of the following tasks:

- link, hdc, stats, comm_mgr, cclink, cc_scheduler,
- age, rptgen, rptgen, displayN (where N=1 to 32)

Error Message
Task   **Module**
Explanation / Error Recovery Procedure

"accept fails with %d"
mapatcp   openpass.c
A problem has occurred with the LAN which connects the two towers in the dual-tower system. Ignore this message if this is an isolated incident. Otherwise shut down and restart the system.

"access failed for profile record - defaults used"
hdc   hdc_init.c
A database error occurred. The customer-defined network node address cannot be retrieved. The default value will be used. If the problem persists, call your Northern Telecom service representative.

"access failed for profile table - defaults used"
sys_rpts   rpt_init.c
A database access error occurred. Default values for customer name and system default language are being used. Verify that the customer profile has been set up already. If not, enter it through Parameter Administration. If the problem persists, call your Northern Telecom service representative.

"access failed for spvids table - defaults used"
sys_rpts   rpt_init.c
A database access error occurred. Default values for supervisor's default language is being used. Verify that the supervisor profile has been set up properly. If not, enter it through Parameter Administration. If the problem persists, call your Northern Telecom service representative.

-continued-

Table 3 (continued)
Warning error messages

Error Message
Task   **Module**
Explanation / Error Recovery Procedure

"access failed for sys record - default used"
hdc   hdc_init.c
A database error occurred. The customer defined internal route cannot be retrieved. The default value will be used. If the problem persists, call your Northern Telecom service representative.

"acckey failed for profile table - defaults used"
sys_rpts   rpt_init.c
A database error occurred. The miscellaneous options will be defaulted. Ignore the message if this is an isolated incident. However, if the problem occurs several times, call your Northern Telecom service representative.

"acckey failed for spvids table - defaults used"
sys_rpts   rpt_init.c
A database error occurred. The supervisor's language cannot be retrieved. The requested system report will be generated in the customer default language. If the problem persists, call your Northern Telecom service representative.

"acckey failure "
dmslink   di_invoke.c
A database error occurred. Call your Northern Telecom service representative if the problem persists.

"ACD limit exceeded - new acd not added\n"
hdc   hdc_util.c
DMS-100 ACD-GRP definitions exceeded allowable limit. Check that the DMS-100 is configured for the parameters that ACD-MAX supports. If it does, contact Northern Telecom. ACD-MAX Phase III supports the first 100 ACD-GRPs that it receives from the DMS-100 switch within each 1/2 hour interval.

"Acd- VFG exceeded - new vfg not added"
hdc   hdc_util.c
Number of VFGs is over the supported limit. Call your Northern Telecom service representative.

-continued-

Table 3 (continued)
Warning error messages

Error Message **Task**   **Module** **Explanation / Error Recovery Procedure**
"ack received from LINK OK" stats   receive.c Informative only. No user actions required. **"addrec failed"** display   upd_com.c A database error occurred. Ignore the message if this is an isolated incident. However, if the problem occurs several times, call your Northern Telecom service representative. **"Agent event data could not be saved - data lost"** hdc   hdc_write.c There were not enough resources available to save the agent event data on the disk. The agent event data for the last 5 minutes is lost. Call your Northern Telecom service representative. **"agent id %d is out of range" ,pos.agent_id** dmslink   di_invoke.c Invalid values received from the switch. If the problem reoccurs call your Northern Telecom service representative. **"agent not found in state table"** hdc   hdc_event.c A database error occurred. Call your Northern Telecom service representative. **"An internal system error has occurred. Please check the error log"** *any task*   *any module* This message will precede another message. Always refer to the explanation and error recovery procedures of the second message. **"ApplResourceShortageErr from switch: Err Type %d",** dmslink   di_error.c Error received from the switch. If the problem reoccurs call your Northern Telecom service representative.
-continued-

Table 3 (continued)
Warning error messages

Error Message
Task   **Module**
Explanation / Error Recovery Procedure

"Appl.ResourceShortageErr from switch:Max Logons Exceeded" dmslink   di_error.c Error received from the switch. If the problem reoccurs call your Northern Telecom service representative.
"Appl.ResourceShortageErr from switch:NoMoreInfo" dmslink   di_error.c Error received from the switch. If the problem reoccurs call your Northern Telecom service representative.
"ApplResourceShortageErr from switch:Too many ROs" dmslink   di_error.c Error received from the switch. If the problem reoccurs call your Northern Telecom service representative.
"Appl.ResourceShortageErr: No Buffers available" dmslink   di_error.c Error received from the switch. If the problem reoccurs call your Northern Telecom service representative.
"application directory not found" MAPA Controller   ctl_main.c A file cannot be found. Verify that the ACD-MAX installation had no errors. If so, then call your Northern Telecom service representative. Otherwise, reinstall the ACD-MAX software. Call your Northern Telecom service representative if the problem persists.
"Asked link manager to hold messages" hdc   hdc_proc.c Informative only. No user action required. The task is executing its recovery procedure.
"Asked link manager to re-initialize" hdc   hdc_proc.c Informative only. No user actions required. The task has found itself in an invalid state and is starting its recovery procedure.
-continued-

Table 3 (continued)
Warning error messages

Error Message	
Task	**Module**
Explanation / Error Recovery Procedure	

"asked to kill pidless program"
MAPA Controller   ctl_main.c
A variable has reached an illegal state. Ignore the message if this is an isolated
incident. Call your Northern Telecom service representative if the problem persists.

"atime contains a nonnumeric"
libcommon   timecvt.c
Unrecognized date and time sent by DMS-100. Check that the DMS-100 has the
proper time and date defined.

"atime must contain 12 chars"
libcommon   timecvt.c
Unrecognized date and time sent by DMS-100. Check that the DMS-100 has the
proper time and date defined.

"attach shared memory failed: ATTACH"
libcommon   att_shm.c
There are irregular system activities, a shortage of memory installed in the system, or a
software   error was detected. The task should begin its recovery
process and will start again without user intervention. If the problem reoccurs then shut
down the system and call your Northern Telecom service representative.

"attempted to change non-existent entry"
stats   tcup.c
There are irregular system activities, a shortage of memory installed in the system, or a
software error was detected. If the problem reoccurs then shut down and restart the
system.

"Attempted to delete an un-created form"
lib_usrif   form.c
An internal variable has reached an illegal state. Ignore the message if this is an
isolated incident. Call your Northern Telecom service representative if the problem
persists.

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Table 3 (continued)
Warning error messages

Error Message
Task   **Module**
Explanation / Error Recovery Procedure

"Attempted to delete an un-created menu"
lib_usrif   menu.c
An internal variable has reached an illegal state. Ignore the message if this is an isolated incident. Call your Northern Telecom service representative if the problem persists.

"Attempted to delete an un-created table form"
lib_usrif   table.c
An internal variable has reached an illegal state. Ignore the message if this is an isolated incident. Call your Northern Telecom service representative if the problem persists.

"attempted to delete non-existent entry"
stats   tcup.c
There are irregular system activities, a shortage of memory installed in the system, or a software error was detected. If the problem reoccurs then shut down and restart the system.

" audio list number out of range"
dmslink   di_inter.c
Too many audio groups received from the switch. If the problem reoccurs, call your Northern Telecom service representative.

"audio treatment type undefined"
dmslink   di_result.c
Invalid message received from the switch. If the problem reoccurs call your Northern Telecom service representative.

"Authentication failure"
cclink   ccl_main.c
There is a mismatch between the DMS-100 and the ACD-MAX serial numbers. Verify that there were no errors during the ACD-MAX installation procedures. Providing there were no errors then call your Northern Telecom service representative. If there were errors then reinstall the ACD-MAX software. If the problem persists after the reinstallation then call your Northern Telecom service representative.

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Table 3 (continued)
Warning error messages

Error Message **Task   Module** **Explanation / Error Recovery Procedure**
"Authentication failure" cc_sched   cc_sched.c There is a mismatch between the DMS-100 and the ACD-MAX serial numbers. Verify that there were no errors during the ACD-MAX installation procedures. Providing there were no errors then call your Northern Telecom service representative. If there were errors then reinstall the ACD-MAX software. If the problem persists after the reinstallation then call your Northern Telecom service representative. **"Authentication failure"** hdc   hdc_main.c There is a mismatch between the DMS-100 and the ACD-MAX serial numbers. The system will continue to run but the interval data will not be saved. Verify that there were no errors during the ACD-MAX installation procedures. Providing there were no errors then call your Northern Telecom service representative. If there were errors then reinstall the ACD-MAX software. If the problem persists after the reinstallation then call your Northern Telecom service representative. **"Bad day in atime"** libcommon   timecvt.c Unrecognized date and time sent by DMS-100. Check that the DMS-100 has the proper time and date defined. **"bad DYNA_PIPE record"** MAPA Controller   ctl_utils.c An internal variable has reached an illegal state. Ignore the message if this is an isolated incident. Call your Northern Telecom service representative if the problem persists. **"Bad hour in atime"** libcommon   timecvt.c Unrecognized date and time sent by DMS-100. Check that the DMS-100 has the proper time and date defined.
-continued-

Table 3 (continued)
Warning error messages

Error Message
Task   **Module**
Explanation / Error Recovery Procedure
"bad message type"
MAPA Controller   ctl_main.c
An internal variable has reached an illegal state. Ignore the message if this is an isolated incident. Call your Northern Telecom service representative if the problem persists.
"Bad minute in atime"
libcommon   timecvt.c
Unrecognized date and time sent by DMS-100. Check that the DMS-100 has the proper time and date defined.
"bad prog defn"
MAPA Controller   ctl_master.c
An internal variable has reached an illegal state. Ignore the message if this is an isolated incident. Call your Northern Telecom service representative if the problem persists.
"Bad second in atime"
libcommon   timecvt.c
Unrecognized date and time sent by DMS-100. Check that the DMS-100 has the proper time and date defined.
"bad time given"
MAPA Controller   ctl_utils.c
Unrecognized date and time sent by DMS-100. Look for other recent messages related to this program or scenario and check their meaning. If these indicate other serious problems then call your Northern Telecom service representative. Otherwise, no action is required.
"BCS version not specified. Assuming BCS29"
display   pa_main.c
Informative only. No user action is required.
-continued-

Table 3 (continued)
Warning error messages

Error Message
Task   **Module**
Explanation / Error Recovery Procedure
"bin directory not found"
MAPA Controller   ctl_master.c
A file cannot be found. Verify that the ACD-MAX installation had no errors. If so, then call your Northern Telecom service representative. Otherwise, reinstall the ACD-MAX software. Call your Northern Telecom service representative if the problem persists.
"bin directory not found"
MAPA Controller   ctl_slave.c
A file cannot be found. Verify that the ACD-MAX installation had no errors. If so, then call your Northern Telecom service representative. Otherwise, reinstall the ACD-MAX software. Call your Northern Telecom service representative if the problem persists.
"bind fails with %d"
mapatcp   openact.c
A problem has occurred with the LAN which connects the two towers in the dual-tower system. Ignore this message if this is an isolated incident. Otherwise shut down and restart the system.
"bind fails with %d"
mapatcp   openpass.c
A problem has occurred with the LAN which connects the two towers in the dual-tower system. Ignore this message if this is an isolated incident. Otherwise shut down and restart the system.
"bseqacc failure [%d] -- table: %s, direction: %d"
age   age_update.c
A database error occurred. Verify that the ACD-MAX installation has no errors. If there are errors, reinstall the ACD-MAX software. If there are no errors, or if the problem persists contact your Northern Telecom service representative.
"bseqacc failure [%d] -- table: %s, direction: %d"
hdc   hdc_update.c
A database error occurred. Verify that the ACD-MAX installation has no errors. If there are errors, reinstall the ACD-MAX software. If there are no errors, or if the problem persists contact your Northern Telecom service representative.
-continued-

Table 3 (continued)
Warning error messages

Error Message Task Module Explanation / Error Recovery Procedure
"CallOffered Status out of range" dmslink di_event.c Invalid values received from the switch. If the problem reoccurs call your Northern Telecom service representative.
"cannot access acd_name field. (END OF INITIALIZATION)." stats ein.c An internal database error has occurred. The ACD-GRP name definitions cannot be retrieved. If the problem persists, call your Northern Telecom service representative.
"Cannot add records past System-defined limit." LangServer lang.c System-defined limit exceeded. Call your Northern Telecom service representative.
"Cannot close /etc/max_config" age dbsizer.c A system error has occurred. Ignore the message if this is an isolated incident. Call your Northern Telecom service representative if the problem persists.
"Cannot create CC response pipe" display cc_send.c There are irregular system activities, a shortage of memory installed in the system, or a software error was detected. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs then shut down the system and call your Northern Telecom service representative.
"cannot find OVERFLOW table" libquery query.c A database error occurred. Verify that the ACD-MAX installation had no errors. If so, then call your Northern Telecom service representative. Otherwise, reinstall the ACD-MAX software. Call your Northern Telecom service representative if the problem persists.
-continued-

Table 3 (continued)
Warning error messages

Error Message Task   Module Explanation / Error Recovery Procedure
"cannot find position" dmslink   di_result.c Invalid message received from the switch. If the problem reoccurs call your Northern Telecom service representative.
"cannot find program" MAPA Controller   ctl_main.c An internal variable has reached an illegal state. Ignore the message if this is an isolated incident. Call your Northern Telecom service representative if the problem persists.
"cannot find program" MAPA Controller   ctl_master.c An internal variable has reached an illegal state. Ignore the message if this is an isolated incident. Call your Northern Telecom service representative if the problem persists.
"cannot find prog_table entry" MAPA Controller   ctl_utils.c An internal variable has reached an illegal state. Ignore the message if this is an isolated incident. Call your Northern Telecom service representative if the problem persists.
"cannot find TRUNK table" libquery   query.c A database error occurred. Verify that the ACD-MAX installation had no errors. If so, call your Northern Telecom service representative. Otherwise, reinstall the ACD-MAX software. Call your Northern Telecom service representative if the problem persists.
"cannot kill non-existent program" MAPA Controller   ctl_slave.c An internal variable has reached an illegal state. Ignore the message if this is an isolated incident. Call your Northern Telecom service representative if the problem persists.
-continued-

Table 3 (continued)
Warning error messages

Error Message
Task   **Module**
Explanation / Error Recovery Procedure

"Cannot match string from max system state file"
libcommon   max_mode.c
A database error occurred. Verify that the ACD-MAX installation had no errors. If so, call your Northern Telecom service representative. Otherwise, reinstall the ACD-MAX software. Call your Northern Telecom service representative if the problem persists.

"Cannot match string from tower configuration file"
display   display.c
A database error occurred. Verify that the ACD-MAX installation had no errors. If so, call your Northern Telecom service representative. Otherwise, reinstall the ACD-MAX software. Call your Northern Telecom service representative if the problem persists.

"Cannot open CC command pipe"
display   cc_send.c
There are irregular system activities, a shortage of memory installed in the system, or a software error was detected. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs then shut down the system and call your Northern Telecom service representative.

"Cannot open CC response pipe"
display   cc_send.c
There are irregular system activities, a shortage of memory installed in the system, or a software error was detected. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs then shut down the system and call your Northern Telecom service representative.

"cannot open db_list"
MAPA Controller   ctl_master.c
A database error occurred. Verify that the ACD-MAX installation had no errors. If so, then call your Northern Telecom service representative. Otherwise, reinstall the ACD-MAX software. Call your Northern Telecom service representative if the problem persists.

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Table 3 (continued)
Warning error messages

Error Message
Task **Module**
Explanation / Error Recovery Procedure

"Cannot open /etc/max_config"
age   dbsizer.c
A system error has occurred. Ignore the message if this is an isolated incident. Call
your Northern Telecom service representative if the problem persists.

"Cannot open max system state file"
libcommon   max_mode.c
A system error has occurred. Ignore the message if this is an isolated incident. Call
your Northern Telecom service representative if the problem persists.

"cannot open pipe_list"
MAPA Controller   ctl_main.c
There are irregular system activities, a shortage of memory installed in the system, or a
software error was detected. The task should begin its recovery process and will start
again without user intervention. If the problem reoccurs then shut down the system and
call your Northern Telecom service representative.

"Cannot open tower configuration file"
display   display.c
A database error occurred. Verify that the ACD-MAX installation had no errors. If so,
then call your Northern Telecom service representative. Otherwise, reinstall the ACD-
MAX software. Call your Northern Telecom service representative if the problem
persists.

"Cannot open trace file"
dmslink   di_pipes.c
A system error has occurred. An earlier Warning Error Message should clarify the
reason for this error. If the problem reoccurs call your Northern Telecom service
representative.

"Cannot open trace file"
link   link.c
An attempt was made to turn on link tracing, but the trace file could not be opened.
Tracing will not be done.

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Table 3 (continued)
Warning error messages

Error Message Task   Module Explanation / Error Recovery Procedure
"Cannot read max system state file" libcommon   max_mode.c A system error has occurred. Ignore the message if this is an isolated incident. Call your Northern Telecom service representative if the problem persists.
"Cannot read tower configuration file" display   display.c A database error occurred. Verify that the ACD-MAX installation had no errors. If so, then call your Northern Telecom service representative. Otherwise, reinstall the ACD-MAX software. Call your Northern Telecom service representative if the problem persists.
"cannot remove message queue" MAPA Controller   ctl_main.c A system error has occurred. Look for other recent messages and check their meaning. If these indicate other serious problems then call your Northern Telecom service representative. Otherwise, no action is required.
"Cannot switch to data database" rptgen   log_gen.c A database error occurred. Verify that the ACD-MAX installation had no errors. If so, then call your Northern Telecom service representative. Otherwise, reinstall the ACD-MAX software. Call your Northern Telecom service representative if the problem persists.
"CC Msg %d: type not supported for current version", dmslink   di_utils.c A software error has occurred. If the problem reoccurs call your Northern Telecom service representative.
"Cleared the hdc data pipe from link manager" hdc   hdc_proc.c Informative only. No user actions required. The task is executing its recovery procedure.
-continued-

Table 3 (continued)
Warning error messages

Error Message	
Task	**Module**
Explanation / Error Recovery Procedure	

"close fails"
Comm_mgr   cman.c
Informative only. No user actions required. The task is executing its recovery procedure.

"close fails"
cm_reader   cm_reader.c
Informative only. No user actions required. The task is executing its recovery procedure.

"close fails"
cm_writer   cm_writer.c
Informative only. No user actions required. The task is executing its recovery procedure.

"config paths file open failure -- access: write"
display   sysrpts.c
A system error has occurred. Look for other recent messages and check their meaning. If these indicate other serious problems then call your Northern Telecom service representative. Otherwise, no action is required.

"Configuration control transaction log is corrupted"
cclink   ccl_txlog.c
The transaction log is corrupt. The system will delete it and create a new one. No user action is required.

"connect fails with %d"
mapatcp   openact.c
A problem has occurred with the LAN which connects the two towers in the dual-tower system. Ignore this message if this is an isolated incident. Otherwise shut down and restart the system.

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Table 3 (continued)
Warning error messages

Error Message
Task Module
Explanation / Error Recovery Procedure

"Could not access record"
display   mpsa_com.c
A database error occurred. Verify that the ACD-MAX installation had no errors. If so, call your Northern Telecom service representative. Otherwise, reinstall the ACD-MAX software. Call your Northern Telecom service representative if the problem persists.

"could not attach MAPA memory"
libmapa   mapa_lib.c
There are irregular system activities, a shortage of memory installed in the system, or a software   error was detected. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs then shut down the system and call your Northern Telecom service representative.

"could not find locked DB"
MAPA Controller   ctl_master.c
An internal variable has reached an illegal state. Ignore the message if this is an isolated incident. Call your Northern Telecom service representative if the problem persists.

"could not find program"
MAPA Controller   ctl_master.c
An internal variable has reached an illegal state. Ignore the message if this is an isolated incident. Call your Northern Telecom service representative if the problem persists.

"could not find queued DB"
MAPA Controller   ctl_master.c
An internal variable has reached an illegal state. Ignore the message if this is an isolated incident. Call your Northern Telecom service representative if the problem persists.

"could not find queued program"
MAPA Controller   ctl_master.c
An internal variable has reached an illegal state. Ignore the message if this is an isolated incident. Call your Northern Telecom service representative if the problem persists.

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Table 3 (continued)
Warning error messages

Error Message
Task   **Module**
Explanation / Error Recovery Procedure

"Could not find unallocated printer table slot."
display   prt_info.c
An internal variable has reached an illegal state. Ignore the message if this is an
isolated incident. Call your Northern Telecom service representative if the problem
persists.

"Could not locate serial device record"
display   port_asg.c
There are irregular system activities, a shortage of memory installed in the system, or a
software   error was detected. The task should begin its recovery
process and will start again without user intervention. If the problem reoccurs then shut
down the system and call your Northern Telecom service representative.

"Could not locate the printer entry"
display   port_asg.c
There are irregular system activities, a shortage of memory installed in the system, or a
software   error was detected. The task should begin its recovery
process and will start again without user intervention. If the problem reoccurs then shut
down the system and call your Northern Telecom service representative.

"Could not open CC response pipe"
cclink   ccl_main.c
There are irregular system activities, a shortage of memory installed in the system, or a
software error was detected. The task should begin its recovery process and will start
again without user intervention. If the problem reoccurs then shut down the system and
call your Northern Telecom service representative.

"Could not open system id file - system shutdown"
link   newmsg.c
Installation failed or the site has an improper version of the release materials. Verify
that the ACD-MAX installation had no errors. If so, then call your Northern Telecom
service representative. Otherwise, reinstall the ACD-MAX software. Call your Northern
Telecom service representative if the problem persists.

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Table 3 (continued)
Warning error messages

Error Message
Task   **Module**
Explanation / Error Recovery Procedure

"Could not read options file"
display   dev_info.c
Installation failed or the site has an improper version of the release materials. Verify that the ACD-MAX installation had no errors. If so, then call your Northern Telecom service representative. Otherwise, reinstall the ACD-MAX software. Call your Northern Telecom service representative if the problem persists.

"Creating Static Language Segment..."
LangServer   lang.c
Informative only. No user actions required.

"Creating User Language Segment..."
LangServer   lang.c
Informative only. No user actions required.

"Customer limit on ACD Groups exceeded"
dmslink   di_invoke.c
Number of ACD Groups is over the supported limit. Call your Northern Telecom service representative.

"Customer profile record not found"
display   mpsa_net.c
A database error occurred. Verify that the ACD-MAX installation had no errors. If so, call your Northern Telecom service representative. Otherwise, reinstall the ACD-MAX software. Call your Northern Telecom service representative if the problem persists.

"Customer profile record not found"
display   pa_misc.c
A database error occurred. Verify that the ACD-MAX installation had no errors. If so, call your Northern Telecom service representative. Otherwise, reinstall the ACD-MAX software. Call your Northern Telecom service representative if the problem persists.

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Table 3 (continued)
Warning error messages

Error Message	
Task	**Module**
Explanation / Error Recovery Procedure	

"Data exceeding interval maximum [%d] -- table: %s"
hdc   hdc_index.c
DMS-100 definitions exceeded its limit. Ensure that the DMS-100 is configured for the parameters that ACD-MAX supports. If the DMS-100 is configured correctly, call your Northern Telecom service representative.

"Data exceeding interval maximum [%d] -- table: number:%d"
age   age_index.c
DMS-100 definitions exceeded its limit. Ensure that the DMS-100 is configured for the parameters that ACD-MAX supports. If the DMS-100 is configured correctly, call your Northern Telecom service representative.

"Database access failure -- table: spectra"
libquery   query_sys.c
A database error occurred. Verify that the ACD-MAX installation had no errors. If so, call your Northern Telecom service representative. Otherwise, reinstall the ACD-MAX software. Call your Northern Telecom service representative if the problem persists.

"Database access failure [%d] -- table: spectra"
display   spectrum.c
A database error occurred. Verify that the ACD-MAX installation had no errors. If so, call your Northern Telecom service representative. Otherwise, reinstall the ACD-MAX software. Call your Northern Telecom service representative if the problem persists.

"database on too many nodes"
MAPA Controller   ctl_master.c
An internal variable has reached an illegal state. Ignore the message if this is an isolated incident. Call your Northern Telecom service representative if the problem persists.

