# CallManager Event Logs

**Document ID: 17900**

## Introduction

This document provides information related to common Event Viewer messages generated on a Cisco CallManager system.

The purpose of this document is to give additional insight for some common Event Viewer messages generated on a Cisco CallManager system.

**Note:** Additional messages can appear if any unused services are enabled on the Cisco CallManager server. When you disable the specific unused service, it gets rid of the error message in this situation.

## Prerequisites

### Requirements

Cisco recommends that you have knowledge of these topics:

- Cisco CallManager tracing

- Windows Event Logs

### Components Used

The information in this document is based on Cisco CallManager 3.x and 4.x.

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

### Conventions

Refer to Cisco Technical Tips Conventions for more information on document conventions.

### Cisco CallManager-Specific Application Event Logs

These event logs relate specifically to Cisco CallManager.

- **Error Message:** `%CCM_CALLMANAGER-CALLMANAGER-3-CallManagerFailure:`

  Indicates some failure within the Cisco CallManager system.

  **Explanation**—This alarm indicates that some failure occurred in the Cisco CallManager system. Look at the Reason Code of the error message for more information.

  **Recommended Action**—Monitor for other alarms and restart the Cisco CallManager service, if necessary.

  This table displays the Enum definitions and reason codes.

| Value | Definition |
|---|---|
| 1 | Unknown |
| 2 | HeartBeatStopped |
| 3 | RouterThreadDied |
| 4 | TimerThreadDied |
| 5 | CriticalThreadDied |
| | |

| 6 | DeviceMgrInitFailed |
|---|---|
| 7 | DigitAnalysisInitFailed |
| 8 | CallControlInitFailed |
| 9 | LinkMgrInitFailed |
| 10 | DBMgrInitFailed |
| 11 | MsgTranslatorInitFailed |
| 12 | SuppServiceInitFailed |

- **Error Message:** `%CCM_CALLMANAGER-CALLMANAGER-6-SDLLinkISV:`

SDL link to remote application restored. Remote IP address of remote application

**Explanation**—This alarm indicates that the local Cisco CallManager has gained communication with the remote Cisco CallManager. Note that the remote Cisco CallManager should also indicate SDLLinkISV with a different LinkID.

**Recommended Action**—No action is required.

This table displays the Enum definitions and Local Application ID.

| Value | Definition |
|---|---|
| 100 | CTI Manager |
| 200 | CallManager |

This table displays the Enum definitions and Remote Application ID.

| Value | Definition |
|---|---|
| 100 | CallManager |
| 200 | CTI Manager |

- **Error Message:** `%CCM_CALLMANAGER-CALLMANAGER-3-SDLLinkOOS:`

SDL link to the remote application is out of service. Remote IP address of remote application [String], Unique Link ID. [String], Local node ID [UInt], Local Application ID. [ Enum ], RemoteNodeID [UInt], Remote application ID. [ Enum ]

**Explanation**—This alarm indicates that the local Cisco CallManager has lost communication with the remote Cisco CallManager. This alarm usually indicates network errors or a nonrunning remote Cisco CallManager.

**Recommended Action**—Investigate why the remote Cisco CallManager does not run or whether a network problem exists.

This table displays the Enum definitions and Local Application ID.

| Value | Definition |
|---|---|
| 100 | CTI Manager |
| 200 | CallManager |

This table displays the Enum definitions and Remote Application ID.

| Value | Definition |
|---|---|
| 100 | CallManager |
| 200 | CTI Manager |

- **Error Message:** `%CCM_CALLMANAGER-CALLMANAGER-3-BChannelOOS:`

B-channel out of service. Unique channel Id [String], Device Name. [String], Reason [Optional]. [ Enum ], Channel Id. [UInt]

**Explanation**—Indicated B-channel has gone out of service.

**Recommended Action**—Contact Technical Support for help if this alarm continues to generate.

This table displays the Enum definitions and Reason codes [Optional].

| Value | Definition |
|---|---|
| 0 | None Defined |

- **Error Message:** `CCM_CALLMANAGER-CALLMANAGER-6-BChannelISV:`

B-channel in service. Channel Id. [UInt], Unique channel Id [String], Device Name. [String]

**Explanation**—Indicates the B-channel has gone in service.

**Recommended Action**—No action is required.

- **Error Message:** `%CCM_CALLMANAGER-CALLMANAGER-3-DChannelOOS:`

D-channel out of service. Channel Id. [UInt], Unique channel Id [String], Device Name. [String], Device IP address [String], Reason [Optional]. [ Enum ]

**Explanation**—Indicates D-channel has gone out of service.

**Recommended Action**—Contact Technical Support for help if this alarm continues to generate.

This table displays Enum definitions and Reason codes [Optional].

| Value | Definition |
|-------|------------|
| 0 | None Defined |

- **Error Message:** `%CCM_CALLMANAGER-CALLMANAGER-6-DChannelISV:`

  D-channel in service. Channel Id. [UInt], Unique channel Id [String], Device Name. [String], Device IP address [String]

  **Explanation**—Indicates D-Channel has gone in service.

  **Recommended Action**—No action is required.

- **Error Message:** `%CCM_CALLMANAGER-CALLMANAGER-3-DeviceTransientConnection:`

  Transient connection attempt. Device IP address. [String], Device name [Optional]. [String], Device type. [Optional] [ Enum ], Reason Code [Optional]. [ Enum ], Connecting Port [UInt]

  This error can appear if a connection is established and immediately dropped before registration is completed. Incomplete registration can indicate that a device is rehoming in the middle of registration. The alarm can also indicate a device misconfiguration, database error, or an illegal/unknown device trying to attempt a connection. If a connection to Cisco CallManager on TCP port 2000 is terminated before Simple Client Control Protocol (SCCP) registration completes, this event is logged. You can simulate this when you make a Telnet connection using **telnet <cm ip address> 2000**, and close it. Also, make sure that you mention the correct version on the **sccp identifier** command. If you do not, it defaults to the wrong version and the gateway tries to attempt the registration against Cisco CallManager again and produces this error.
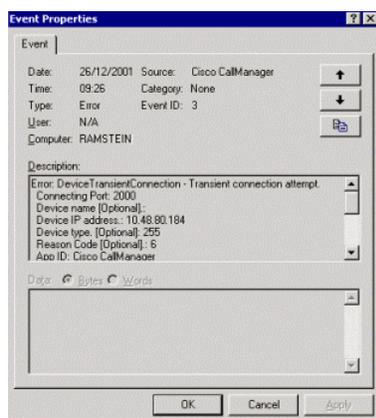


  **Explanation**—A connection was established and immediately dropped before registration was completed. Incomplete registration can indicate a device is rehoming in the middle of registration. The alarm can also indicate a device misconfiguration, database error, or an illegal/unknown device trying to attempt a connection.

  **Recommended Action**—No action is required if this event was issued as a result of a normal device rehome. The Cisco IP phone attempts to connect to its secondary Cisco CallManager if the primary fails to respond. If the primary Cisco CallManager of the phone is immediately available after a very short failure, the phone cancels registration with the secondary and rehomes to its primary Cisco CallManager. This causes a Transient Connection Attempt in the secondary Cisco CallManager. If this event occurs continuously for some devices, check these items:

  - If the device exists in the database.

  - If the devices are located in a particular segment in your network, analyze the connectivity.

  - If your Cisco CallManager(s) have connection, high CPU memory problems that can cause a slow response.

  - Make sure that you use the correct DNS server IP address in the gateway configuration.

  If you need to escalate this issue to Cisco Technical Support, provide this information:

  - The **.cnf** or **.cnf.xml** file of the IP phone

  - A sniffer trace between the IP phone and Cisco CallManager

  - Event logs

  - Cisco CallManager traces

  This table displays the Enum definitions and device types (optional).

| Value | Definition |
|-------|------------|
| 1 | MODEL_30SPP |
| 2 | MODEL_12SPP |
| 3 | MODEL_12SP |
| 4 | MODEL_30VIP |
| 5 | MODEL_30VIP |
| 6 | MODEL_TELECASTER_BID |
| 7 | MODEL_TELECASTER_MGR |
| 8 | MODEL_TELECASTER_BUSINESS |

| 9 | MODEL_IP_CONFERENCE_PHONE |
|---|---|
| 10 | MODEL_VGC_PHONE |
| 21 | MODEL_STATION_PHONE_APPLICATION |
| 30 | MODEL_VEGA |
| 40 | MODEL_TITAN1 |
| 41 | MODEL_DIGITAL_ACCESS_T1 |
| 42 | MODEL_TITAN2 |
| 43 | MODEL_LENNON |
| 47 | MODEL_ELVIS |
| 50 | MODEL_CONF_BRIDGE |
| 51 | MODEL_YOKO_CONF_BRIDGE |
| 61 | MODEL_H323_PHONE |
| 62 | MODEL_H323_GATEWAY |
| 70 | MODEL_MUSIC_ON_HOLD |
| 71 | MODEL_DEVICE_PILOT |
| 72 | MODEL_CTI_PORT |
| 73 | MODEL_CTI_ROUTE_POINT |
| 80 | VoiceInBox |
| 90 | MODEL_ROUTE_LIST |
| 100 | MODEL_LOAD_SIMULATOR |
| 110 | MODEL_MTP |
| 111 | MODEL_YOKO_MTP |
| 120 | MODEL_MGCP_STATION |
| 121 | MODEL_MGCP_TRUNK |
| 122 | MODEL_GATEKEEPER |
| 124 | MODEL_14_BUTTON_SIDECAR |
| 125 | MODEL_TRUNK |
| 254 | MODEL_UNKNOWN_MGCP_GATEWAY |
| 255 | MODEL_UNKNOWN |

This table displays Enum definitions and reason codes (optional).

| Value | Definition |
|---|---|
| 1 | Unknown |
| 2 | NoEntryInDatabase |
| 3 | DatabaseConfigurationError |
| 4 | DeviceNameUnresolveable |
| 5 | MaxDevRegExceeded |
| 6 | ConnectivityError |
| 7 | InitializationError |
| 8 | DeviceInitiatedReset |
| 9 | CallManagerReset |
| 10 | AuthenticationError |
| 11 | InvalidX509NameInCertificate |
| 12 | InvalidTLSCipher |

- **Error Message:** `%CCM_CALLMANAGER-CALLMANAGER-6-DeviceRegistered:`

  Device registered. Device name. [String], Device IP address. [String], Device description [Optional]. [String], User ID [Optional]. [String], Load ID. [Optional] [String], Associated directory numbers. [Optional]. [String], Performance monitor object type [ Enum ], Device type. [Optional] [ Enum ], Configured GateKeeper Name [Optional]. [String], Technology Prefix Name [Optional]. [String], Zone Information [Optional]. [String], Alternate Gatekeeper List [Optional]. [String], Active Gatekeeper [Optional]. [String], Call Signal Address [Optional]. [String], RAS Address [Optional]. [String]

  **Explanation**—A device successfully registers with Cisco CallManager. Assume that device is in service.

  **Recommended Action**—No action is required.

  This table displays the Enum definitions and Performance Monitor object types.

| Value | Definition |
|---|---|
| 1 | SCM_OBJ |
| 2 | STATION_OBJ |
| 3 | LINE_OBJ |
| 4 | CCM_H323_OBJ |
| 5 | MGCP_GATEWAY_INSTANCE_OBJ |
| 6 | MOH_DEVICE_INSTANCE_OBJ |
| 7 | ANALOG_ACCESS_OBJ |
| 8 | CCM_MGCPFXS_OBJ |
| 9 | CCM_MGCPFXO_OBJ |

| 10 | CCM_MGCPT1CAS_OBJ |
|----|-------------------|
| 11 | CCM_MGCPPRI_OBJ |

This table displays Enum definitions and device types (optional).

| Value | Definition |
|-------|------------|
| 1 | MODEL_30SPP |
| 2 | MODEL_12SPP |
| 3 | MODEL_12SP |
| 4 | MODEL_30VIP |
| 5 | MODEL_30VIP |
| 6 | MODEL_TELECASTER_BID |
| 7 | MODEL_TELECASTER_MGR |
| 8 | MODEL_TELECASTER_BUSINESS |
| 9 | MODEL_IP_CONFERENCE_PHONE |
| 10 | MODEL_VGC_PHONE |
| 21 | MODEL_STATION_PHONE_APPLICATION |
| 30 | MODEL_VEGA |
| 40 | MODEL_TITAN1 |
| 41 | MODEL_DIGITAL_ACCESS_T1 |
| 42 | MODEL_TITAN2 |
| 43 | MODEL_LENNON |
| 47 | MODEL_ELVIS |
| 50 | MODEL_CONF_BRIDGE |
| 51 | MODEL_YOKO_CONF_BRIDGE |
| 61 | MODEL_H323_PHONE |
| 62 | MODEL_H323_GATEWAY |
| 70 | MODEL_MUSIC_ON_HOLD |
| 71 | MODEL_DEVICE_PILOT |
| 72 | MODEL_CTI_PORT |
| 73 | MODEL_CTI_ROUTE_POINT |
| 80 | VoiceInBox |
| 90 | MODEL_ROUTE_LIST |
| 100 | MODEL_LOAD_SIMULATOR |
| 110 | MODEL_MTP |
| 111 | MODEL_YOKO_MTP |
| 120 | MODEL_MGCP_STATION |
| 121 | MODEL_MGCP_TRUNK |
| 122 | MODEL_GATEKEEPER |
| 124 | MODEL_14_BUTTON_SIDECAR |
| 125 | MODEL_TRUNK |
| 254 | MODEL_UNKNOWN_MGCP_GATEWAY |
| 255 | MODEL_UNKNOWN |

- **Error Message:** `%CCM_CALLMANAGER-CALLMANAGER-3-DeviceUnregistered:`

  Device unregistered. Device name. [String], Device IP address. [String], Device type. [Optional] [ Enum ], Device description [Optional]. [String], Reason Code [Optional]. [ Enum ]

  **Explanation**—A device that has previously registered with Cisco CallManager has unregistered. This event can be issued as part of a normal unregistration event or due to some other reason such as loss of keepalives.

  **Recommended Action**—No action is required if unregistration of this device is expected.

  This table displays the Enum definitions and device types (optional).

| Value | Definition |
|-------|------------|
| 1 | MODEL_30SPP |
| 2 | MODEL_12SPP |
| 3 | MODEL_12SP |
| 4 | MODEL_30VIP |
| 5 | MODEL_30VIP |
| 6 | MODEL_TELECASTER_BID |
| 7 | MODEL_TELECASTER_MGR |
| 8 | MODEL_TELECASTER_BUSINESS |
| 9 | MODEL_IP_CONFERENCE_PHONE |
| 10 | MODEL_VGC_PHONE |
| 21 | MODEL_STATION_PHONE_APPLICATION |
| 30 | MODEL_VEGA |

| | |
|---|---|
| 40 | MODEL_TITAN1 |
| 41 | MODEL_DIGITAL_ACCESS_T1 |
| 42 | MODEL_TITAN2 |
| 43 | MODEL_LENNON |
| 47 | MODEL_ELVIS |
| 50 | MODEL_CONF_BRIDGE |
| 51 | MODEL_YOKO_CONF_BRIDGE |
| 61 | MODEL_H323_PHONE |
| 62 | MODEL_H323_GATEWAY |
| 70 | MODEL_MUSIC_ON_HOLD |
| 71 | MODEL_DEVICE_PILOT |
| 72 | MODEL_CTI_PORT |
| 73 | MODEL_CTI_ROUTE_POINT |
| 80 | VoiceInBox |
| 90 | MODEL_ROUTE_LIST |
| 100 | MODEL_LOAD_SIMULATOR |
| 110 | MODEL_MTP |
| 111 | MODEL_YOKO_MTP |
| 120 | MODEL_MGCP_STATION |
| 121 | MODEL_MGCP_TRUNK |
| 122 | MODEL_GATEKEEPER |
| 124 | MODEL_14_BUTTON_SIDECAR |
| 125 | MODEL_TRUNK |
| 254 | MODEL_UNKNOWN_MGCP_GATEWAY |
| 255 | MODEL_UNKNOWN |

This table displays the Enum definitions and reason codes (optional).

| Value | Definition |
|---|---|
| 1 | Unknown |
| 2 | NoEntryInDatabase |
| 3 | DatabaseConfigurationError |
| 4 | DeviceNameUnresolveable |
| 5 | MaxDevRegExceeded |
| 6 | ConnectivityError |
| 7 | InitializationError |
| 8 | DeviceInitiatedReset<br><br>**Note:** `DeviceInitiatedReset` usually happens when there is a connectivity problem on your network between the devices and the Cisco CallManager servers or when the Cisco CallManager server is too busy to reply to keepalives. In both cases, the problem is due to missed keepalives between the devices and the Cisco CallManager servers. Restart the CTI manager; restart the Cisco CallManager cluster, and monitor and capture sniffer traces between the devices and the Cisco CallManager. |
| 9 | CallManagerReset |
| 10 | DeviceUnregistered |

- **Error Message:** `%CCM_CALLMANAGER-CALLMANAGER-4-H323AddressResolutionError:`

  H.323 address not resolved. Device Name. [String]

  **Explanation**—An H.323 device address cannot be resolved. Cisco CallManager cannot handle calls to/from the indicated H.323 device.

  **Recommended Action**—Either the H.323 device entry is configured incorrectly, or the domain name system (DNS) is incorrectly configured.

- **Error Message:** `%CCM_CALLMANAGER-CALLMANAGER-6-H323Started:`

  Cisco CallManager ready to handle calls for the indicated H.323 device. Device Name. [String], IP Address [String], Device type. [Optional] [ Enum ], Device description [Optional]. [String], Remote CallManager Server 1[Optional]. [String], Remote CallManager Server 2[Optional]. [String], Remote CallManager Server 3 [Optional]. [String]

  **Explanation**—Cisco CallManager is ready to handle calls for the indicated H.323 device. This alarm does not indicate the current state of the H.323 device, only that Cisco CallManager is prepared to handle calls to/from the H.323 device.