"Database read failure -- table: routedat"
cclink   ccl_getrac.c
A database error occurred. Verify that the ACD-MAX installation had no errors. If so, call your Northern Telecom service representative. Otherwise, reinstall the ACD-MAX software. Call your Northern Telecom service representative if the problem persists.

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Table 3 (continued)
Warning error messages

Error Message
Task **Module**
Explanation / Error Recovery Procedure

"Database read failure -- table: rpt_defn"
display   rptdef.c
A database error occurred. Verify that the ACD-MAX installation had no errors. If so,
call your Northern Telecom service representative. Otherwise, reinstall the ACD-MAX
software. Call your Northern Telecom service representative if the problem persists.

"Database read failure -- table: rpt_parm"
display   cron_init.c
A database error occurred. Verify that the ACD-MAX installation had no errors. If so,
call your Northern Telecom service representative. Otherwise, reinstall the ACD-MAX
software. Call your Northern Telecom service representative if the problem persists.

"Database read failure -- table: rpt_parm"
rptgen   query_tf.c
A database error occurred. Verify that the ACD-MAX installation had no errors. If so,
call your Northern Telecom service representative. Otherwise, reinstall the ACD-MAX
software. Call your Northern Telecom service representative if the problem persists.

"Database read failure -- table: rpt_per"
display   cron_init.c
A database error occurred. Verify that the ACD-MAX installation had no errors. If so,
call your Northern Telecom service representative. Otherwise, reinstall the ACD-MAX
software. Call your Northern Telecom service representative if the problem persists.

"Database read failure -- table: scddef"
display   cron_gen.c
A database error occurred. Verify that the ACD-MAX installation had no errors. If so,
call your Northern Telecom service representative. Otherwise, reinstall the ACD-MAX
software. Call your Northern Telecom service representative if the problem persists.

"Database read failure -- table : scd_rpts"
display   cron_gen.c
A database error occurred. Verify that the ACD-MAX installation had no errors. If so,
call your Northern Telecom service representative. Otherwise, reinstall the ACD-MAX
software. Call your Northern Telecom service representative if the problem persists.

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Table 3 (continued)
Warning error messages

Error Message
Task   **Module**
Explanation / Error Recovery Procedure

"Database read failure -- table: scd_tims"
display   cron_gen.c
A database error occurred. Verify that the ACD-MAX installation had no errors. If so, call your Northern Telecom service representative. Otherwise, reinstall the ACD-MAX software. Call your Northern Telecom service representative if the problem persists.

"Database read failure -- table: shifts"
display   cron_init.c
A database error occurred. Verify that the ACD-MAX installation had no errors. If so, call your Northern Telecom service representative. Otherwise, reinstall the ACD-MAX software. Call your Northern Telecom service representative if the problem persists.

"Database read failure -- table: spectra"
query   query_sys.c
A database error occurred. Verify that the ACD-MAX installation had no errors. If so, call your Northern Telecom service representative. Otherwise, reinstall the ACD-MAX software. Call your Northern Telecom service representative if the problem persists.

"Database read failure -- table: sts_grps"
display   rptmain.c
A database error occurred. Verify that the ACD-MAX installation had no errors. If so, call your Northern Telecom service representative. Otherwise, reinstall the ACD-MAX software. If the problem persists contact Northern Telecom.

"Database read failure [%d] -- table: acd_dns"
display   pa_acddn.c
A database error occurred. Verify that the ACD-MAX installation had no errors. If so, call your Northern Telecom service representative. Otherwise, reinstall the ACD-MAX software. Call your Northern Telecom service representative if the problem persists.

"Database read failure [%d] -- table: actdat"
display   pa_actvty.c
A database error occurred. Verify that the ACD-MAX installation had no errors. If so, call your Northern Telecom service representative. Otherwise, reinstall the ACD-MAX software. Call your Northern Telecom service representative if the problem persists.

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Table 3 (continued)
Warning error messages

Error Message	
Task	Module
Explanation / Error Recovery Procedure	

"Database read failure [%d] -- table: agentdat"
display   pa_agent.c
A database error occurred. Verify that the ACD-MAX installation had no errors. If so, call your Northern Telecom service representative. Otherwise, reinstall the ACD-MAX software. Call your Northern Telecom service representative if the problem persists.

"Database read failure [%d] -- table: chg_ordr"
display   cc_co.c
A database error occurred. Verify that the ACD-MAX installation had no errors. If so, call your Northern Telecom service representative. Otherwise, reinstall the ACD-MAX software. Call your Northern Telecom service representative if the problem persists.

"Database read failure [%d] -- table: dnlist"
lib_cc   id_to_dgts.c
A database error occurred. Verify that the ACD-MAX installation had no errors. If so, call your Northern Telecom service representative. Otherwise, reinstall the ACD-MAX software. Call your Northern Telecom service representative if the problem persists.

"Database read failure [%d] -- table: formulae"
display   fmladef.c
A database error occurred. Verify that the ACD-MAX installation had no errors. If so, call your Northern Telecom service representative. Otherwise, reinstall the ACD-MAX software. Call your Northern Telecom service representative if the problem persists.

"Database read failure [%d] -- table: formulae"
display   rptdef.c
A database error occurred. Verify that the ACD-MAX installation had no errors. If so, call your Northern Telecom service representative. Otherwise, reinstall the ACD-MAX software. Call your Northern Telecom service representative if the problem persists.

"Database read failure [%d] -- table: grf_elem"
display   grfdef.c
A database error occurred. Verify that the ACD-MAX installation had no errors. If so, call your Northern Telecom service representative. Otherwise, reinstall the ACD-MAX software. Call your Northern Telecom service representative if the problem persists.

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Table 3 (continued)
Warning error messages

Error Message
Task   **Module**
Explanation / Error Recovery Procedure

"Database read failure [%d] -- table: grf_fmts"
display   grfdef.c
A database error occurred. Verify that the ACD-MAX installation had no errors. If so, call your Northern Telecom service representative. Otherwise, reinstall the ACD-MAX software. Call your Northern Telecom service representative if the problem persists.

"Database read failure [%d] -- table: langs"
display   pa_lang.c
A database error occurred. Verify that the ACD-MAX installation had no errors. If so, call your Northern Telecom service representative. Otherwise, reinstall the ACD-MAX software. Call your Northern Telecom service representative if the problem persists.

"Database read failure [%d] -- table: personel"
display   pa_person.c
A database error occurred. Verify that the ACD-MAX installation had no errors. If so, call your Northern Telecom service representative. Otherwise, reinstall the ACD-MAX software. Call your Northern Telecom service representative if the problem persists.

"Database read failure [%d] -- table: pRINTERS"
display   rptdef.c
A database error occurred. Verify that the ACD-MAX installation had no errors. If so, call your Northern Telecom service representative. Otherwise, reinstall the ACD-MAX software. Call your Northern Telecom service representative if the problem persists.

"Database read failure [%d] -- table: profile"
display   pa_misc.c
A database error occurred. Verify that the ACD-MAX installation had no errors. If so, call your Northern Telecom service representative. Otherwise, reinstall the ACD-MAX software. Call your Northern Telecom service representative if the problem persists.

"Database read failure [%d] -- table: pROF_SEL"
age   dbsizer.c
A database error occurred. Verify that the ACD-MAX installation had no errors. If so, call your Northern Telecom service representative. Otherwise, reinstall the ACD-MAX software. Call your Northern Telecom service representative if the problem persists.

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Table 3 (continued)
Warning error messages

Error Message
Task **Module**
Explanation / Error Recovery Procedure

"Database read failure [%d] -- table: raw_dbf"
display   fmladef.c
A database error occurred. Verify that the ACD-MAX installation had no errors. If so, call your Northern Telecom service representative. Otherwise, reinstall the ACD-MAX software. Call your Northern Telecom service representative if the problem persists.

"Database read failure [%d] -- table: rpt_defn"
display   fmtdef.c
A database error occurred. Verify that the ACD-MAX installation had no errors. If so, call your Northern Telecom service representative. Otherwise, reinstall the ACD-MAX software. Call your Northern Telecom service representative if the problem persists.

"Database read failure [%d] -- table: rpt_defn"
display   grfdef.c
A database error occurred. Verify that the ACD-MAX installation had no errors. If so, call your Northern Telecom service representative. Otherwise, reinstall the ACD-MAX software. Call your Northern Telecom service representative if the problem persists.

"Database read failure [%d] -- table: rpt_defn"
display   rptdef.c
A database error occurred. Verify that the ACD-MAX installation had no errors. If so, call your Northern Telecom service representative. Otherwise, reinstall the ACD-MAX software. Call your Northern Telecom service representative if the problem persists.

"Database read failure [%d] -- table: rpt_parm"
display   pa_timfrm.c
A database error occurred. Verify that the ACD-MAX installation had no errors. If so, call your Northern Telecom service representative. Otherwise, reinstall the ACD-MAX software. Call your Northern Telecom service representative if the problem persists.

"Database read failure [%d] -- table: rpt_per"
display   pa_timfrm.c
A database error occurred. Verify that the ACD-MAX installation had no errors. If so, call your Northern Telecom service representative. Otherwise, reinstall the ACD-MAX software. Call your Northern Telecom service representative if the problem persists.

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Table 3 (continued)
Warning error messages

Error Message
Task   **Module**
Explanation / Error Recovery Procedure

"Database read failure [%d] -- table: %s"
display   cc_co.c
A database error occurred. Verify that the ACD-MAX installation had no errors. If so, call your Northern Telecom service representative. Otherwise, reinstall the ACD-MAX software. Call your Northern Telecom service representative if the problem persists.

"Database read failure [%d] -- table: %s"
age   age_update.c
Verify that the ACD-MAX installation had no errors. If there were no errors, reinstall the ACD-MAX software. If there were no errors, or Call your Northern Telecom service representative if the problem persists.

"Database read failure [%d] -- table: %s"
display   rptdef.c
A database error occurred. Verify that the ACD-MAX installation had no errors. If so, call your Northern Telecom service representative. Otherwise, reinstall the ACD-MAX software. Call your Northern Telecom service representative if the problem persists.

"Database read failure [%d] -- table: %s"
hdc   hdc_update.c
Verify that the ACD-MAX installation had no errors. If there were no errors, reinstall the ACD-MAX software. If there were no errors, or Call your Northern Telecom service representative if the problem persists.

"Database read failure [%d] -- table: sCD_COS"
display   cron_gen.c
A database error occurred. Verify that the ACD-MAX installation had no errors. If so, call your Northern Telecom service representative. Otherwise, reinstall the ACD-MAX software. Call your Northern Telecom service representative if the problem persists.

"Database read failure [%d] -- table: sCD_COS"
display   scddef.c
A database error occurred. Verify that the ACD-MAX installation had no errors. If so, call your Northern Telecom service representative. Otherwise, reinstall the ACD-MAX software. Call your Northern Telecom service representative if the problem persists.

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Table 3 (continued)
Warning error messages

Error Message **Task**   **Module** **Explanation / Error Recovery Procedure**
"Database read failure [%d] -- table: scddef" display   scddef.c A database error occurred. Verify that the ACD-MAX installation had no errors. If so, call your Northern Telecom service representative. Otherwise, reinstall the ACD-MAX software. Call your Northern Telecom service representative if the problem persists.
"Database read failure [%d] -- table: scd_rpts" display   scddef.c A database error occurred. Verify that the ACD-MAX installation had no errors. If so, call your Northern Telecom service representative. Otherwise, reinstall the ACD-MAX software. Call your Northern Telecom service representative if the problem persists.
"Database read failure [%d] -- table: scd_tims" display   scddef.c A database error occurred. Verify that the ACD-MAX installation had no errors. If so, call your Northern Telecom service representative. Otherwise, reinstall the ACD-MAX software. Call your Northern Telecom service representative if the problem persists.
"Database read failure [%d] -- table: shifts" display   pa_timfrm.c A database error occurred. Verify that the ACD-MAX installation had no errors. If so, call your Northern Telecom service representative. Otherwise, reinstall the ACD-MAX software. Call your Northern Telecom service representative if the problem persists.
"Database read failure [%d] -- table: spectra" display   spectrum.c A database error occurred. Verify that the ACD-MAX installation had no errors. If so, call your Northern Telecom service representative. Otherwise, reinstall the ACD-MAX software. Call your Northern Telecom service representative if the problem persists.
"Database read failure [%d] -- table: spvids" display   spvdef.c A database error occurred. Verify that the ACD-MAX installation had no errors. If so, call your Northern Telecom service representative. Otherwise, reinstall the ACD-MAX software. Call your Northern Telecom service representative if the problem persists.
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Table 3 (continued)
Warning error messages

Error Message Task   Module Explanation / Error Recovery Procedure
"Database read failure [%d] -- table: tab_elem" display   fmtdef.c A database error occurred. Verify that the ACD-MAX installation had no errors. If so, call your Northern Telecom service representative. Otherwise, reinstall the ACD-MAX software. Call your Northern Telecom service representative if the problem persists.
"Database read failure [%d] -- table: tab_elem" display   rptdef.c A database error occurred. Verify that the ACD-MAX installation had no errors. If so, call your Northern Telecom service representative. Otherwise, reinstall the ACD-MAX software. Call your Northern Telecom service representative if the problem persists.
"Database read failure [%d] -- table: tab_fmts" display   fmtdef.c A database error occurred. Verify that the ACD-MAX installation had no errors. If so, call your Northern Telecom service representative. Otherwise, reinstall the ACD-MAX software. Call your Northern Telecom service representative if the problem persists.
"Database read failure [%d] -- table: threshld" display   pa_thresh.c A database error occurred. Verify that the ACD-MAX installation had no errors. If so, call your Northern Telecom service representative. Otherwise, reinstall the ACD-MAX software. Call your Northern Telecom service representative if the problem persists.
"Database read failure [%d] -- table: trmassgn" display   term_setup.c A database error occurred. Verify that the ACD-MAX installation had no errors. If so, call your Northern Telecom service representative. Otherwise, reinstall the ACD-MAX software. Call your Northern Telecom service representative if the problem persists.
"Database record creation failure -- table: rpt_defn" display   rptdef.c A database error occurred. Verify that the ACD-MAX installation had no errors. If so, call your Northern Telecom service representative. Otherwise, reinstall the ACD-MAX software. If the problem persists contact Northern Telecom.
-continued-

Table 3 (continued)
Warning error messages

Error Message Task   Module Explanation / Error Recovery Procedure
"Database record creation failure [%d] -- table: acd_dns" display   pa_acddn.c A database error occurred. Verify that the ACD-MAX installation had no errors. If so, call your Northern Telecom service representative. Otherwise, reinstall the ACD-MAX software. Call your Northern Telecom service representative if the problem persists.
"Database record creation failure [%d] -- table: actdat" display   pa_actvty.c A database error occurred. Verify that the ACD-MAX installation had no errors. If so, call your Northern Telecom service representative. Otherwise, reinstall the ACD-MAX software. Call your Northern Telecom service representative if the problem persists.
"Database record creation failure [%d] -- table: agentdat" display   pa_agent.c A database error occurred. Verify that the ACD-MAX installation had no errors. If so, call your Northern Telecom service representative. Otherwise, reinstall the ACD-MAX software. Call your Northern Telecom service representative if the problem persists.
"Database record creation failure [%d] -- table: chg_ordr" display   cc_co.c A database error occurred. Verify that the ACD-MAX installation had no errors. If so, call your Northern Telecom service representative. Otherwise, reinstall the ACD-MAX software. Call your Northern Telecom service representative if the problem persists.
"Database record creation failure [%d] -- table: co_queue" lib_cc   q_cc_cmd.c A database error occurred. Verify that the ACD-MAX installation had no errors. If so, call your Northern Telecom service representative. Otherwise, reinstall the ACD-MAX software. Call your Northern Telecom service representative if the problem persists.
"Database record creation failure [%d] -- table: formulae" display   fmladef.c A database error occurred. Verify that the ACD-MAX installation had no errors. If so, call your Northern Telecom service representative. Otherwise, reinstall the ACD-MAX software. Call your Northern Telecom service representative if the problem persists.
-continued-

Table 3 (continued)
Warning error messages

Error Message **Task   Module** **Explanation / Error Recovery Procedure**
"Database record creation failure [%d] -- table: grf_elem" display   grfdef.c A database error occurred. Verify that the ACD-MAX installation had no errors. If so, call your Northern Telecom service representative. Otherwise, reinstall the ACD-MAX software. Call your Northern Telecom service representative if the problem persists.
"Database record creation failure [%d] -- table: grf_fmts" display   grfdef.c A database error occurred. Verify that the ACD-MAX installation had no errors. If so, call your Northern Telecom service representative. Otherwise, reinstall the ACD-MAX software. Call your Northern Telecom service representative if the problem persists.
"Database record creation failure [%d] -- table number: %d" age   age_update.c A database error occurred. Verify that the ACD-MAX installation had no errors. If so, call your Northern Telecom service representative. Otherwise, reinstall the ACD-MAX software. Call your Northern Telecom service representative if the problem persists.
"Database record creation failure [%d] -- table: personel" display   pa_person.c A database error occurred. Verify that the ACD-MAX installation had no errors. If so, call your Northern Telecom service representative. Otherwise, reinstall the ACD-MAX software. Call your Northern Telecom service representative if the problem persists.
"Database record creation failure [%d] -- table: profile" display   pa_misc.c A database error occurred. Verify that the ACD-MAX installation had no errors. If so, call your Northern Telecom service representative. Otherwise, reinstall the ACD-MAX software. Call your Northern Telecom service representative if the problem persists.
"Database record creation failure [%d] -- table: rpt_parm" display   pa_timfrm.c A database error occurred. Verify that the ACD-MAX installation had no errors. If so, call your Northern Telecom service representative. Otherwise, reinstall the ACD-MAX software. Call your Northern Telecom service representative if the problem persists.
-continued-

Table 3 (continued)
Warning error messages

Error Message Task   Module Explanation / Error Recovery Procedure
"Database record creation failure [%d] -- table: rpt_per" display   pa_timfrm.c A database error occurred. Verify that the ACD-MAX installation had no errors. If so, call your Northern Telecom service representative. Otherwise, reinstall the ACD-MAX software. Call your Northern Telecom service representative if the problem persists.
"Database record creation failure [%d] -- table: %s" display   cc_co.c A database error occurred. Verify that the ACD-MAX installation had no errors. If so, call your Northern Telecom service representative. Otherwise, reinstall the ACD-MAX software. Call your Northern Telecom service representative if the problem persists.
"Database record creation failure [%d] -- table: %s" hdc   hdc_update.c A database error occurred. Verify that the ACD-MAX installation had no errors. If so, call your Northern Telecom service representative. Otherwise, reinstall the ACD-MAX software. Call your Northern Telecom service representative if the problem persists.
"Database record creation failure [%d] -- table: sCD_COS" display   scddef.c A database error occurred. Verify that the ACD-MAX installation had no errors. If so, call your Northern Telecom service representative. Otherwise, reinstall the ACD-MAX software. Call your Northern Telecom service representative if the problem persists.
"Database record creation failure [%d] -- table: scddef" display   scddef.c A database error occurred. Verify that the ACD-MAX installation had no errors. If so, call your Northern Telecom service representative. Otherwise, reinstall the ACD-MAX software. Call your Northern Telecom service representative if the problem persists.
"Database record creation failure [%d] -- table: scd_rpts" display   scddef.c A database error occurred. Verify that the ACD-MAX installation had no errors. If so, call your Northern Telecom service representative. Otherwise, reinstall the ACD-MAX software. Call your Northern Telecom service representative if the problem persists.
-continued-

Table 3 (continued)
Warning error messages

Error Message
Task   **Module**
Explanation / Error Recovery Procedure

"Database record creation failure [%d] -- table: scd_tims"
display   scddef.c
A database error occurred. Verify that the ACD-MAX installation had no errors. If so,
call your Northern Telecom service representative. Otherwise, reinstall the ACD-MAX
software. Call your Northern Telecom service representative if the problem persists.

"Database record creation failure [%d] -- table: shifts"
display   pa_timfrm.c
A database error occurred. Verify that the ACD-MAX installation had no errors. If so,
call your Northern Telecom service representative. Otherwise, reinstall the ACD-MAX
software. Call your Northern Telecom service representative if the problem persists.

"Database record creation failure [%d] -- table: spectra"
display   spectrum.c
There are irregular system activities, a shortage of memory installed in the system, or a
software error has occurred. Call your Northern Telecom service representative if the
problem persists.

"Database record creation failure [%d] -- table: sys"
display   pa_misc.c
There are irregular system activities, a shortage of memory installed in the system, or a
software error has occurred. Call your Northern Telecom service representative if the
problem persists.

"Database record creation failure [%d] -- table: tab_elem"
display   fmtdef.c
There are irregular system activities, a shortage of memory installed in the system, or a
software error has occurred. Call your Northern Telecom service representative if the
problem persists.

"Database record creation failure [%d] -- table: tab_fmts"
display   fmtdef.c
There are irregular system activities, a shortage of memory installed in the system, or a
software error has occurred. Call your Northern Telecom service representative if the
problem persists.

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Table 3 (continued)
Warning error messages

Error Message
Task   **Module**
Explanation / Error Recovery Procedure

"Database record creation failure [%d] -- table: threshld"
display   pa_thresh.c
There are irregular system activities, a shortage of memory installed in the system, or a software error has occurred. Call your Northern Telecom service representative if the problem persists.

"Database record creation failure [%d] -- table: trmassgn"
display   term_setup.c
There are irregular system activities, a shortage of memory installed in the system, or a software error has occurred. Call your Northern Telecom service representative if the problem persists.

"Database record deletion failure -- table: listelm"
display   listman.c
A database error occurred. Verify that the ACD-MAX installation had no errors. If so, call your Northern Telecom service representative. Otherwise, reinstall the ACD-MAX software. Call your Northern Telecom service representative if the problem persists.

"Database record deletion failure -- table: rpt_defn"
display   rptdef.c
A database error occurred. Verify that the ACD-MAX installation had no errors. If so, call your Northern Telecom service representative. Otherwise, reinstall the ACD-MAX software. Call your Northern Telecom service representative if the problem persists.

"Database record deletion failure -- table: scd_rpts"
display   rptdef.c
A database error occurred. Verify that the ACD-MAX installation had no errors. If so, call your Northern Telecom service representative. Otherwise, reinstall the ACD-MAX software. If the problem persists contact Northern Telecom.

"Database record deletion failure [%d] -- table: adhoc_co"
display   cc_co.c
A database error occurred. Verify that the ACD-MAX installation had no errors. If so, call your Northern Telecom service representative. Otherwise, reinstall the ACD-MAX software. Call your Northern Telecom service representative if the problem persists.

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Table 3 (continued)
Warning error messages

Error Message
Task   **Module**
Explanation / Error Recovery Procedure

"Database record deletion failure [%d] -- table: chg_ordr"
display   cc_co.c
A database error occurred. Verify that the ACD-MAX installation had no errors. If so, call your Northern Telecom service representative. Otherwise, reinstall the ACD-MAX software. Call your Northern Telecom service representative if the problem persists.

"Database record deletion failure [%d] -- table: co_queue"
display   cc_co.c
A database error occurred. Verify that the ACD-MAX installation had no errors. If so, call your Northern Telecom service representative. Otherwise, reinstall the ACD-MAX software. Call your Northern Telecom service representative if the problem persists.

"Database record deletion failure [%d] -- table: formulae"
display   fmladef.c
A database error occurred. Verify that the ACD-MAX installation had no errors. If so, call your Northern Telecom service representative. Otherwise, reinstall the ACD-MAX software. Call your Northern Telecom service representative if the problem persists.

"Database record deletion failure [%d] -- table: grf_elem"
display   grfdef.c
A database error occurred. Verify that the ACD-MAX installation had no errors. If so, call your Northern Telecom service representative. Otherwise, reinstall the ACD-MAX software. Call your Northern Telecom service representative if the problem persists.

"Database record deletion failure [%d] -- table: grf_fmts"
display   grfdef.c
A database error occurred. Verify that the ACD-MAX installation had no errors. If so, call your Northern Telecom service representative. Otherwise, reinstall the ACD-MAX software. Call your Northern Telecom service representative if the problem persists.

"Database record deletion failure [%d] -- table: rpt_per"
display   pa_timfrm.c
A database error occurred. Verify that the ACD-MAX installation had no errors. If so, call your Northern Telecom service representative. Otherwise, reinstall the ACD-MAX software. Call your Northern Telecom service representative if the problem persists.

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Table 3 (continued)
Warning error messages

Error Message
Task   **Module**
Explanation / Error Recovery Procedure

"Database record deletion failure [%d] -- table: %s"
age   age_update.c
A database error occurred. Verify that the ACD-MAX installation had no errors. If so, call your Northern Telecom service representative. Otherwise, reinstall the ACD-MAX software. Call your Northern Telecom service representative if the problem persists.

"Database record deletion failure [%d] -- table: %s"
display   pa_common.c
A database error occurred. Verify that the ACD-MAX installation had no errors. If so, call your Northern Telecom service representative. Otherwise, reinstall the ACD-MAX software. Call your Northern Telecom service representative if the problem persists.

"Database record deletion failure [%d] -- table: sCD_COS"
display   cc_co.c
A database error occurred. Verify that the ACD-MAX installation had no errors. If so, call your Northern Telecom service representative. Otherwise, reinstall the ACD-MAX software. Call your Northern Telecom service representative if the problem persists.

"Database record deletion failure [%d] -- table: sCD_COS"
display   scddef.c
A database error occurred. Verify that the ACD-MAX installation had no errors. If so, call your Northern Telecom service representative. Otherwise, reinstall the ACD-MAX software. Call your Northern Telecom service representative if the problem persists.

"Database record deletion failure [%d] -- table: scddef"
display   scddef.c
A database error occurred. Verify that the ACD-MAX installation had no errors. If so, call your Northern Telecom service representative. Otherwise, reinstall the ACD-MAX software. Call your Northern Telecom service representative if the problem persists.

"Database record deletion failure [%d] -- table: scd_rpts"
display   scddef.c
A database error occurred. Verify that the ACD-MAX installation had no errors. If so, call your Northern Telecom service representative. Otherwise, reinstall the ACD-MAX software. Call your Northern Telecom service representative if the problem persists.

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Table 3 (continued)
Warning error messages

Error Message
Task   **Module**
Explanation / Error Recovery Procedure

"Database record deletion failure [%d] -- table: scd_tims"
display   scddef.c
A database error occurred. Verify that the ACD-MAX installation had no errors. If so, call your Northern Telecom service representative. Otherwise, reinstall the ACD-MAX software. Call your Northern Telecom service representative if the problem persists.

"Database record deletion failure [%d] -- table: shifts"
display   pa_timfrm.c
A database error occurred. Verify that the ACD-MAX installation had no errors. If so, call your Northern Telecom service representative. Otherwise, reinstall the ACD-MAX software. Call your Northern Telecom service representative if the problem persists.

"Database record deletion failure [%d] -- table: spvids"
display   spvdef.c
A database error occurred. Verify that the ACD-MAX installation had no errors. If so, call your Northern Telecom service representative. Otherwise, reinstall the ACD-MAX software. Call your Northern Telecom service representative if the problem persists.

"Database record deletion failure [%d] -- table: tab_elem"
display   fmtdef.c
A database error occurred. Verify that the ACD-MAX installation had no errors. If so, call your Northern Telecom service representative. Otherwise, reinstall the ACD-MAX software. Call your Northern Telecom service representative if the problem persists.

"Database record deletion failure [%d] -- table: tab_fmts"
display   fmtdef.c
A database error occurred. Verify that the ACD-MAX installation had no errors. If so, call your Northern Telecom service representative. Otherwise, reinstall the ACD-MAX software. Call your Northern Telecom service representative if the problem persists.

"Database record limits not intialized"
age   age_init.c
A database error occurred. Verify that the ACD-MAX installation had no errors. If so, call your Northern Telecom service representative. Otherwise, reinstall the ACD-MAX software. Call your Northern Telecom service representative if the problem persists.

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Table 3 (continued)
Warning error messages

Error Message
Task Module
Explanation / Error Recovery Procedure
"Database record limits not intialized"
hdc   hdc_start.c
A database error occurred. Verify that the ACD-MAX installation had no errors. If there were errors, reinstall the ACD-MAX software. If there were no errors, or if the problem persists contact your Northern Telecom service representative.
"Database table is full -- table: acd_dns"
display   pa_acddn.c
System-defined limit exceeded. Call your Northern Telecom service representative.
"Database table is full -- table: actdat"
display   pa_actvty.c
System-defined limit exceeded. Call your Northern Telecom service representative.
"Database table is full -- table: agentdat"
display   pa_agent.c
System-defined limit exceeded. Call your Northern Telecom service representative.
"Database table is full -- table: co_queue"
lib_cc   q_cc_cmd.c
System-defined limit exceeded. Call your Northern Telecom service representative.
"Database table is full -- table: formulae"
display   fmladef.c
System-defined limit exceeded. Call your Northern Telecom service representative.
"Database table is full -- table: grf_elem"
display   grfdef.c
System-defined limit exceeded. Call your Northern Telecom service representative.
"Database table is full -- table: grf_fmts"
display   grfdef.c
System-defined limit exceeded. Call your Northern Telecom service representative.
-continued-

Table 3 (continued)
Warning error messages

Error Message	
Task	**Module**
Explanation / Error Recovery Procedure	

"Database table is full -- table number: %d"
age   age_update.c
System-defined limit exceeded. Call your Northern Telecom service representative.

"Database table is full -- table: personel"
display   pa_person.c
System-defined limit exceeded. Call your Northern Telecom service representative.

"Database table is full -- table: profile"
display   pa_misc.c
System-defined limit exceeded. Call your Northern Telecom service representative.

"Database table is full -- table: rpt_defn"
display   rptdef.c
System-defined limit exceeded. Call your Northern Telecom service representative.

"Database table is full -- table: %s"
age   age_add.c
System-defined limit exceeded. Call your Northern Telecom service representative.

"Database table is full -- table: %s"
display   cc_co.c
System-defined limit exceeded. Call your Northern Telecom service representative.

"Database table is full -- table: %s"
hdc   hdc_dump.c
System-defined limit exceeded. Call your Northern Telecom service representative.

"Database table is full -- table: %s"
hdc   hdc_update.c
System-defined limit exceeded. Call your Northern Telecom service representative.

"Database table is full -- table: %s"
hdc   hdc_write.c
System-defined limit exceeded. Call your Northern Telecom service representative.

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Table 3 (continued)
Warning error messages

Error Message Task   Module Explanation / Error Recovery Procedure
"Database table is full -- table: sCD_COS" display   scddef.c System-defined limit exceeded. Call your Northern Telecom service representative.
"Database table is full -- table: scddef" display   scddef.c System-defined limit exceeded. Call your Northern Telecom service representative.
"Database table is full -- table: scd_rpts" display   scddef.c System-defined limit exceeded. Call your Northern Telecom service representative.
"Database table is full -- table: scd_tims" display   scddef.c System-defined limit exceeded. Call your Northern Telecom service representative.
"Database table is full -- table: tab_elem" display   fmtdef.c System-defined limit exceeded. Call your Northern Telecom service representative.
"Database table is full -- table: tab_fmts" display   fmtdef.c System-defined limit exceeded. Call your Northern Telecom service representative.
"Database table is full -- table: threshld" display   pa_thresh.c System-defined limit exceeded. Call your Northern Telecom service representative.
"database unknown" MAPA Controller   ctl_master.c An internal variable has reached an illegal state. Ignore the message if this is an isolated incident. Call your Northern Telecom service representative if the problem persists.
-continued-

Table 3 (continued)
Warning error messages

Error Message
Task   Module
Explanation / Error Recovery Procedure

"database update fails"
MAPA Controller   ctl_master.c
A system error has occurred. Look for other recent messages and check their meaning.
If these indicate other serious problems then call your Northern Telecom service
representative. Otherwise, no action is required.

"Database write failure -- table: chg_ordr"
display   cc_co.c
A database error occurred. Verify that the ACD-MAX installation had no errors. If so,
call your Northern Telecom service representative. Otherwise, reinstall the ACD-MAX
software. Call your Northern Telecom service representative if the problem persists.

"Database write failure -- table: rpt_defn"
display   rptdef.c
A database error occurred. Verify that the ACD-MAX installation had no errors. If so,
call your Northern Telecom service representative. Otherwise, reinstall the ACD-MAX
software. If the problem persists contact Northern Telecom.

"Database write failure -- table: user strings"
display   cc_co.c
A database error occurred. Verify that the ACD-MAX installation had no errors. If so,
call your Northern Telecom service representative. Otherwise, reinstall the ACD-MAX
software. Call your Northern Telecom service representative if the problem persists.

"Database write failure -- table: user strings"
display   fmladef.c
A database error occurred. Verify that the ACD-MAX installation had no errors. If so,
call your Northern Telecom service representative. Otherwise, reinstall the ACD-MAX
software. Call your Northern Telecom service representative if the problem persists.

"Database write failure -- table: user strings"
display   fmtdef.c
A database error occurred. Verify that the ACD-MAX installation had no errors. If so,
call your Northern Telecom service representative. Otherwise, reinstall the ACD-MAX
software. If the problem persists contact Northern Telecom.

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Table 3 (continued)
Warning error messages

Error Message
Task   **Module**
Explanation / Error Recovery Procedure

"Database write failure -- table: user strings"
display   grfdef.c
A database error occurred. Verify that the ACD-MAX installation had no errors. If so, call your Northern Telecom service representative. Otherwise, reinstall the ACD-MAX software. If the problem persists contact Northern Telecom.

"Database write failure -- table: user strings"
display   rptdef.c
A database error occurred. Verify that the ACD-MAX installation had no errors. If so, call your Northern Telecom service representative. Otherwise, reinstall the ACD-MAX software. If the problem persists contact Northern Telecom.

"Database write failure -- table: user strings"
display   scddef.c
A database error occurred. Verify that the ACD-MAX installation had no errors. If so, call your Northern Telecom service representative. Otherwise, reinstall the ACD-MAX software. Call your Northern Telecom service representative if the problem persists.

"Database write failure [%d] -- table: acd_dns"
display   pa_acddn.c
A database error occurred. Verify that the ACD-MAX installation had no errors. If so, call your Northern Telecom service representative. Otherwise, reinstall the ACD-MAX software. Call your Northern Telecom service representative if the problem persists.

"Database write failure [%d] -- table: actdat"
display   pa_actvty.c
A database error occurred. Verify that the ACD-MAX installation had no errors. If so, call your Northern Telecom service representative. Otherwise, reinstall the ACD-MAX software. Call your Northern Telecom service representative if the problem persists.

"Database write failure [%d] -- table: agentdat"
display   pa_agent.c
A database error occurred. Verify that the ACD-MAX installation had no errors. If so, call your Northern Telecom service representative. Otherwise, reinstall the ACD-MAX software. Call your Northern Telecom service representative if the problem persists.

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Table 3 (continued)
Warning error messages

Error Message	
Task	**Module**
Explanation / Error Recovery Procedure	

"Database write failure [%d] -- table: chg_order"
display   cc_co.c
A database error occurred. Verify that the ACD-MAX installation had no errors. If so,
call your Northern Telecom service representative. Otherwise, reinstall the ACD-MAX
software. Call your Northern Telecom service representative if the problem persists.

"Database write failure [%d] -- table: co_queue"
lib_cc   q_cc_cmd.c
A database error occurred. Verify that the ACD-MAX installation had no errors. If so,
call your Northern Telecom service representative. Otherwise, reinstall the ACD-MAX
software. Call your Northern Telecom service representative if the problem persists.

"Database write failure [%d] -- table: formulae"
display   fmladef.c
A database error occurred. Verify that the ACD-MAX installation had no errors. If so,
call your Northern Telecom service representative. Otherwise, reinstall the ACD-MAX
software. Call your Northern Telecom service representative if the problem persists.

"Database write failure [%d] -- table: grf_elem"
display   grfdef.c
A database error occurred. Verify that the ACD-MAX installation had no errors. If so,
call your Northern Telecom service representative. Otherwise, reinstall the ACD-MAX
software. Call your Northern Telecom service representative if the problem persists.

"Database write failure [%d] -- table: grf_fmts"
display   grfdef.c
A database error occurred. Verify that the ACD-MAX installation had no errors. If so,
call your Northern Telecom service representative. Otherwise, reinstall the ACD-MAX
software. Call your Northern Telecom service representative if the problem persists.

"Database write failure [%d] -- table: grmems"
display   spvdef.c
A database error occurred. Verify that the ACD-MAX installation had no errors. If so,
call your Northern Telecom service representative. Otherwise, reinstall the ACD-MAX
software. Call your Northern Telecom service representative if the problem persists.

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Table 3 (continued)
Warning error messages

Error Message Task	Module
Explanation / Error Recovery Procedure	

"Database write failure [%d] -- table: langs"
display   pa_lang.c
A database error occurred. Verify that the ACD-MAX installation had no errors. If so, call your Northern Telecom service representative. Otherwise, reinstall the ACD-MAX software. Call your Northern Telecom service representative if the problem persists.

"Database write failure [%d] -- table: personel"
display   pa_person.c
A database error occurred. Verify that the ACD-MAX installation had no errors. If so, call your Northern Telecom service representative. Otherwise, reinstall the ACD-MAX software. Call your Northern Telecom service representative if the problem persists.

"Database write failure [%d] -- table: profile"
display   pa_misc.c
A database error occurred. Verify that the ACD-MAX installation had no errors. If so, call your Northern Telecom service representative. Otherwise, reinstall the ACD-MAX software. Call your Northern Telecom service representative if the problem persists.

"Database write failure [%d] -- table: pROF_SEL"
age   dbsizer.c
A database error occurred. Verify that the ACD-MAX installation had no errors. If so, call your Northern Telecom service representative. Otherwise, reinstall the ACD-MAX software. Call your Northern Telecom service representative if the problem persists.

"Database write failure [%d] -- table: rpt_defn"
display   rptdef.c
A database error occurred. Verify that the ACD-MAX installation had no errors. If so, call your Northern Telecom service representative. Otherwise, reinstall the ACD-MAX software. Call your Northern Telecom service representative if the problem persists.

"Database write failure [%d] -- table: rpt_parm"
display   pa_timfrm.c
A database error occurred. Verify that the ACD-MAX installation had no errors. If so, call your Northern Telecom service representative. Otherwise, reinstall the ACD-MAX software. Call your Northern Telecom service representative if the problem persists.

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Table 3 (continued)
Warning error messages

Error Message
Task   **Module**
Explanation / Error Recovery Procedure

"Database write failure [%d] -- table: rpt_per"
display   pa_timfrm.c
A database error occurred. Verify that the ACD-MAX installation had no errors. If so, call your Northern Telecom service representative. Otherwise, reinstall the ACD-MAX software. Call your Northern Telecom service representative if the problem persists.

"Database write failure [%d] -- table: %s"
display   cc_co.c
A database error occurred. Verify that the ACD-MAX installation had no errors. If so, call your Northern Telecom service representative. Otherwise, reinstall the ACD-MAX software. Call your Northern Telecom service representative if the problem persists.

"Database write failure [%d] -- table: %s"
hdc   hdc_update.c
A database error occurred. Verify that the ACD-MAX installation had no errors. If there were errors, reinstall the ACD-MAX software. If there were no errors, or if the problem persists contact your Northern Telecom service representative.

"Database write failure [%d] -- table: sCD_COS"
display   scddef.c
A database error occurred. Verify that the ACD-MAX installation had no errors. If so, call your Northern Telecom service representative. Otherwise, reinstall the ACD-MAX software. Call your Northern Telecom service representative if the problem persists.

"Database write failure [%d] -- table: scddef"
display   scddef.c
A database error occurred. Verify that the ACD-MAX installation had no errors. If so, call your Northern Telecom service representative. Otherwise, reinstall the ACD-MAX software. Call your Northern Telecom service representative if the problem persists.

"Database write failure [%d] -- table: scd_rpts"
display   scddef.c
A database error occurred. Verify that the ACD-MAX installation had no errors. If so, call your Northern Telecom service representative. Otherwise, reinstall the ACD-MAX software. Call your Northern Telecom service representative if the problem persists.

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Table 3 (continued)
Warning error messages

Error Message
Task   **Module**
Explanation / Error Recovery Procedure

"Database write failure [%d] -- table: scd_tims"
display   scddef.c
A database error occurred. Verify that the ACD-MAX installation had no errors. If so, call your Northern Telecom service representative. Otherwise, reinstall the ACD-MAX software. Call your Northern Telecom service representative if the problem persists.

"Database write failure [%d] -- table: shifts"
display   pa_timfrm.c
A database error occurred. Verify that the ACD-MAX installation had no errors. If so, call your Northern Telecom service representative. Otherwise, reinstall the ACD-MAX software. Call your Northern Telecom service representative if the problem persists.

"Database write failure [%d] -- table: spectra"
display   spectrum.c
A database error occurred. Verify that the ACD-MAX installation had no errors. If so, call your Northern Telecom service representative. Otherwise, reinstall the ACD-MAX software. Call your Northern Telecom service representative if the problem persists.

"Database write failure [%d] -- table: spvids"
display   spvdef.c
A database error occurred. Verify that the ACD-MAX installation had no errors. If so, call your Northern Telecom service representative. Otherwise, reinstall the ACD-MAX software. Call your Northern Telecom service representative if the problem persists.

"Database write failure [%d] -- table: sTORAGE"
age   dbsizer.c
A database error occurred. Verify that the ACD-MAX installation had no errors. If so, call your Northern Telecom service representative. Otherwise, reinstall the ACD-MAX software. Call your Northern Telecom service representative if the problem persists.

"Database write failure [%d] -- table: tab_elem"
display   fmtdef.c
A database error occurred. Verify that the ACD-MAX installation had no errors. If so, call your Northern Telecom service representative. Otherwise, reinstall the ACD-MAX software. Call your Northern Telecom service representative if the problem persists.

-continued-

Table 3 (continued)
Warning error messages

Error Message	
Task	**Module**
Explanation / Error Recovery Procedure	

"Database write failure [%d] -- table: tab_fmts"
display   fmtdef.c
A database error occurred. Verify that the ACD-MAX installation had no errors. If so,
call your Northern Telecom service representative. Otherwise, reinstall the ACD-MAX
software. Call your Northern Telecom service representative if the problem persists.

"Database write failure [%d] -- table: threshld"
display   pa_thresh.c
A database error occurred. Verify that the ACD-MAX installation had no errors. If so,
call your Northern Telecom service representative. Otherwise, reinstall the ACD-MAX
software. Call your Northern Telecom service representative if the problem persists.

"Database write failure [%d] -- table: trmassgn"
display   term_setup.c
A database error occurred. Verify that the ACD-MAX installation had no errors. If so,
call your Northern Telecom service representative. Otherwise, reinstall the ACD-MAX
software. Call your Northern Telecom service representative if the problem persists.

"db_man_init failed"
stats   stsmgr.c
A database error occurred. Verify that the ACD-MAX installation had no errors. If so,
call your Northern Telecom service representative. Otherwise, reinstall the ACD-MAX
software. Call your Northern Telecom service representative if the problem persists.

"delete failed"
display   fmladef.c
An internal database error occurred while attempting to write a formula definition. Look
for other recent messages and check their meaning. Attempt to write the formula
definition again. If the problem persists, call your Northern Telecom service
representative.

"Dest index for DN_CBLK not found"
stats   ncaa.c
There are irregular system activities, a shortage of memory installed in the system, or a
software error was detected. If the problem reoccurs then shut down and restart the
system.

-continued-

Table 3 (continued)
Warning error messages

Error Message
Task   **Module**
Explanation / Error Recovery Procedure
"destination index for DN_CBLK not found" stats   lccn.c There are irregular system activities, a shortage of memory installed in the system, or a software error was detected. If the problem reoccurs then shut down and restart the system.
"dmslink rcvd an interrupt on sending" dmslink   di_io.c Either irregular system activities occurred or a software error was detected. If the problem reoccurs call your Northern Telecom service representative.
"dmslink: write error on device port: errno: " dmslink   di_io.c A system error has occurred. An earlier Warning Error Message should clarify the reason for this error. The task will start again without user intervention. If the problem reoccurs call your Northern Telecom service representative.
"DMS-100 finished sending the initialization data to LINK" link   comm.c Informative only. No user actions required.
"DMS-100 has requested LINK to re-initialize" link   init.c Informative only. The DMS-100 has re-initialized and is asking MAX to re-initialize. Real time statistics will be unavailable until the initialization is completed. No user action is required.
"DMS-100 message block length [%d] exceeded maximum" link   link.c A system error has occurred. Call your Northern Telecom service representative if the problem persists.
-continued-

Table 3 (continued)
Warning error messages

Error Message
Task   **Module**
Explanation / Error Recovery Procedure

"dn config data file open failure -- access: write"
display   sysrpts.c
A system error has occurred. Look for other recent messages and check their
meanings. If these indicate other serious problems then call your Northern Telecom
service representative. Otherwise no action is required.

"DN id in Dn_cblk does not match with the one received."
stats   pev.c
There are irregular system activities, a shortage of memory installed in the system, or a
software error was detected. If the problem reoccurs then shut down and restart the
system.

"DN id in Dn_cblk does not match with the one received."
stats   psc.c
There are irregular system activities, a shortage of memory installed in the system, or a
software error was detected. If the problem reoccurs then shut down and restart the
system.

"DN index can not be found for %10.0f"
stats   init_dms.c
Data has been received for an unknown ACD-GRP. Verify the information on the
switch and make sure that they are consistent. Shut down the MAX system and restart
it. Call your Northern Telecom service representative if the problem persists.

"DN index cannot be found from Dn_xlist"
stats   apd.c
There are irregular system activities, a shortage of memory installed in the system, or a
software error was detected. If the problem reoccurs then shut down and restart the
system.

"DN index not found for Dn_cblk as position event changes."
stats   pev.c
There are irregular system activities, a shortage of memory installed in the system, or a
software error was detected. If the problem reoccurs then shut down and restart the
system.

-continued-

Table 3 (continued)
Warning error messages

Error Message
Task   **Module**
Explanation / Error Recovery Procedure

"DN index not found for Dn_cblk as position state changes."
stats   psc.c
There are irregular system activities, a shortage of memory installed in the system, or a software error was detected. If the problem reoccurs then shut down and restart the system.

"DN index not found for %10.0f"
stats   init_dms.c
Data has been received for an unknown ACD-GRP. Verify the information on the switch and make sure that they are consistent. Shut down the MAX system and restart it. Call your Northern Telecom service representative if the problem persists.

"DN_CBLK index for answered DN not found"
stats   tof_caa.c
There are irregular system activities, a shortage of memory installed in the system, or a software error was detected. If the problem reoccurs then shut down and restart the system.

"DN_CBLK index for source DN not found"
stats   rcs.c
There are irregular system activities, a shortage of memory installed in the system, or a software error was detected. If the problem reoccurs then shut down and restart the system.

"DN_CBLK index for source DN not found"
stats   tof_caa.c
There are irregular system activities, a shortage of memory installed in the system, or a software error was detected. If the problem reoccurs then shut down and restart the system.

"DN_CBLK index for target DN not found"
stats   rcs.c
There are irregular system activities, a shortage of memory installed in the system, or a software error was detected. If the problem reoccurs then shut down and restart the system.

-continued-

Table 3 (continued)
Warning error messages

Error Message
Task **Module**
Explanation / Error Recovery Procedure

"DN_CBLK index not found"
stats   cab.c
There are irregular system activities, a shortage of memory installed in the system, or a software error was detected. If the problem reoccurs then shut down and restart the system.

"DN_CBLK index not found"
stats   ceq.c
There are irregular system activities, a shortage of memory installed in the system, or a software error was detected. If the problem reoccurs then shut down and restart the system.

"DN_CBLK index not found"
stats   nccn.c
There are irregular system activities, a shortage of memory installed in the system, or a software error was detected. If the problem reoccurs then shut down and restart the system.

"DN_CBLK index not found"
stats   nceq.c
There are irregular system activities, a shortage of memory installed in the system, or a software error was detected. If the problem reoccurs then shut down and restart the system.

"DSP is Rejecting Nop from Switch"
dmslink   di_swutils.c
Invalid message received from the switch. If the problem reoccurs call your Northern Telecom service representative.