  **Recommended Action**—No action is required.

This table displays the Enum definitions and device types (optional).

| Value | Definition |
|---|---|
| 1 | MODEL_30SPP |
| 2 | MODEL_12SPP |
| | |

| | |
|---|---|
| 3 | MODEL_12SP |
| 4 | MODEL_30VIP |
| 5 | MODEL_30VIP |
| 6 | MODEL_TELECASTER_BID |
| 7 | MODEL_TELECASTER_MGR |
| 8 | MODEL_TELECASTER_BUSINESS |
| 9 | MODEL_IP_CONFERENCE_PHONE |
| 10 | MODEL_VGC_PHONE |
| 21 | MODEL_STATION_PHONE_APPLICATION |
| 30 | MODEL_VEGA |
| 40 | MODEL_TITAN1 |
| 41 | MODEL_DIGITAL_ACCESS_T1 |
| 42 | MODEL_TITAN2 |
| 43 | MODEL_LENNON |
| 47 | MODEL_ELVIS |
| 50 | MODEL_CONF_BRIDGE |
| 51 | MODEL_YOKO_CONF_BRIDGE |
| 61 | MODEL_H323_PHONE |
| 62 | MODEL_H323_GATEWAY |
| 70 | MODEL_MUSIC_ON_HOLD |
| 71 | MODEL_DEVICE_PILOT |
| 72 | MODEL_CTI_PORT |
| 73 | MODEL_CTI_ROUTE_POINT |
| 80 | VoiceInBox |
| 90 | MODEL_ROUTE_LIST |
| 100 | MODEL_LOAD_SIMULATOR |
| 110 | MODEL_MTP |
| 110 | MODEL_YOKO_MTP |
| 120 | MODEL_MGCP_STATION |
| 121 | MODEL_MGCP_TRUNK |
| 122 | MODEL_GATEKEEPER |
| 124 | MODEL_14_BUTTON_SIDECAR |
| 125 | MODEL_TRUNK |
| 254 | MODEL_UNKNOWN_MGCP_GATEWAY |
| 255 | MODEL_UNKNOWN |

- **Error Message:** `%CCM_CALLMANAGER-CALLMANAGER-4-H323Stopped:`

Cisco CallManager not ready to handle calls for the indicated H323 device. Device Name. [String], IP Address [String], Device type. [Optional] [ Enum ], Device description [Optional]. [String], Remote CallManager Server 1[Optional]. [String], Remote CallManager Server 2[Optional]. [String], Remote CallManager Server 3[Optional]. [String]

**Explanation**—Cisco CallManager is not ready to handle calls for the indicated H.323 device.

**Recommended Action**—No action is required.

This table displays the Enum definitions and device types (optional).

| Value | Definition |
|---|---|
| 1 | MODEL_30SPP |
| 2 | MODEL_12SPP |
| 3 | MODEL_12SP |
| 4 | MODEL_30VIP |
| 5 | MODEL_30VIP |
| 6 | MODEL_TELECASTER_BID |
| 7 | MODEL_TELECASTER_MGR |
| 8 | MODEL_TELECASTER_BUSINESS |
| 9 | MODEL_IP_CONFERENCE_PHONE |
| 10 | MODEL_VGC_PHONE |
| 21 | MODEL_STATION_PHONE_APPLICATION |
| 30 | MODEL_VEGA |
| 40 | MODEL_TITAN1 |
| 41 | MODEL_DIGITAL_ACCESS_T1 |
| 42 | MODEL_TITAN2 |
| 43 | MODEL_LENNON |
| 47 | MODEL_ELVIS |
| 50 | MODEL_CONF_BRIDGE |
| 51 | MODEL_YOKO_CONF_BRIDGE |

| 61 | MODEL_H323_PHONE |
|---|---|
| 62 | MODEL_H323_GATEWAY |
| 70 | MODEL_MUSIC_ON_HOLD |
| 71 | MODEL_DEVICE_PILOT |
| 72 | MODEL_CTI_PORT |
| 73 | MODEL_CTI_ROUTE_POINT |
| 80 | VoiceInBox |
| 90 | MODEL_ROUTE_LIST |
| 100 | MODEL_LOAD_SIMULATOR |
| 110 | MODEL_MTP |
| 111 | MODEL_YOKO_MTP |
| 120 | MODEL_MGCP_STATION |
| 121 | MODEL_MGCP_TRUNK |
| 122 | MODEL_GATEKEEPER |
| 124 | MODEL_14_BUTTON_SIDECAR |
| 125 | MODEL_TRUNK |
| 254 | MODEL_UNKNOWN_MGCP_GATEWAY |
| 255 | MODEL_UNKNOWN |

- **Error Message:** `%CCM_CALLMANAGER-CALLMANAGER-4-SIP IPPortConflict:`

Configured local port for indicated Device is already in used. Device Name. [String], Port Number [String], Device type. [Optional] [ Enum ]

**Explanation**—The configured local port for the indicated device is already in use or Cisco CallManager is unable to bind to the configured port.

**Recommended Action**—Either the SIP device entry is configured incorrectly, or the DNS is incorrectly configured.

This table displays the Enum definitions and device types (optional).

| Value | Definition |
|---|---|
| 131 | MODEL_SIP_TRUNK |

- **Error Message:** `%CCM_CALLMANAGER-CALLMANAGER-6-SIPStarted:`

Cisco CallManager ready to handle calls for the indicated SIP device. Device Name. [String], IP Address [String], Device type. [Optional] [ Enum ], Device description [Optional]. [String]

**Explanation**—Cisco CallManager is ready to handle calls for the indicated SIP device. This alarm does not indicate the current state of the SIP device, only that Cisco CallManager is prepared to handle calls to/from the SIP device.

**Recommended Action**—No action is required.

This table displays Enum definitions and device types (optional).

| Value | Definition |
|---|---|
| 131 | MODEL_SIP_TRUNK |

- **Error Message:** `%CCM_CALLMANAGER-CALLMANAGER-4-SIPStopped:`

Cisco CallManager not ready to handle calls for the indicated SIP device. Device Name. [String], Device type. [Optional] [ Enum ], Device description [Optional]. [String]

**Explanation**—Cisco CallManager is not ready to handle calls for the indicated SIP device.

**Recommended Action**—No action is required.

This table displays Enum definitions and device types (optional).

| Value | Definition |
|---|---|
| 131 | MODEL_SIP_TRUNK |

- **Error Message:** `%CCM_CALLMANAGER-CALLMANAGER-4-MediaResourceListExhausted:`

An available device type not found in the media resource list. Media Resource Type [ Enum ], Media Resource List Name [String]

**Explanation**—An available resource could not be found as indicated by the device type in the indicated Media Route List.

**Recommended Action**—Add additional resources to the indicated Media Resource List. This alarm indicates a network failure or device failure.

This table displays Enum definitions and the Media Resource Type.

| Value | Definition |
|---|---|
| 0 | MediaTerminationPoint |
| 1 | Transcoder |
| 2 | ConferenceBridge |
| | |

| 3 | MusicOnHold |
|---|---|
| 4 | MonitorBridge |
| 5 | Recorder |
| 6 | Annunciator |
| 7 | BuiltInBridge |

- **Error Message:** `%CCM_CALLMANAGER-CALLMANAGER-4-RouteListExhausted:`

  An available route could not be found in the indicated route list. Route List Name [String]

  **Explanation**—An available route could not be found in the indicated route list. This error can appear if an available route is not found in the indicated route list. Cisco CallManager attempts to extend the call to the next route in the route list until it reaches the last route if the call fails on the current gateway. If the call cannot be completed using the last gateway, the Route List Exhausted event is logged. Reasons for a failure on the current gateway can include:

  o Unallocated number

  o User busy

  o Out of bandwidth

  o Gateway fails to respond to the call setup request
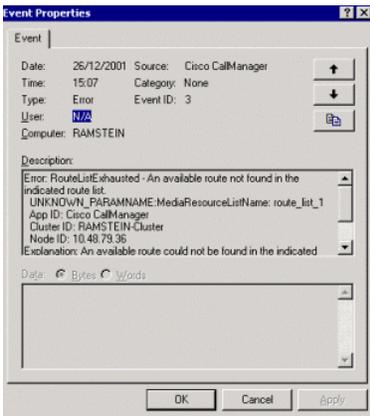


  You can change this behavior using Cisco CallManager Service Parameters. This event can usually be ignored. For example, the Unallocated Number error can be caused if the user calls a non-existing destination. Or, if a destination is busy, it will be busy when trying the next available gateways. If you think this event is not caused by similar failures, you can enable the detailed Cisco CallManager traces according to the procedures in Setting up Cisco CallManager Traces for the TAC. You can also use the Q931Translator.exe, located in C:Program FilesCiscobin, to analyze the call setup and disconnection sequences.

  If you have a route list with an H.323 gateway as the first route group, and a second route group that takes any overflow, the first H.323 gateway can send a user busy back to the Cisco CallManager if all of its channels or ports are busy. If this occurs, the call is not forwarded to the second route group in the route list.

  If your route list is configured as explained, set both the **Stop Routing on User Busy Flag** and **Stop Routing on Unallocated Number Flag service** parameters to **False**. In order to do this, go to **Cisco CallManager Admin > Service > Service Parameters > Select a Server > Cisco CallManager** and set the parameters to **False**.

  This enables Cisco CallManager to try other gateways to re-route the call on a user busy before it reaches the **RouteListExhausted** state.

  **Recommended Action**—You might need to add additional routes in the indicated route list.

- **Error Message:** `%CCM_CALLMANAGER-CALLMANAGER-3-DeviceTypeMismatch:`

  Device type mismatch. Database device type [UInt], Device type [UInt], Name of device. [String]

  **Explanation**—The device type passed on by the indicated device does not match the database configuration.

  **Recommended Action**—Verify the database configuration for the indicated device.

- **Error Message:** `%CCM_CALLMANAGER-CALLMANAGER-6-DeviceDnInformation:`

  Device DN information. Device Name [String], Device type. [Optional] [ Enum ], Station Desc [String], Station Dn [String]

  **Explanation**—List of DNs associated with the device.

  **Recommended Action**—No action is required.

  This table displays Enum definitions and device types (optional).

| Value | Definition |
|---|---|
| 1 | MODEL_30SPP |
| 2 | MODEL_12SPP |
| 3 | MODEL_12SP |
| 4 | MODEL_30VIP |
| | |

| | |
|---|---|
| 5 | MODEL_30VIP |
| 6 | MODEL_TELECASTER_BID |
| 7 | MODEL_TELECASTER_MGR |
| 8 | MODEL_TELECASTER_BUSINESS |
| 9 | MODEL_IP_CONFERENCE_PHONE |
| 10 | MODEL_VGC_PHONE |
| 21 | MODEL_STATION_PHONE_APPLICATION |
| 30 | MODEL_VEGA |
| 40 | MODEL_TITAN1 |
| 41 | MODEL_DIGITAL_ACCESS_T1 |
| 42 | MODEL_TITAN2 |
| 43 | MODEL_LENNON |
| 47 | MODEL_ELVIS |
| 50 | MODEL_CONF_BRIDGE |
| 51 | MODEL_YOKO_CONF_BRIDGE |
| 61 | MODEL_H323_PHONE |
| 62 | MODEL_H323_GATEWAY |
| 70 | MODEL_MUSIC_ON_HOLD |
| 71 | MODEL_DEVICE_PILOT |
| 72 | MODEL_CTI_PORT |
| 73 | MODEL_CTI_ROUTE_POINT |
| 80 | VoiceInBox |
| 90 | MODEL_ROUTE_LIST |
| 100 | MODEL_LOAD_SIMULATOR |
| 110 | MODEL_MTP |
| 111 | MODEL_YOKO_MTP |
| 120 | MODEL_MGCP_STATION |
| 121 | MODEL_MGCP_TRUNK |
| 122 | MODEL_GATEKEEPER |
| 124 | MODEL_14_BUTTON_SIDECAR |
| 125 | MODEL_TRUNK |
| 254 | MODEL_UNKNOWN_MGCP_GATEWAY |
| 255 | MODEL_UNKNOWN |

- **Error Message:** `%CCM_CALLMANAGER-CALLMANAGER-6-StationConnectionError:`

  Station device closing connection. Device Name [String]

  **Explanation**—The station device is closing the connection with Cisco CallManager.

  **Recommended Action**—No action is required.

- **Error Message:** `%CCM_CALLMANAGER-CALLMANAGER-6-StationAlarm:`

  Station alarm. TCP ProcessID [String], Device Text [String], Param1 [UInt], Param2 [UInt]

  **Explanation**—The station device sent an alarm to Cisco CallManager.

  **Recommended Action**—No action is required.

- **Error Message:** `%CCM_CALLMANAGER-CALLMANAGER-3-StationEventAlert:`

  Station alert. TCP ProcessID [String], Device Text [String], Param1 [UInt], Param2 [UInt]

  **Explanation**—The station device sent an alert to Cisco CallManager.

  **Recommended Action**—Ensure that the configuration for the identified device is proper.

- **Error Message:** `%CCM_CALLMANAGER-CALLMANAGER-6-GatewayAlarm:`

  Gateway alarm. Device Name [String], TCP Handle [VoidPtr], Device Text [String], Param1 [UInt], Param2 [UInt]

  **Explanation**—The gateway device sent an alarm to Cisco CallManager.

  **Recommended Action**—No action is required.

- **Error Message:** `%CCM_CALLMANAGER-CALLMANAGER-6-MGCPGatewayGainedComm:`

  MGCP communication to gateway established. Device Name [String]

  **Explanation**—The MGCP gateway established communication with Cisco CallManager.

  **Recommended Action**—No action is required.

- **Error Message:** `%CCM_CALLMANAGER-CALLMANAGER-2-MGCPGatewayLostComm:`

  MGCP communication to gateway lost. Device Name [String]

**Explanation**—The MGCP gateway lost communication with Cisco CallManager.

**Recommended Action** - Check to see if the identified MGCP gateway has restarted or is not in operation. Otherwise, contact Cisco Technical Support for help.

- **Error Message:** `%CCM_CALLMANAGER-CALLMANAGER-3-TCPInitError:`

TCP initialization error. Error Number [String], ErrorCode [Int]

**Explanation**—TCP library initialization failed.

**Recommended Action**—Contact Cisco Technical Support for help.

- **Error Message:** `%CCM_CALLMANAGER-CALLMANAGER-3-StationTCPInitError:`

Station TCP initialization error. Error Number [String], ErrorCode [Int]

**Explanation**—A Station TCP initialization error was encountered.

**Recommended Action**—Contact Cisco Technical Support for help.

- **Error Message:** `%CCM_CALLMANAGER-CALLMANAGER-3-TspError:`

Error in TSP. Port IsoEthPort [UInt], Port DSL [UInt]

**Explanation**—Database configuration error was encountered.

**Recommended Action**—If you shut down unregistered FXO ports from the gateway, it clears these messages. Otherwise, investigate the configuration for identified device.

- **Error Message:** `%CCM_CALLMANAGER-CALLMANAGER-3-TspTimeout:`

TSP Timeout. Port IsoEthPort [UInt], Port DSL [UInt]

**Explanation**—Timeout was encountered while trying to read the database configuration.

**Recommended Action**—Investigate the configuration for the identified device.

- **Error Message:** `%CCM_CALLMANAGER-CALLMANAGER-3-TspCorrupt:`

TSP corrupt. Port IsoEthPort [UInt], Port DSL [UInt]

**Explanation**—A database configuration error was encountered.

**Recommended Action**—Investigate the configuration for the identified device.

- **Error Message:** `%CCM_CALLMANAGER-CALLMANAGER-3-DnTimeout:`

Not enough channels. Port IsoEthPort [UInt], Port DSL [UInt]

**Explanation**—Call attempt was rejected because requested gateway channel(s) could not be allocated.

**Recommended Action**—Add more gateway resources.

- **Error Message:** `%CCM_CALLMANAGER-CALLMANAGER-3-NotEnoughChans:`

No TCP connection.

**Explanation**—Disconnect or release request attempt occurred on unknown TCP connection.

**Recommended Action**—No action is required.

- **Error Message:** `%CCM_CALLMANAGER-CALLMANAGER-6-NoConnection:`

Device reset initiated. Device name [Optional]. [String], Device type. [Optional] [ Enum ]

**Explanation**—The device reset request was received and initiated on the registered device.

**Recommended Action**—No action is required.

This table displays Enum definitions and device types (optional).

| Value | Definition |
|---|---|
| 1 | MODEL_30SPP |
| 2 | MODEL_12SPP |
| 3 | MODEL_12SP |
| 4 | MODEL_30VIP |
| 5 | MODEL_30VIP |
| 6 | MODEL_TELECASTER_BID |
| 7 | MODEL_TELECASTER_MGR |
| 8 | MODEL_TELECASTER_BUSINESS |
| 9 | MODEL_IP_CONFERENCE_PHONE |
| 10 | MODEL_VGC_PHONE |
| 21 | MODEL_STATION_PHONE_APPLICATION |
| 30 | MODEL_VEGA |
| | |

| 40 | MODEL_TITAN1 |
| 41 | MODEL_DIGITAL_ACCESS_T1 |
| 42 | MODEL_TITAN2 |
| 43 | MODEL_LENNON |
| 47 | MODEL_ELVIS |
| 50 | MODEL_CONF_BRIDGE |
| 51 | MODEL_YOKO_CONF_BRIDGE |
| 61 | MODEL_H323_PHONE |
| 62 | MODEL_H323_GATEWAY |
| 70 | MODEL_MUSIC_ON_HOLD |
| 71 | MODEL_DEVICE_PILOT |
| 72 | MODEL_CTI_PORT |
| 73 | MODEL_CTI_ROUTE_POINT |
| 80 | VoiceInBox |
| 90 | MODEL_ROUTE_LIST |
| 100 | MODEL_LOAD_SIMULATOR |
| 110 | MODEL_MTP |
| 111 | MODEL_YOKO_MTP |
| 120 | MODEL_MGCP_STATION |
| 121 | MODEL_MGCP_TRUNK |
| 122 | MODEL_GATEKEEPER |
| 124 | MODEL_14_BUTTON_SIDECAR |
| 125 | MODEL_TRUNK |
| 254 | MODEL_UNKNOWN_MGCP_GATEWAY |
| 255 | MODEL_UNKNOWN |

- **Error Message:** `%CCM_CALLMANAGER-CALLMANAGER-6-DeviceResetInitiated:`

  Device restart initiated. Device name [Optional]. [String], Device type. [Optional] [ Enum ]

  **Explanation**—Device restart request was received and initiated on the registered device.

  **Recommended Action**—No action is required.

  This table displays Enum definitions and device types (optional).

| Value | Definition |
|---|---|
| 1 | MODEL_30SPP |
| 2 | MODEL_12SPP |
| 3 | MODEL_12SP |
| 4 | MODEL_30VIP |
| 5 | MODEL_30VIP |
| 6 | MODEL_TELECASTER_BID |
| 7 | MODEL_TELECASTER_MGR |
| 8 | MODEL_TELECASTER_BUSINESS |
| 9 | MODEL_IP_CONFERENCE_PHONE |
| 10 | MODEL_VGC_PHONE |
| 21 | MODEL_STATION_PHONE_APPLICATION |
| 30 | MODEL_VEGA |
| 40 | MODEL_TITAN1 |
| 41 | MODEL_DIGITAL_ACCESS_T1 |
| 42 | MODEL_TITAN2 |
| 43 | MODEL_LENNON |
| 47 | MODEL_ELVIS |
| 50 | MODEL_CONF_BRIDGE |
| 51 | MODEL_YOKO_CONF_BRIDGE |
| 61 | MODEL_H323_PHONE |
| 62 | MODEL_H323_GATEWAY |
| 70 | MODEL_MUSIC_ON_HOLD |
| 71 | MODEL_DEVICE_PILOT |
| 72 | MODEL_CTI_PORT |
| 73 | MODEL_CTI_ROUTE_POINT |
| 80 | VoiceInBox |
| 90 | MODEL_ROUTE_LIST |
| 100 | MODEL_LOAD_SIMULATOR |
| 110 | MODEL_MTP |
| 111 | MODEL_YOKO_MTP |

| 120 | MODEL_MGCP_STATION |
|-----|----|
| 121 | MODEL_MGCP_TRUNK |
| 122 | MODEL_GATEKEEPER |
| 124 | MODEL_14_BUTTON_SIDECAR |
| 125 | MODEL_TRUNK |
| 254 | MODEL_UNKNOWN_MGCP_GATEWAY |
| 255 | MODEL_UNKNOWN |

- **Error Message:** `%CCM_CALLMANAGER-CALLMANAGER-6-DeviceRestartInitiated:`

  Device restart initiated. Device name [Optional]. [String], Device type. [Optional] [ Enum ]

  **Explanation**—Device restart request was received and initiated on registered device.

  **Recommended Action**—No action is required.

  This table displays the Enum definitions and device types (optional).

| Value | Definition |
|-------|------------|
| 1 | MODEL_30SPP |
| 2 | MODEL_12SPP |
| 3 | MODEL_12SP |
| 4 | MODEL_30VIP |
| 5 | MODEL_30VIP |
| 6 | MODEL_TELECASTER_BID |
| 7 | MODEL_TELECASTER_MGR |
| 8 | MODEL_TELECASTER_BUSINESS |
| 9 | MODEL_IP_CONFERENCE_PHONE |
| 10 | MODEL_VGC_PHONE |
| 21 | MODEL_STATION_PHONE_APPLICATION |
| 30 | MODEL_VEGA |
| 40 | MODEL_TITAN1 |
| 41 | MODEL_DIGITAL_ACCESS_T1 |
| 42 | MODEL_TITAN2 |
| 43 | MODEL_LENNON |
| 47 | MODEL_ELVIS |
| 50 | MODEL_CONF_BRIDGE |
| 51 | MODEL_YOKO_CONF_BRIDGE |
| 61 | MODEL_H323_PHONE |
| 62 | MODEL_H323_GATEWAY |
| 70 | MODEL_MUSIC_ON_HOLD |
| 71 | MODEL_DEVICE_PILOT |
| 72 | MODEL_CTI_PORT |
| 73 | MODEL_CTI_ROUTE_POINT |
| 80 | VoiceInBox |
| 90 | MODEL_ROUTE_LIST |
| 100 | MODEL_LOAD_SIMULATOR |
| 110 | MODEL_MTP |
| 111 | MODEL_YOKO_MTP |
| 120 | MODEL_MGCP_STATION |
| 121 | MODEL_MGCP_TRUNK |
| 122 | MODEL_GATEKEEPER |
| 124 | MODEL_14_BUTTON_SIDECAR |
| 125 | MODEL_TRUNK |
| 254 | MODEL_UNKNOWN_MGCP_GATEWAY |
| 255 | MODEL_UNKNOWN |

- **Error Message:** `%CCM_CALLMANAGER-CALLMANAGER-4-MWIParamMisMatch:`

  MWI parameter mismatch.

  **Explanation**—A Message Waiting Indicator number configuration error occurred.

  **Recommended Action**—Investigate the Message Waiting Indicator configuration.

- **Error Message:** `%CCM_CALLMANAGER-CALLMANAGER-3-DaTimeOut:`

  Digit analysis timeout.

  **Explanation**—Digit analysis timeout occurred.

  **Recommended Action**—Check to see if the DigitAnalysisTimer is set to the suggested value in the CallManager Service

Parameter Configuration page. Otherwise, contact Cisco Technical Support for help.

- **Error Message:** `%CCM_CALLMANAGER-CALLMANAGER-6-DatabaseInternalDataError_070:`

  Database internal data error. Device Name [String]

  **Explanation**—Database internal data error occurred.

  **Recommended Action**—No action is required.

- **Error Message:** `%CCM_CALLMANAGER-CALLMANAGER-6-DatabaseInternalDataError_071:`

  Database internal data error. Device Name [String]

  **Explanation**—Database internal data error occurred.

  **Recommended Action**—No action is required.

- **Error Message:** `%CCM_CALLMANAGER-CALLMANAGER-6-DatabaseInternalDataError_072:`

  Database internal data error. Device Name [String]

  **Explanation**—Database internal data error occurred.

  **Recommended Action**—No action is required.

- **Error Message:** `%CCM_CALLMANAGER-CALLMANAGER-6-DatabaseInternalDataError_073:`

  Database internal data error. Device Type [String]

  **Explanation**—Database internal data error occurred.

  **Recommended Action**—No action is required.

- **Error Message:** `%CCM_CALLMANAGER-CALLMANAGER-6-DatabaseAuditInfo_074:`

  Database audit information. Number [Int]

  **Explanation**—Database audit information error occurred.

  **Recommended Action**—No action is required.

- **Error Message:** `%CCM_CALLMANAGER-CALLMANAGER-6-DatabaseInternalDataError_075:`

  Database internal data error. Text [String]

  **Explanation**—Database internal data error occurred.

  **Recommended Action**—No action is required.

- **Error Message:** `%CCM_CALLMANAGER-CALLMANAGER-4-TimerThreadSlowed:`

  Timer thread slow.

  **Explanation**—Verification of the Cisco CallManager timing mechanism slows beyond acceptable limits.

  **Recommended Action**—Investigate the issuance of other alarms or any indications. For instance, trace data that would indicate a heavy processor load or other anomalies for the indicated node.

- **Error Message:** `%CCM_CALLMANAGER-CALLMANAGER-4-OutOfDnForAutoRegistration:`

  Out of directory numbers for auto-registration.

  **Explanation**—Cisco CallManager ran out of directory numbers for auto-registration.

  **Recommended Action**—Investigate the auto-registration configuration.

- **Error Message:** `%CCM_CALLMANAGER-CALLMANAGER-5-DatabaseDefaultsRead:`

  Database defaults read.

  **Explanation**—Database default information was read successfully.

  **Recommended Action**—No action is required.

- **Error Message:** `%CCM_CALLMANAGER-CALLMANAGER-1-DatabaseDefaultsReadFailure:`

  Database defaults reading failure. HostName [String]

  **Explanation**—Database default information read failure occurred.

  **Recommended Action**—Contact Cisco Technical Support for help.

- **Error Message:** `%CCM_CALLMANAGER-CALLMANAGER-5-DatabaseDeviceNoDirNum:`

  No directory number for database device. Text [String]

  **Explanation**—No directory number(s) are associated with the identified device.

  **Recommended Action**—No action is required.

- **Error Message:** `%CCM_CALLMANAGER-CALLMANAGER-1-DatabaseInternalDataError_06e:`

  Database internal data error. DeviceName [String]

  **Explanation**—Database internal data error occurred.

  **Recommended Action**—No action is required.

- **Error Message:** `%CCM_CALLMANAGER-CALLMANAGER-5-DatabaseInternalDataError_06f:`

  Database internal data error. Route Group Name [String]

  **Explanation**—Database internal data error occurred.

  **Recommended Action**—No action is required.

- **Error Message:** `%CCM_CALLMANAGER-CALLMANAGER-3-DeviceInitTimeout:`

  Device initialization Timeout. Device Name [String], Protocol [String], Side Number [UInt]

  **Explanation**—Device initialization timeout was encountered.

  **Recommended Action**—Investigate the identified device.

- **Error Message:** `%CCM_CALLMANAGER-CALLMANAGER-3-NumDevRegExceeded:`

  Number of registered devices exceeded. Maximum Devices [Int]

  **Explanation**—Number of registered devices was exceeded.

  **Recommended Action**—Investigate the number of registered devices.

- **Error Message:** `%CCM_CALLMANAGER-CALLMANAGER-5-CallManagerOnline:`

  Cisco CallManager on line. CCM Version [String]

  **Explanation**—Cisco CallManager is on line.

  **Recommended Action**—No action is required.

- **Error Message:** `%CCM_CALLMANAGER-CALLMANAGER-3-MtpNoMoreResourcesAvailable:`

  No more MTP resources available.

  **Explanation**—The MTP resource is not available.

  **Recommended Action**—Install additional MTP or transcoder resources and restart the IPVMSA service.

- **Error Message:** `%CCM_CALLMANAGER-CALLMANAGER-3-MohNoMoreResourcesAvailable:`

  No more MOH resources available.

  **Explanation**—The MOH resource is not available.

  **Recommended Action**—Install additional MOH resources.

- **Error Message:** `%CCM_CALLMANAGER-CALLMANAGER-3-ConferenceNoMoreResourcesAvailable:`

  No more Conference resources available.

  **Explanation**—Conference resource is not available.

  **Recommended Action**—Install additional Conference resources.

- **Error Message:** `%CCM_CALLMANAGER-CALLMANAGER-3-AnnunciatorNoMoreResourcesAvailable:`

  No more Annunciator resources available.

  **Explanation**—The Annunciator resource is not available.

  **Recommended Action**—Install additional Annunciator resources.

- **Error Message:** `%CCM_CALLMANAGER-CALLMANAGER-6-CtiStaleCallHandle:`

  CTI stale call handle. Description [String]

  **Explanation**—This alarm is issued by audit when it finds invalid call handles that the CTI application did not close when calls go to the idle state.

  **Recommended Action**—No action is required. Cisco recommends that the CTI applications explicitly close the calls when the call goes to the idle state.

- **Error Message:** `%CCM_CALLMANAGER-CALLMANAGER-3-MaxCallsReached:`

  Maximum calls reached. Description [Int]

  **Explanation**—Maximum number of simultaneous connections in a Cisco CallManager node have been reached.

  **Recommended Action**—Investigate the number of active calls in the Cisco CallManger node.

- **Error Message:** `%CCM_CALLMANAGER-CALLMANAGER-6-TcpCommError:`

TCP communication error. Text [String], Last Error [UInt], Error Text [String], Socket Send [UInt]

**Explanation**—A TCP communication error was encountered.

**Recommended Action**—Contact Technical Support for help with the Alarm Text and ErrorText provided.

- **Error Message:** `%CCM_CALLMANAGER-CALLMANAGER-3-OperatingSystemFailure:`

Operating system call failed. System Call [String], Error Code. [ULong]

**Explanation**—The operating system call specified fails. The failure code is also provided.

**Recommended Action**—Contact Cisco Technical Support with the system call and error code provided.

- **Error Message:** `%CCM_CALLMANAGER-CALLMANAGER-3-CdrWriteError:`

Unable to write CDR records to database. Destination Node Id [UInt], Call Manager Id [UInt], Call Id [UInt], Calling Party [String], Called Party [String]

**Explanation**—Unable to write CDR records to the database. The retry count has exceeded.

**Recommended Action**—Contact Cisco Technical Support with the system call and error code provided.

- **Error Message:** `%CCM_CALLMANAGER-CALLMANAGER-3-COMException:`

COM Exception. ErrorCode [Int], Description [String]

**Explanation**—Severe component object model interface error occurred.

**Recommended Action**—Contact Cisco Technical Support.

- **Error Message:** `%CCM_CALLMANAGER-CALLMANAGER-3-DBLException:`

DBL Exception. ErrorCode [Int], ExceptionString [String]

**Explanation**—Severe database layer interface error occurred.

**Recommended Action**—Contact Cisco Technical Support.

- **Error Message:** `%CCM_CALLMANAGER-CALLMANAGER-4-CtiCallAcceptTimeout:`

Call Accept Timeout Call Accept Timer [UInt], Device Name [String], Calling Party DN [String], Called Party DN [String]

**Explanation**—The application failed to accept the call within the CallAcceptTimer time period.

**Recommended Action**—Configure the CallAcceptTimer service parameter appropriately based on the expected response time of the application.

- **Error Message:** `%CCM_CALLMANAGER-CALLMANAGER-3-ICTCallThrottlingStart:`

Cisco CallManager stops handling calls for the indicated H.323 device due to route loop over H.323 Trunk Device Name. [String], IP Address [String], Device type. [Optional] [ Enum ], Device description [Optional]. [String]

**Explanation**—Cisco CallManager has detected a route loop over the H.323 Trunk. As a result it temporarily stops accepting calls for the indicated H.323 device.

**Recommended Action**—Administrator needs to remove route loop.

This table displays the Enum definitions and device types (optional).

| Value | Definition |
|-------|------------|
| 125 | MODEL_TRUNK |

- **Error Message:** `%CCM_CALLMANAGER-CALLMANAGER-3-ICTCallThrottlingEnd:`

Cisco CallManager starts handling calls for the indicated H.323 device which was stopped due to route loop created over H.323 Trunk Device Name. [String], IP Address [String], Device type. [Optional] [ Enum ], Device description [Optional]. [String]

**Explanation**—Cisco CallManager has resumed a normal state and starts to accept calls for the indicated H.323 device.

**Recommended Action**—Administrator needs to remove the route loop.

This table displays the Enum definitions and device types (optional).

| Value | Definition |
|-------|------------|
| 125 | MODEL_TRUNK |

- **Error Message:** `%CCM_CALLMANAGER-CALLMANAGER-6-ConferenceCreated:`

An application controlled conference is created. Conference Name [String], Conference ID [UInt], Video Enabled [UInt], Application ID [UInt], Number of Streams [UInt], Status [Int], Reason [Int]

**Explanation**—An application controlled conference is created.

**Recommended Action**—No action is required.

- **Error Message:** `%CCM_CALLMANAGER-CALLMANAGER-6-ConferenceDeleted:`

An application controlled conference is deleted. Conference Name [String], Conference ID [UInt], Reason [Int]

**Explanation**—An application controlled conference is deleted.

**Recommended Action**—No action is required.

- **Error Message:** `%CCM_CALLMANAGER-CALLMANAGER-3-CodeYellowEntry:`

CodeYellowEntry Expected Average Delay [UInt], Entry Latency [UInt], Exit Latency [UInt], Sample Size [UInt], Total Code Yellow Entry [UInt], Normal Priority Queue Depth [Long], High Priority Queue Depth [Long]

**Explanation**—Cisco CallManager has initiated call throttling due to unacceptably high delay in handling incoming calls.

**Recommended Action**—Determine the reason for high CPU usage in the High priority and Normal priority queues (Cisco CallManager System Performance object).

- **Error Message:** `%CCM_CALLMANAGER-CALLMANAGER-3-CodeYellowExit:`

CodeYellowExit Expected Average Delay [UInt], Entry Latency [UInt], Exit Latency [UInt], Sample Size [UInt], Time Spent in Code Yellow [UInt], Number of Calls Rejected Due to Call Throttling [UInt], Total Code Yellow Exit [UInt], Normal Priority Queue Depth [Long], High Priority Queue Depth [Long]

**Explanation**—Cisco CallManager Call throttling terminates when the delay in handling incoming calls falls below the exit latency.

**Recommended Action**—Determine the reason for high CPU usage in the High priority and Normal priority queues (Cisco CallManager System Performance object).

- **Error Message:** `%CCM_CALLMANAGER-CALLMANAGER-3-CodeRedEntry:`

CodeRedEntry Expected Average Delay [UInt], Entry Latency [UInt], Exit Latency [UInt], Sample Size [UInt], Code Yellow Duration [UInt], Number of Calls Rejected Due to Call Throttling [UInt], Total Code Yellow Entry [UInt], Total Code Yellow Exit [UInt], Normal Priority Queue Depth [Long], High Priority Queue Depth [Long]

**Explanation**—Cisco CallManager is not able to recover, even after an attempt is made to throttle the call. The Cisco CallManager service is shut down.

**Recommended Action**—Determine the reason for high CPU usage in the High priority and Normal priority queues (Cisco CallManager System Performance object).

- **Error Message:** `%CCM_CALLMANAGER-CALLMANAGER-3-DeviceCloseMaxEventsExceeded:`

DeviceCloseMaxEventsExceeded Total Events Received [UInt], IP Address [String], TCP Handle [UInt], Max Events Allowed [UInt], Number Of Skinny Device Throttled [UInt]

**Explanation**—Due to receiving an unacceptably high number of events from this Skinny device, it is forced to close and re-register.

**Recommended Action**—Check the Skinny device to determine the reason for the high number of events.

- **Error Message:** `%CCM_CALLMANAGER-CALLMANAGER-6-MaliciousCall:`

Malicious Call Identification feature is invoked in Cisco CallManager. Called Party Number [String], Called Device Name [String], Called Display Name [String], Calling Party Number [String], Calling Device Name [String], Calling Display Name [String]

**Explanation**—This error indicates that a malicious call is detected in Cisco CallManager and the Malicious Call Identification (MCID) feature is invoked.

**Recommended Action**—No action is required.

- **Error Message:** `%CCM_CALLMANAGER-GENERIC-0-OutOfMemory:`

Out of memory.