"Duplicate CLLI, clearing the old one"
dmslink   di_invoke.c
CLLI is required to be unique for each group. If a duplicate is received, the old one in the database is cleared.

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Table 3 (continued)
Warning error messages

Error Message
Task   **Module**
Explanation / Error Recovery Procedure

"Duplicate I_agent record"
hdc   hdc_write.c
A database error occurred. HDC must have died during the current interval. If not,
contact your Northern Telecom service representative.

"Duplicate video attribute"
lib_usrif   pscreen.c
Installation failed or the site has an improper version of the release materials. Check
your release materials (that is, version number and system type). If they appear to be
all right, reinstall the ACD-MAX release. If it continues to fail, call your Northern
Telecom service representative.

"END of initialization"
dmslink   di_inter.c
Information message. No user action required.

"END of re-init"
dmslink   di_inter.c
Information message. No user action required.

"entsitm failed [%d]"
age   age_comp.c
A database error occurred. The previous day's database records will not be compacted
(a procedure which reduces the size of the information for more efficient storage). If the
problem persists, call your Northern Telecom service representative.

"entsitm failed [%d] -- table num: %d, sel field: %d, day: %ld"
age   age_del.c
A database error occurred. Certain database records will not be deleted. If the problem
persists call your Northern Telecom service representative.

"Error accessing list definition record"
display   listman.c
A database error occurred. Verify that the ACD-MAX installation had no errors. If so,
call your Northern Telecom service representative. Otherwise, reinstall the ACD-MAX
software. Call your Northern Telecom service representative if the problem persists.

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Table 3 (continued)
Warning error messages

Error Message	
Task	**Module**
Explanation / Error Recovery Procedure	
"Error accessing personel table"	
display	spvdef.c
A database error occurred. Verify that the ACD-MAX installation had no errors. If so, call your Northern Telecom service representative. Otherwise, reinstall the ACD-MAX software. Call your Northern Telecom service representative if the problem persists.	
"Error accessing rpt_parm table"	
age	age_init.c
A database error occurred. Verify that the ACD-MAX installation has no errors. If there are no errors, call your Northern Telecom service representative. Otherwise, reinstall your ACD-MAX software. If the problem persists call your Northern Telecom service representative.	
"Error adding list definition record"	
display	listman.c
A database error occurred. Verify that the ACD-MAX installation had no errors. If so, call your Northern Telecom service representative. Otherwise, reinstall the ACD-MAX software. Call your Northern Telecom service representative if the problem persists.	
"Error adding list element field"	
display	listman.c
A database error occurred. Verify that the ACD-MAX installation had no errors. If so, call your Northern Telecom service representative. Otherwise, reinstall the ACD-MAX software. Call your Northern Telecom service representative if the problem persists.	
"Error adding list element record"	
display	listman.c
A database error occurred. Verify that the ACD-MAX installation had no errors. If so, call your Northern Telecom service representative. Otherwise, reinstall the ACD-MAX software. Call your Northern Telecom service representative if the problem persists.	
"Error closing file for list info page."	
display	listman.c
A database error occurred. Verify that the ACD-MAX installation had no errors. If so, call your Northern Telecom service representative. Otherwise, reinstall the ACD-MAX software. Call your Northern Telecom service representative if the problem persists.	
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Table 3 (continued)
Warning error messages

Error Message Task   Module Explanation / Error Recovery Procedure
"Error closing file for list output." display   listman.c A database error occurred. Verify that the ACD-MAX installation had no errors. If so, call your Northern Telecom service representative. Otherwise, reinstall the ACD-MAX software. Call your Northern Telecom service representative if the problem persists.
"Error deleting list definition record" display   listman.c A database error occurred. Verify that the ACD-MAX installation had no errors. If so, call your Northern Telecom service representative. Otherwise, reinstall the ACD-MAX software. Call your Northern Telecom service representative if the problem persists.
"Error during makeset." display   listman.c A database error occurred. Verify that the ACD-MAX installation had no errors. If so, call your Northern Telecom service representative. Otherwise, reinstall the ACD-MAX software. Call your Northern Telecom service representative if the problem persists.
"error encountered when unlinking config file" sys_rpts   rpt_end.c A system error has occurred. Look for other recent messages and check their meaning. If these indicate other serious problems then call your Northern Telecom service representative. Otherwise, no action is required.
"error encountered when unlinking RPT_Scripts" sys_rpts   rpt_end.c A system error has occurred. Look for other recent messages and check their meaning. If these indicate other serious problems then call your Northern Telecom service representative. Otherwise, no action is required.
"error encountered when unlinking SQL_scripts " sys_rpts   rpt_end.c A system error has occurred. Ignore the message if this is an isolated incident. Contact your Northern Telecom service representative if the problem persists.
-continued-

Table 3 (continued)
Warning error messages

Error Message	
Task	**Module**
Explanation / Error Recovery Procedure	

"Error getting data from list definition record"
display   listman.c
A database error occurred. Verify that the ACD-MAX installation had no errors. If so, call your Northern Telecom service representative. Otherwise, reinstall the ACD-MAX software. Call your Northern Telecom service representative if the problem persists.

"Error in checking BCS version. Assuming BCS29"
display   cc_data.c
Information only. No user action is required.

"error in checking threshold file"
stats   receive.c
There are irregular system activities, a shortage of memory installed in the system, or a software error was detected. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs then shut down the system and call your Northern Telecom service representative.

"error in decoding following NOP message"
dmslink   di_swin.c
Invalid message received from the switch. If the problem reoccurs call your Northern Telecom service representative.

"error in decoding NOP message"
dmslink   di_swin.c
Invalid message received from the switch. If the problem reoccurs call your Northern Telecom service representative.

"error opening /dev/clock"
MAPA Controller   ctl_utils.c
A system error has occurred. Look for other recent messages and check their meaning. If these indicate other serious problems then call your Northern Telecom service representative. Otherwise, no action is required.

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Table 3 (continued)
Warning error messages

Error Message Task   Module Explanation / Error Recovery Procedure
"Error opening file for list info page." display   listman.c A system error has occurred. Look for other recent messages and check their meaning. If these indicate other serious problems then call your Northern Telecom service representative. Otherwise, no action is required.
"Error opening file for list output." display   listman.c A system error has occurred. Look for other recent messages and check their meaning. If these indicate other serious problems then call your Northern Telecom service representative. Otherwise, no action is required.
"error opening read pipe" LangServer   lang.c A system error has occurred. Look for other recent messages and check their meaning. If these indicate other serious problems then call your Northern Telecom service representative. Otherwise, no action is required.
"Error opening write pipe" LangServer   lang.c A system error has occurred. Look for other recent messages and check their meaning. If these indicate other serious problems then call your Northern Telecom service representative. Otherwise, no action is required.
"Error reading graphic page file name" display   grf_view.c A system error has occurred. Ignore the message if this is an isolated incident. However, if the problem occurs several times,   call your Northern Telecom service representative.
"Error returned from dnis tree search" hdc   hdc_index.c DMS-100 definitions exceeded its limit. Ensure that the DMS-100 is configured for the parameters that ACD-MAX supports. If the DMS-100 is configured correctly, call your Northern Telecom service representative.
-continued-

Table 3 (continued)
Warning error messages

Error Message
Task   **Module**
Explanation / Error Recovery Procedure

"Error selecting list definitions"
display   listman.c
A database error occurred. Verify that the ACD-MAX installation had no errors. If so, call your Northern Telecom service representative. Otherwise, reinstall the ACD-MAX software. Call your Northern Telecom service representative if the problem persists.

"Error sending file to the printer."
display   listman.c
A system error has occurred. Look for other recent messages and check their meaning. If these indicate other serious problems then call your Northern Telecom service representative. Otherwise, no action is required.

"Error while computing the number of elements in list def."
display   listman.c
A database error occurred. Verify that the ACD-MAX installation had no errors. If so, call your Northern Telecom service representative. Otherwise, reinstall the ACD-MAX software. Call your Northern Telecom service representative if the problem persists.

"error while reading int_rte in sys - default used"
hdc   hdc_init.c
A database error occurred. No user actions required. Default value of 255 will be used for the internal route number.

"error writing to /dev/clock"
MAPA Controller   ctl_utils.c
A system error has occurred. Look for other recent messages and check their meaning. If these indicate other serious problems then call your Northern Telecom service representative. Otherwise, no action is required.

"Event type out of range"
dmslink   di_event.c
Invalid values received from the switch. If the problem reoccurs call your Northern Telecom service representative.

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Table 3 (continued)
Warning error messages

Error Message
Task   **Module**
Explanation / Error Recovery Procedure

"EventId out of range"
dmslink   di_invoke.c
Invalid values received from the switch. If the problem reoccurs call your Northern
Telecom service representative.

"exec of new_cron fails"
MAPA Controller   ctl_utils.c
A system error has occurred. Look for other recent messages and check their meaning.
If these indicate other serious problems then call your Northern Telecom service
representative. Otherwise, no action is required.

"Expected record not found -- table: grf_fmts"
display   grfdef.c
A database error occurred. Verify that the ACD-MAX installation had no errors. If so,
call your Northern Telecom service representative. Otherwise, reinstall the ACD-MAX
software. Call your Northern Telecom service representative if the problem persists.

"Expected record not found -- table: rpt_parm"
display   cron_init.c
A database error occurred. Verify that the ACD-MAX installation had no errors. If so,
call your Northern Telecom service representative. Otherwise, reinstall the ACD-MAX
software. Call your Northern Telecom service representative if the problem persists.

"Expected record not found -- table: rpt_parm"
rptgen   query_tf.c
A database error occurred. Verify that the ACD-MAX installation had no errors. If so,
call your Northern Telecom service representative. Otherwise, reinstall the ACD-MAX
software. Call your Northern Telecom service representative if the problem persists.

"Expected record not found -- table: rpt_per"
display   cron_init.c
A database error occurred. Verify that the ACD-MAX installation had no errors. If so,
call your Northern Telecom service representative. Otherwise, reinstall the ACD-MAX
software. Call your Northern Telecom service representative if the problem persists.

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Table 3 (continued)
Warning error messages

Error Message
Task   **Module**
Explanation / Error Recovery Procedure

"Expected record not found -- table: %s"
display   rptdef.c
A database error occurred. Verify that the ACD-MAX installation had no errors. If so,
call your Northern Telecom service representative. Otherwise, reinstall the ACD-MAX
software. Call your Northern Telecom service representative if the problem persists.

"Expected record not found -- table: shifts"
display   cron_init.c
A database error occurred. Verify that the ACD-MAX installation had no errors. If so,
call your Northern Telecom service representative. Otherwise, reinstall the ACD-MAX
software. Call your Northern Telecom service representative if the problem persists.

"Expected record not found -- table: tab_fmts"
display   fmtdef.c
A database error occurred. Verify that the ACD-MAX installation had no errors. If so,
call your Northern Telecom service representative. Otherwise, reinstall the ACD-MAX
software. Call your Northern Telecom service representative if the problem persists.

"Extraneous GRAPH_REQ message received, status = %d"
display   rptdef.c
An internal variable has reached an illegal state. Ignore the message if this is an
isolated incident. Call your Northern Telecom service representative if the problem
persists.

"Extraneous REPORT_REQ message received, status = %d"
display   rptdef.c
An internal variable has reached an illegal state. Ignore the message if this is an
isolated incident. Call your Northern Telecom service representative if the problem
persists.

"Extraneous SYSRPT_REQ message received, status = %d"
display   sysrpts.c
An internal variable has reached an illegal state. Ignore the message if this is an
isolated incident. Call your Northern Telecom service representative if the problem
persists.

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Table 3 (continued)
Warning error messages

Error Message
Task   Module
Explanation / Error Recovery Procedure

"faccess failed"
display   upd_com.c
A database error occurred. Ignore the message if this is an isolated incident. However, if the problem occurs several times, call your Northern Telecom service representative.

"Failed to copy remote commands correctly"
display   save_cmd.c
A system error has occurred. Look for other recent messages and check their meaning. If these indicate other serious problems then call your Northern Telecom service representative. Otherwise, no action is required.

"Failed to create file for CC queue shared memory"
cclib   get_cc_mem.c
An internal variable has reached an illegal state. Ignore the message if this is an isolated incident. Call your Northern Telecom service representative if the problem persists.

"Failed to determine LM pipe status"
cclink   ccl_dmsif.c
An internal variable has reached an illegal state. Ignore the message if this is an isolated incident. Call your Northern Telecom service representative if the problem persists.

"Failed to determine pipe status"
lib_cc   rcv_packet.c
An internal variable has reached an illegal state. Ignore the message if this is an isolated incident. Call your Northern Telecom service representative if the problem persists.

"Failed to determine spool pipe status"
lib_usrif   printer.c
An internal variable has reached an illegal state. Ignore the message if this is an isolated incident. Call your Northern Telecom service representative if the problem persists.

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Table 3 (continued)
Warning error messages

Error Message
Task   **Module**
Explanation / Error Recovery Procedure

"Failed to execute local commands correctly"
display   save_cmd.c
A system error has occurred. Look for other recent messages and check their meaning.
If these indicate other serious problems then call your Northern Telecom service
representative. Otherwise, no action is required.

"Failed to execute remote chmod correctly"
display   save_cmd.c
A system error has occurred. Look for other recent messages and check their meaning.
If these indicate other serious problems then call your Northern Telecom service
representative. Otherwise, no action is required.

"Failed to execute remote commands correctly"
display   save_cmd.c
A system error has occurred. Look for other recent messages and check their meaning.
If these indicate other serious problems then call your Northern Telecom service
representative. Otherwise, no action is required.

"Failed to generate print file banner page"
libcommon   print_job.c
A system error has occurred. Perform the print function again. Call your Northern
Telecom service representative if the problem persists.

"Failed to locate model record"
display   save_cmd.c
A database error occurred. Ignore the message if this is an isolated incident. However,
if the problem occurs several times, call your Northern Telecom service representative.

"Failed to locate record in pRINTERS table"
libcommon   print_job.c
A database error occurred. Ignore the message if this is an isolated incident. However,
if the problem occurs several times, call your Northern Telecom service representative.

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Table 3 (continued)
Warning error messages

Error Message
Task   **Module**
Explanation / Error Recovery Procedure

"Failed to open save commands file"
display   save_cmd.c
A system error has occurred. Look for other recent messages and check their meaning. If these indicate other serious problems then call your Northern Telecom service representative. Otherwise, no action is required.

"Failed to save command in commands file"
display   save_cmd.c
A system error has occurred. Look for other recent messages and check their meaning. If these indicate other serious problems then call your Northern Telecom service representative. Otherwise, no action is required.

"Failed to send string update message"
LangServer   lang.c
A system error has occurred. Look for other recent messages and check their meaning. If these indicate other serious problems then call your Northern Telecom service representative. Otherwise, no action is required.

"Failed to set up selection table"
display   listman.c
A database error occurred. Verify that the ACD-MAX installation had no errors. If so, call your Northern Telecom service representative. Otherwise, reinstall the ACD-MAX software. Call your Northern Telecom service representative if the problem persists.

"Failed to set up selection table"
display   scddef.c
A database error occurred. Verify that the ACD-MAX installation had no errors. If so, call your Northern Telecom service representative. Otherwise, reinstall the ACD-MAX software. Call your Northern Telecom service representative if the problem persists.

"Failed to set up selection table"
libquery   query.c
A database error occurred. Verify that the ACD-MAX installation had no errors. If so, call your Northern Telecom service representative. Otherwise, reinstall the ACD-MAX software. Call your Northern Telecom service representative if the problem persists.

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Table 3 (continued)
Warning error messages

Error Message
Task **Module**
Explanation / Error Recovery Procedure

"Failed to spool file in graphics printer queue - system=%d, errno=%d"
common   print_job.c
A system error has occurred. Perform the print function again. Call your Northern
Telecom service representative if the problem persists.

"Failed to spool file in text printer queue - system=%d, errno=%d"
common   print_job.c
A system error has occurred. Perform the print function again. Call your Northern
Telecom service representative if the problem persists.

"Fewer pages than expected in graphic preview file"
display   grf_view.c
An internal variable has reached an illegal state. Default maximum to existing number
of pages. Ignore the message if this is an isolated incident. However, if the problem
occurs several times, call your Northern Telecom service representative.

"File create failure - CC transaction log data file"
cclink   ccl_txlog.c
An internal database error has occurred. The ACD-GRP name definitions cannot be
retrieved. If the problem persists, call your Northern Telecom service representative.

"File create failure - CC transaction log index file"
cclink   ccl_txlog.c
An internal database error has occurred. The ACD-GRP name definitions cannot be
retrieved. If the problem persists, call your Northern Telecom service representative.

"File create failure - CC transaction log master file"
cclink   ccl_txlog.c
An internal database error has occurred. The ACD-GRP name definitions cannot be
retrieved. If the problem persists, call your Northern Telecom service representative.

"File link error: SRC=%s, DST=%s"
display   tab_view.c
An internal database error has occurred. The ACD-GRP name definitions cannot be
retrieved. If the problem persists, call your Northern Telecom service representative.

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Table 3 (continued)
Warning error messages

Error Message
Task   **Module**
Explanation / Error Recovery Procedure

"File open error: mode=write, path=/tmp/ccl.nfo.XXXXXX"
display   tab_view.c
An internal database error has occurred. The ACD-GRP name definitions cannot be retrieved. If the problem persists, call your Northern Telecom service representative.

"File open error: snapshot report banner file"
display   realtime.c
A system error has occurred. Perform the print function again. Call your Northern Telecom service representative if the problem persists.

"File open error: snapshot report text file"
display   realtime.c
A system error has occurred. Perform the print function again. Call your Northern Telecom service representative if the problem persists.

"File open failure"
display   cron_gen.c
A system error occurred while attempting to delete a file. If this is an isolated incident then ignore the message. Call your Northern Telecom service representative if the problem persists.

"File open failure -- access: read"
display   preview.c
A system error has occurred. Ignore the message if this is an isolated incident. Call your Northern Telecom service representative if the problem persists.

"File open failure - CC transaction log data file"
cclink   ccl_txlog.c
A system error has occurred. Ignore the message if this is an isolated incident. Call your Northern Telecom service representative if the problem persists.

"File open failure - CC transaction log index file"
cclink   ccl_txlog.c
A system error has occurred. Ignore the message if this is an isolated incident. Call your Northern Telecom service representative if the problem persists.

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Table 3 (continued)
Warning error messages

Error Message
Task   Module
Explanation / Error Recovery Procedure

"File open failure - CC transaction log master file"
cclink   ccl_txlog.c
A system error has occurred. Ignore the message if this is an isolated incident. Call
your Northern Telecom service representative if the problem persists.

"fork failed"
MAPA Controller   ctl_utils.c
A system error has occurred. Ignore the message if this is an isolated incident.
However, if the problem occurs several times, call your Northern Telecom service
representative.

"fork of new_cron fails"
MAPA Controller   ctl_utils.c
A system error has occurred. Look for other recent messages and check their meaning.
If these indicate other serious problems then call your Northern Telecom service
representative. Otherwise, no action is required.

"Form has already been created"
lib_usrif   form.c
An internal variable has reached an illegal state. Call your Northern Telecom service
representative.

"freopen of stdout fails"
MAPA Controller   ctl_main.c
A system error has occurred. Look for other recent messages and check their meaning.
If these indicate other serious problems then call your Northern Telecom service
representative. Otherwise, no action is required.

"fstat failed on service file - no update checking done"
hdc   hdc_util.c
A system error has occurred. Look for other recent messages relevant to this program
or scenario and check their meaning. If these indicate other serious problems then call
your Northern Telecom service representative. Otherwise, no action is required.

-continued-

Table 3 (continued)
Warning error messages

Error Message
Task   **Module**
Explanation / Error Recovery Procedure

"ftok fails"
libmapa   mapa_lib.c
A system error has occurred. Look for other recent messages and check their meaning. If these indicate other serious problems then call your Northern Telecom service representative. Otherwise, no action is required.

"fwrite fails for 2nd select data"
libquery   query.c
A system error has occurred.
The task should begin its recovery process and will start again without user intervention. If the problem reoccurs then shut down the system and call your Northern Telecom service representative.

"getenv failed for type of lock requested - value defaulted"
lock   lock.c
Installation failed or the site has an improper version of the release materials. Check your release materials (that is, version number and system type). If they appear to be all right, reinstall the ACD-MAX release. If it continues to fail, call your Northern Telecom service representative.

"gfield (acd_name) fails"
libquery   query_sys.c
A system error has occurred. Call your local Northern Telecom representative.

"gfield (acd_name) fails"
rptgen   data_ln.c
A system error has occurred. Call your local Northern Telecom representative.

"gfield(clli) fails"
libquery   query_sys.c
A system error has occurred. Call your local Northern Telecom representative.

"gfield(clli) fails"
rptgen   data_ln.c
A system error has occurred. Call your local Northern Telecom representative.

-continued-

Table 3 (continued)
Warning error messages

Error Message	
Task	**Module**
Explanation / Error Recovery Procedure	

"gfield failed"
display   upd_com.c
A database error occurred. Ignore the message if this is an isolated incident. However,
if the problem occurs several times, call your Northern Telecom service representative.

"gfield failed"
RPT   cv_exp.c
A database error occurred. Ignore the message if this is an isolated incident. However,
if the problem occurs several times, call your Northern Telecom service representative.

"gfield failed"
RPT   del_old.c
A database error occurred. Ignore the message if this is an isolated incident. However,
if the problem occurs several times, call your Northern Telecom service representative.

"gfield failed for a_DAILY"
sizer   dbsizer.c
A database error occurred. Ignore the message if this is an isolated incident. However,
if the problem occurs several times, call your Northern Telecom service representative.

"gfield failed for a_DTYPE"
sizer   dbsizer.c
A database error occurred. Ignore the message if this is an isolated incident. However,
if the problem occurs several times, call your Northern Telecom service representative.

"gfield failed for a_INTVL"
sizer   dbsizer.c
A database error occurred. Ignore the message if this is an isolated incident. However,
if the problem occurs several times, call your Northern Telecom service representative.

"gfield failed for a_MNTHLY"
sizer   dbsizer.c
A database error occurred. Ignore the message if this is an isolated incident. However,
if the problem occurs several times, call your Northern Telecom service representative.

-continued-

Table 3 (continued)
Warning error messages

Error Message
Task   **Module**
Explanation / Error Recovery Procedure

"gfield failed for a_WEEKLY"
sizer   dbsizer.c
A database error occurred. Ignore the message if this is an isolated incident. However, if the problem occurs several times, call your Northern Telecom service representative.

"gfield failed for customer name"
sys_rpts   rpt_init.c
A database error occurred. The report will still be produced but the space where the customer name usually appears will be left blank. Ignore the message if this is an isolated incident. However, if the problem occurs several times, call your Northern Telecom service representative.

"gfield failed for default language - English used "
sys_rpts   rpt_init.c
A database error occurred.
If there is trouble accessing the definition for the default language, then the default language of English will be used. Ignore the message if this is an isolated incident. However, if the problem occurs several times, call your Northern Telecom service representative.

"gfield failed for frstday in rpt_parm - value defaulted"
age   age_init.c
A database error occurred. Ignore the message if this is an isolated incident. However, if the problem occurs several times, call your Northern Telecom service representative.

"gfield failed for nFRSTDAY in rpt_parm"
age   age_init.c
A database error occurred. Ignore the message if this is an isolated incident. However, if the problem occurs several times, call your Northern Telecom service representative.

"gfield failed for node_id in profile"
hdc   hdc_init.c
A database error occurred. Ignore the message if this is an isolated incident. However, if the problem occurs several times, call your Northern Telecom service representative.