**Explanation**—The process has requested memory from the operating system, and there is not enough memory available.

**Recommended Action**—No action is required.

- **Error Message:** `%CCM_CALLMANAGER-GENERIC-6-PermissionDenied:`

Permission denied.

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

**Recommended Action**—No action is required.

- **Error Message:** `%CCM_CALLMANAGER-GENERIC-0-ServiceNotInstalled:`

Service not installed. Service Name [String]

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

**Recommended Action**—Reinstall the service or call Cisco Technical Support.

- **Error Message:** `%CCM_CALLMANAGER-GENERIC-6-ServiceStopped:`

Service stopped. IP Address of hosting node. [String], Host name of hosting node. [String], Service Name [String], Process ID [ULong]

**Explanation**—A service has stopped.

**Recommended Action**—No action is required.

- **Error Message:** `%CCM_CALLMANAGER-GENERIC-6-ServiceStarted:`

Service started. Process ID [ULong], IP Address of hosting node. [String], Host name of hosting node. [String], Service Name

[String], Version Information. [String]

**Explanation**—A service has started.

**Recommended Action**—No action is required.

- **Error Message:** `%CCM_CALLMANAGER-GENERIC-4-ServiceStartupFailed:`

Service startup failure. Service Name [String]

**Explanation**—An attempt to start up the specified service failed.

**Recommended Action**—Restart the service.

- **Error Message:** `%CCM_TFTP-TFTP-3-WindowsSocketError:`

Windows socket startup failure. Error [Int], Reason [String]

**Explanation**—Winsock could not be started. TFTP exits.

**Recommended Action**—Ensure Windows 2000 Service Pack 1 is installed on your system because it might obstruct Winsock creation. Try to restart TFTP. If it still does not start, collect TFTP service traces and contact Cisco Technical Support.

- **Error Message:** `%CCM_TFTP-TFTP-6-TftpstatsUpdateError:`

Error when updating performance monitor statistics. See Reason string for where it failed. Error [Int], Reason [String]

**Explanation**—The performance monitor statistics could not be initialized and updated.

**Recommended Action**—Contact Cisco Technical Support.

- **Error Message:** `%CCM_TFTP-TFTP-3-EventCreationFailed:`

Event creation failure. See Reason string for where it failed. Error [Int], Reason [String]

**Explanation**—Windows system call CreateEvent() failed. TFTP exits.

**Recommended Action**—This is a Windows system call that failed. Ensure that you use a recommended Windows configuration. If you still get this error, collect TFTP service traces and contact Cisco Technical Support.

- **Error Message:** `%CCM_TFTP-TFTP-3-BeginthreadexFailed:`

Windows library function beginthreadx. See Reason string for where it failed. Error [Int], Reason [String]

**Explanation**—Windows library function beginthreadx failed.

**Recommended Action**—This is a Windows system call that failed. Ensure that you use a recommended Windows configuration. If you still get this error, collect TFTP service traces and contact Cisco Technical Support.

- **Error Message:** `%CCM_TFTP-TFTP-3-SetEventError:`

Call to SetEvent() function failure. See Reason string for where it failed. Error [Int], Reason [String]

**Explanation**—Call to SetEvent() function failed.

**Recommended Action**—This is a Windows system call that failed. Ensure that you use a recommended Windows configuration. If you still get this error, collect TFTP service traces and contact Cisco Technical Support.

- **Error Message:** `%CCM_TFTP-TFTP-6-TerminateThreadError:`

Call to TerminateThread() failed. See Reason string for where it failed. Reason [String], Error [Int]

**Explanation**—Call to TerminateThread() function failed.

**Recommended Action**—This is a Windows system call that failed. Ensure that you use a recommended Windows configuration. If you still get this error, collect TFTP service traces and contact Cisco Technical Support.

- **Error Message:** `%CCM_TFTP-TFTP-6-CloseHandleError:`

Call to CloseHandle() failed. See Reason string for where it failed. Error [Int], Reason [String]

**Explanation**—CloseHandle() function failed.

**Recommended Action**—This is a Windows system call that failed. Ensure that you use a recommended Windows configuration. If you still get this error, collect TFTP service traces and contact Cisco Technical Support.

- **Error Message:** `%CCM_TFTP-TFTP-2-WaitForSingleObjectError:`

Error on call to WaitForSingleObject() function that waits for timeout or stopping of event. See Reason string for where it failed. Error [Int], Reason [String]

**Explanation**—Call to WaitForSingleObject() function that waits for timeout or stopping of event returned error.

**Recommended Action**—This is a Windows system call that failed. Ensure that you use a recommended Windows configuration. If you still get this error, collect TFTP service traces and contact Cisco Technical Support.

- **Error Message:** `%CCM_TFTP-TFTP-2-SDIControlLayerFailed:`

Error value on call of IsError() function of SDI control object. Error [Int], Reason [String]

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

**Recommended Action**—The SDI control layer pointer returned an error. Ensure that the SQL server runs, and the database layer monitor service is running without problems. Ensure that TFTP Server is in database. If this error persists contact Cisco Technical Support with the TFTP service trace files.

- **Error Message:** `%CCM_TFTP-TFTP-3-CoInitializeFailed:`

  Error on CoInitialize() function inside ConfigThread() function. hRes [Long]

  **Explanation**—The CoInitialize() function returned an error inside the ConfigThread() function.

  **Recommended Action**—This is a Windows system call that failed. Ensure that you use a recommended Windows configuration. If you still get this error, collect TFTP service traces and contact Cisco Technical Support.

- **Error Message:** `%CCM_TFTP-TFTP-6-kConfigThreadReadConfigurationFailed:`

  ReadConfiguration() false when called by ConfigThread() function.

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

  **Recommended Action**—Ensure TFTP Server is configured in the database. If the problem persists, collect TFTP service traces and contact Cisco Technical Support.

- **Error Message:** `%CCM_TFTP-TFTP-6-kConfigThreadBuildFileFailed:`

  BuildFile() function false when called by ConfigThread() function.

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

  **Recommended Action**—Collect detailed TFTP service traces and contact Cisco Technical Support.

- **Error Message:** `%CCM_TFTP-TFTP-3-kConfigThreadChangeNotifyServerSingleFailed:`

  Creation of singleton ChangeNotify pointer using call to ChangeNotifyServerSingle() failure.

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

  **Recommended Action**—Search for the CtftpChangeNotify.dll file in the program files/Cisco/bin directory. If it is not there, install it. If the problem persists, contact Cisco Technical Support.

- **Error Message:** `%CCM_TFTP-TFTP-2-kConfigThreadWaitForMultipleObjectFailed:`

  Error on call to WaitForMultipleObject() from ConfigThread() to wait for timeout or stop event. Error [Int]

  **Explanation**—Call to WaitForMultipleObject() from ConfigThread() to wait for timeout or stop event returned an error.

  **Recommended Action**—This is a Windows system call that failed. Ensure that you use a recommended Windows configuration. If you still get this error, collect TFTP service traces and contact Cisco Technical Support.

- **Error Message:** `%CCM_TFTP-TFTP-6-kConfigThreadCNCMGrpBuildFileFailed:`

  Call to BuildFile() function from CM_Group change ConfigThread() false.

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

  **Recommended Action**—Collect detailed TFTP service traces and contact Cisco Technical Support.

- **Error Message:** `%CCM_TFTP-TFTP-6-kConfigThreadCNGrpBuildFileFailed:`

  Call to BuildFile() function from group change in ConfigThread() false.

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

  **Recommended Action**—Collect detailed TFTP service traces and contact Cisco Technical Support.

- **Error Message:** `%CCM_TFTP-TFTP-3-kConfigThreadCNDelDeviceFileDeleteFailed:`

  Deletion of file for the deleted device from system failure. FileName [String]

  **Explanation**—File for the deleted device could not be deleted from the system.

  **Recommended Action**—This is a Windows system call that failed. Ensure that you use a recommended Windows configuration. Start and stop the TFTP service because the file that it is trying to delete might be in use. If you still get this error, collect TFTP service traces and contact Cisco Technical Support.

- **Error Message:** `%CCM_TFTP-TFTP-6-kConfigThreadCNDeviceBuildFileFailed:`

  Call to BuildFile() function from CN_Device change in ConfigThread() false.

  **Explanation**—Call to BuildFile() function from CN_Device change in ConfigThread() returned false.

  **Recommended Action**—Collect detailed TFTP service traces and contact Cisco Technical Support.

- **Error Message:** `%CCM_TFTP-TFTP-3-kConfigThreadUnknownExceptionCaught:`

  An unknown exception caught at end of ConfigThread().

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

  **Recommended Action**—Collect detailed TFTP service traces and contact Cisco Technical Support.

- **Error Message:** `%CCM_TFTP-TFTP-3-kReadConfigurationNodeGetNameFailed:`

Call to GetName() function from ReadConfiguration() failure to return a node name.

**Explanation**—Call to GetName() function from ReadConfiguration() failed to return a node name.

**Recommended Action**—Collect detailed TFTP service traces and contact Cisco Technical Support.

- **Error Message:** `%CCM_TFTP-TFTP-6-kReadConfigurationGetVersionInfoFailed:`

  Call to GetVersionInfo() function from ReadConfiguration() failure to return database version.

  **Explanation**—Call to GetVersionInfo() function from ReadConfiguration() failed to return a database version.

  **Recommended Action**—Collect detailed TFTP service traces and contact Cisco Technical Support.

- **Error Message:** `%CCM_TFTP-TFTP-3-kReadConfigurationUnknownException:`

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

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

  **Recommended Action**—Collect detailed TFTP service traces and contact Cisco Technical Support.

- **Error Message:** `%CCM_TFTP-TFTP-3-kReadConfigurationSDICtrlObjCreationFailed:`

  Unknown exception was caught when calling InitAlarm() function. hostName [String], szDblVersion [String], szMyVersion [String]

  **Explanation**—An unknown exception was caught when calling InitAlarm() function.

  **Recommended Action**—Collect detailed TFTP service traces and contact Cisco Technical Support.

- **Error Message:** `%CCM_TFTP-TFTP-6-kReadConfigurationSDICtrlObjInformation:`

  Display of node name, database and TFTP version information. hostName [String], szDblVersion [String], szMyVersion [String]

  **Explanation**—This alarm displays the node name, database, and TFTP version information.

  **Recommended Action**—No action is required.

- **Error Message:** `%CCM_TFTP-TFTP-3-kReadConfigurationCDBLException:`

  CDBLException caught in the try-catch construct. Excpt [String], Dump [String]

  **Explanation**—CDBLException was caught in the try-catch construct.

  **Recommended Action**—Collect detailed TFTP service traces and contact Cisco Technical Support.

- **Error Message:** `%CCM_TFTP-TFTP-3-kReadConfiguration_com_errorException:`

  Com_error exception caught in the try-catch construct. Description [String]

  **Explanation**—Com_error exception was caught in the try-catch construct.

  **Recommended Action**—Collect detailed TFTP service traces and contact Cisco Technical Support.

- **Error Message:** `%CCM_TFTP-TFTP-4-kBuildFilescnfdeletewarning:`

  Old cnf files to be deleted. tDeletePattern1 [String]

  **Explanation**—Old cnf files will be deleted.

  **Recommended Action**—This is a normal operation.

- **Error Message:** `%CCM_TFTP-TFTP-4-kBuildFilesxmldeletewarning:`

  Old XML files to be deleted. tDeletePattern2 [String]

  **Explanation**—Old XML files will be deleted.

  **Recommended Action**—This is a normal operation.

- **Error Message:** `%CCM_TFTP-TFTP-3-kBuildFilescnfdeleterror:`

  Old cnf files deletion failure. tDeletePattern1 [String]

  **Explanation**—Old .cnf files could not be deleted.

  **Recommended Action**—This is a Windows system call that failed. Ensure that you use a recommended Windows configuration. If you still get this error, collect TFTP service traces and contact Cisco Technical Support.

- **Error Message:** `%CCM_TFTP-TFTP-3-kBuildFilesxmldeleterror:`

  Old XML files deletion failure. tDeletePattern2 [String]

  **Explanation**—Old XML files could not be deleted.

  **Recommended Action**—This is a Windows system call that failed. Ensure that you use a recommended Windows configuration. If you still get this error, collect TFTP service traces and contact Cisco Technical Support.

- **Error Message:** `%CCM_TFTP-TFTP-6-kBuildFilesInfo:`

  Successful creation of FileName and FileLength of XML and cnf files. Information [String], FileName [String], FileLength [Long]

**Explanation**—FileName and FileLength of XML and cnf files were successfully created.

**Recommended Action**—No action is required.

- **Error Message:** `%CCM_TFTP-TFTP-6-kConfigItAllReadConfigurationFailed:`

  Call to ReadConfiguration() function from ConfigItAll() false.

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

  **Recommended Action**—Collect detailed TFTP service traces and contact Cisco Technical Support.

- **Error Message:** `%CCM_TFTP-TFTP-6-kConfigItAllBuildFilesFailed:`

  Call to BuildFile() function from ConfigItAll() false.

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

  **Recommended Action**—Collect detailed TFTP service traces and contact Cisco Technical Support.

- **Error Message:** `%CCM_TFTP-TFTP-1-SocketError:`

  System socket error. See the reason code to find out more details. nError [Int], Reason [String]

  **Explanation**—A socket for receiving requests could not open.

  **Recommended Action**—Run the **NETSTAT -a** command and redirect its output to a file. This is a Windows system call that failed. Ensure that you use a recommended Windows configuration. If you still get this error, collect TFTP service traces and contact Cisco Technical Support.

- **Error Message:** `%CCM_TFTP-TFTP-1-kTFTPServerListenSetSockOptFailed:`

  Error on SetSockOpt() function call; did not execute. nError [Int], IPAddress [String], Port [Int]

  **Explanation**—The SetSockOpt() function call returned an error and did not execute.

  **Recommended Action**—This is a Windows system call that failed. Ensure that you use a recommended Windows configuration. If you still get this error, collect TFTP service traces and contact Cisco Technical Support.

- **Error Message:** `%CCM_TFTP-TFTP-3-kTFTPServerListenCloseSockFailed:`

  Error on CloseSocket() function; could not succeed. Error [Int]

  **Explanation**—The CloseSocket() function returned an error and could not succeed.

  **Recommended Action**—Run the **NETSTAT -a** command and redirect its output to a file. This is a Windows system call that failed. Ensure that you use a recommended Windows configuration. If you still get this error, collect TFTP service traces and contact Cisco Technical Support.

- **Error Message:** `%CCM_TFTP-TFTP-1-kTFTPServerListenBindFailed:`

  Socket failure to bind to IP address and port. nError [Int], IPAddress [String], Port [Int]

  **Explanation**—The socket could not bind to IP address and port.

  **Recommended Action**—Run the **NETSTAT -a** command and redirect its output to a file. This is a Windows system call that failed. Ensure that you use a recommended Windows configuration. If you still get this error, collect TFTP service traces and contact Cisco Technical Support.

- **Error Message:** `%CCM_TFTP-TFTP-3-kTFTPServerStopListenCloseSockFailed:`

  Closure of the Socket used for listening failure. Error [Int]

  **Explanation**—The Socket being used for listening could not be closed.

  **Recommended Action**—This is a Windows system call that failed. Ensure that you use a recommended Windows configuration. If you still get this error, collect TFTP service traces and contact Cisco Technical Support.

- **Error Message:** `%CCM_TFTP-TFTP-3-kCMCacheIsRealChangeCDBLException:`

  Database exception caught. Pkid [String], Excpt [String], Dump [String]

  **Explanation**—Database exception was caught.

  **Recommended Action**—Collect detailed TFTP service traces and contact Cisco Technical Support.

- **Error Message:** `%CCM_TFTP-TFTP-3-kCMCacheIsRealChangeComError:`

  _com_error caught. Pkid [String], Excpt [String]

  **Explanation**—A _com_error was caught.

  **Recommended Action**—Collect detailed TFTP service traces and contact Cisco Technical Support.

- **Error Message:** `%CCM_TFTP-TFTP-3-kCMCacheIsRealChangeUnknownException:`

  Unknown database exception caught. Pkid [String]

  **Explanation**—Unknown database exception was caught.

  **Recommended Action**—Collect detailed TFTP service traces and contact Cisco Technical Support.

- **Error Message:** `%CCM_TFTP-TFTP-3-kCMCacheBuildCMGrInfoCDBLException:`

  Database exception caught in BuldCallManagerGroupInformation function. Excpt [String], Dump [String]

  **Explanation**—Database exception was caught in the BuldCallManagerGroupInformation function.

  **Recommended Action**—Collect detailed TFTP service traces and contact Cisco Technical Support.

- **Error Message:** `%CCM_TFTP-TFTP-3-kCMCacheBuildCMGrInfoComError:`

  _com_error caught in BuldCallManagerGroupInformation function. Description [String]

  **Explanation**—A _com_error was caught in the BuldCallManagerGroupInformation function.

  **Recommended Action**—Collect detailed TFTP service traces and contact Cisco Technical Support.

- **Error Message:** `%CCM_TFTP-TFTP-3-kCMCacheBuildCMGrInfoUnknownException:`

  Unknown database exception caught in BuldCallManagerGroupInformation function.

  **Explanation**—Unknown database exception was caught in the BuldCallManagerGroupInformation function.

  **Recommended Action**—Collect detailed TFTP service traces and contact Cisco Technical Support.

- **Error Message:** `%CCM_TFTP-TFTP-6-kCNFFBuffWriteToFileLength0:`

  Function returned for zero length of file. FileName [String]

  **Explanation**—A function was returned because the length of the file was zero.

  **Recommended Action**—No action is required.

- **Error Message:** `%CCM_TFTP-TFTP-6-kCNFFBuffWriteToFilefopenfailed:`

  Write to file failure to open the file handle fopen failure inside write to file. FileName [String]

  **Explanation**—Write to file failed to open the file handle fopen failed inside write to file.

  **Recommended Action**—This is a Windows system call that failed. Ensure that you use a recommended Windows configuration. Start and stop the TFTP service because the file it is trying to open might be in use. If you still get this error, collect TFTP service traces and contact Cisco Technical Support.

- **Error Message:** `%CCM_TFTP-TFTP-6-kCNFFBuffWriteToFilefwritefailed:`

  Write to file failure to write, fwrite function failure inside write to file. FileName [String]

  **Explanation**—Write to file failed to write, fwrite function failed inside write to file.

  **Recommended Action**—This is a Windows system call that failed. Ensure that you use a recommended Windows configuration. Start and stop the TFTP service because the file it is trying to open might be in use. If you still get this error, collect TFTP service traces and contact Cisco Technical Support.

- **Error Message:** `%CCM_TFTP-TFTP-6-kCNFFBuffWriteToFilefclosefailed:`

  Write to file failed to close the file handle, fclose function failed inside write to file. FileName [String]

  **Explanation**—Write to file failed to close the file handle, fclose function failed inside write to file.

  **Recommended Action**—This is a Windows system call that failed. Ensure that you use a recommended Windows configuration. Start and stop the TFTP service because the file it is trying to open might be in use. If you still get this error, collect TFTP service traces and contact Cisco Technical Support.

- **Error Message:** `%CCM_TFTP-TFTP-4-kCTFTPConnectSendFileTimeoutOccurred:`

  Timeout when sending the file. Size [Int], Block [Int], Time [Int]

  **Explanation**—Timeout occurred when sending the file.

  **Recommended Action**—Ensure your system is connected to the network. Check windows Task Manager to make sure TFTP gets sufficient processor time to serve files. Make sure you follow configuration guide recommendations for your system configuration.

- **Error Message:** `%CCM_TFTP-TFTP-3-kCTFTPConnectSendFileNonTimeoutError:`

  NonTimeout error during call to recvfrom(). ErrorNumber [Int], Block [Int]

  **Explanation**—A NonTimeout error occurred during call to recvfrom().

  **Recommended Action**—Ensure your system is connected to the network. Check windows Task Manager to make sure TFTP is getting sufficient processor time to serve files. Make sure you are following configuration guide recommendations for your system configuration.

- **Error Message:** `%CCM_TFTP-TFTP-4-kServingFileWarning:`

  Warning about error inside serving part of TFTP. ErrorNumber [Int], FileName [String], IPAddress_Port [String], Mode [String], OpCode [Int], Reason [String]

  **Explanation**—Error occurred inside serving part of TFTP.

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

- **Error Message:** `%CCM_TFTP-TFTP-6-kServingFileNoError:`

  No error but general information about health of serving file operation. FileName [String], IPAddress_Port [String], Reason [String]

  **Explanation**—No error occurred but provides general information about the health of serving file operation.

  **Recommended Action**—No action is required.

- **Error Message:** `%CCM_TFTP-TFTP-3-kRecvMessageError:`

  Error could not create CtftpConnect Object. Reason [String]

  **Explanation**—Error could not create CtftpConnect Object.

  **Recommended Action**—Collect detailed TFTP service traces and contact Cisco Technical Support.

- **Error Message:** `%CCM_TFTP-TFTP-3-kThreadPoolProxyUnknownException:`

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

  **Explanation**—An unknown exception was caught in ThreadPoolProxy() of CTftpConnect class.

  **Recommended Action**—Collect detailed TFTP service traces and contact Cisco Technical Support.

- **Error Message:** `%CCM_TFTP-TFTP-3-kCServiceModuleGetName:`

  Alarm from void GetName() function in CServiceModule. FileName [String], UnknownException [String]

  **Explanation**—None.

  **Recommended Action**—None.

- **Error Message:** `%CCM_TFTP-GENERIC-0-OutOfMemory:`

  Out of memory.

  **Explanation**—The process has requested memory from the operating system, and there is not enough memory available.

  **Recommended Action**—No action is required.

- **Error Message:** `%CCM_TFTP-GENERIC-6-PermissionDenied:`

  Permission denied.

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

  **Recommended Action**—No action is required.

- **Error Message:** `%CCM_TFTP-GENERIC-0-ServiceNotInstalled:`

  Service not installed. Service Name [String]

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

  **Recommended Action**—Reinstall the service or call Cisco Technical Support.

- **Error Message:** `%CCM_TFTP-GENERIC-6-ServiceStopped:`

  Service stopped. IP Address of hosting node. [String], Host name of hosting node. [String], Service Name [String], Process ID [ULong]

  **Explanation**—A service has stopped.

  **Recommended Action**—No action is required.

- **Error Message:** `%CCM_TFTP-GENERIC-6-ServiceStarted:`

  Service started. Process ID [ULong], IP Address of hosting node. [String], Host name of hosting node. [String], Service Name [String], Version Information. [String]

  **Explanation**—A service has started.

  **Recommended Action**—No action is required.

- **Error Message:** `%CCM_TFTP-GENERIC-4-ServiceStartupFailed:`

  Service startup failure. Service Name [String]

  **Explanation**—An attempt to start up the specified service failed.

  **Recommended Action**—Restart the service.

- **Error Message:** `%CCM_SUMI-CMI-6-kCMIServiceStarted:`

  Service now running.

  **Explanation**—CMI now starts and runs.

  **Recommended Action**—No action is required.

- **Error Message:** `%CCM_SUMI-CMI-6-kCMIServiceStopped:`

  Service now stopping.

  **Explanation**—The service now stops.

  **Recommended Action**—No action is required.

- **Error Message:** `%CCM_SUMI-CMI-6-kCMIServiceStatus:`

  Service running and working properly. Service Priority [String]

  **Explanation**—The service runs and works properly.

  **Recommended Action**—No action is required.

- **Error Message:** `%CCM_SUMI-CMI-7-kCMIDebugAlarm:`

  Alarm generated only for debugging purposes. Debug Message [String]

  **Explanation**—CMI has several debug messages that simulate real-time situations.

  **Recommended Action**—Report to a Customer Service representative.

- **Error Message:** `%CCM_SUMI-CMI-3-kCCMConnectionError:`

  No CMI connection with Cisco CallManager. CallManager Name [String]

  **Explanation**—CMI cannot establish a connection with Cisco CallManager.

  **Recommended Action**—Check the address/status of Cisco CallManager and the network.

- **Error Message:** `%CCM_SUMI-CMI-3-kDisconnectionToCCM:`

  CMI disconnection with Cisco CallManager. CallManager Name [String]

  **Explanation**—CMI lost connection to Cisco CallManager.

  **Recommended Action**—Check the status of Cisco CallManager and the network.

- **Error Message:** `%CCM_SUMI-CMI-2-kStopBitConfigurationError:`

  Process configuration parameter StopBit for CMI invalid. Illegal Stop Bit [String]

  **Explanation**—CMI cannot work properly because of the invalid StopBit configuration for serial port.

  **Recommended Action**—Check the process configuration parameter StopBit for CMI.

- **Error Message:** `%CCM_SUMI-CMI-2-kParityConfigurationError:`

  Process configuration parameter parity for CMI invalid. Illegal Parity [String]

  **Explanation**—CMI cannot work properly because of the invalid parity configuration for serial port.

  **Recommended Action**—Check the process configuration parameter parity for CMI.

- **Error Message:** `%CCM_SUMI-CMI-2-kWSAStartupFailed:`

  Windows socket startup failure. Error Information [String]

  **Explanation**—WinSock could not be started.

  **Recommended Action**—Ensure Windows 2000 Service Pack 1 is installed because it might obstruct WinSock creation. Then try to restart CMI. If this alarm continues to appear, report to a Customer Service representative.

- **Error Message:** `%CCM_SUMI-CMI-5-kConfigParaNotFound:`

  Configuration parameter not found in database. Parameter Name and Information [String]

  **Explanation**—This error message can occur if the Cisco Messaging Interface (CMI) service is enabled on the Cisco CallManager server when it is unused. CMI cannot find this process configuration parameter in the process configuration table.

  **Note:** The Cisco Messaging Interface (CMI) service is used by Cisco CallManager to connect to SMDI-compliant voice mail systems through the serial port on the Cisco CallManager server. CMI is used for voice mail implementations that do not use Cisco Unity as the voice mail system. So, if you use Cisco Unity, the CMI service should be disabled on your Cisco CallManager servers.

  **Recommended Action**— If you do not use the CMI service, it is recommended that the CMI service be stopped and set to Manual. If the error message appears even after you stop the CMI service, report to your Customer Service representative to get the database upgrade.

- **Error Message:** `%CCM_SUMI-CMI-5-kSMDIMessageError:`

  Invalid DN in SMDI message. Invalid DN [String]

  **Explanation**—CMI cannot find the DN in the database.

  **Recommended Action**—Check the configuration of the voice mail system, or disable ValidateDns to avoid this alarm.

- **Error Message:** `%CCM_SUMI-CMI-5-kSMDICmdError:`

  Bad incoming SMDI message to CMI. Bad SMDI command [String]

**Explanation**—CMI receives a bad incoming SMDI message.

**Recommended Action**—Check the configuration of the voicemail system.

- **Error Message:** `%CCM_SUMI-CMI-2-kSerialPortOpeningError:`

  Error when CMI tries to open the Windows NT serial port. Serial Port Opening Error [String]

  **Explanation**—When CMI tries to open the serial port, Windows NT returns an error.

  **Recommended Action**—Make sure the serial port is available.

- **Error Message:** `%CCM_SUMI-CMI-2-kSerialPortGetStatusError:`

  Error when CMI tries to get the status of Windows NT serial port. Serial Port Getting Status Error [String]

  **Explanation**—When CMI tries to get the status of the serial port, Windows NT returns an error.

  **Recommended Action**—Make sure the serial port available.

- **Error Message:** `%CCM_SUMI-CMI-2-kSerialPortSetStatusError:`

  Error when CMI tries to set the status of Windows NT serial port. Serial Port Setting Status Error [String]

  **Explanation**—When CMI tries to set the status of serial port, Windows NT returns an error.

  **Recommended Action**—Make sure the serial port is available.

- **Error Message:** `%CCM_SUMI-CMI-3-kWritingFileFailure:`

  CMI failure writing SMDI messages to the serial port. Error Information [String]

  **Explanation**—CMI opened the serial port. However it failed to write data to the serial port.

  **Recommended Action**—Restart CMI. If this alarm continues to appear, report to your Customer Service representative.

- **Error Message:** `%CCM_SUMI-CMI-3-kInvalidPortHandle:`

  Invalid handle for the opened serial port. Error Information [String]

  **Explanation**—When CMI tries to write to the serial port, the handle for the opened serial port is invalid.

  **Recommended Action**—Make sure the serial port is available.

- **Error Message:** `%CCM_SUMI-CMI-2-kVMDNConfigurationError:`

  Voicemail DN for CMI invalid. Invalid VoiceMailDN [String]

  **Explanation**—CMI cannot register with Cisco CallManager because of the invalid voicemail DN.

  **Recommended Action**—Check the process configuration parameter VoiceMailDn for CMI.

- **Error Message:** `%CCM_SUMI-CMI-4-kThreadKillingError:`

  Error when CMI tries to kill the threads. Error Information [String]

  **Explanation**—When CMI tries to kill the threads, an error occurs.

  **Recommended Action**—Report to your Customer Service representative.

- **Error Message:** `%CCM_SUMI-CMI-4-kMemAllocFailed:`

  Memory allocation not done using NEW function. Memory Allocation Failure [String]

  **Explanation**—When CMI uses the "NEW" function to allocate memory, it fails.

  **Recommended Action**—Close some applications and check system resources.

- **Error Message:** `%CCM_SUMI-CMI-1-kDBLException:`

  DBL exception caught. DBL Exception [String]

  **Explanation**—When CMI initializes DBL, it catches an exception.

  **Recommended Action**—Make sure the database is running. If this alarm continues to appear, report to your Customer Service representative.

- **Error Message:** `%CCM_SUMI-CMI-1-kCOMException:`

  COM exception caught. COM Exception [String]

  **Explanation**—When CMI initializes COM, it catches an exception.

  **Recommended Action**—Report to your Customer Service representative.

- **Error Message:** `%CCM_SUMI-CMI-1-kCMIException:`

  CMI exception thrown. CMI Exception [String]

  **Explanation**—When CMI runs, it throws an exception.

**Recommended Action**—The exception can be caused by wrong process configuration parameters or a bad serial port status. Refer to the associated alarm for more information.

- **Error Message:** `%CCM_SUMI-CMI-1-kUnknownException:`

  CMI unknown exception caught.

  **Explanation**—When CMI runs, it catches an unknown exception.

  **Recommended Action**—Report to your Customer Service representative.

- **Error Message:** `%CCM_SUMI-GENERIC-0-OutOfMemory:`

  Out of memory.

  **Explanation**—The process requests memory from the operating system, and there is not enough memory available.

  **Recommended Action**—No action is required.

- **Error Message:** `%CCM_SUMI-GENERIC-6-PermissionDenied:`

  Permission denied.

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

  **Recommended Action**—No action is required.

- **Error Message:** `%CCM_SUMI-GENERIC-0-ServiceNotInstalled:`

  Service not installed. Service Name [String]

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

  **Recommended Action**—Reinstall the service or call Cisco Technical Support.

- **Error Message:** `%CCM_SUMI-GENERIC-6-ServiceStopped:`

  Service stopped. IP Address of hosting node. [String], Host name of hosting node. [String], Service Name [String], Process ID [ULong]

  **Explanation**—A service has stopped.

  **Recommended Action**—No action is required.

- **Error Message:** `%CCM_SUMI-GENERIC-6-ServiceStarted:`

  Service started. Process ID [ULong], IP Address of hosting node. [String], Host name of hosting node. [String], Service Name [String], Version Information. [String]

  **Explanation**—A service has started.

  **Recommended Action**—No action is required.

- **Error Message:** `%CCM_SUMI-GENERIC-4-ServiceStartupFailed:`

  Service startup failure. Service Name [String]

  **Explanation**—An attempt to start up the specified service fails.

  **Recommended Action**—Restart the service.

- **Error Message:** `%CCM_MEDIA_STREAMING_APP-IPVMS-3-kReadCfgUserLocaleEnterpriseSvcParm:`

  Error reading Enterprise User Locale configuration

  **Explanation**—A database exception was encountered when reading the default Enterprise User Locale setting. The default of US English is used.

  **Recommended Action**—Verify that the Enterprise parameter setting for User Locale is configured using the Cisco CallManager Admin web page. Restart the IP Media Streaming Application service.

- **Error Message:** `%CCM_MEDIA_STREAMING_APP-IPVMS-3-SoftwareLicenseNotValid:`

  Invalid Sofware License.

  **Explanation**—The IP VOICE MEDIA STREAMING APP error is caused by the license issue.

  **Recommended Action**—Use the correct license file.

- **Error Message:** `%CCM_MEDIA_STREAMING_APP-IPVMS-6-kRECICMPErrorNotification:`

  REC stream ICMP error. Call ID [ULong], Party ID [ULong], Destination IP Address [String], IP Port [ULong]

  **Explanation**—A REC stream had an ICMP error and the stream has been terminated.

  **Recommended Action**—No action is required.

- **Error Message:** `%CCM_MEDIA_STREAMING_APP-IPVMS-6-kMCBICMPErrorNotification:`

  MCB stream ICMP error. Call ID [ULong], Party ID [ULong], Destination IP Address [String], IP Port [ULong]

**Explanation**—A MCB stream had an ICMP error. The stream has been terminated.

**Recommended Action**—No action is required.

- **Error Message:** `%CCM_MEDIA_STREAMING_APP-IPVMS-6-kANNICMPErrorNotification:`

  ANN stream ICMP error. Call ID [ULong], Party ID [ULong], Destination IP Address [String], IP Port [ULong]

  **Explanation**—An ANN stream had an ICMP error and the stream has been terminated.

  **Recommended Action**—No action is required.

- **Error Message:** `%CCM_MEDIA_STREAMING_APP-IPVMS-4-kRECDeviceRecordNotFound:`

  REC device record not found.

  **Explanation**—A device record for the recorder device was not found in the database.

  **Recommended Action**—Add the device to the database if the Recording functionality is required.

- **Error Message:** `%CCM_MEDIA_STREAMING_APP-IPVMS-4-kMCBDeviceRecordNotFound:`

  MCB device record not found.

  **Explanation**—A device record for the monitor conference bridge device was not found in the database.

  **Recommended Action**—Add the device to the database if MCB functionality is required.

- **Error Message:** `%CCM_MEDIA_STREAMING_APP-IPVMS-4-kANNDeviceRecordNotFound:`

  ANN device record not found.

  **Explanation**—A device record for the announcer device was not found in the database.

  **Recommended Action**—Add the device to the database if annunciator functionality is required.

- **Error Message:** `%CCM_MEDIA_STREAMING_APP-IPVMS-3-kRECDistMoveAbort:`

  Aborted moving recording file File name [String]

  **Explanation**—Distribution of a recording file was aborted due to an unavailable recording storage server or insufficient free space. The recording file remains on the local drive until a Recording Storage Server location is available.

  **Recommended Action**—Check for properly configured Recording Storage Server UNC paths and access rights for the IP Voice Media Storage service. Verify sufficient free space is available on either the primary or secondary Recording Storage Server paths.

- **Error Message:** `%CCM_MEDIA_STREAMING_APP-IPVMS-5-kRECDistSecRSSRecResuming:`

  Resuming distribution recording files to secondary storage server Secondary path [String]

  **Explanation**—The secondary Recording Storage Server now has sufficient free space to resume storing of new recording files.

  **Recommended Action**—No action is required. This is a notification that recordings can resume.

- **Error Message:** `%CCM_MEDIA_STREAMING_APP-IPVMS-2-kRECDistSecRSSCritRecStopping:`

  Secondary Recording Storage Server is critically low on free space Secondary path [String]

  **Explanation**—The Secondary Recording Storage Server path has reached the configured critical threshhold on available free disk space. New recordings are disallowed and the recorder device unregisters from Cisco CallManager.

  **Recommended Action**—Disk file maintenance is required to provide more free space. Suggest that:

  - Old recording files be archived and/or deleted.

  - Change the primary/secondary Recording Storage Server location.

- **Error Message:** `%CCM_MEDIA_STREAMING_APP-IPVMS-5-kRECDistPrimRSSRevertFromSecRSS:`

  Resuming distribution recording files to primary storage server from secondary server Primary path [String]

  **Explanation**—The primary recording storage server now has sufficient free space to resume storing of new recording files. The recording files that are stored on the secondary recording storage server remain. It is left to the administrator to consolidate these if desired.

  **Recommended Action**—No action is required. This is a notification that new recording files are distributed to the primary location.