-continued-

Table 3 (continued)
Warning error messages

Error Message Task   Module Explanation / Error Recovery Procedure
"gfield failed for supervisor's language" sys_rpts   rpt_init.c A database error occurred. Ignore the message if this is an isolated incident. However, if the problem occurs several times, call your Northern Telecom service representative.
"gfield of selected profile failed" sizer   dbsizer.c A database error occurred. Ignore the message if this is an isolated incident. However, if the problem occurs several times, call your Northern Telecom service representative.
"grgen abnormal termination caused by SIGALRM" rptgen   grgen.c A system error has occurred. Perform the print function again. If the problem persists contact your Northern Telecom service representative.
"grgen abnormal termination caused by SIGIOT" rptgen   grgen.c A system error has occurred. Perform the print function again. If the problem persists contact your Northern Telecom service representative.
"grgen abnormal termination caused by signal %d" rptgen   grgen.c A system error has occurred. Perform the print function again. If the problem persists contact your Northern Telecom service representative.
"grgen abnormal termination caused by SIGSEGV" rptgen   grgen.c A system error has occurred. Perform the print function again. If the problem persists contact your Northern Telecom service representative.
"grgen abnormal termination caused by SIGTERM" rptgen   grgen.c A system error has occurred. Perform the print function again. If the problem persists contact your Northern Telecom service representative.
-continued-

Table 3 (continued)
Warning error messages

Error Message Task   Module Explanation / Error Recovery Procedure
"grgen abnormal termination caused by SIGTRAP" rptgen   grgen.c A system error has occurred. Perform the print function again. If the problem persists contact your Northern Telecom service representative.
"grgen is defering sanity a second time" grgen   grgen.c The report is taking a long time. If this problem persists for the current report, call your Northern Telecom service representative.
"group #%10.0lf not in init datapos.group_no" dmslink   di_invoke.c Invalid values received from the switch. If the problem reoccurs call your Northern Telecom service representative.
"Grouping key specification error" libquery   query.c An internal variable has reached an illegal state. Call your Northern Telecom service representative.
"Halt request received - shutdown starting" MAPA Controller   ctl_main.c System is shutting down. No user action is required. If this message is received without a shutdown being done via MAINT then call your Northern Telecom service representative.
"hdc is not responding to event flush request" cur_intvl   ci_main.c An internal timeout occurred. Check the error log for recent messages from the hdc task. If these indicate other serious problems then call your Northern Telecom service representative. Otherwise no action is required.
-continued-

Table 3 (continued)
Warning error messages

Error Message
Task   **Module**
Explanation / Error Recovery Procedure

"hdc is not responding to interval dump request"
cur_intvl   ci_main.c
An internal timeout occurred. Check the error log for recent messages from the hdc
task. If these indicate other serious problems then call your Northern Telecom service
representative. Otherwise no action is required.

"Hold of messages requested by HDC"
dmslink   di_pipes.c
This system lost synchronization. Reinitialization will be started as a part of recovery.
If the problem reoccurs call your Northern Telecom service representative.

"Hold of messages requested by STATS"
dmslink   di_pipes.c
This system lost synchronization. Reinitialization will be started as a part of recovery.
If the problem reoccurs call your Northern Telecom service representative.

"I_AM_DONE from static program"
MAPA Controller   ctl_main.c
An internal variable has reached an illegal state. Ignore the message if this is an
isolated incident. Call your Northern Telecom service representative if the problem
persists.

"I_AM_DONE from static program"
MAPA Controller   ctl_master.c
An internal variable has reached an illegal state. Ignore the message if this is an
isolated incident. Call your Northern Telecom service representative if the problem
persists.

"I_AM_DONE from unknown program"
MAPA Controller   ctl_main.c
An internal variable has reached an illegal state. Ignore the message if this is an
isolated incident. Call your Northern Telecom service representative if the problem
persists.

-continued-

Table 3 (continued)
Warning error messages

Error Message
Task   **Module**
Explanation / Error Recovery Procedure
"I_AM_INIT from unknown program"
MAPA Controller   ctl_main.c
An internal variable has reached an illegal state. Ignore the message if this is an isolated incident. Call your Northern Telecom service representative if the problem persists.
"Ignoring halt request received on slave tower"
MAPA Controller   ctl_main.c
Informational only. No user action is required.
"illegal start command"
MAPA Controller   ctl_slave.c
An internal variable has reached an illegal state. Ignore the message if this is an isolated incident. Call your Northern Telecom service representative if the problem persists.
"illegal state %d in psc message"
stats   psc.c
There are irregular system activities, a shortage of memory installed in the system, or a software error was detected. If the problem reoccurs then shut down and restart the system.
"Incomplete message read from CCLINK"
dmslink   di_main.c
Either irregular system activities occurred or a software error was detected. If the problem reoccurs call your Northern Telecom service representative.
"index for DN_CBLK not found"
stats   caa.c
There are irregular system activities, a shortage of memory installed in the system, or a software error was detected. If the problem reoccurs then shut down and restart the system.
-continued-

Table 3 (continued)
Warning error messages

Error Message
Task   **Module**
Explanation / Error Recovery Procedure

"index for Pos. control block is not found."
stats   emg.c
Informative only. No user actions required.

"INIT for unknown program"
MAPA Controller   ctl_slave.c
An internal variable has reached an illegal state. Ignore the message if this is an isolated incident. Call your Northern Telecom service representative if the problem persists.

"initiating a nos_Logon"
dmslink   di_swutils.c
Information message. No user action required.

"initiating a nos_Logout"
dmslink   di_swutils.c
The MAX is logging out and will try to log back in as part of a recovery. The preceding messages should explain the reason for logging out.

"Interval data could not be saved - data lost"
hdc   hdc_dump.c
There were not enough resources available to save the interval data on the disk. The interval data is lost   for the current interval. Call your Northern Telecom service representative.

"invalid argument"
cm_reader   cm_reader.c
An internal variable has reached an illegal state. Ignore the message if this is an isolated incident. Call your Northern Telecom service representative if the problem persists.

"invalid argument"
cm_writer   cm_writer.c
An internal variable has reached an illegal state. Ignore the message if this is an isolated incident. Call your Northern Telecom service representative if the problem persists.

-continued-

Table 3 (continued)
Warning error messages

Error Message Task   Module Explanation / Error Recovery Procedure
"Invalid Argument Err from switch: Err Type %d", dmslink   di_error.c Error received from the switch. If the problem reoccurs call your Northern Telecom service representative.
"Invalid Argument Err from switch: NoMoreInformation" dmslink   di_error.c Error received from the switch. If the problem reoccurs call your Northern Telecom service representative.
"Invalid Argument Err from switch: Pool Name Invalid" dmslink   di_error.c Pool Name entered on the ACD-MAX must match that defined on the switch. Check and correct the name.
"Invalid Argument Err from switch: Subpool Name Invalid" dmslink   di_error.c Subpool Name entered on the ACD-MAX must match that defined on the switch. Check and correct the name.
"Invalid Argument Err from switch: SubpoolPasswordInvalid" dmslink   di_error.c Subpool Password entered on the ACD-MAX must match that defined on the switch. Check and correct the password.
"Invalid Argument Err from switch: User ID/Password wrong" dmslink   di_error.c User ID and password entered on the ACD-MAX must match those defined on the switch. Check and correct these parameters.
"Invalid Argument Err from switch: ValueRangeError" dmslink   di_error.c An invalid value was entered as a Remote Load Management parameter. Repeat the request with correct value.
-continued-

Table 3 (continued)
Warning error messages

Error Message
Task   **Module**
Explanation / Error Recovery Procedure

"Invalid Argument Err from switch: Wrong Pool Password"
dmslink   di_error.c
Pool password entered on the ACD-MAX must match that defined on the switch.
Check and correct the password.

"Invalid argument used to invoke cur_intvl"
cur_intvl   ci_main.c
An internal variable has reached an illegal state. Call your Northern Telecom service
representative.

"Invalid attribute name in video attribute file"
lib_usrif   pscreen.c
Installation failed or the site has an improper version of the release materials. Check
your release materials (that is, version number and system type). If they appear to be
all right, reinstall the ACD-MAX release. If it continues to fail, call your Northern
Telecom service representative.

"Invalid BCS version %d. Assuming BCS 29"
cclink   ccl_main.c
An internal variable has reached an illegal state. Call your Northern Telecom service
representative.

"Invalid BCS version %d. Assuming BCS 29", bcs_version);
display   pa_thresh.c
Informative only. No user action is required.

"Invalid BCS version, rc=%d; Use BCS29/30 as default"
stats   receive.c
The current release of the switch software is not supported. BCS29 or BCS30 is
assumed as the default for the switch release. Shut down the system, identify the
switch software release you need, and contact your Northern Telecom service
representative.

"Invalid CC message received"
display   pa_actvty.c
Informative only. No user action is required.

-continued-

Table 3 (continued)
Warning error messages

Error Message
Task   **Module**
Explanation / Error Recovery Procedure

"Invalid character following '^'"   lib_usrif   uicommon.c   An internal variable has reached an illegal state. Call your Northern Telecom service representative.
"invalid database name for read"   lock   lock.c   An internal variable has reached an illegal state. Call your Northern Telecom service representative.
"invalid database name for write"   lock   lock.c   An internal variable has reached an illegal state. Call your Northern Telecom service representative.
"invalid database type specified"   lock   lock.c   An internal variable has reached an illegal state. Call your Northern Telecom service representative.
"invalid entry for memory check byte"   hdc   hdc_start.c   An internal variable has reached an illegal state. Call your Northern Telecom service representative.
"invalid file name - first letter"   RPT   del_old.c   An internal variable has reached an illegal state. Ignore the message if this is an isolated incident. Call your Northern Telecom service representative if the problem persists.
"invalid file name - seventh letter"   RPT   del_old.c   An internal variable has reached an illegal state. Ignore the message if this is an isolated incident. Call your Northern Telecom service representative if the problem persists.
-continued-

Table 3 (continued)
Warning error messages

Error Message	
Task	**Module**
Explanation / Error Recovery Procedure	

"Invalid file type found in CC log file"
display   preview.c
An internal variable has reached an illegal state. Ignore the message if this is an isolated incident. Call your Northern Telecom service representative if the problem persists.

"Invalid file type found in preview file"
display   preview.c
An internal variable has reached an illegal state. Ignore the message if this is an isolated incident. Call your Northern Telecom service representative if the problem persists.

"invalid FLAG passed"
libcommon   att_shm.c
An internal variable has reached an illegal state. Call your Northern Telecom service representative.

"Invalid logical field in read request"
libquery   read_funcs.c
An internal variable has reached an illegal state. Call your Northern Telecom service representative.

"invalid logical key for selection"
libquery   query.c
An internal variable has reached an illegal state. Call your Northern Telecom service representative.

"Invalid month in atime"
libcommon   timecvt.c
Unrecognized date and time sent by DMS-100. Check that the DMS-100 has the proper time and date defined.

-continued-

Table 3 (continued)
Warning error messages

Error Message Task   Module Explanation / Error Recovery Procedure
"Invalid number of data values in record" rptgen   log_gen.c An internal variable has reached an illegal state. Ignore the message if this is an isolated incident. Call your Northern Telecom service representative if the problem persists.
"Invalid period definition table " rptgen   query_tf.c A database error occurred. Check your release materials (that is, version number and system type). If they appear to be all right, reinstall the ACD-MAX release. If it continues to fail, call your Northern Telecom service representative.
"Invalid printer status" display   prt_info.c An internal variable has reached an illegal state. Ignore the message if this is an isolated incident. Call your Northern Telecom service representative if the problem persists.
"Invalid queue %10.0f received for posn %ld - correct queue is %10.0f" stats   pev.c Unexpected system configuration information has been received. Verify the switch configuration with the information in the message. If that is not the problem, contact your Northern Telecom service representative.
"Invalid queue %10.0f received for posn %ld; correct queue is %10.0f" stats   psc.c Unexpected system configuration information has been received. Verify the switch configuration with the information in the message. If that is not the problem, contact your Northern Telecom service representative.
"invalid range type" sys_rpts   rpt_scan.c An internal variable has reached an illegal state. Call your Northern Telecom service representative.
-continued-

Table 3 (continued)
Warning error messages

Error Message	
Task	**Module**
Explanation / Error Recovery Procedure	

"Invalid report number requested"
sys_rpts   rpt_proc.c
An internal variable has reached an illegal state. Call your Northern Telecom service representative.

"invalid return from compare keys"
search   search.c
An internal variable has reached an illegal state. Call your Northern Telecom service representative.

"invalid state for agent"
hdc   hdc_event.c
An internal variable has reached an illegal state. Call your Northern Telecom service representative.

"invalid state for SL/DMS-100 re-init"
hdc   hdc_msg.c
An internal variable has reached an illegal state. Call your Northern Telecom service representative.

"Invalid table name (%s) in storage profile %d"
age   dbsizer.c
An internal variable has reached an illegal state. Call your Northern Telecom service representative.

"Invalid token"
lib_usrif   uicommon.c
An internal variable has reached an illegal state. Call your Northern Telecom service representative.

"invalid type in validate_entry"
display   rptmain.c
An internal variable has reached an illegal state. Ignore the message if this is an isolated incident. Call your Northern Telecom service representative if the problem persists.

-continued-

Table 3 (continued)
Warning error messages

Error Message
Task   **Module**
Explanation / Error Recovery Procedure

"invalid type of lock requested"
lock   lock.c
An internal variable has reached an illegal state. Call your Northern Telecom service representative.

"invalid type on CCreqpipe"
dmslink   di_pipes.c
A software error was detected. If the problem reoccurs call your Northern Telecom service representative.

"Invalid VFGData msg - index out of range"
dmslink   di_inter.c
If the problem reoccurs, call your Northern Telecom service representative.

"Invalid VFGData msg - too many VFGs"
dmslink   di_inter.c
If the problem reoccurs, call your Northern Telecom service representative.

"Invalid VFGOM msg - too many VFGs"
dmslink   di_inter.c
If the problem reoccurs, call your Northern Telecom service representative.

"Invalid window number"
lib_usrif   menu.c
An internal variable has reached an illegal state. Call your Northern Telecom service representative.

"ioctl TCSETAF failure"
link   setty.c
A system error has occurred. The link task is going through its recovery procedure. No user action is required.

-continued-

Table 3 (continued)
Warning error messages

Error Message
Task   **Module**
Explanation / Error Recovery Procedure
"IS_INIT for unknown program"
MAPA Controller   ctl_master.c
An internal variable has reached an illegal state. Ignore the message if this is an isolated incident. Call your Northern Telecom service representative if the problem persists.
"IS_INSANE for unknown program"
MAPA Controller   ctl_master.c
An internal variable has reached an illegal state. Ignore the message if this is an isolated incident. Call your Northern Telecom service representative if the problem persists.
"Keystroke sequence missing"
lib_usrif   keyboard.c
Installation failed or the site has an improper version of the release materials. Check your release materials (that is, version number and system type). If they appear to be all right, reinstall the ACD-MAX release. If it continues to fail, call your Northern Telecom service representative.
"kill fails"
comm_mgr   cman.c
A system error has occurred. Look for other recent messages and check their meaning. If these indicate other serious problems then call your Northern Telecom service representative. Otherwise, no action is required.
"kill fails"
MAPA Controller   ctl_main.c
A system error has occurred. Look for other recent messages and check their meaning. If these indicate other serious problems then call your Northern Telecom service representative. Otherwise, no action is required.
"kill fails"
MAPA Controller   ctl_utils.c
A system error has occurred. Look for other recent messages and check their meaning. If these indicate other serious problems then call your Northern Telecom service representative. Otherwise, no action is required.
-continued-

Table 3 (continued)
Warning error messages

Error Message Task   Module Explanation / Error Recovery Procedure
"kill for unknown program" MAPA Controller   ctl_master.c An internal variable has reached an illegal state. Ignore the message if this is an isolated incident. Call your Northern Telecom service representative if the problem persists.
"lang_add str number does not match that of the peer" LangServer   lang.c An internal variable has reached an illegal state. Ignore the message if this is an isolated incident. Call your Northern Telecom service representative if the problem persists.
"lang_add fails" LangServer   lang.c An internal variable has reached an illegal state. Ignore the message if this is an isolated incident. Call your Northern Telecom service representative if the problem persists.
"lang_del fails" LangServer   lang.c An internal variable has reached an illegal state. Ignore the message if this is an isolated incident. Call your Northern Telecom service representative if the problem persists.
"lang_mod fails" LangServer   lang.c An internal variable has reached an illegal state. Ignore the message if this is an isolated incident. Call your Northern Telecom service representative if the problem persists.
"lang_statfind fails" display   fmladef.c An internal variable has reached an illegal state. Ignore the message if this is an isolated incident. Call your Northern Telecom service representative if the problem persists.
-continued-

Table 3 (continued)
Warning error messages

Error Message
Task   Module
Explanation / Error Recovery Procedure

"Language record exists -- type=%d, numb=%d, LangServer=%d"
LangServer   lang.c
An internal variable has reached an illegal state. Ignore the message if this is an
isolated incident. Call your Northern Telecom service representative if the problem
persists.

"Language record not found -- type=%d, numb=%d, LangServer=%d"
LangServer   lang.c
An internal variable has reached an illegal state. Ignore the message if this is an
isolated incident. Call your Northern Telecom service representative if the problem
persists.

"length requested exceeds maximum"
rptgen   data_ln.c
An internal variable has reached an illegal state. Ignore the message if this is an
isolated incident. However, if the problem occurs several times, call your Northern
Telecom service representative. Default = maximum line length

"LINK re_init requested by HDC"
dmslink   di_pipes.c
Informative only. Check for error messages from the HDC task.

"LINK re_init requested by HDC"
link   link.c
Informative only. Check for error messages from the HDC task.

"LINK TRACE NOW OFF"
dmslink   di_pipes.c
Informative only. The Meridian 1 SL-100 / DMS-100 link tracing was turned off via the
maintenance console. No user action is required.

"LINK TRACE NOW ON"
dmslink   di_pipes.c
Informative only. The Meridian 1 SL-100 / DMS-100 link tracing was turned on via the
maintenance console. No user action required.

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Table 3 (continued)
Warning error messages

Error Message Task   Module Explanation / Error Recovery Procedure
"List element selection failed" display   listman.c A database error occurred. Ignore the message if this is an isolated incident. However, if the problem occurs several times, call your Northern Telecom service representative. **"listen fails with %d"** mapatcp   openpass.c A problem has occurred with the LAN which connects the two towers in the dual-tower system. Ignore this message if this is an isolated incident. Otherwise shut down and restart the system. **"LM event received for unknown ACD group (%10.0f)"** cclink   ccl_maplm.c Informative only. No user action is required. **"LM event received for unknown ACD-DN (%10.0f)"** cclink   ccl_maplm.c Informative only. No user action is required. **"LM EventId out of range"** dmslink   di_invoke.c Invalid values received from the switch. If the problem reoccurs call your Northern Telecom service representative. **"local gethostbyname fails"** mapatcp   openact.c A problem has occurred with the LAN which connects the two towers in the dual-tower system. Ignore this message if this is an isolated incident. Otherwise shut down and restart the system. **"local gethostbyname fails"** mapatcp   openpass.c A problem has occurred with the LAN which connects the two towers in the dual-tower system. Ignore this message if this is an isolated incident. Otherwise shut down and restart the system.
-continued-

Table 3 (continued)
Warning error messages

Error Message
Task   **Module**
Explanation / Error Recovery Procedure

"Logical character code is invalid"
lib_usrif   pscreen.c
Installation failed or the site has an improper version of the release materials. Check your release materials (that is, version number and system type). If they appear to be all right, reinstall the ACD-MAX release. If it continues to fail, call your Northern Telecom service representative.
"Logical function key definition is missing"
lib_usrif   keyboard.c
Installation failed or the site has an improper version of the release materials. Check your release materials (that is, version number and system type). If they appear to be all right, reinstall the ACD-MAX release. If it continues to fail, call your Northern Telecom service representative.
"Logical video attribute definition is missing"
lib_usrif   pscreen.c
Installation failed or the site has an improper version of the release materials. Check your release materials (that is, version number and system type). If they appear to be all right, reinstall the ACD-MAX release. If it continues to fail, call your Northern Telecom service representative.
"Lost synchronization on configuration control pipe"
lib_cc   rcv_packet.c
Informative only. No user action required.
"Lost synchronization on LM pipe"
cclink   ccl_dmsif.c
Informative only. No user action is required.
"Makeset failed"
display   upd_com.c
A database error occurred. Ignore the message if this is an isolated incident. However, if the problem occurs several times, call your Northern Telecom service representative.
-continued-

Table 3 (continued)
Warning error messages

Error Message	
Task	**Module**
Explanation / Error Recovery Procedure	

"makeset failed"
RPT   cv_exp.c
A database error occurred. Ignore the message if this is an isolated incident. However, if the problem occurs several times, call your Northern Telecom service representative.

"makeset failed"
RPT   del_old.c
A database error occurred. Ignore the message if this is an isolated incident. However, if the problem occurs several times, call your Northern Telecom service representative.

"Makeset failure -- parent: listdefn -- child: listelem"
display   listman.c
A database error occurred. Ignore the message if this is an isolated incident. However, if the problem occurs several times, call your Northern Telecom service representative.

"Makeset failure -- parent: rpt_defn -- child: scd_rpts"
display   rptdef.c
A database error occurred. Ignore the message if this is an isolated incident. However, if the problem occurs several times, call your Northern Telecom service representative.

"Makeset failure -- parent: scddef -- child: scd_tims"
display   cron_gen.c
A database error occurred. Ignore the message if this is an isolated incident. However, if the problem occurs several times, call your Northern Telecom service representative.

"Makeset failure [%d] -- relation: chg_ordr -> sCD_COS"
display   cc_co.c
A database error occurred. Ignore the message if this is an isolated incident. However, if the problem occurs several times, call your Northern Telecom service representative.

"Makeset failure [%d] -- relation: grf_fmts -> grf_elem"
display   grfdef.c
A database error occurred. Ignore the message if this is an isolated incident. However, if the problem occurs several times, call your Northern Telecom service representative.

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Table 3 (continued)
Warning error messages

Error Message Task   Module Explanation / Error Recovery Procedure
"Makeset failure [%d] -- relation: grf_fmts -> rpt_defn" display   grfdef.c A database error occurred. Ignore the message if this is an isolated incident. However, if the problem occurs several times, call your Northern Telecom service representative.
"Makeset failure [%d] -- relation: scddef -> sCD_COS" display   cron_gen.c A database error occurred. Ignore the message if this is an isolated incident. However, if the problem occurs several times, call your Northern Telecom service representative.
"Makeset failure [%d] -- relation: scddef -> sCD_COS" display   scddef.c A database error occurred. Ignore the message if this is an isolated incident. However, if the problem occurs several times, call your Northern Telecom service representative.
"Makeset failure [%d] -- relation: scddef -> scd_rpts" display   scddef.c A database error occurred. Ignore the message if this is an isolated incident. However, if the problem occurs several times, call your Northern Telecom service representative.
"Makeset failure [%d] -- relation: scddef -> scd_tims" display   scddef.c A database error occurred. Ignore the message if this is an isolated incident. However, if the problem occurs several times, call your Northern Telecom service representative.
"Makeset failure [%d] -- relation: spvids -> grmems" display   spvdef.c A database error occurred. Ignore the message if this is an isolated incident. However, if the problem occurs several times, call your Northern Telecom service representative.
"Makeset failure [%d] -- relation: tab_fmts -> rpt_defn" display   fmtdef.c A database error occurred. Ignore the message if this is an isolated incident. However, if the problem occurs several times, call your Northern Telecom service representative.
-continued-

Table 3 (continued)
Warning error messages

Error Message
Task **Module**
Explanation / Error Recovery Procedure

"Makeset failure [%d] -- relation: tab_fmts -> tab_elem"
display   fmtdef.c
A database error occurred. Ignore the message if this is an isolated incident. However, if the problem occurs several times, call your Northern Telecom service representative.

"Makeset failure [%d] -- relation: tab_fmts -> tab_elem"
display   rptdef.c
A database error occurred. Ignore the message if this is an isolated incident. However, if the problem occurs several times, call your Northern Telecom service representative.

"makeset for report records failed"
display   cron_gen.c
A database error occurred. Ignore the message if this is an isolated incident. However, if the problem occurs several times, call your Northern Telecom service representative.

"malloc failed for rpt template"
sys_rpts   rpt_tmpl.c
There are irregular system activities, a shortage of memory installed in the system, or a software error was detected. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs then shut down the system and call your Northern Telecom service representative.

"malloc failed for sql template"
sys_rpts   rpt_tmpl.c
There are irregular system activities, a shortage of memory installed in the system, or a software error was detected. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs then shut down the system and call your Northern Telecom service representative.