- **Error Message:** `%CCM_MEDIA_STREAMING_APP-IPVMS-5-kRECDistPrimRSSRecResuming:`

  Resuming distribution recording files to primary storage server Primary path [String]

  **Explanation**—The primary Recording Storage Server now has sufficient free space to resume storing of new recording files.

  **Recommended Action**—No action is required. This is a notification that recordings can resume.

- **Error Message:** `%CCM_MEDIA_STREAMING_APP-IPVMS-2-kRECDistPrimRSSCritRecStopping:`

  Primary recording storage server is critically low on free space Primary path [String]

  **Explanation**—The Primary Recording Storage Server path has reached the configured critical threshhold on available free disk space. No secondary Recording Storage Server is available.

**Recommended Action**—Disk file maintenance is required to provide more free space. Suggest that:

- ○ Old recording files be archived and/or deleted.

- ○ Reconfigure to provide a secondary Recording Storage Server location.

- ○ Change the primary Recording Storage Server location. New recordings are disallowed and the recorder device unregisters from Cisco CallManager.

- **Error Message:** `%CCM_MEDIA_STREAMING_APP-IPVMS-1-kRECDistPrimRSSCritSwitchSecRSS:`

Primary Recording Storage Server is critically low on free space Primary path [String]

**Explanation**—The Primary Recording Storage Server path has reached the configured critical threshhold on available free disk space. The recording distribution is switching to the secondary Recording Storage Server.

**Recommended Action**—Suggest that old recording files be archived and/or deleted to provide additional storage on the primary storage server. New recordings are distributed to the secondary Recording Storage Server. New recordings automatically revert to the primary after additional disk space is provided. Recordings that are stored on the secondary server remain on the secondary server.

- **Error Message:** `%CCM_MEDIA_STREAMING_APP-IPVMS-3-kRECDistFindNextChgFailed:`

Recording distribution finds next directory change notification error LastError [ULong], Path Name [String]

**Explanation**—An error was reported when the application attempted to re-enable directory change notifications. This can be caused by security privileges or configuration changes.

**Recommended Action**—No action is required unless this occurs repeatedly. The service automatically attempts to reinitialize monitoring of the configured local path.

- **Error Message:** `%CCM_MEDIA_STREAMING_APP-IPVMS-3-kRECDistThreadException:`

Recording distribution manager thread exception Exception Code [ULong], EAX Register [ULong], EBX Register [ULong], ECX Register [ULong], EDX Register [ULong], ESI Register [ULong], EDI Register [ULong], EIP Register [ULong], ESP Register [ULong], EBP Register [ULong], Flags Register [ULong], CS Register [ULong], DS Register [ULong], ES Register [ULong], SS Register [ULong], FS Register [ULong], GS Register [ULong]

**Explanation**—An unknown program exception causes the recording distribution processing to terminate. Distribution of recording files are not performed and can cause recording failures when a shortage of disk storage is reached.

**Recommended Action**—Restart the Cisco IP Media Streaming Application service and if the problem continues, report it to Cisco Technical Support. Include CMS traces and the Application Event log.

- **Error Message:** `%CCM_MEDIA_STREAMING_APP-IPVMS-3-kRECDistThreadxFailed:`

Recorder distribution manager thread creation failed LastError [ULong]

**Explanation**—The recording file distribution thread failed to create possibly due to low system resources.

**Recommended Action**—Reboot the server.

- **Error Message:** `%CCM_MEDIA_STREAMING_APP-IPVMS-3-kRECDistExitEventCreationFailed:`

REC Distribution Manager exit event error LastError [ULong]

**Explanation**—The needed events could not be created and distribution of recording files are not performed. This error can be caused by a shortage of system resources.

**Recommended Action**—The service needs to be restarted. If the error occurs again, reboot the server.

- **Error Message:** `%CCM_MEDIA_STREAMING_APP-IPVMS-3-kRECSessMoveFileFailed:`

Local move recording file error LastError [ULong], Source File Name [String], Target File Name [String]

**Explanation**—An error was reported when an attempt was made to move a new recording WAV file from the local recording path into the distribution directory. This can be caused by security access rights or available disk storage.

**Recommended Action**—Correct the problem and restart the IP Media Streaming Application service.

- **Error Message:** `%CCM_MEDIA_STREAMING_APP-IPVMS-3-kRECSessCreateWavFailed:`

Create WAV file error LastError [ULong], File Name [String]

**Explanation**—An error was reported when an attempt was made to create a WAV file for recording. This can be caused by security access rights or available disk storage.

**Recommended Action**—Correct the problem and restart the IP Media Streaming Application service.

- **Error Message:** `%CCM_MEDIA_STREAMING_APP-IPVMS-3-kRECSessLocalPathFull:`

Local Recording disk storage shortage Free K-Bytes [ULong], Minimum K-Bytes [ULong], Local Recording Path [String]

**Explanation**—The current amount of available disk storage for containing local real-time recording files is below the configured minimum. New recording sessions are not allowed until additional free space is provided.

**Recommended Action**—Perform neccessary disk file maintenance such as:

- ○ Remove old temporary or unneeded disk files.

- ○ Move or archive old recording files.

- ○ Delete old log files.

- ○ Reconfigure the local recording path to a different local disk drive with more free space.

- **Error Message:** `%CCM_MEDIA_STREAMING_APP-IPVMS-3-kRECSessCreateEventError:`

  REC session event creation error LastError [ULong]

  **Explanation**—The needed event could not be created and the recording session aborts. This can be caused by low system resources.

  **Recommended Action**—If the error continues, the service needs to be restarted.

- **Error Message:** `%CCM_MEDIA_STREAMING_APP-IPVMS-3-kRECMgrRecordSessionException:`

  Unknown exception in recording session

  **Explanation**—An unknown program exception has caused a recorder session to terminate. This affects only one recording session.

  **Recommended Action**—If this problem continues, restart the IP Media Streaming Application service and report the problem with CMS trace logs and Application event logs.

- **Error Message:** `%CCM_MEDIA_STREAMING_APP-IPVMS-3-kRECMgrThreadException:`

  Recorder manager thread exception Exception Code [ULong], EAX Register [ULong], EBX Register [ULong], ECX Register [ULong], EDX Register [ULong], ESI Register [ULong], EDI Register [ULong], EIP Register [ULong], ESP Register [ULong], EBP Register [ULong], Flags Register [ULong], CS Register [ULong], DS Register [ULong], ES Register [ULong], SS Register [ULong], FS Register [ULong], GS Register [ULong]

  **Explanation**—An unknown program exception has caused the recorder stream processing for recording to disk to terminate.

  **Recommended Action**—Restart the Cisco IP Media Streaming Application service. If the problem continues, report it to Cisco Technical Support. Include CMS traces and an Application Event log.

- **Error Message:** `%CCM_MEDIA_STREAMING_APP-IPVMS-3-kRECMgrThreadxFailed:`

  Recorder manager thread creation failed LastError [ULong]

  **Explanation**—The recorder thread failed to create possibly due to low system resources.

  **Recommended Action**—Reboot the server.

- **Error Message:** `%CCM_MEDIA_STREAMING_APP-IPVMS-3-kRECMgrExitEventCreationFailed:`

  REC Manager exit event error LastError [ULong]

  **Explanation**—The needed events could not be created and the service exits.

  **Recommended Action**—The service needs to be restarted. If the error occurs again, the system needs to be rebooted.

- **Error Message:** `%CCM_MEDIA_STREAMING_APP-IPVMS-3-kRECMgrDeleteFileFailed:`

  REC file deletion error LastError [ULong], File Name [String]

  **Explanation**—The operating system reported an error when attempting to delete a file. This can be due to incorrect security priviledges.

  **Recommended Action**—Correct the error and restart the IP Media Streaming Application Service.

- **Error Message:** `%CCM_MEDIA_STREAMING_APP-IPVMS-3-kRECMgrCreateDirFailed:`

  REC create directory failed LastError [ULong], Path [String]

  **Explanation**—The operating system reported an error when attempting to create a subdirectory. This can be due to incorrect security privileges or incorrect service parameter settings.

  **Recommended Action**—Correct the error and restart the IP Media Streaming Application Service.

- **Error Message:** `%CCM_MEDIA_STREAMING_APP-IPVMS-3-kPWavMgrThreadxFailed:`

  WAV playing manager thread creation failed LastError [ULong]

  **Explanation**—The WAV file playing thread failed to create possibly due to low system resources.

  **Recommended Action**—Reboot the server.

- **Error Message:** `%CCM_MEDIA_STREAMING_APP-IPVMS-3-kPWavMgrExitEventCreateFailed:`

  Creation of needed event failed. Error [ULong]

  **Explanation**—The needed events could not be created and the service exits.

  **Recommended Action**—The service needs to be restarted. If the error occurs again, the system needs to be rebooted.

- **Error Message:** `%CCM_MEDIA_STREAMING_APP-IPVMS-3-kPWavMgrThreadException:`

  WAV file manager thread exception Exception Code [ULong], EAX Register [ULong], EBX Register [ULong], ECX Register [ULong], EDX Register [ULong], ESI Register [ULong], EDI Register [ULong], EIP Register [ULong], ESP Register [ULong], EBP Register [ULong], Flags Register [ULong], CS Register [ULong], DS Register [ULong], ES Register [ULong], SS Register [ULong], FS Register [ULong], GS Register [ULong]

  **Explanation**—An unknown program exception has caused the background WAV file stream processing for announcement files to terminate.

**Recommended Action**—Restart the Cisco IP Media Streaming Application service and if the problem continues, report it to Cisco Technical Support. Include CMS traces and Application Event log.

- **Error Message:** `%CCM_MEDIA_STREAMING_APP-IPVMS-3-RECDeviceRecoveryCreateFailed:`

  REC device recovery create failure.

  **Explanation**—The REC device recovery class create failed, possibly due to lack of memory.

  **Recommended Action**—Reboot the server if it is out of memory.

- **Error Message:** `%CCM_MEDIA_STREAMING_APP-IPVMS-3-MCBDeviceRecoveryCreateFailed:`

  MCB device recovery create failure.

  **Explanation**—The MCB device recovery class create failed, possibly due to lack of memory.

  **Recommended Action**—Reboot the server if it is out of memory.

- **Error Message:** `%CCM_MEDIA_STREAMING_APP-IPVMS-3-ANNDeviceRecoveryCreateFailed:`

  ANN device recovery create failure.

  **Explanation**—The ANN device recovery class create failed, possibly due to lack of memory.

  **Recommended Action**—Reboot the server if it is out of memory.

- **Error Message:** `%CCM_MEDIA_STREAMING_APP-IPVMS-3-kDbCheckRECUnknownException:`

  Unknown exception. Device Name [String]

  **Explanation**—An unknown exception occurred while trying to check the REC device information.

  **Recommended Action**—Fix the problem. Database changes are not detected.

- **Error Message:** `%CCM_MEDIA_STREAMING_APP-IPVMS-3-kDbCheckRECComException:`

  COM error. Device Name [String], COM Description String [String]

  **Explanation**—A COM error occurred while trying to check REC device information.

  **Recommended Action**—Fix the COM problem. Database changes are not detected.

- **Error Message:** `%CCM_MEDIA_STREAMING_APP-IPVMS-3-kDbCheckRECDblException:`

  Database exception. Device Name [String], Exception String [String], Exception ID [ULong]

  **Explanation**—A database exception occurred while trying to check REC device information.

  **Recommended Action**—Fix the database problem. Database changes are not detected.

- **Error Message:** `%CCM_MEDIA_STREAMING_APP-IPVMS-3-kDbCheckRECListUnknownException:`

  Unknown exception. Device Name [String]

  **Explanation**—An unknown exception occurred while trying to check REC Cisco CallManager list information.

  **Recommended Action**—Fix the problem. Database changes are not detected.

- **Error Message:** `%CCM_MEDIA_STREAMING_APP-IPVMS-3-kDbCheckRECListComException:`

  COM error. Device Name [String], COM Description String [String]

  **Explanation**—A COM error occurred while trying to check REC Cisco CallManager list information.

  **Recommended Action**—Fix the COM problem. Database changes are not detected.

- **Error Message:** `%CCM_MEDIA_STREAMING_APP-IPVMS-3-kDbCheckRECListDblException:`

  Database exception. Device Name [String], Exception String [String], Exception ID [ULong]

  **Explanation**—A database exception occurred while trying to check REC Cisco CallManager list information.

  **Recommended Action**—Fix the database problem. Database changes are not detected.

- **Error Message:** `%CCM_MEDIA_STREAMING_APP-IPVMS-3-kDbCheckMCBUnknownException:`

  Unknown exception. Device Name [String]

  **Explanation**—An unknown exception occurred while trying to check MCB device information.

  **Recommended Action**—Fix the database problem. Database changes are not detected.

- **Error Message:** `%CCM_MEDIA_STREAMING_APP-IPVMS-3-kDbCheckMCBComException:`

  COM error. Device Name [String], COM Description String [String]

  **Explanation**—A COM error occurred while tring to check MCB device information.

  **Recommended Action**—Fix the database problem. Database changes are not detected.

- **Error Message:** `%CCM_MEDIA_STREAMING_APP-IPVMS-3-kDbCheckMCBDblException:`

  Database exception. Device Name [String], Exception String [String], Exception ID [ULong]

  **Explanation**—A database exception occurred while trying to check MCB device information.

  **Recommended Action**—Fix the database problem. Database changes are not detected.

- **Error Message:** `%CCM_MEDIA_STREAMING_APP-IPVMS-3-kDbCheckMCBListUnknownException:`

  Unknown exception. Device Name [String]

  **Explanation** —An unknown exception occurred while trying to check MCB Cisco CallManager list information.

  **Recommended Action**—Fix the database problem. Database changes are not detected.

- **Error Message:** `%CCM_MEDIA_STREAMING_APP-IPVMS-3-kDbCheckMCBListComException:`

  COM error. Device Name [String], COM Description String [String]

  **Explanation**—A COM error occurred while trying to check MCB Cisco CallManager list information.

  **Recommended Action**—Fix the database problem. Database changes are not detected.

- **Error Message:** `%CCM_MEDIA_STREAMING_APP-IPVMS-3-kDbCheckMCBListDblException:`

  Database exception. Device Name [String], Exception String [String], Exception ID [ULong]

  **Explanation**—A database exception occurred while trying to check MCB Cisco CallManager list information.

  **Recommended Action**—Fix the database problem. Database changes are not detected.

- **Error Message:** `%CCM_MEDIA_STREAMING_APP-IPVMS-3-kDbCheckANNUnknownException:`

  Unknown exception. Device Name [String]

  **Explanation**—An unknown exception occurred while trying to check ANN device information.

  **Recommended Action**—Fix the database problem. Database changes are not detected.

- **Error Message:** `%CCM_MEDIA_STREAMING_APP-IPVMS-3-kDbCheckANNComException:`

  COM error. Device Name [String], COM Description String [String]

  **Explanation**—A COM error occurred while tring to check ANN device information.

  **Recommended Action**—Fix the database problem. Database changes are not detected.

- **Error Message:** `%CCM_MEDIA_STREAMING_APP-IPVMS-3-kDbCheckANNDblException:`

  Database exception. Device Name [String], Exception String [String], Exception ID [ULong]

  **Explanation**—A database exception occurred while trying to check ANN device information.

  **Recommended Action**—Fix the database problem. Database changes are not detected.

- **Error Message:** `%CCM_MEDIA_STREAMING_APP-IPVMS-3-kDbCheckANNListUnknownException:`

  Unknown exception. Device Name [String]

  **Explanation**—An unknown exception occurred while trying to check ANN Cisco CallManager list information.

  **Recommended Action**—Fix the database problem. Database changes are not detected.

- **Error Message:** `%CCM_MEDIA_STREAMING_APP-IPVMS-3-kDbCheckANNListComException:`

  COM error. Device Name [String], COM Description String [String]

  **Explanation**—A COM error occurred while trying to check ANN Cisco CallManager list information.

  **Recommended Action**—Fix the COM problem. Database changes are not detected.

- **Error Message:** `%CCM_MEDIA_STREAMING_APP-IPVMS-3-kDbCheckANNListDblException:`

  Database exception. Device Name [String], Exception String [String], Exception ID [ULong]

  **Explanation**—A database exception occurred while trying to check ANN Cisco CallManager list information.

  **Recommended Action**—Fix the database problem. Database changes are not detected.

- **Error Message:** `%CCM_MEDIA_STREAMING_APP-IPVMS-3-kDbCheckANNEnterpriseComException:`

  COM error. Device Name [String], COM Description String [String]

  **Explanation**—A COM error occurred while trying to check ANN enterprise parameters.

  **Recommended Action**—Fix the COM problem. Database changes are not detected.

- **Error Message:** `%CCM_MEDIA_STREAMING_APP-IPVMS-3-kDbCheckANNEnterpriseDblException:`

  Database exception. Device Name [String], Exception String [String], Exception ID [ULong]

**Explanation**—A database exception occurred while trying to check ANN enterprise parameters.

**Recommended Action**—Fix the database problem. Database changes are not detected.

- **Error Message:** `%CCM_MEDIA_STREAMING_APP-IPVMS-3-kDbCheckANNEnterpriseUnknownException:`

  Unknown exception. Device Name [String]

  **Explanation**—An unknown exception occurred while trying to check ANN enterprise parameters.

  **Recommended Action**—Fix the problem. Database changes are not detected.

- **Error Message:** `%CCM_MEDIA_STREAMING_APP-IPVMS-3-kReadCfgRECListUnknownException:`

  Unknown exception. Device Name [String]

  **Explanation**—An unknown exception occurred while trying to read REC device Cisco CallManager list information.

  **Recommended Action**—The device does not start. Fix the problem and restart the service.

- **Error Message:** `%CCM_MEDIA_STREAMING_APP-IPVMS-3-kReadCfgRECListComException:`

  COM error. Device Name [String], COM Description String [String]

  **Explanation**—A COM error occurred while trying to read REC device Cisco CallManager list information.

  **Recommended Action**—The device does not start. Fix the problem and restart the service.

- **Error Message:** `%CCM_MEDIA_STREAMING_APP-IPVMS-3-kReadCfgRECListDblException:`

  Database exception. Device Name [String], Exception String [String], Exception ID [ULong]

  **Explanation**—A database exception occurred while trying to read REC device Cisco CallManager list information.

  **Recommended Action**—The device does not start. Fix the database problem and restart the service.

- **Error Message:** `%CCM_MEDIA_STREAMING_APP-IPVMS-3-kReadCfgRECUnknownException:`

  Unknown exception. Device Name [String]

  **Explanation**—An unknown exception occurred while trying to read REC device configuration information.

  **Recommended Action**—The device does not start. Fix the problem and restart the service.

- **Error Message:** `%CCM_MEDIA_STREAMING_APP-IPVMS-3-kReadCfgRECComException:`

  COM error. Device Name [String], COM Description String [String]

  **Explanation**—A COM error occurred while trying to read REC device configuration information.

  **Recommended Action**—The device does not start. Fix the problem and restart the service.

- **Error Message:** `%CCM_MEDIA_STREAMING_APP-IPVMS-3-kReadCfgRECDblException:`

  Database exception. Device Name [String], Exception String [String], Exception ID [ULong]

  **Explanation**—A database exception occurred while trying to read REC device configuration information.

  **Recommended Action**—The device does not start. Fix the database problem and restart the service.

- **Error Message:** `%CCM_MEDIA_STREAMING_APP-IPVMS-3-kReadCfgANNListUnknownException:`

  Unknown exception. Device Name [String]

  **Explanation**—An unknown exception occurred while trying to read ANN device Cisco CallManager list information.

  **Recommended Action**—The device does not start. Fix the problem and restart the service.

- **Error Message:** `%CCM_MEDIA_STREAMING_APP-IPVMS-3-kReadCfgANNListComException:`

  COM error. Device Name [String], COM Description String [String]

  **Explanation**—A COM error occurred while trying to read ANN device Cisco CallManager list information.

  **Recommended Action**—The device does not start. Fix the problem and restart the service.

- **Error Message:** `%CCM_MEDIA_STREAMING_APP-IPVMS-3-kReadCfgANNListDblException:`

  Database exception. Device Name [String], Exception String [String], Exception ID [ULong]

  **Explanation**—A database exception occurred while trying to read ANN device Cisco CallManager list information.

  **Recommended Action**—The device does not start. Fix the database problem and restart the service.

- **Error Message:** `%CCM_MEDIA_STREAMING_APP-IPVMS-3-kReadCfgANNUnknownException:`

  Unknown exception. Device Name [String]

  **Explanation**—An unknown exception occurred while trying to read ANN device configuration information.

  **Recommended Action**—The Device does not start. Fix the problem and restart the service.

- **Error Message:** `%CCM_MEDIA_STREAMING_APP-IPVMS-3-kReadCfgANNComException:`

  COM error. Device Name [String], COM Description String [String]

  **Explanation**—A COM error occurred while trying to read ANN device configuration information.

  **Recommended Action**—The device does not start. Fix the problem and restart the service.

- **Error Message:** `%CCM_MEDIA_STREAMING_APP-IPVMS-3-kReadCfgANNDblException:`

  Database exception. Device Name [String], Exception String [String], Exception ID [ULong]

  **Explanation**—A database exception occurred while trying to read ANN device configuration information.

  **Recommended Action**—The device does not start. Fix the database problem and restart the service.

- **Error Message:** `%CCM_MEDIA_STREAMING_APP-IPVMS-3-kReadCfgMCBListUnknownException:`

  Unknown exception. Device Name [String]

  **Explanation**—An unknown exception occurred while trying to read MCB device Cisco CallManager list information.

  **Recommended Action**—The device does not start. Fix the problem and restart the service.

- **Error Message:** `%CCM_MEDIA_STREAMING_APP-IPVMS-3-kReadCfgMCBListComException:`

  COM error. Device Name [String], COM Description String [String]

  **Explanation**—A COM error occurred while trying to read MCB device Cisco CallManager list information.

  **Recommended Action**—The device does not start. Fix the problem and restart the service.

- **Error Message:** `%CCM_MEDIA_STREAMING_APP-IPVMS-3-kReadCfgMCBListDblException:`

  Database exception. Device Name [String], Exception String [String], Exception ID [ULong]

  **Explanation**—A database exception occurred while trying to read MCB device Cisco CallManager list information.

  **Recommended Action**—The device does not start. Fix the database problem and restart the service.

- **Error Message:** `%CCM_MEDIA_STREAMING_APP-IPVMS-3-kReadCfgMCBUnknownException:`

  Unknown exception. Device Name [String]

  **Explanation**—An unknown exception occurred while trying to read MCB device configuration information.

  **Recommended Action**—The device does not start. Fix the problem and restart the service.

- **Error Message:** `%CCM_MEDIA_STREAMING_APP-IPVMS-3-kReadCfgMCBComException:`

  COM error. Device Name [String], COM Description String [String]

  **Explanation**—A COM error occurred while trying to read MCB device configuration information.

  **Recommended Action**—The device does not start. Fix the problem and restart the service.

- **Error Message:** `%CCM_MEDIA_STREAMING_APP-IPVMS-3-kReadCfgMCBDblException:`

  Database exception. Device Name [String], Exception String [String], Exception ID [ULong]

  **Explanation**—A database exception occurred while trying to read MCB device configuration information.

  **Recommended Action**—The device does not start. Fix the database problem and restart the service.

- **Error Message:** `%CCM_MEDIA_STREAMING_APP-IPVMS-3-kReadCfgEnterpriseException:`

  Enterprisewide configuration exception

  **Explanation**—An unknown exception occured reading Enterjprisewide configuration settings.

  **Recommended Action**—Verify the enterprise configuration settings and restart the IP Media Streaming Service.

- **Error Message:** `%CCM_MEDIA_STREAMING_APP-IPVMS-3-m_MtpDevice.m_DeviceName:`

  User Locale Enterprise parameter error

  **Explanation**—Unable to read the User Locale enterprise parameter configuration setting. Announcements default to United States English locale.

  **Recommended Action**—Verify that the enterprise configuration setting for User Locale is configured and restart the IP Media Streaming Service.

- **Error Message:** `%CCM_MEDIA_STREAMING_APP-IPVMS-3-kReadCfgANNXmlFileNotFound:`

  ANN configuration for XML file not found

  **Explanation**—Unable to read the Clusterwide service parameter for the ANN XML configuration file or XML path. The default of C:Program FilesCiscoANNAnnunciator.xml is used.

  **Recommended Action**—Verify the Cisco IP Voice Media Streaming Application service parameter settings.

- **Error Message:** `%CCM_MEDIA_STREAMING_APP-IPVMS-3-kCfgListUnknownException:`

  Unknown Configuration Exception

  **Explanation**—An exception error was generated reading the service parameter settings.

  **Recommended Action**—Restart the server.

- `Error Message: %CCM_MEDIA_STREAMING_APP-IPVMS-3-kCfgListComException:`

  Configuration COM Exception Exception description [String]

  **Explanation**—A COM exception error was generated reading the service parameter settings for devices.

  **Recommended Action**—Verify that service parameters can be viewed using CCM Administration. If they can, then restart the service or server.

- **Error Message:** `%CCM_MEDIA_STREAMING_APP-IPVMS-3-kCfgListDblException:`

  Configuration DBL Exception Exception description [String], Exception identifier [ULong]

  **Explanation**—An exception error was generated reading the service parameter settings for devices.

  **Recommended Action**—Verify that service parameters can be viewed using Cisco CallManager Administration. If they can, then restart the service or server.

- **Error Message:** `%CCM_MEDIA_STREAMING_APP-IPVMS-6-kRECDeviceStartingDefaults:`

  REC device configuration not found, starting with defaults.

  **Explanation**—The REC device configuration was not found, starting with defaults.

  **Recommended Action**—Configure the REC device properly in the database.

- **Error Message:** `%CCM_MEDIA_STREAMING_APP-IPVMS-6-kANNDeviceStartingDefaults:`

  ANN device configuration not found, starting with defaults.

  **Explanation**—The ANN device configuration was not found, starting with defaults.

  **Recommended Action**—Configure the ANN device properly in the database.

- **Error Message:** `%CCM_MEDIA_STREAMING_APP-IPVMS-6-kMCBDeviceStartingDefaults:`

  MCB device configuration not found, starting with defaults.

  **Explanation**—The MCB device configuration was not found, starting with defaults.

  **Recommended Action**—Configure the MCB device properly in the database.

- **Error Message:** `%CCM_MEDIA_STREAMING_APP-IPVMS-3-kRequestedRECStreamsFailed:`

  REC requested streams failure. Requested streams [ULong], Allocated streams [ULong]

  **Explanation**—The number of requested half-duplex streams was not available.

  **Recommended Action**—Make sure the correct number of streams is needed. If OK, reboot the server.

- **Error Message:** `%CCM_MEDIA_STREAMING_APP-IPVMS-3-kRequestedANNStreamsFailed:`

  ANN requested streams failure. Requested streams [ULong], Allocated streams [ULong]

  **Explanation**—The number of requested half-duplex streams was not available.

  **Recommended Action**—Make sure the correct number of streams is needed. If OK, reboot the server.

- **Error Message:** `%CCM_MEDIA_STREAMING_APP-IPVMS-3-kRequestedMCBStreamsFailed:`

  MCB requested streams failure. Requested streams [ULong], Allocated streams [ULong]

  **Explanation**—The number of requested full-duplex streams was not available.

  **Recommended Action**—Make sure the correct number of streams is needed. If OK, reboot the server.

- **Error Message:** `%CCM_MEDIA_STREAMING_APP-IPVMS-3-kANNAudioTftpMgrStartFailed:`

  TFTP start file transfer failed File name [String]

  **Explanation**—Unable to start transfering a file from the TFTP server.

  **Recommended Action**—Verify the file name exists on the TFTP server.

- **Error Message:** `%CCM_MEDIA_STREAMING_APP-IPVMS-3-kANNAudioTftpMgrCreate:`

  Unable to create TFTP client TFTP Server [String]

  **Explanation**—Unable to create a client TFTP session with the TFTP server. This can be due to the server not running, or an incorrect server name configuration setting in service parameters. This operation is retried periodically.

  **Recommended Action**—Verify the TFTP server is operating and configuration settings are correct.

- **Error Message:** `%CCM_MEDIA_STREAMING_APP-IPVMS-3-kANNAudioOpenFailed:`

  Open announcement file failed LastError [ULong], File name [String]

  **Explanation**—An error was reported when attempting to open an announcement file for reading.

  **Recommended Action**—Verify the file exists and the Cisco IP Voice Media Streaming Application service has proper access rights to open the file for reading.

- **Error Message:** `%CCM_MEDIA_STREAMING_APP-IPVMS-3-kANNAudioInvalidLocale:`

  Invalid ANN locale configuration Locale name [String], Locale identifier [ULong]

  **Explanation**—A locale configuration was found that contains a missing locale name or locale identifier. This is configured in the XML file specified in the ANN_XMLFile service parameter setting.

  **Recommended Action**—Correct the error.

- **Error Message:** `%CCM_MEDIA_STREAMING_APP-IPVMS-3-kANNAudioUndefinedLocale:`

  Unknown ANN Locale Locale identifier [ULong]

  **Explanation**— This error indicates that the locale assigned to the annunciator is not yet installed on Cisco Callmanager. The requested Locale for an announcement is not configured in the XML file specified in the ANN_XMLFile service parameter.

  **Recommended Action**— Install the respective locale and add the related announcements to the XML file or assign English US.

- **Error Message:** `%CCM_MEDIA_STREAMING_APP-IPVMS-3-kANNAudioUndefinedAnnID:`

  Requested announcement not found Locale name [String], Announcement identifier [ULong]

  **Explanation**—The requested announcement is not configured in the XML file configured in the ANN_XMLFile service parameter.

  **Recommended Action**—Add the announcement.

- **Error Message:** `%CCM_MEDIA_STREAMING_APP-IPVMS-3-kANNAudioComException:`

  ANN TFTP COM exception File name [String], Reason [String]

  **Explanation**—A COM exception occurred while processing the specified file.

  **Recommended Action**—Review the file for possible format errors or missing elements.

- **Error Message:** `%CCM_MEDIA_STREAMING_APP-IPVMS-3-kANNAudioXmlLoadFailed:`

  ANN XML parsing error File name [String], Reason [String]

  **Explanation**—There is a syntax error in the specified file.

  **Recommended Action**—Correct the syntax error.

- **Error Message:** `%CCM_MEDIA_STREAMING_APP-IPVMS-3-kANNAudioXmlSyntax:`

  ANN XML invalid element File name [String]

  **Explanation**—There is an invalid element in the specified file.

  **Recommended Action**—Correct the error.

- **Error Message:** `%CCM_MEDIA_STREAMING_APP-IPVMS-3-kANNAudioXmlComErr:`

  A COM error creating an instance of "msxml2.domdocument" File name [String]

  **Explanation**—An error occurred when creating an instance of "msxml2.domdocument" possibly due to a system configuration error where the Microsoft MSXML2 object is not installed and registered properly.

  **Recommended Action**—Restart the server and if this occurs again, report the problem to Cisco Technical Support.

- **Error Message:** `%CCM_MEDIA_STREAMING_APP-IPVMS-3-kANNAudioTftpFileMissing:`

  ANN TFTP file missing File name [String]

  **Explanation**—A file was not found on the TFTP server to be downloaded to the announcement server.

  **Recommended Action**—Correct the error.

- **Error Message:** `%CCM_MEDIA_STREAMING_APP-IPVMS-3-kANNAudioCreateDirFailed:`

  ANN TFTP create path error LastError [ULong], Path Name [String]

  **Explanation**—Unable to create a subdirectory to contain announcement files. This can be caused by insufficient security rights assigned to the Cisco IP Voice Media Streaming Application service, by insufficient disk storage, or invalid service parameter setting for ANN_LocalPath.

  **Recommended Action**—Correct the error and restart the IP Voice Media Streaming Application service.

- **Error Message:** `%CCM_MEDIA_STREAMING_APP-IPVMS-3-kANNAudioThreadWaitFailed:`

  ANN TFTP event wait error LastError [ULong]

  **Explanation**—An error was reported while waiting for a list of events. Announcement files will not be automatically updated.

**Recommended Action**—Restart the Cisco IP Voice Media Streaming Application service. If the error continues, restart the server.

- **Error Message:** `%CCM_MEDIA_STREAMING_APP-IPVMS-3-kANNAudioThreadException:`

  ANN TFTP transfer exception failure Exception Code [ULong], EAX Register [ULong], EBX Register [ULong], ECX Register [ULong], EDX Register [ULong], ESI Register [ULong], EDI Register [ULong], EIP Register [ULong], ESP Register [ULong], EBP Register [ULong], Flags Register [ULong], CS Register [ULong], DS Register [ULong], ES Register [ULong], SS Register [ULong], FS Register [ULong], GS Register [ULong]

  **Explanation**—An unknown program exception has caused the background TFTP file transfer processing for announcement files to terminate. Announcement files are not automatically updated.

  **Recommended Action**—Restart the Cisco IP Media Streaming Application service and if the problem continues, report it to Cisco Technical Support. Include CMS traces and the Application Event log.

- **Error Message:** `%CCM_MEDIA_STREAMING_APP-IPVMS-3-kANNAudioThreadxFailed:`

  ANN TFTP transfer thread creation failed LastError [ULong]

  **Explanation**—The ANN background TFTP file transfer processing thread failed to create possibly due to low system resources.

  **Recommended Action**—Reboot the server.

- **Error Message:** `%CCM_MEDIA_STREAMING_APP-IPVMS-3-CFBDeviceRecoveryCreateFailed:`

  CFB device recovery create failure.

  **Explanation**—The CFB device recovery class create failed, possibly due to lack of memory.

  **Recommended Action**—Reboot the server if it is out of memory.

- **Error Message:** `%CCM_MEDIA_STREAMING_APP-IPVMS-3-kAddIpVmsRenderFailed:`

  Add IP VMS render filter-to-filter graph failure. Audio Source ID [ULong], Codec Type [String], COM Error [ULong]

  **Explanation**—The COM call to add the IP VMS render filter-to-filter graph failed. Audio source does not play possibly due to the lack of memory.

  **Recommended Action**—Reset the MOH device. If it is out of resources, reboot the server.

- **Error Message:** `%CCM_MEDIA_STREAMING_APP-IPVMS-6-kCFBDeviceRecordNotFound:`

  CFB device record not found.

  **Explanation**—A device record for the conference bridge device was not found in the database.

  **Recommended Action**—If CFB functionality is required, add the device to the database.

- **Error Message:** `%CCM_MEDIA_STREAMING_APP-IPVMS-6-kCFBDeviceStartingDefualts:`

  CFB device configuration not found, starting with defaults.

  **Explanation**—The CFB device configuration was not found, starting with defaults.

  **Recommended Action**—Configure the CFB device properly in the database.

- **Error Message:** `%CCM_MEDIA_STREAMING_APP-IPVMS-6-kCFBICMPErrorNotification:`

  CFB stream ICMP error. Call ID [ULong], Party ID [ULong], Destination IP Address [String], IP Port [ULong]

  **Explanation**—A CFB stream had an ICMP error and the stream has been terminated.

  **Recommended Action**—No action is required.

- **Error Message:** `%CCM_MEDIA_STREAMING_APP-IPVMS-3-kChangeNotifyServiceCreationFailed:`

  Database change notification subsystem not starting.

  **Explanation**—The change notification subsystem failed to start and the service exits.

  **Recommended Action**—The service needs to be restarted. If the error occurs again, the system needs to be rebooted.

- **Error Message:** `%CCM_MEDIA_STREAMING_APP-IPVMS-3-kChangeNotifyServiceGetEventFailed:`

  Invalid notification event returned by database change notification.

  **Explanation**—The change notification subsystem returned an invalid notification event and the service exits.

  **Recommended Action**—The service needs to be restarted. If the error occurs again, the system needs to be rebooted.

- **Error Message:** `%CCM_MEDIA_STREAMING_APP-IPVMS-3-kChangeNotifyServiceRestartFailed:`

  Database change notification restart failure.

  **Explanation**—The change notification subsystem failed to restart.

  **Recommended Action**—This service has change notification disabled. It can be reenabled at a later time or restart the service to immediately reenable it.

- **Error Message:** `%CCM_MEDIA_STREAMING_APP-IPVMS-3-kCreateAudioSourcesFailed:`

  Creating audio source class failed.