"MAPA Controller is dead"
MAPA Controller   ctl_main.c
The system has failed. It will automatically restart itself. Check any preceding error message to determine the cause for the system failure and call your Northern Telecom service representative.

-continued-

Table 3 (continued)
Warning error messages

Error Message
Task **Module**
Explanation / Error Recovery Procedure

"master does not know about pipe"
MAPA Controller   ctl_main.c
An internal variable has reached an illegal state. Ignore the message if this is an
isolated incident. Call your Northern Telecom service representative if the problem
persists.

"Maximum ACDDNs [%d] in profile exceeds limit of %d"
hdc   hdc_main.c
Your profile has set the maximum number of ACDDNs to a number that is greater than
the system limit. Change the profile configuration. The system will continue running
with the maximum set to the system limit.

"Maximum number of ACD-DNs (%d) exceeded"
stats   bnsrch.c
DMS-100 definitions exceeded allowable limit. Check that the DMS-100 is configured
for the parameters that ACD-MAX supports. If it does, contact your Northern Telecom
service representative. Or reduce the number of DNs in the DMS-100.

"Maximum number of positions (%d) exceeded"
stats   bnsrch.c
DMS-100 definitions exceeded allowable limit. Check that the DMS-100 is configured
for the parameters that ACD-MAX supports. If it does, contact your Northern Telecom
service representative. Or reduce the number of positions defined in the DMS-100.

"maximum number of SUPERVISOR has been exceeded."
stats   sys_db.c
The DMS-100 definitions exceeded allowable limit. Check that the DMS-100 is
configured for the parameters that ACD-MAX supports. If it is correct then call your
Northern Telecom service representative. If it is not correct, reduce the number of
supervisors defined in the DMS-100.

-continued-

Table 3 (continued)
Warning error messages

Error Message
Task   **Module**
Explanation / Error Recovery Procedure
 "Maximum number of supervisors (%d) exceeded" stats   bnsrch.c The DMS-100 definitions exceeded allowable limit. Check that the DMS-100 is configured for the parameters that ACD-MAX supports. If it is correct then call your Northern Telecom service representative. If it is not correct, reduce the number of supervisors defined in the DMS-100. **"Maximum number of trunks (%d) exceeded"** stats   bnsrch.c The DMS-100 definitions exceeded allowable limit. Check that the DMS-100 is configured for the parameters that ACD-MAX supports. If it is correct then call your Northern Telecom service representative. If it is not correct, reduce the number of supervisors defined in the DMS-100. **"Maximum number of VDTS has been exceeded"** display   upd_vdts.c A system limit was exceeded. Call your Northern Telecom representative. **"maximum retries exceeded"** mapatcp   openact.c A problem has occurred with the LAN which connects the two towers in the dual-tower system. Ignore this message if this is an isolated incident. Otherwise shut down and restart the system. **"Memory allocation failure"** cm_reader   cm_reader.c There are irregular system activities, a shortage of memory installed in the system, or a software error was detected. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs then shut down the system and call your Northern Telecom service representative.
-continued-

Table 3 (continued)
Warning error messages

Error Message
Task   **Module**
Explanation / Error Recovery Procedure

"Memory allocation failure"
cm_writer   cm_writer.c
There are irregular system activities, a shortage of memory installed in the system, or a software error was detected. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs then shut down the system and call your Northern Telecom service representative.

"memory allocation failure"
comm_mgr   cman.c
There are irregular system activities, a shortage of memory installed in the system, or a software error was detected. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs then shut down the system and call your Northern Telecom service representative.

"Memory allocation failure"
display   cron_gen.c
There are irregular system activities, a shortage of memory installed in the system, or a software error was detected. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs then shut down the system and call your Northern Telecom service representative.

"Memory allocation failure"
libquery   query.c
There are irregular system activities, a shortage of memory installed in the system, or a software error was detected. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs then shut down the system and call your Northern Telecom service representative.

"memory allocation failure"
MAPA Controller   ctl_utils.c
There are irregular system activities, a shortage of memory installed in the system, or a software error was detected. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs then shut down the system and call your Northern Telecom service representative.

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Table 3 (continued)
Warning error messages

Error Message Task   Module Explanation / Error Recovery Procedure
"Menu is already created" lib_usrif   menu.c An internal variable has reached an illegal state. Call your Northern Telecom service representative.
"message from unknown program" MAPA Controller   ctl_main.c An internal variable has reached an illegal state. Ignore the message if this is an isolated incident. Call your Northern Telecom service representative if the problem persists.
"Mismatch between Link and HDC intervals - no dump done" hdc   hdc_msg.c There are irregular system activities, a shortage of memory installed in the system, or a software error was detected. Ignore the message if this is an isolated incident. However, if the problem occurs several times, call your Northern Telecom service representative.
"Missing escape sequence for video attribute" lib_usrif   pscreen.c Installation failed or the site has an improper version of the release materials. Check your release materials (that is, version number and system type). If they appear to be all right, reinstall the ACD-MAX release. If it continues to fail, call your Northern Telecom service representative.
"mknod fails" MAPA Controller   ctl_main.c A system error has occurred. Look for other recent messages and check their meaning. If these indicate other serious problems then call your Northern Telecom service representative. Otherwise, no action is required.
"mknod fails" MAPA Controller   ctl_master.c A system error has occurred. Look for other recent messages and check their meaning. If these indicate other serious problems then call your Northern Telecom service representative. Otherwise, no action is required.
-continued-

Table 3 (continued)
Warning error messages

Error Message
Task   **Module**
Explanation / Error Recovery Procedure

"mknod fails"
MAPA Controller   ctl_slave.c
A system error has occurred. Look for other recent messages and check their meaning. If these indicate other serious problems then call your Northern Telecom service representative. Otherwise, no action is required.

"MKNOD_REQ from unknown program"
MAPA Controller   ctl_master.c
An internal variable has reached an illegal state. Ignore the message if this is an isolated incident. Call your Northern Telecom service representative if the problem persists.

"Msg %d: type not supported for current version",
dmslink   di_utils.c
Invalid message received from the switch. If the problem reoccurs call your Northern Telecom service representative.

"msgsnd fails"
comm_mgr   cman.c
A system error has occurred. Look for other recent messages and check their meaning. If these indicate other serious problems then call your Northern Telecom service representative. Otherwise, no action is required.

"new queue %10.0lf not added to DN_CHK"
stats   apr.c
There are irregular system activities, a shortage of memory installed in the system, or a software error was detected. If the problem reoccurs then shut down and restart the system.

"new supervisor %ld not added to SUPV_CBLK"
stats   aps.c
System fails to handle new supervisor. Check to see if the current system configuration is correct. If so, contact your Northern Telecom service representative.

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Table 3 (continued)
Warning error messages

Error Message Task   Module Explanation / Error Recovery Procedure
"No '=' found in keyboard description entry" lib_usrif   keyboard.c Installation failed or the site has an improper version of the release materials. Check your release materials (that is, version number and system type). If they appear to be all right, reinstall the ACD-MAX release. If it continues to fail, call your Northern Telecom service representative. **"No '=' found in special character entry"** lib_usrif   pscreen.c Installation failed or the site has an improper version of the release materials. Check your release materials (that is, version number and system type). If they appear to be all right, reinstall the ACD-MAX release. If it continues to fail, call your Northern Telecom service representative. **"No '=' found in video attribute entry"** lib_usrif   pscreen.c Installation failed or the site has an improper version of the release materials. Check your release materials (that is, version number and system type). If they appear to be all right, reinstall the ACD-MAX release. If it continues to fail, call your Northern Telecom service representative. **"no clean copies"** MAPA Controller   ctl_master.c A task failed while updating a database. Look for recent messages indicating database problems. If these indicate serious problems then call your Northern Telecom service representative. Otherwise no user action is required. **"no Comm Manager for peer"** MAPA Controller   ctl_slave.c An internal variable has reached an illegal state. Ignore the message if this is an isolated incident. Call your Northern Telecom service representative if the problem persists.
-continued-

Table 3 (continued)
Warning error messages

Error Message
Task   **Module**
Explanation / Error Recovery Procedure

"No daily acddn records to compact"
age   age_comp.c
Informative only. No recorded activity was found for the previous day. If there was recorded activity, call your Northern Telecom service representative.

"No daily activity records to compact"
age   age_comp.c
Informative only. No recorded activity was found for the previous day. If there was recorded activity, call your Northern Telecom service representative.

"No daily agent records to compact"
age   age_comp.c
Informative only. No recorded activity was found for the previous day. If there was recorded activity, call your Northern Telecom service representative.

"No daily overflow records to compact"
age   age_comp.c
Informative only. No recorded activity was found for the previous day. If there was recorded activity, call your Northern Telecom service representative.

"No terminating '\' found for keyboard label"
lib_usrif   keyboard.c
Installation failed or the site has an improper version of the release materials. Check your release materials (that is, version number and system type). If they appear to be all right, reinstall the ACD-MAX release. If it continues to fail, call your Northern Telecom service representative.

"NOP OPDU too long "
dmslink   di_io.c
Invalid message received from the switch. If the problem reoccurs call your Northern Telecom service representative.

-continued-

Table 3 (continued)
Warning error messages

Error Message
Task   **Module**
Explanation / Error Recovery Procedure

"num of iterations exceeded"
comm_mgr   cman.c
An internal variable has reached an illegal state. Ignore the message if this is an isolated incident. Call your Northern Telecom service representative if the problem persists.

"num written not equal to num requested"
comm_mgr   cman.c
A system error has occurred. Look for other recent messages and check their meaning. If these indicate other serious problems then call your Northern Telecom service representative. Otherwise, no action is required.

"old queue %10.0f not found"
stats   apr.c
Data has been received for an unknown ACD-GRP. Verify the information on the switch and make sure that they are consistent. Shut down the MAX system and restart it. Call your Northern Telecom service representative if the problem persists.

"Op.Sequence Err from switch: DuplicateLogon-Logging Out"
dmslink   di_error.c
Error received from the switch. This might happen as a part of recovery process when the link is unstable. If the problem reoccurs call your Northern Telecom service representative.

"Op.Sequence Err from switch: Err Type %d"
dmslink   di_error.c
Error received from the switch. If the problem reoccurs call your Northern Telecom service representative.

"Op.Sequence Err from switch:Incomplete Logon - Retrying"
dmslink   di_error.c
Error received from the switch. If the problem reoccurs call your Northern Telecom service representative.

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Table 3 (continued)
Warning error messages

Error Message
Task   **Module**
Explanation / Error Recovery Procedure

"Op.Sequence Err from switch: Logout without Logon"
dmslink   di_error.c
Error received from the switch. This might happen as a part of recovery process when the link is unstable. If the problem reoccurs call your Northern Telecom service representative.

"Op.Sequence Err from switch: MIS_NoMoreInfo- No action"
dmslink   di_error.c
Error received from the switch. If the problem reoccurs call your Northern Telecom service representative.

"Op.Sequence Err from switch:Pool already associated"
dmslink   di_error.c
Error received from the switch. If the problem reoccurs call your Northern Telecom service representative.

"Op.Sequence Err from switch: Wrong Switch State"
dmslink   di_error.c
Error received from the switch. If the problem reoccurs call your Northern Telecom service representative.

"Options file authentication failure"
stats   stsmgr.c
There is a mismatch between the DMS-100 and the ACD-MAX serial numbers. Verify that there were no errors during the ACD-MAX installation procedures. Providing there were no errors then call your Northern Telecom service representative. If there were errors then reinstall the ACD-MAX software. If the problem persists after the reinstallation then call your Northern Telecom service representative.

"orphan Comm Manager"
MAPA Controller   ctl_utils.c
Informative only. No user action is required.

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Table 3 (continued)
Warning error messages

Error Message Task   Module Explanation / Error Recovery Procedure
"parent unknown" MAPA Controller   ctl_utils.c An internal variable has reached an illegal state. Ignore the message if this is an isolated incident. Call your Northern Telecom service representative if the problem persists.
"Partial CC message received - message discarded" lib_cc   rcv_packet.c Informative only. No user action is required.
"Partial LM message received - message discarded" cclink   ccl_dmsif.c Informative only. No user action is required.
"%10.0lf is not a known group PDN" dmslink   di_invoke.c The received Supplementary DN belongs to an unknown Primary DN. The SDN is ignored. If the problem reoccurs call your Northern Telecom service representative.
"Periodic function list is full" lib_usrif   keyboard.c An internal variable has reached an illegal state. Ignore the message if this is an isolated incident. Call your Northern Telecom service representative if the problem persists.
"pfield failed for selected profile" sizer   dbsizer.c Informative only. No user action is required.
"pfield failure [%d] -- field number: %d" age   age_update.c Informative only. No user action is required.
-continued-

Table 3 (continued)
Warning error messages

Error Message Task   Module Explanation / Error Recovery Procedure
"Physical character code is invalid" lib_usrif   pscreen.c Installation failed or the site has an improper version of the release materials. Check your release materials (that is, version number and system type). If they appear to be all right, reinstall the ACD-MAX release. If it continues to fail, call your Northern Telecom service representative.
"pipe directory not found" MAPA Controller   ctl_main.c A file cannot be found. Verify that the ACD-MAX installation had no errors. If so, then call your Northern Telecom service representative. Otherwise, reinstall the ACD-MAX software. Call your Northern Telecom service representative if the problem persists.
"pipe not known" comm_mgr   cman.c An internal variable has reached an illegal state. Ignore the message if this is an isolated incident. Call your Northern Telecom service representative if the problem persists.
"pipe to HDC overflowed" dmslink   di_pipes.c System is probably overloaded. Some messages might be lost. Message informing about recovery should follow shortly. If the problem reoccurs call your Northern Telecom service representative.
"pipe to HDC recovered from overflowing" dmslink   di_pipes.c A temporary overload condition has been cleared.
"Pipe to STSMGR overflowed, throttling begins" dmslink   di_pipes.c System is probably overloaded. Some messages might be lost. Message informing about recovery should follow shortly. If the problem reoccurs call your Northern Telecom service representative.
-continued-

Table 3 (continued)
Warning error messages

Error Message
Task   **Module**
Explanation / Error Recovery Procedure

"PLS_MKNOD from unknown program" MAPA Controller   ctl_main.c An internal variable has reached an illegal state. Ignore the message if this is an isolated incident. Call your Northern Telecom service representative if the problem persists.
"PLS_UNLINK from unknown program" MAPA Controller   ctl_main.c An internal variable has reached an illegal state. Ignore the message if this is an isolated incident. Call your Northern Telecom service representative if the problem persists.
"PN insane" MAPA Controller   ctl_master.c Tower #2 in a dual-tower system is not responding. Tower #2 will be automatically restarted.
"Pos_cblk index can not be found from Pos_xlist" stats   apd.c There are irregular system activities, a shortage of memory installed in the system, or a software error was detected. If the problem reoccurs then shut down and restart the system.
"POS_CBLK index not found for position state change message." stats   psc.c There are irregular system activities, a shortage of memory installed in the system, or a software error was detected. If the problem reoccurs then shut down and restart the system.
"position data open failure -- access: write" display   sysrpts.c A system error has occurred. Ignore the message if this is an isolated incident. However, if the problem occurs several times, call your Northern Telecom service representative.
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Table 3 (continued)
Warning error messages

Error Message
Task **Module**
Explanation / Error Recovery Procedure
"position index not found - agent not updated"
hdc   hdc_event.c
There are irregular system activities, a shortage of memory installed in the system, or a software error was detected. Ignore the message if this is an isolated incident. However, if the problem occurs several times, call your Northern Telecom service representative.
"position index not found for agent to ACD-GRP re-assign"
stats   apr.c
There are irregular system activities, a shortage of memory installed in the system, or a software error was detected. If the problem reoccurs then shut down and restart the system.
"position index not found for position event message."
stats   pev.c
There are irregular system activities, a shortage of memory installed in the system, or a software error was detected. If the problem reoccurs then shut down and restart the system.
"position limit exceeded"
dmslink   di_invoke.c
Number of position received from the switch during initialization exceeds the supported limit. Correct your switch configuration.
"position not found"
dmslink   di_pos.c
Invalid message received from the switch. If the problem reoccurs call your Northern Telecom service representative.
"Position not found"
stats   apc.c
There are irregular system activities, a shortage of memory installed in the system, or a software error was detected. If the problem reoccurs then shut down and restart the system.
-continued-

Table 3 (continued)
Warning error messages

Error Message
Task   **Module**
Explanation / Error Recovery Procedure

"Position not in position table"
hdc   hdc_msg.c
A software error was detected. Ignore the message if this is an isolated incident. However, if the problem occurs several times, call your Northern Telecom service representative.

"position %d is out of range", pos.position_id
dmslink   di_invoke.c
Invalid values received from the switch. If the problem reoccurs call your Northern Telecom service representative.

"Position %d not assigned to queue %10.0f"
stats   apd.c
Unexpected system configuration information has been received. Verify the switch configuration with the information in the error message. If that is not the problem, contact your Northern Telecom service representative.

"Position %/d not currently assigned to queue %10.0f"
stats   apr.c
There are irregular system activities, a shortage of memory installed in the system, or a software error was detected. If the problem reoccurs then shut down and restart the system.

"Position %d not currently assigned to supervisor %d"
stats   aps.c
There are irregular system activities, a shortage of memory installed in the system, or a software error was detected. If the problem reoccurs then shut down and restart the system.

"Position %d not currently assigned to supervisor %10.0f"
stats   aps.c/apd.c
Unexpected system configuration information received. Verify the switch configuration with the information in the error message. If that is not the problem, contact your Northern Telecom service representative.

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Table 3 (continued)
Warning error messages

Error Message
Task   **Module**
Explanation / Error Recovery Procedure

"position record no updated"
hdc   hdc_msg.c
A software error was detected. Ignore the message if this is an isolated incident.
However, if the problem occurs several times, call your Northern Telecom service
representative.

"position record not found - account info not updated"
hdc   hdc_msg.c
A software error was detected. Ignore the message if this is an isolated incident.
However, if the problem occurs several times, call your Northern Telecom service
representative.

"Printer table entry not found."
display   prt_info.c
A database error occurred. Ignore the message if this is an isolated incident. However,
if the problem occurs several times, call your Northern Telecom service representative.

"process terminated by sigterm - finishing dump"
hdc   hdc_util.c
A system error has occurred. Ignore the message if this is an isolated incident.
However, if the problem occurs several times, call your Northern Telecom service
representative.

"Processing time limit exceeded for sort"
rptgen   log_gen.c
An internal error has occurred. A requested report will fail to be generated. Print the
report again. If the problem persists, call your Northern Telecom service representative.

"program did not have data base locked"
MAPA Controller   ctl_master.c
An internal variable has reached an illegal state. Ignore the message if this is an
isolated incident. Call your Northern Telecom service representative if the problem
persists.

-continued-

Table 3 (continued)
Warning error messages

Error Message
Task   **Module**
Explanation / Error Recovery Procedure
"program hdc (%d) is insane" MAPA Controller   ctl_main.c A task has failed. Check for error messages from the task: hdc. Clear all users from the system and shut down the system (do not power down the system). Log onto the system as **maint** and select the Backup and Restore Utilities menu from the Maintenance and Administration menu. From the Backup and Restore Utilities menu, start the Data Database Check function. This function will check the Data database for internal errors and, if possible, correct them. The entire process takes about 40 minutes. For more information on this function, refer to the *Meridian Centrex ACD-MAX 3.5 Maintenance and Diagnostic Procedures* (NTP 297-2081-503). If the problem persists, call your Northern Telecom service representative.
"program %s (%d) is insane" MAPA Controller   ctl_main.c A task has failed. Check for error messages from the named task (%s). If the problem persists, call your Northern Telecom service representative.
"program %s is insane" control   msg_functs.c A task has failed. Check for error messages from the named task (%s). If the problem persists, call your Northern Telecom service representative.
"prog_table is full" MAPA Controller   ctl_master.c An internal error has occurred. If this is an isolated incident then ignore the message. If the problem persists then shut down and restart the system. If this fails to clear the problem then call your Northern Telecom service representative.
"prog_table is full" MAPA Controller   ctl_utils.c An internal error has occurred. If this is an isolated incident then ignore the message. If the problem persists then shut down and restart the system. If this fails to clear the problem then call your Northern Telecom service representative.
-continued-

Table 3 (continued)
Warning error messages

Error Message
Task   **Module**
Explanation / Error Recovery Procedure
"queue in Dn_cblk (%10.0f) does not match with the one (%10.0f) received" stats   pev.c/psc.c Unexpected system configuration information has been received. Verify the switch configuration with the information in the error message. If that is not the problem, contact your Northern Telecom service representative.
"READ: error decrementing semaphore value" lock   lock.c There are irregular system activities, a shortage of memory installed in the system, or a software error was detected. Ignore the message if this is an isolated incident. However, if the problem occurs several times, call your Northern Telecom service representative.
"READ: error decrementing semaphore value" lock   lock2.c There are irregular system activities, a shortage of memory installed in the system, or a software error was detected. Ignore the message if this is an isolated incident. However, if the problem occurs several times, call your Northern Telecom service representative.
"READ: error getting semaphore value" lock   lock.c A system error has occurred. Look for other recent messages relevant to this program or scenario and check their meaning. If these indicate other serious problems then call your Northern Telecom service representative. Otherwise, no action is required.
"READ: error getting semaphore value" lock   lock2.c A system error has occurred. Look for other recent messages relevant to this program or scenario and check their meaning. If these indicate other serious problems then call your Northern Telecom service representative. Otherwise, no action is required.
-continued-

Table 3 (continued)
Warning error messages

Error Message Task   Module Explanation / Error Recovery Procedure
"Read of selected record failed" libquery   query.c A database error occurred. Verify that the ACD-MAX installation had no errors. If so, call your Northern Telecom service representative. Otherwise, reinstall the ACD-MAX software. Call your Northern Telecom service representative if the problem persists. **"Received ACK from link manager"** hdc   hdc_proc.c Informative only. No user actions required. The task is executing its recovery procedure. **"Received invalid %s -- [%hd]"** libcommon   dms_util.c This is a general system error message. Ignore it if the error is an isolated incident. Contact your Northern Telecom service representative if a problem occurs repeatedly. **"Referenced record could not be deleted -- table: formulae"** display   fmladef.c A database error occurred. Verify that the ACD-MAX installation had no errors. If so, call your Northern Telecom service representative. Otherwise, reinstall the ACD-MAX software. If the problem persists contact Northern Telecom. **"Referenced record could not be deleted -- table: rpt_defn"** display   rptdef.c A database error occurred. Verify that the ACD-MAX installation had no errors. If so, call your Northern Telecom service representative. Otherwise, reinstall the ACD-MAX software. If the problem persists contact Northern Telecom. **"Referenced record could not be deleted -- table: scddef"** display   scddef.c A database error occurred. Verify that the ACD-MAX installation had no errors. If so, call your Northern Telecom service representative. Otherwise, reinstall the ACD-MAX software. Call your Northern Telecom service representative if the problem persists.
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Table 3 (continued)
Warning error messages

Error Message
Task   **Module**
Explanation / Error Recovery Procedure
"Re_init requested by STATS"
dmslink   di_pipes.c
Information message.
"Remote command failed"
MAPA Controller   ctl_master.c
There are irregular system activities, a shortage of memory installed in the system, or a software error was detected. If the problem reoccurs then shut down and restart the system.
"Remote copy failed"
MAPA Controller   ctl_master.c
There are irregular system activities, a shortage of memory installed in the system, or a software error was detected. If the problem reoccurs then shut down and restart the system.
"remote gethostbyname failed"
mapatcp   openact.c
A problem has occurred with the LAN which connects the two towers in the dual-tower system. Ignore this message if this is an isolated incident. Otherwise shut down and restart the system.
"remote reboot fails"
MAPA Controller   ctl_master.c
The system cannot automatically restart after a failure. Shut down and restart the system.
"remote sync fails"
MAPA Controller   ctl_master.c
The system cannot automatically restart after a failure. Shut down and restart the system.
-continued-

Table 3 (continued)
Warning error messages

Error Message Task   Module Explanation / Error Recovery Procedure
"Report control semaphore release failed" Report Control   rpt_ctl.c A system error has occurred. Look for other recent messages and check their meaning. If these indicate other serious problems then call your Northern Telecom service representative. Otherwise, no action is required.
"Report control semaphore request failed" Report Control   rpt_ctl.c A system error has occurred. Look for other recent messages and check their meaning. If these indicate other serious problems then call your Northern Telecom service representative. Otherwise, no action is required.
"report generation failed" sys_rpts   rpt_proc.c There are irregular system activities, a shortage of memory installed in the system, or a software error was detected. Check the definition to ensure that it was established properly. Perform the print function again. Call your Northern Telecom service representative if the problem persists.
"Request for dow change failed" age   age_init.c Either insufficient memory was installed in the system, irregular system activities occurred, or a software error was detected. Call your Northern Telecom service representative if the problem persists.
"Requested supervisor (%d) is unknown" cclink   ccl_posn.c Informative only. No user action is required.
"Requesting init data from switch" dmslink   di_main.c Information message. No user action required.
-continued-

Table 3 (continued)
Warning error messages

Error Message
Task **Module**
Explanation / Error Recovery Procedure
"requestor unknown" MAPA Controller   ctl_master.c An internal variable has reached an illegal state. Ignore the message if this is an isolated incident. Call your Northern Telecom service representative if the problem persists.
"Required keyboard label string is missing" lib_usrif   keyboard.c Installation failed or the site has an improper version of the release materials. Check your release materials (that is, version number and system type). If they appear to be all right, reinstall the ACD-MAX release. If it continues to fail, call your Northern Telecom service representative.
"Restoring database on %s from %s" MAPA Controller   ctl_master.c Informative only. No user action is required.
"RO was rejected----" dmslink   di_reject.c Invalid message received from the switch. If the problem reoccurs call your Northern Telecom service representative.
" route list number out of range" dmslink   di_inter.c Too many routes received from the switch. If the problem reoccurs, call your Northern Telecom service representative.
"rptgen has exceeded its allowable procesing time" sys_rpts   rpt_proc.c There are irregular system activities, a shortage of memory installed in the system, or a software error was detected. Check the definition to ensure that it was established properly. Perform the print function again. Call your Northern Telecom service representative if the problem persists.
-continued-

Table 3 (continued)
Warning error messages

Error Message Task · Module Explanation / Error Recovery Procedure
"sanity from unknown PN" MAPA Controller · ctl_master.c An internal variable has reached an illegal state. Ignore the message if this is an isolated incident. Call your Northern Telecom service representative if the problem persists.
"sanity from unknown program %d" MAPA Controller · ctl_main.c An internal variable has reached an illegal state. Ignore the message if this is an isolated incident. Call your Northern Telecom service representative if the problem persists.
"search fails" libquery · query.c A database error occurred. Verify that the ACD-MAX system installation had no errors. If so, call your Northern Telecom service representative. Otherwise, reinstall the ACD-MAX software. Call your Northern Telecom service representative if the problem persists.
"segmentation or IOT trap [%d]" hdc · hdc_dump.c An internal error has occurred. Call your Northern Telecom service representative.
"seqacc failure [%d] -- table: rptparm" chng_dow · chng_dow.c A database error occurred. Verify that the ACD-MAX installation had no errors. If there were errors, reinstall the ACD-MAX software. If the installation had no errors, or if the problem persists, call your Northern Telecom service representative.
"set_select fails" libquery · query.c An internal variable has reached an illegal state. Call your Northern Telecom service representative.
-continued-

Table 3 (continued)
Warning error messages

Error Message Task Module Explanation / Error Recovery Procedure

"shutdown fails"
cm_reader   cm_reader.c
Informative only. No user actions required. The task is executing its recovery procedure.

"shutdown fails"
cm_writer   cm_writer.c
Informative only. No user actions required. The task is executing its recovery procedure.

"shutdown fails"
Comm_mgr   cman.c
Informative only. No user actions required. The task is executing its recovery procedure.

"SIGCLD handling corrected in procedure '%s'"
display   utils.c
Informative only. No user action is required.

"SIGCLD handling was to trap to address %x"
display   utils.c
Informative only. No user action is required.

"Signal [%d] received -- terminating HDC"
hdc   hdc_start.c
A system error has occurred. HDC should recover by itself. If this is an isolated incident, ignore the message. Call your Northern Telecom service representative if the problem persists.

"socket fails with %d"
mapatcp   openpass.c
A problem has occurred with the LAN which connects the two towers in the dual-tower system. Ignore this message if this is an isolated incident. Otherwise shut down and restart the system.

-continued-

Table 3 (continued)
Warning error messages

Error Message
Task   **Module**
Explanation / Error Recovery Procedure

"Sort failed"
rptgen   log_gen.c
A system error has occurred. Ignore the message if this is an isolated incident.
However, if the problem occurs several times, call your Northern Telecom service
representative.

"source index for DN_CBLK not found"
stats   itbl.c
There are irregular system activities, a shortage of memory installed in the system, or a
software error was detected. If the problem reoccurs then shut down and restart the
system.

"source index for DN_CBLK not found"
stats   ncaa.c
There are irregular system activities, a shortage of memory installed in the system, or a
software error was detected. If the problem reoccurs then shut down and restart the
system.

"Source index for DN_CBLK not found"
stats   novf.c
There are irregular system activities, a shortage of memory installed in the system, or a
software error was detected. If the problem reoccurs then shut down and restart the
system.

"source index for DN_CBLK not found"
stats   rcaa.c
There are irregular system activities, a shortage of memory installed in the system, or a
software error was detected. If the problem reoccurs then shut down and restart the
system.

"source index for DN_CBLK not found"
stats   tcup.c
There are irregular system activities, a shortage of memory installed in the system, or a
software error was detected. If the problem reoccurs then shut down and restart the
system.

-continued-

Table 3 (continued)
Warning error messages

Error Message
Task   **Module**
Explanation / Error Recovery Procedure

"START of initialization"
dmslink   di_inter.c
Information message. No user action required.

"Stat failed on rpt template - no report"
sys_rpts   rpt_tmpl.c
A system error has occurred. Look for other recent messages relevant to this program
or scenario and check their meaning. If these indicate other serious problems then call
your Northern Telecom service representative. Otherwise, no action is required.

"Stat failed on sql template - no report"
sys_rpts   rpt_tmpl.c
A system error has occurred. Look for other recent messages relevant to this program
or scenario and check their meaning. If these indicate other serious problems then call
your Northern Telecom service representative. Otherwise, no action is required.

"STATS requests LINK hold all messages"
stats   receive.c
There are irregular system activities, a shortage of memory installed in the system, or a
software error was detected. Ignore the message if this is an isolated incident.
However, if the problem occurs several times, call your Northern Telecom service
representative.

"STATS requests RE-INIT from LINK"
stats   receive.c
There are irregular system activities, a shortage of memory installed in the system, or a
software error was detected. If this happens once, it is not serious, so ignore the
message. If the problem occurs a few times, contact your Northern Telecom service
representative.

"stime fails"
MAPA Controller   ctl_utils.c
Informative only. No user actions required.

-continued-

Table 3 (continued)
Warning error messages

Error Message
Task   **Module**
Explanation / Error Recovery Procedure

"STSMGR pipe recovered from overflowing"
dmslink   di_pipes.c
A temporary overload condition has been cleared.

"Subpool name %s does not match name %s in DB"
dmslink   di_invoke.c
Subpool name entered on the ACD-MAX should match that defined on the switch. The system will proceed with the new name received from the switch. Check and correct the name.

"SubPool number %d is invalid"
dmslink   di_invoke.c
The received ACD Group belongs to an unknown Subpool. The group is ignored. If the problem reoccurs call your Northern Telecom service representative.

"SVC UP Msg not received within time limit"
dmslink   di_pipes.c
Link did not come up within time limit. The task will start again without user intervention. Check your physical connection between MAX and switch. Call your Northern Telecom service representative if the problem persists.

"Switch has NACD functionality"
dmslink   di_result.c
Information message. No user action required.

"Switch not responding, re-connecting."
dmslink   di_main.c
Switch is not responding to the requests. If the problem reoccurs call your Northern Telecom service representative.

"system error:Arg list too long"
liberror   ACD_err.c
Information only. No user action is required. Another error message will follow that will indicate the task that is generating the error.

-continued-

Table 3 (continued)
Warning error messages

Error Message
Task   **Module**
Explanation / Error Recovery Procedure

"system error:Argument too large"
liberror   ACD_err.c
Information only. No user action is required. Another error message will follow that will
indicate the task that is generating the error.

"system error:Bad address"
liberror   ACD_err.c
Information only. No user action is required. Another error message will follow that will
indicate the task that is generating the error.

"system error:Bad file number"
liberror   ACD_err.c
Information only. No user action is required. Another error message will follow that will
indicate the task that is generating the error.

"system error:Block device required"
liberror   ACD_err.c
Information only. No user action is required. Another error message will follow that will
indicate the task that is generating the error.

"system error:Broken pipe"
liberror   ACD_err.c
Information only. No user action is required. Another error message will follow that will
indicate the task that is generating the error.

"system error:Cross-device link"
liberror   ACD_err.c
Information only. No user action is required. Another error message will follow that will
indicate the task that is generating the error.

"system error:Device busy"
liberror   ACD_err.c
Information only. No user action is required. Another error message will follow that will
indicate the task that is generating the error.

-continued-

Table 3 (continued)
Warning error messages

Error Message
Task **Module**
Explanation / Error Recovery Procedure
"system error:Exec format error"
liberror ACD_err.c
Information only. No user action is required. Another error message will follow that will indicate the task that is generating the error.
"system error:File exists"
liberror ACD_err.c
Information only. No user action is required. Another error message will follow that will indicate the task that is generating the error.
"system error:File table overflow"
liberror ACD_err.c
Information only. No user action is required. Another error message will follow that will indicate the task that is generating the error.
"system error:File too large"
liberror ACD_err.c
Information only. No user action is required. Another error message will follow that will indicate the task that is generating the error.
"system error:Identifier removed"
liberror ACD_err.c
Information only. No user action is required. Another error message will follow that will indicate the task that is generating the error.
"system error:Illegal seek"
liberror ACD_err.c
Information only. No user action is required. Another error message will follow that will indicate the task that is generating the error.
"system error:Initialization"
liberror ACD_err.c
Information only. No user action is required. Another error message will follow that will indicate the task that is generating the error.
-continued-

Table 3 (continued)
Warning error messages

Error Message Task	Module
Explanation / Error Recovery Procedure	

"system error:Interrupted system call"
liberror   ACD_err.c
Information only. No user action is required. Another error message will follow that will
indicate the task that is generating the error.

"system error:Invalid argument"
liberror   ACD_err.c
Information only. No user action is required. Another error message will follow that will
indicate the task that is generating the error.

"system error:I/O error"
liberror   ACD_err.c
Information only. No user action is required. Another error message will follow that will
indicate the task that is generating the error.

"system error:Is a directory"
liberror   ACD_err.c
Information only. No user action is required. Another error message will follow that will
indicate the task that is generating the error.

"system error:Is a name file"
liberror   ACD_err.c
Information only. No user action is required. Another error message will follow that will
indicate the task that is generating the error.

"system error:No children"
liberror   ACD_err.c
Information only. No user action is required. Another error message will follow that will
indicate the task that is generating the error.

"system error:No locks available"
liberror   ACD_err.c
Information only. No user action is required. Another error message will follow that will
indicate the task that is generating the error.

-continued-

Table 3 (continued)
Warning error messages

Error Message Task   Module Explanation / Error Recovery Procedure
"system error:No message of desired type" liberror   ACD_err.c Information only. No user action is required. Another error message will follow that will indicate the task that is generating the error. **"system error:No more processes"** liberror   ACD_err.c Information only. No user action is required. Another error message will follow that will indicate the task that is generating the error. **"system error:No space left on device"** liberror   ACD_err.c Information only. No user action is required. Another error message will follow that will indicate the task that is generating the error. **"system error:No such device"** liberror   ACD_err.c Information only. No user action is required. Another error message will follow that will indicate the task that is generating the error. **"system error:No such device or address"** liberror   ACD_err.c Information only. No user action is required. Another error message will follow that will indicate the task that is generating the error. **"system error:No such file or directory"** liberror   ACD_err.c Information only. No user action is required. Another error message will follow that will indicate the task that is generating the error. **"system error:No such process"** liberror   ACD_err.c Information only. No user action is required. Another error message will follow that will indicate the task that is generating the error.
-continued-

Table 3 (continued)
Warning error messages

Error Message
Task Module
Explanation / Error Recovery Procedure

"system error:Not a character device"
liberror   ACD_err.c
Information only. No user action is required. Another error message will follow that will indicate the task that is generating the error.

"system error:Not a directory"
liberror   ACD_err.c
Information only. No user action is required. Another error message will follow that will indicate the task that is generating the error.

"system error:Not a name file"
liberror   ACD_err.c
Information only. No user action is required. Another error message will follow that will indicate the task that is generating the error.

"system error:Not available"
liberror   ACD_err.c
Information only. No user action is required. Another error message will follow that will indicate the task that is generating the error.

"system error:Not enough core"
liberror   ACD_err.c
Information only. No user action is required. Another error message will follow that will indicate the task that is generating the error.

"system error:Not owner"
liberror   ACD_err.c
Information only. No user action is required. Another error message will follow that will indicate the task that is generating the error.

"system error:Permission denied"
liberror   ACD_err.c
Information only. No user action is required. Another error message will follow that will indicate the task that is generating the error.

-continued-

Table 3 (continued)
Warning error messages

Error Message
Task   **Module**
Explanation / Error Recovery Procedure
"system error:Read-only file system"
liberror   ACD_err.c
Information only. No user action is required. Another error message will follow that will indicate the task that is generating the error.
"system error:Remote device"
liberror   ACD_err.c
Information only. No user action is required. Another error message will follow that will indicate the task that is generating the error.
"system error:Remote i/o"
liberror   ACD_err.c
Information only. No user action is required. Another error message will follow that will indicate the task that is generating the error.
"system error:Result too large"
liberror   ACD_err.c
Information only. No user action is required. Another error message will follow that will indicate the task that is generating the error.
"system error:Structure needs cleaning"
liberror   ACD_err.c
Information only. No user action is required. Another error message will follow that will indicate the task that is generating the error.
"system error:Text file busy"
liberror   ACD_err.c
Information only. No user action is required. Another error message will follow that will indicate the task that is generating the error.
"system error:Too many links"
liberror   ACD_err.c
Information only. No user action is required. Another error message will follow that will indicate the task that is generating the error.
-continued-

Table 3 (continued)
Warning error messages

Error Message
Task **Module**
Explanation / Error Recovery Procedure

"system error:Too many open files"
liberror   ACD_err.c
Information only. No user action is required. Another error message will follow that will
indicate the task that is generating the error.

"system error:Would deadlock"
liberror   ACD_err.c
Information only. No user action is required. Another error message will follow that will
indicate the task that is generating the error.

"SystemProblemErr from switch:Dump In Progress"
dmslink   di_error.c
Error received from the switch. Load management was attempted during switch dump.
If the problem reoccurs call your Northern Telecom service representative.

"SystemProblemErr from switch: Err Type %d",
dmslink   di_error.c
Error received from the switch. If the problem reoccurs call your Northern Telecom
service representative.

"SystemProblemErr from switch:No More Info"
dmslink   di_error.c
Error received from the switch. If the problem reoccurs call your Northern Telecom
service representative.

"SystemProblemErr from switch:Rem.LM process not created"
dmslink   di_error.c
Error received from the switch. If the problem reoccurs call your Northern Telecom
service representative.

"Table form has already been created"
lib_usrif   table.c
An internal variable has reached an illegal state. Ignore the message if this is an
isolated incident. Call your Northern Telecom service representative if the problem
persists.

-continued-

Table 3 (continued)
Warning error messages

Error Message Task   Module Explanation / Error Recovery Procedure
"Table form has not yet been created" lib_usrif   table.c An internal variable has reached an illegal state. Ignore the message if this is an isolated incident. Call your Northern Telecom service representative if the problem persists. **"table full, cannot add entry"** stats   tcup.c An internal variable has reached an illegal state. Ignore the message if this is an isolated incident. Call your Northern Telecom service representative if the problem persists. **"Target table full for dest. queue"** stats   ncaa.c An internal variable has reached an illegal state. Ignore the message if this is an isolated incident. Call your Northern Telecom service representative if the problem persists. **"Target table full for source queue"** stats   ncaa.c An internal variable has reached an illegal state. Ignore the message if this is an isolated incident. Call your Northern Telecom service representative if the problem persists. **"Target table full for source queue"** stats   rcaa.c An internal variable has reached an illegal state. Ignore the message if this is an isolated incident. Call your Northern Telecom service representative if the problem persists. **"Target table full for source queue"** stats   tof_caa.c An internal variable has reached an illegal state. Ignore the message if this is an isolated incident. Call your Northern Telecom service representative if the problem persists.
-continued-

Table 3 (continued)
Warning error messages

Error Message Task   Module Explanation / Error Recovery Procedure
"This position not in position table" hdc   hdc_event.c A software error was detected. Ignore the message if this is an isolated incident. However, if the problem occurs several times, call your Northern Telecom service representative.
"Timeout waiting for LM change to take effect" cclink   ccl_dmsif.c Informative only. Ignore this message if this is an isolated incident. If the problem persists, check the load management connection between the ACD-MAX server and the DMS-100/ Meridian 1 SL-100.
"Too many Audio Services received" dmslink   di_result.c Invalid message received from the switch. If the problem reoccurs call your Northern Telecom service representative.
"Too many DNs in the database" dmslink   di_init.c Number of ACD DNs in the database is over the supported limit. Call your Northern Telecom service representative.
"Too many help screens. Help will appear out of sync." lib_usrif   help.c An internal variable has reached an illegal state. Ignore the message if this is an isolated incident. Call your Northern Telecom service representative if the problem persists.
"Transaction log file could not be opened" libmapa   mapa_db.c A system error has occurred. Look for other recent messages and check their meaning. If these indicate other serious problems then call your Northern Telecom service representative. Otherwise, no action is required.
-continued-

Table 3 (continued)
Warning error messages

Error Message Task	Module
Explanation / Error Recovery Procedure	

"Transaction log file write error"
libmapa   mapa_db.c
A system error has occurred. Look for other recent messages and check their meaning.
If these indicate other serious problems then call your Northern Telecom service
representative. Otherwise, no action is required.

"Transaction log replay failed"
MAPA Controller   ctl_master.c
A system error has occurred. Look for other recent messages and check their meaning.
If these indicate other serious problems then call your Northern Telecom service
representative. Otherwise, no action is required.

"TRANSFER OF CALL PROCESS INFO BEGINNING"
dmslink   di_result.c
Information message. No user action required.

"Transfer of file '%s' to rptgen node failed"
display   mapaif.c
A system error has occurred. Look for other recent messages and check their meaning.
If these indicate other serious problems then call your Northern Telecom service
representative. Otherwise, no action is required.

"Transfer of file '%s' to sys_rpts node failed"
display   mapaif.c
A system error has occurred. Look for other recent messages and check their meaning.
If these indicate other serious problems then call your Northern Telecom service
representative. Otherwise, no action is required.

"unable to access data database"
rptgen   rpt_mapaif.c
The system has problems with the database lock. Ignore the message if this is an
isolated incident. However, if the problem occurs several times, call your Northern
Telecom service representative.

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Table 3 (continued)
Warning error messages

Error Message
Task   Module
Explanation / Error Recovery Procedure

"unable to access data database"
sys_rpts   rpt_proc.c
The system has problems with the database lock. Ignore the message if this is an
isolated incident. However, if the problem occurs several times, call your Northern
Telecom service representative.

"unable to access profile record"
RPT   cv_exp.c
A database error occurred. Ignore the message if this is an isolated incident. However,
if the problem occurs several times, call your Northern Telecom service representative.

"unable to access profile record"
RPT   del_old.c
A database error occurred. Ignore the message if this is an isolated incident. However,
if the problem occurs several times, call your Northern Telecom service representative.

"unable to access profile selection - default 0 used"
RPT   cv_exp.c
There are irregular system activities, a shortage of memory installed in the system, or a
software error was detected. If the problem reoccurs then shut down and restart the
system.

"unable to access profile selection - default 0 used"
RPT   del_old.c
There are irregular system activities, a shortage of memory installed in the system, or a
software error was detected. If the problem reoccurs then shut down and restart the
system.

"Unable to access storage table"
age   age_del.c
Installation failed or the site has an improper version of the release materials. Check
your release materials.

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Table 3 (continued)
Warning error messages

Error Message
Task   **Module**
Explanation / Error Recovery Procedure
"unable to add group to database" dmslink   di-invoke.c A database error occurred. Call your Northern Telecom service representative if the problem persists.
"unable to add vfg to database" dmslink   di_invoke.c A database error occurred. Call your Northern Telecom service representative if the problem persists.
"Unable to attach to CC queue memory segment" cclib   get_cc_mem.c There are irregular system activities, a shortage of memory installed in the system, or a software error was detected. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs then shut down the system and call your Northern Telecom service representative.
"Unable to attach to help shared memory." lib_usrif   help.c There are irregular system activities, a shortage of memory installed in the system, or a software error was detected. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs then shut down the system and call your Northern Telecom service representative.
"unable to clear CLLI" dmslink   di_invoke.c A database error occurred. Call your Northern Telecom service representative if the problem persists.
"unable to clear name" dmslink   di_invoke.c A database error occurred. Call your Northern Telecom service representative if the problem persists.
-continued-

Table 3 (continued)
Warning error messages

Error Message **Task**   **Module** **Explanation / Error Recovery Procedure**
"Unable to close file: graphic page file" rptgen   grg_utils.c A system error has occurred. Check the definition to ensure that it was established properly. Perform the print function again. Call your Northern Telecom service representative if the problem persists.
"Unable to close file: graphic preview file" rptgen   grg_utils.c A system error has occurred. Check the definition to ensure that it was established properly. Perform the print function again. Call your Northern Telecom service representative if the problem persists.
"Unable to close file: graphic report data intermediate file" rptgen   gr_utils.c A system error has occurred. Check the definition to ensure that it was established properly. Perform the print function again. Call your Northern Telecom service representative if the problem persists.
"Unable to close file: graphic report intermediate file" rptgen   gr_utils.c A system error has occurred. Check the definition to ensure that it was established properly. Perform the print function again. Call your Northern Telecom service representative if the problem persists.
"Unable to close file: graphic report temp intermediate file" rptgen   gr_utils.c A system error has occurred. Check the definition to ensure that it was established properly. Perform the print function again. Call your Northern Telecom service representative if the problem persists.
"Unable to close file: query engine output file" rptgen   gr_utils.c A system error has occurred. Check the definition to ensure that it was established properly. Perform the print function again. Call your Northern Telecom service representative if the problem persists.
-continued-

Table 3 (continued)
Warning error messages

Error Message
Task   **Module**
Explanation / Error Recovery Procedure
"Unable to close file: rptgen info file" sys_rpts   rpt_utils.c A system error has occurred. Look for other recent messages relevant to this program or scenario and check their meaning. If these indicate other serious problems then call your Northern Telecom service representative. Otherwise, no action is required.
"Unable to close file: stdout" rptgen   rptgen.c A system error has occurred. Look for other recent messages relevant to this program or scenario and check their meaning. If these indicate other serious problems then call your Northern Telecom service representative. Otherwise, no action is required.
"Unable to close file: temporary graphic print file" rptgen   grg_utils.c A system error has occurred. Check the definition to ensure that it was established properly. Perform the print function again. Call your Northern Telecom service representative if the problem persists.
"Unable to close file:rptgen info file" rptgen   rpt_utils.c A system error has occurred. Look for recent messages about this program or scenario and check their meaning. If these indicate other serious problems then call your Northern Telecom service representative. Otherwise, no action is required.
"Unable to close graphic report intermediate file" rptgen   mkgrpt.c A system error has occurred. Check the definition to ensure that it was established properly. Perform the print function again. Call your Northern Telecom service representative if the problem persists.
"Unable to close index output file" rptgen   tabgen.c A system error has occurred. Ignore the message if this is an isolated incident. However, if the problem occurs several times, call your Northern Telecom service representative.
-continued-

Table 3 (continued)
Warning error messages

Error Message
Task   **Module**
Explanation / Error Recovery Procedure

"Unable to close input file"
rptgen   tabgen.c
A system error has occurred. Check the definition to ensure that it was established properly. Perform the print function again. Call your Northern Telecom service representative if the problem persists.

"Unable to close output file"
rptgen   tabgen.c
A system error has occurred. Check the definition to ensure that it was established properly. Perform the print function again. Call your Northern Telecom service representative if the problem persists.

"Unable to close preview file"
rptgen   rpt_utils.c
A system error has occurred. Look for other recent messages relevant to this program or scenario and check their meaning. If these indicate other serious problems then call your Northern Telecom service representative. Otherwise, no action is required.

"unable to copy transaction log file"
MAPA Controller   ctl_master.c
A system error has occurred. Look for other recent messages and check their meaning. If these indicate other serious problems then call your Northern Telecom service representative. Otherwise, no action is required.

"unable to create semaphore file"
lock   lock.c
A system error has occurred. Look for other recent messages relevant to this program or scenario and check their meaning. If these indicate other serious problems then call your Northern Telecom service representative. Otherwise, no action is required.

"unable to create semaphores for database locking"
lock   lock.c
A system error has occurred. Look for other recent messages relevant to this program or scenario and check their meaning. If these indicate other serious problems then call your Northern Telecom service representative. Otherwise, no action is required.

-continued-

Table 3 (continued)
Warning error messages

Error Message
Task   **Module**
Explanation / Error Recovery Procedure

"unable to create title page for report"
sys_rpts   rpt_utils.c
A system error has occurred. Look for recent messages about this program or scenario and check their meaning. If these indicate other serious problems then call your Northern Telecom service representative. Otherwise, no action is required.

"unable to delete position"
dmslink   di_result.c
A software error has occurred. If the problem reoccurs call your Northern Telecom service representative.

"Unable to determine system serial number"
cclink   ccl_main.c
A database error occurred. Verify that the ACD-MAX installation had no errors. If so, then call your Northern Telecom service representative. Otherwise, reinstall the ACD-MAX software. Call your Northern Telecom service representative if the problem persists.

"Unable to determine system serial number"
cc_sched   cc_sched.c
A database error occurred. Verify that the ACD-MAX installation had no errors. If so, then call your Northern Telecom service representative. Otherwise, reinstall the ACD-MAX software. Call your Northern Telecom service representative if the problem persists.

"Unable to determine system serial number"
hdc   hdc_main.c
A database error occurred. The system will continue running but the interval data won't be saved. Verify that the ACD-MAX installation had no errors. If so, then call your Northern Telecom service representative. Otherwise, reinstall the ACD-MAX software. Call your Northern Telecom service representative if the problem persists.

-continued-

Table 3 (continued)
Warning error messages

Error Message
Task **Module**
Explanation / Error Recovery Procedure

"unable to initialize semaphores for database locking"
lock   lock.c
A system error has occurred. Look for recent messages relevant to this program or scenario and check their meaning. If these indicate other serious problems then call your Northern Telecom service representative. Otherwise, no action is required.

"Unable to lock data database for writing"
chng_dow   chng_dow.c
The system has problems with the database lock. Look for recent messages relevant to this program or scenario and check their meaning. If they indicate other serious problems then call your Northern Telecom service representative. Otherwise, no action is required.

"Unable to lock data database for writing"
hdc   hdc_close.c
The system has problems with the database lock. Look for recent messages relevant to this program or scenario and check their meaning. If they indicate other serious problems then call your Northern Telecom service representative. Otherwise, no action is required.

"Unable to lock data database for writing"
hdc   hdc_dump.c
The system has problems with the database lock. Look for recent messages relevant to this program or scenario and check their meaning. If they indicate other serious problems then call your Northern Telecom service representative. Otherwise, no action is required.

"Unable to lock data database for writing"
hdc   hdc_write.c
The system has problems with the database lock. Look for recent messages relevant to this program or scenario and check their meaning. If they indicate other serious problems then call your Northern Telecom service representative. Otherwise, no action is required.

-continued-

Table 3 (continued)
Warning error messages

Error Message
Task   **Module**
Explanation / Error Recovery Procedure

"Unable to obtain file size - No report printed"
sys_rpts   rpt_proc.c
A system error has occurred. Look for other recent messages relevant to this program or scenario and check their meaning. If these indicate other serious problems then call your Northern Telecom service representative. Otherwise, no action is required.

"Unable to open CC log index file"
display   preview.c
A system error has occurred. Look for other recent messages relevant to this program or scenario and check their meaning. If these indicate other serious problems then call your Northern Telecom service representative. Otherwise, no action is required.

"Unable to open CC log text file"
display   preview.c
A system error has occurred. Look for other recent messages relevant to this program or scenario and check their meaning. If these indicate other serious problems then call your Northern Telecom service representative. Otherwise, no action is required.

"unable to open file: configuration listing"
sizer   dbsizer.c
A system error has occurred. Look for other recent messages relevant to this program or scenario and check their meaning. If these indicate other serious problems then call your Northern Telecom service representative. Otherwise, no action is required.

"unable to open file: Temp_spool"
sys_rpts   rpt_proc.c
A system error has occurred. Look for other recent messages relevant to this program or scenario and check their meaning. If these indicate other serious problems then call your Northern Telecom service representative. Otherwise, no action is required.

"unable to open file: datafile for empty report title"
sys_rpts   rpt_utils.c
A system error has occurred. Look for recent messages about this program or scenario and check their meaning. If these indicate other serious problems then call your Northern Telecom service representative. Otherwise, no action is required.

-continued-

Table 3 (continued)
Warning error messages

Error Message
Task   **Module**
Explanation / Error Recovery Procedure

"Unable to open graphic page file"
display   grf_view.c
A system error has occurred. Ignore the message if this is an isolated incident.
However, if the problem occurs several times, call your Northern Telecom service
representative.

"Unable to open help file"
lib_usrif   help.c
A database error occurred. Verify that the ACD-MAX installation had no errors. If so,
then call your Northern Telecom service representative. Otherwise, reinstall the ACD-
MAX software. Call your Northern Telecom service representative if the problem
persists.

"Unable to open LML trace file"
cclink   ccl_trace.c
A system error occurred. An attempt was made to turn the load management link's
tracing function on, but the trace file could not be opened. Tracing will not be done. No
user action is required.

"Unable to open preview index file"
display   preview.c
A system error has occurred. Ignore the message if this is an isolated incident.
However, if the problem occurs several times, call your Northern Telecom service
representative.

"Unable to open preview text file"
display   preview.c
A system error has occurred. Ignore the message if this is an isolated incident.
However, if the problem occurs several times, call your Northern Telecom service
representative.

"unable to open printer spool file"
sys_rpts   rpt_proc.c
A system error has occurred. Look for other recent messages relevant to this program
or scenario and check their meaning. If these indicate other serious problems then call
your Northern Telecom service representative. Otherwise, no action is required.

-continued-

Table 3 (continued)
Warning error messages

Error Message
Task   **Module**
Explanation / Error Recovery Procedure

"unable to open rpt script file"
sys_rpts   rpt_scan.c
A system error has occurred. Look for other recent messages relevant to this program or scenario and check their meaning. If these indicate other serious problems then call your Northern Telecom service representative. Otherwise, no action is required.

"unable to open rpt template file for reading"
sys_rpts   rpt_tmpl.c
A system error has occurred. Look for other recent messages relevant to this program or scenario and check their meaning. If these indicate other serious problems then call your Northern Telecom service representative. Otherwise, no action is required.

"Unable to open selection file"
rptgen   log_gen.c
A system error has occurred. Ignore the message if this is an isolated incident. However, if the problem occurs several times, call your Northern Telecom service representative.

"Unable to open sorted data file"
rptgen   log_gen.c
A system error has occurred. Ignore the message if this is an isolated incident. However, if the problem occurs several times, call your Northern Telecom service representative.

"Unable to open special characters file"
lib_usrif   pscreen.c
A database error occurred. Verify that the ACD-MAX installation had no errors. If so, then call your Northern Telecom service representative. Otherwise, reinstall the ACD-MAX software. Call your Northern Telecom service representative if the problem persists.

"unable to open sql template file for reading"
sys_rpts   rpt_tmpl.c
A system error has occurred. Look for recent messages about this program or scenario and check their meaning. If these indicate other serious problems then call your Northern Telecom service representative. Otherwise, no action is required.

-continued-

Table 3 (continued)
Warning error messages

Error Message	
Task	**Module**
Explanation / Error Recovery Procedure	

"unable to open temporary SQL script file"
sys_rpts   rpt_scan.c
A system error has occurred. Look for other recent messages relevant to this program or scenario and check their meaning. If these indicate other serious problems then call your Northern Telecom service representative. Otherwise, no action is required.

"Unable to print: rptgen graphic output"
rptgen   grg_utils.c
A system error has occurred. Check the definition to ensure that it was established properly. Perform the print function again. Call your Northern Telecom service representative if the problem persists.

"Unable to print: rptgen tabular output"
rptgen   rptgen.c
A system error has occurred. Perform the print function again. Call your Northern Telecom service representative if the problem persists.

"Unable to print: rptgen tabular output"
sys_rpts   rpt_proc.c
A system error has occurred. Look for other recent messages relevant to this program or scenario and check their meaning. If these indicate other serious problems then call your Northern Telecom service representative. Otherwise, no action is required.

"Unable to release data database"
rptgen   log_gen.c
The system has problems with the database lock. Ignore the message if this is an isolated incident. However, if the problem occurs several times, call your Northern Telecom service representative.

"unable to release data database"
sys_rpts   rpt_proc.c
The system has problems with the database lock. Ignore the message if this is an isolated incident. However, if the problem occurs several times, call your Northern Telecom service representative.

-continued-

Table 3 (continued)
Warning error messages

Error Message
Task   **Module**

Error Message
Task   **Module**
Explanation / Error Recovery Procedure

"Unable to remove file: %s"
sys_rpts   rpt_end.c
A system error has occurred. Ignore the message if this is an isolated incident.
However, if the problem occurs several times, call your Northern Telecom service
representative.

"unable to remove semaphore set"
lock   lock.c
A system error has occurred. Look for recent messages about this program or scenario
and check their meaning. If these indicate other serious problems then call your
Northern Telecom service representative. Otherwise, no action is required.

"Unable to restore %s on %s"
MAPA Controller   ctl_master.c
A LAN problem has occurred. If this is an isolated incident then ignore this message.
Otherwise shut down and restart the system.

"Unable to start unixlink"
display   term_setup.c
Files required for a terminal-type PC (running the Reflection 4-Plus terminal emulator)
cannot be downloaded to the PC. A database error occurred. Verify that the ACD-MAX
installation had no errors. If so, then call your Northern Telecom service representative.
Otherwise, reinstall the ACD-MAX software. Call your Northern Telecom service
representative if the problem persists.

"Unable to unlink file: graphic report temporary data file"
rptgen   gr_utils.c
A system error has occurred. Ignore the message if this is an isolated incident.
However, if the problem occurs several times, call your Northern Telecom service
representative.

"Unable to unlink file: query engine output file"
rptgen   gr_utils.c
A system error has occurred. Ignore the message if this is an isolated incident.
However, if the problem occurs several times, call your Northern Telecom service
representative.

-continued-

Table 3 (continued)
Warning error messages

Error Message
Task   Module
Explanation / Error Recovery Procedure

"Unable to unlink graphic report intermediate file"
rptgen   rptgen.c
A system error has occurred. Ignore the message if this is an isolated incident.
However, if the problem occurs several times, call your Northern Telecom service
representative.

"Unable to unlink input file"
rptgen   grg_utils.c
A system error has occurred. Check the definition to ensure that it was established
properly. Perform the print function again. Call your Northern Telecom service
representative if the problem persists.

"Unable to unlink input file"
rptgen   tabgen.c
A system error has occurred. Ignore the message if this is an isolated incident.
However, if the problem occurs several times, call your Northern Telecom service
representative.

"Unable to unlink tabgen index file"
rptgen   rptgen.c
A system error has occurred. Ignore the message if this is an isolated incident.
However, if the problem occurs several times, call your Northern Telecom service
representative.

"Unable to unlock data database"
chng_dow   chng_dow.c
The system has problems with the database lock.
Ignore the message if this is an isolated incident. However, if the problem persists
contact your Northern Telecom service representative.

"Unable to unlock data database for writing"
hdc   hdc_close.c
The system has problems with the database lock. Look for recent messages relevant to
this program or scenario and check their meaning. If they indicate other serious
problems then call your Northern Telecom service representative. Otherwise, no action
is required.

-continued-

Table 3 (continued)
Warning error messages

Error Message
Task **Module**
Explanation / Error Recovery Procedure

"Unable to unlock data database for writing"
hdc   hdc_dump.c
The system has problems with the database lock. Look for recent messages relevant to this program or scenario and check their meaning. If they indicate other serious problems then call your Northern Telecom service representative. Otherwise, no action is required.

"Unable to unlock data database for writing"
hdc   hdc_write.c
The system has problems with the database lock. Look for recent messages relevant to this program or scenario and check their meaning. If they indicate other serious problems then call your Northern Telecom service representative. Otherwise, no action is required.

"unable to write CLLI"
dmslink   di_invoke.c
A database error occurred. Call your Northern Telecom service representative if the problem persists.

"Unable to write first day of week"
chng_dow   chng_dow.c
A database error occurred. Verify that the ACD-MAX installation had no errors. If there were errors, reinstall the ACD-MAX software. If there were no errors, or if the problem persists contact your Northern Telecom service representative.

"unable to write VFG name"
dmslink   di_invoke.c
A database error occurred. Call your Northern Telecom service representative if the problem persists.

"undefined routing entry "
dmslink   di_result.c
Invalid message received from the switch. If the problem reoccurs call your Northern Telecom service representative.

-continued-

Table 3 (continued)
Warning error messages

Error Message
Task   **Module**
Explanation / Error Recovery Procedure

"Unexpected character(s) received"
dmslink   di_io.c
Invalid message received from the switch. If the problem reoccurs call your Northern
Telecom service representative.

"Unexpected EIN message received; ignored"
stats   ein.c
Information only. No user action required. Contact your Northern Telecom service
representative if the problem persists.

"Unexpected error code from switch: %d",
dmslink   di_error.c
Error received from the switch. If the problem reoccurs call your Northern Telecom
service representative.

"unknown ACD DN %ld"
libquery   query_sys.c
An ACD DN is not defined in ACD-MAX. This may or may not be a problem. Check
the ACD DN with your system administrator; if it is valid then ignore the message;
otherwise, call your Northern Telecom service representative.

"unknown ACD DN %ld"
rptgen   data_ln.c
An ACD DN is not defined in ACD-MAX. This may or may not be a problem. Check
the ACD DN with your system administrator; if it is valid then ignore the message;
otherwise, call your Northern Telecom service representative.

"Unknown ACD-GRP %10.0f"
stats   apd.c
Data has been received for an unknown ACD-GRP. Verify the information on the
switch and make sure that they are consistent. Shut down the MAX system and restart
it. Call your Northern Telecom service representative if the problem still occurs.

-continued-

Table 3 (continued)
Warning error messages

Error Message Task   Module Explanation / Error Recovery Procedure
"unknown calculation component" display   fmladef.c An internal variable has reached an illegal state. Ignore the message if this is an isolated incident. Call your Northern Telecom service representative if the problem persists.
"unknown change type" stats   tcup.c An internal variable has reached an illegal state. Ignore the message if this is an isolated incident. Call your Northern Telecom service representative if the problem persists.
"Unknown destination queue id %10.0f" stats   trunk_hdl.c/ncaa.c/tof_caa.c Data has been received for an unknown ACD-GRP. Verify the information on the switch and make sure that they are consistent. Shut down the MAX system and restart it. Call your Northern Telecom service representative if the problem persists.
"Unknown Lm_current_RO" dmslink   di_main.c Invalid message received from the switch. If the problem reoccurs call your Northern Telecom service representative.
"Unknown message on MAINTENANCE Pipe" dmslink   di_pipes.c A software error was detected. If the problem reoccurs call your Northern Telecom service representative.
"Unknown message type received - stats terminating." stats   receive.c There are irregular system activities, a shortage of memory installed in the system, or a software error was detected. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs then shut down the system and call your Northern Telecom service representative.
-continued-

Table 3 (continued)
Warning error messages

Error Message
Task Module
Explanation / Error Recovery Procedure

"Unknown old supervisor %d"
stats   aps.c
Data has been received for an unknown supervisor. Verify the information on the
switch and make sure that they are consistent. Shut down the MAX system and restart
it. Call your Northern Telecom service representative if the problem still occurs.

"unknown operator"
display   fmladef.c
An internal variable has reached an illegal state. Ignore the message if this is an
isolated incident. Call your Northern Telecom service representative if the problem
persists.

"unknown peer for COPY_REQ"
MAPA Controller   ctl_master.c
An internal variable has reached an illegal state. Ignore the message if this is an
isolated incident. Call your Northern Telecom service representative if the problem
persists.

"unknown peer for MKNOD_REQ"
MAPA Controller   ctl_master.c
An internal variable has reached an illegal state. Ignore the message if this is an
isolated incident. Call your Northern Telecom service representative if the problem
persists.

"unknown peer PN"
MAPA Controller   ctl_slave.c
An internal variable has reached an illegal state. Ignore the message if this is an
isolated incident. Call your Northern Telecom service representative if the problem
persists.

"unknown pipe"
MAPA Controller   ctl_master.c
An internal variable has reached an illegal state. Ignore the message if this is an
isolated incident. Call your Northern Telecom service representative if the problem
persists.

-continued-

Table 3 (continued)
Warning error messages

Error Message
Task **Module**
Explanation / Error Recovery Procedure

"Unknown position id %d"
stats   pev.c/apd.c/apr.c./aps.c/emg.c/psc.c
Data has been received for an unknown ACD-GRP. Verify the information on the
switch and make sure that they are consistent. Shut down the MAX system and restart
it. Call your Northern Telecom service representative if the problem still occurs.

"unknown program"
MAPA Controller   ctl_master.c
An internal variable has reached an illegal state. Ignore the message if this is an
isolated incident. Call your Northern Telecom service representative if the problem
persists.

"Unknown queue id %10.0f"
stats   caa.c/cab.c/ceq.c./lccn.c/pev.c/psc.c
Data has been received for an unknown ACD-GRP. Verify the information on the
switch and make sure that they are consistent. Shut down the MAX system and restart
it. Call your Northern Telecom service representative if the problem still occurs.

"Unknown source queue id %10.0f"
stats   trunk_hdl.c/rcaa.c/ncaa.c./tof_caa.c
Data has been received for an unknown ACD-GRP. Verify the information on the
switch and make sure that they are consistent. Shut down the MAX system and restart
it. Call your Northern Telecom service representative if the problem still occurs.

"Unknown stats group given"
libquery   query.c
An internal variable has reached an illegal state. Call your Northern Telecom service
representative.

"unknown tx_type"
replay   replay.c
An internal variable has reached an illegal state. Ignore the message if this is an
isolated incident. Call your Northern Telecom service representative if the problem
persists.

-continued-

Table 3 (continued)
Warning error messages

Error Message	
Task	**Module**
Explanation / Error Recovery Procedure	

"unsupported logical key number"
libquery   query_sys.c
An internal variable has reached an illegal state. Call your Northern Telecom service representative.

"Update of acddn data failed"
age   age_comp.c
There are irregular system activities, a shortage of memory installed in the system, or a software error was detected. Ignore the message if this is an isolated incident. However, if the problem occurs several times, call your Northern Telecom service representative.

"Update of acddn data failed"
age   age_write.c
There are irregular system activities, a shortage of memory installed in the system, or a software error was detected. Ignore the message if this is an isolated incident. However, if the problem occurs several times, call your Northern Telecom service representative.

"update of acddn data failed"
hdc   hdc_write.c
A software error was detected. Ignore the message if this is an isolated incident. However, if the problem occurs several times, call your Northern Telecom service representative.

"update of activity data failed"
age   age_comp.c
There are irregular system activities, a shortage of memory installed in the system, or a software error was detected. Ignore the message if this is an isolated incident. However, if the problem occurs several times, call your Northern Telecom service representative.

-continued-

Table 3 (continued)
Warning error messages

Error Message
Task   **Module**
Explanation / Error Recovery Procedure

"Update of agent data failed"
age   age_comp.c
There are irregular system activities, a shortage of memory installed in the system, or a software error was detected. Ignore the message if this is an isolated incident. However, if the problem occurs several times, call your Northern Telecom service representative.

"Update of overflow data failed"
age   age_comp.c
There are irregular system activities, a shortage of memory installed in the system, or a software error was detected. Ignore the message if this is an isolated incident. However, if the problem occurs several times, call your Northern Telecom service representative.

"Update of vfg data failed"
age   age_comp.c
There are irregular system activities, a shortage of memory installed in the system, or a software error was detected. Call your Northern Telecom service representative if the problem reoccurs.

"Value of token exceeds 377 octal"
lib_usrif   uicommon.c
An internal variable has reached an illegal state. Call your Northern Telecom service representative.

"vfg index not found - data not added to db"
hdc   hdc_msg.c
Call your Northern Telecom service representative if the problem reoccurs.

"vfg %d acd %.0lf combo not found"
hdc   hdc_msg.c
Call your Northern Telecom service representative if the problem reoccurs.

-continued-

Table 3 (continued)
Warning error messages

Error Message
Task   **Module**
Explanation / Error Recovery Procedure

"Window does not correspond to a menu"
lib_usrif   menu.c
An internal variable has reached an illegal state. Call your Northern Telecom service representative.

"WRITE: error decrementing semaphore value"
lock   lock.c
There are irregular system activities, a shortage of memory installed in the system, or a software error was detected. Ignore the message if this is an isolated incident. However, if the problem occurs several times, call your Northern Telecom service representative.

"WRITE: error decrementing semaphore value"
lock   lock2.c
There are irregular system activities, a shortage of memory installed in the system, or a software error was detected. Ignore the message if this is an isolated incident. However, if the problem occurs several times, call your Northern Telecom service representative.

"WRITE: error getting read semaphore value"
lock   lock.c
A system error has occurred. Look for other recent messages relevant to this program or scenario and check their meaning. If these indicate other serious problems then call your Northern Telecom service representative. Otherwise, no action is required.

"WRITE: error getting read semaphore value"
lock   lock2.c
A system error has occurred. Look for other recent messages relevant to this program or scenario and check their meaning. If these indicate other serious problems then call your Northern Telecom service representative. Otherwise, no action is required.

"WRITE: error getting write semaphore value"
lock   lock.c
A system error has occurred. Look for other recent messages relevant to this program or scenario and check their meaning. If these indicate other serious problems then call your Northern Telecom service representative. Otherwise, no action is required.

-continued-

Table 3 (continued)
Warning error messages

Error Message
Task **Module**
Explanation / Error Recovery Procedure

"WRITE: error getting write semaphore value"
lock   lock2.c
A system error has occurred. Look for other recent messages relevant to this program
or scenario and check their meaning. If these indicate other serious problems then call
your Northern Telecom service representative. Otherwise, no action is required.

" write error to Config Control pipe. "
dmslink   di_io.c
A system error has occurred. An earlier Warning Error Message should clarify the
reason for this error. The task will start again without user intervention. If the problem
reoccurs call your Northern Telecom service representative.

"write error to STS ack pipe "
dmslink   di_pipes.c
A system error has occurred. An earlier Warning Error Message should clarify the
reason for this error. The task will start again without user intervention. If the problem
reoccurs call your Northern Telecom service representative.

"write fails"
comm_mgr   cman.c
A database error occurred. Ignore the message if this is an isolated incident. However,
call your Northern Telecom service representative if the problem persists.

"Write of selected data record failed"
libquery   query.c
A database error occurred. Verify that the ACD-MAX installation had no errors. If so,
call your Northern Telecom service representative. Otherwise, reinstall the ACD-MAX
software. Call your Northern Telecom service representative if the problem persists.

DMS-100
Meridian Centrex
ACD-MAX 3.5
System Messages

Address comment to:
SL-100 / DMS ACD-MAX
Northern Telecom
522 University Avenue
14th floor
Toronto, Ontario
Canada M5G 1W7

nt northern telecom

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System Messages

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