**Explanation**—Unable to create audio source class. This can be due to lack of memory.

**Recommended Action**—Reboot the server.

- **Error Message:** `%CCM_MEDIA_STREAMING_APP-IPVMS-3-kCreateControlFailed:`

  Stream Control create failure. Audio Source ID [ULong], Codec Type [String]

  **Explanation**—Create stream control class. The audio source does not play possibly due to lack of memory.

  **Recommended Action**—Reset the MOH device. If it is out of resources, reboot the server.

- **Error Message:** `%CCM_MEDIA_STREAMING_APP-IPVMS-3-kCreateGraphManagerFailed:`

  Get graph manager failure. Audio Source ID [ULong], Codec Type [String], COM Error [ULong]

  **Explanation**—The COM call to get the graph manager failed. The audio source does not play possibly due to lack of memory.

  **Recommended Action**—Reset the MOH device. If it is out of resources, reboot the server.

- **Error Message:** `%CCM_MEDIA_STREAMING_APP-IPVMS-6-kReadCfgIpTosMediaResourceToCmNotFound:`

  IP TOS MediaResource to Cm value not found.

  **Explanation**—The IP Type-of-Service Media Resource To Cisco CallManager value was not found in the database and is defaulting its value to 0x68.

  **Recommended Action**—Create IP Type-of-Service Media Resource To Cisco CallManager in the database.

- **Error Message:** `%CCM_MEDIA_STREAMING_APP-IPVMS-3-kDbCheckCFBComException:`

  COM error. Device Name [String], COM Description String [String]

  **Explanation**—A COM error occurred while trying to check CFB device information.

  **Recommended Action**—Fix the COM problem. The database changes are not detected.

- **Error Message:** `%CCM_MEDIA_STREAMING_APP-IPVMS-3-kDbCheckCFBConfigComException:`

  COM error. Device Name [String], COM Description String [String]

  **Explanation**—A COM error occurred while trying to check CFB device configuration information.

  **Recommended Action**—Fix the COM problem. The database changes are not detected.

- **Error Message:** `%CCM_MEDIA_STREAMING_APP-IPVMS-3-kDbCheckCFBConfigDblException:`

  Database exception. Device Name [String], Exception String [String], Exception ID [ULong]

  **Explanation**—A database exception occurred while trying to check CFB device configuration information.

  **Recommended Action**—Fix the database problem. The database changes are not detected.

- **Error Message:** `%CCM_MEDIA_STREAMING_APP-IPVMS-3-kDbCheckCFBConfigUnknownException:`

  Unknown exception. Device Name [String]

  **Explanation**—An unknown exception occurred while trying to check CFB device configuration information.

  **Recommended Action**—Fix the problem. The database changes are not detected.

- **Error Message:** `%CCM_MEDIA_STREAMING_APP-IPVMS-3-kDbCheckCFBDblException:`

  Database exception. Device Name [String], Exception String [String], Exception ID [ULong]

  **Explanation**—A database exception occurred while trying to check CFB device information.

  **Recommended Action**—Fix the database problem. The database changes are not detected.

- **Error Message:** `%CCM_MEDIA_STREAMING_APP-IPVMS-3-kDbCheckCFBListComException:`

  COM error. Device Name [String], COM Description String [String]

  **Explanation**—A COM error occurred while trying to check CFB Cisco CallManager list information.

  **Recommended Action**—Fix the COM problem. The database changes are not detected.

- **Error Message:** `%CCM_MEDIA_STREAMING_APP-IPVMS-3-kDbCheckCFBListDblException:`

  Database exception. Device Name [String], Exception String [String], Exception ID [ULong]

  **Explanation**—A database exception occurred while trying to check CFB Cisco CallManager list information.

  **Recommended Action**—Fix the database problem. The database changes are not detected.

- **Error Message:** `%CCM_MEDIA_STREAMING_APP-IPVMS-3-kDbCheckCFBListUnknownException:`

  Unknown exception. Device Name [String]

  **Explanation**—An unknown exception occurred while trying to check CFB Cisco CallManager list information.

**Recommended Action**—Fix the problem. The database changes are not detected.

- **Error Message:** `%CCM_MEDIA_STREAMING_APP-IPVMS-3-kDbCheckCFBUnknownException:`

  Unknown exception. Device Name [String]

  **Explanation**—An unknown exception occurred while trying to check CFB device information.

  **Recommended Action**—Fix the problem. The database changes are not detected.

- **Error Message:** `%CCM_MEDIA_STREAMING_APP-IPVMS-3-kDBCheckDblGetNodeNameFailed:`

  Database layer select my process node failure.

  **Explanation**—The database layer was unable to find/determine the current node on which this service is running.

  **Recommended Action**—Check the database replication with DBLHelper and, once the replication is done, restart the `Database Layer Monitor Service` on all the CCM servers. Also, make sure to configure the database properly.

- **Error Message:** `%CCM_MEDIA_STREAMING_APP-IPVMS-3-kDbCheckMOHAudioSourceComException:`

  COM error. Device Name [String], COM Description String [String]

  **Explanation**—A COM error occurred while trying to check MOH audio source information.

  **Recommended Action**—Fix the COM problem. The database changes are not detected.

- **Error Message:** `%CCM_MEDIA_STREAMING_APP-IPVMS-3-kDbCheckMOHAudioSourceDblException:`

  Database exception. Device Name [String], Exception String [String], Exception ID [ULong]

  **Explanation**—A database exception occurred while trying to check MOH audio source information.

  **Recommended Action**—Fix the database problem. The database changes are not detected.

- **Error Message:** `%CCM_MEDIA_STREAMING_APP-IPVMS-3-kDbCheckMOHAudioSourceUnknownException:`

  Unknown exception. Device Name [String]

  **Explanation**—An unknown exception occurred while trying to check MOH audio source information.

  **Recommended Action**—Fix the problem. The database changes are not detected.

- **Error Message:** `%CCM_MEDIA_STREAMING_APP-IPVMS-3-kDbCheckMOHComException:`

  COM error. Device Name [String], COM Description String [String]

  **Explanation**—A COM error occurred while trying to check MOH device information.

  **Recommended Action**—Fix the COM problem. The database changes are not detected.

- **Error Message:** `%CCM_MEDIA_STREAMING_APP-IPVMS-3-kDbCheckMOHDblException:`

  Database exception. Device Name [String], Exception String [String], Exception ID [ULong]

  **Explanation**—A database exception occurred while trying to check MOH device information.

  **Recommended Action**—Fix the database problem. The database changes are not detected.

- **Error Message:** `%CCM_MEDIA_STREAMING_APP-IPVMS-3-kDbCheckMOHEnterpriseComException:`

  COM error. Device Name [String], COM Description String [String]

  **Explanation**—A COM error occurred while trying to check MOH enterprise parameters.

  **Recommended Action**—Fix the COM problem. The database changes are not detected.

- **Error Message:** `%CCM_MEDIA_STREAMING_APP-IPVMS-3-kDbCheckMOHEnterpriseDblException:`

  Database exception. Device Name [String], Exception String [String], Exception ID [ULong]

  **Explanation**—A database exception occurred while trying to check MOH enterprise parameters.

  **Recommended Action**—Fix the database problem. The database changes are not detected.

- **Error Message:** `%CCM_MEDIA_STREAMING_APP-IPVMS-3-kDbCheckMOHEnterpriseUnknownException:`

  Unknown exception. Device Name [String]

  **Explanation**—An unknown exception occurred while trying to check MOH enterprise parameters.

  **Recommended Action**—Fix the problem. The database changes are not detected.

- **Error Message:** `%CCM_MEDIA_STREAMING_APP-IPVMS-3-kDbCheckMOHListComException:`

  COM error. Device Name [String], COM Description String [String]

  **Explanation**—A COM error occurred while trying to check MOH Cisco CallManager list information.

  **Recommended Action**—Fix the COM problem. The database changes are not detected.

- **Error Message:** `%CCM_MEDIA_STREAMING_APP-IPVMS-3-kDbCheckMOHListDblException:`

  Database exception. Device Name [String], Exception String [String], Exception ID [ULong]

  **Explanation**—A database exception occurred while trying to check MOH Cisco CallManager list information.

  **Recommended Action**—Fix the database problem. The database changes are not detected.

- **Error Message:** `%CCM_MEDIA_STREAMING_APP-IPVMS-3-kDbCheckMOHListUnknownException:`

  Unknown exception. Device Name [String]

  **Explanation**—An unknown exception occurred while trying to check MOH Cisco CallManager list information.

  **Recommended Action**—Fix the problem. The database changes are not detected.

- **Error Message:** `%CCM_MEDIA_STREAMING_APP-IPVMS-3-kDbCheckMOHServerComException:`

  COM error. Device Name [String], COM Description String [String]

  **Explanation**—A COM error occurred while trying to check MOH server information.

  **Recommended Action**—Fix the COM problem. The database changes are not detected.

- **Error Message:** `%CCM_MEDIA_STREAMING_APP-IPVMS-3-kDbCheckMOHServerDblException:`

  Database exception. Device Name [String], Exception String [String], Exception ID [ULong]

  **Explanation**—A database exception occurred while trying to check MOH server information.

  **Recommended Action**—Fix the database problem. The database changes are not detected.

- **Error Message:** `%CCM_MEDIA_STREAMING_APP-IPVMS-3-kDbCheckMOHServerUnknownException:`

  Unknown exception. Device Name [String]

  **Explanation**—An unknown exception occurred while trying to check MOH server information.

  **Recommended Action**—Fix the problem. The database changes are not detected.

- **Error Message:** `%CCM_MEDIA_STREAMING_APP-IPVMS-3-kDbCheckMOHUnknownException:`

  Unknown exception. Device Name [String]

  **Explanation**—An unknown exception occurred while trying to check the MOH device information.

  **Recommended Action**—Fix the problem. The database changes are not detected.

- **Error Message:** `%CCM_MEDIA_STREAMING_APP-IPVMS-3-kDbCheckMTPComException:`

  COM error. Device Name [String], COM Description String [String]

  **Explanation**—A COM error occurred while tring to check MTP device information.

  **Recommended Action**—Fix the COM problem. The database changes are not detected.

- **Error Message:** `%CCM_MEDIA_STREAMING_APP-IPVMS-3-kDbCheckMTPConfigComException:`

  COM error. Device Name [String], COM Description String [String]

  **Explanation**—A COM error occurred while trying to check MOH device configuration information.

  **Recommended Action**—Fix the COM problem. The database changes are not detected.

- **Error Message:** `%CCM_MEDIA_STREAMING_APP-IPVMS-3-kDbCheckMTPConfigDblException:`

  Database exception. Device Name [String], Exception String [String], Exception ID [ULong]

  **Explanation**—A database exception occurred while trying to check MTP device configuration information.

  **Recommended Action**—Fix the database problem. The database changes are not detected.

- **Error Message:** `%CCM_MEDIA_STREAMING_APP-IPVMS-3-kDbCheckMTPConfigUnknownException:`

  Unknown exception. Device Name [String]

  **Explanation**—An unknown exception occurred while trying to check MTP device configuration information.

  **Recommended Action**—Fix the problem. The database changes are not detected.

- **Error Message:** `%CCM_MEDIA_STREAMING_APP-IPVMS-3-kDbCheckMTPDblException:`

  Database exception. Device Name [String], Exception String [String], Exception ID [ULong]

  **Explanation**—A database exception occurred while trying to check MTP device information.

  **Recommended Action**—Fix the database problem. The database changes are not detected.

- **Error Message:** `%CCM_MEDIA_STREAMING_APP-IPVMS-3-kDbCheckMTPListComException:`

  COM error. Device Name [String], COM Description String [String]

**Explanation**—A COM error occurred while trying to check MTP Cisco CallManager list information.

**Recommended Action**—Fix the COM problem. The database changes are not detected.

- **Error Message:** `%CCM_MEDIA_STREAMING_APP-IPVMS-3-kDbCheckMTPListDblException:`

  Database exception. Device Name [String], Exception String [String], Exception ID [ULong]

  **Explanation**—A database exception occurred while trying to check MTP Cisco CallManager list information.

  **Recommended Action**—Fix the database problem. The database changes will not be detected.

- **Error Message:** `%CCM_MEDIA_STREAMING_APP-IPVMS-3-kDbCheckMTPListUnknownException:`

  Unknown exception. Device Name [String]

  **Explanation**—An unknown exception occurred while trying to check MTP Cisco CallManager list information.

  **Recommended Action**—Fix the problem. The database changes are not detected.

- **Error Message:** `%CCM_MEDIA_STREAMING_APP-IPVMS-3-kDbCheckMTPUnknownException:`

  Unknown exception. Device Name [String]

  **Explanation**—An unknown exception occurred while trying to check MTP device information.

  **Recommended Action**—Fix the problem. The database changes are not detected.

- **Error Message:** `%CCM_MEDIA_STREAMING_APP-IPVMS-3-kDeviceDriverCFBConfigurationFailed:`

  Device driver configuration for MTP failure.

  **Explanation**—The call to the device driver to set and get the MTP configuration failed. This normally happens when the incorrect version of the device driver is running. The service terminates.

  **Recommended Action**—Stop and start the device driver and try to start the service again. If it still fails, make sure the proper device driver is there (ipvms.sys) and try again.

- **Error Message:** `%CCM_MEDIA_STREAMING_APP-IPVMS-3-kDeviceDriverError:`

  IP voice media streaming device driver error. Error [String]

  **Explanation**—The IP Voice Media Streaming device driver returned an error.

  **Recommended Action**—None.

- **Error Message:** `%CCM_MEDIA_STREAMING_APP-IPVMS-3-kDeviceDriverMOHConfigurationFailed:`

  Device driver configuration for MTP failure.

  **Explanation**—The call to the device driver to set and get the MTP configuration failed. This normally happens when the incorrect version of the device driver is running. The service terminates.

  **Recommended Action**—Stop and start the device driver and try to start the service again. If it still fails, make sure the proper device driver is there (ipvms.sys) and try again.

- **Error Message:** `%CCM_MEDIA_STREAMING_APP-IPVMS-3-kDeviceDriverMTPConfigurationFailed:`

  Device driver configuration for MTP failure.

  **Explanation**—The call to the device driver to set and get the MTP configuration failed. This normally happens when the incorrect version of the device driver is running. The service terminates.

  **Recommended Action**—Stop and start the device driver and try to start the service again. If it still fails, make sure the proper device driver is there (ipvms.sys) and try again.

- **Error Message:** `%CCM_MEDIA_STREAMING_APP-IPVMS-3-kDeviceMgrCreateFailed:`

  Device manager create failure. Device Name [String], Server Number [ULong], Server Name [String]

  **Explanation**—The device manager class create failed, possibly due to lack of memory.

  **Recommended Action**—Reboot the server if it is out of memory.

- **Error Message:** `%CCM_MEDIA_STREAMING_APP-IPVMS-3-kDeviceMgrExitEventCreationFailed:`

  Creation of device manager exit event failure. Device Name [String], Trace Name [String], Error [ULong]

  **Explanation**—The exit event could not be created for the specified device.

  **Recommended Action**—Check whether the system is out of resources and reboot the system if needed.

- **Error Message:** `%CCM_MEDIA_STREAMING_APP-IPVMS-3-kDeviceMgrLockoutWithCallManager:`

  Cisco CallManager in lockout. Trace Name [String]

  **Explanation**—The specified Cisco CallManager is in a lockout until it responds or terminates the TCP link. The Cisco CallManager is not used.

  **Recommended Action**—Restart the Cisco CallManager service to force Cisco CallManager out of lockout.

- **Error Message:** `%CCM_MEDIA_STREAMING_APP-IPVMS-6-kDeviceMgrMoreThan50SocketEvents:`

More than 50 events returned from TCP link. Trace Name [String]

**Explanation**—The specified Cisco CallManager TCP link has returned a large number of TCP events.

**Recommended Action**—No action is required.

- **Error Message:** `%CCM_MEDIA_STREAMING_APP-IPVMS-3-kDeviceMgrOpenReceiveFailedOutOfStreams:`

Open receive failure. Trace Name [String]

**Explanation**—The open receive call failed and the device driver is out of streams.

**Recommended Action**—Increase stream resources or add a new server.

- **Error Message:** `%CCM_MEDIA_STREAMING_APP-IPVMS-3-kDeviceMgrRegisterKeepAliveResponseError:`

Cisco CallManager not responding. Trace Name [String]

**Explanation**—The specified Cisco CallManager does not respond to the keepalive message.

**Recommended Action**—Cisco CallManager may have gone down. Check network connections.

- **Error Message:** `%CCM_MEDIA_STREAMING_APP-IPVMS-6-kDeviceMgrRegisterWithCallManager:`

Register with Cisco CallManager. Trace Name [String]

**Explanation**—The device manager registered with the specified Cisco CallManager.

**Recommended Action**—No action is required.

- **Error Message:** `%CCM_MEDIA_STREAMING_APP-IPVMS-3-kDeviceMgrRegisterWithCallManagerError:`

Connection error with Cisco CallManager. Trace Name [String]

**Explanation**—The device manager registered with the specified Cisco CallManager and got a socket error or disconnect.

**Recommended Action**—No action is required. Device recovery handles this.

- **Error Message:** `%CCM_MEDIA_STREAMING_APP-IPVMS-3-kDeviceMgrSocketDrvNotifyEvtCreateFailed:`

Create driver notification event failure. Device Name [String], Trace Name [String], Error [ULong]

**Explanation**—The device driver notify event cannot be created for the specified device.

**Recommended Action**—Check whether the system is out of resources and reboot the system if needed.

- **Error Message:** `%CCM_MEDIA_STREAMING_APP-IPVMS-3-kDeviceMgrSocketNotifyEventCreateFailed:`

Creation socket event failure. Device Name [String], Trace Name [String], Error [ULong]

**Explanation**—The socket notify event could not be created for the specified device.

**Recommended Action**—Check whether the system is out of resources and reboot the system if needed.

- **Error Message:** `%CCM_MEDIA_STREAMING_APP-IPVMS-3-kDeviceMgrStartTransmissionOutOfStreams:`

Start transmission failure. Trace Name [String]

**Explanation**—The start transmission call failed and the device driver was out of streams.

**Recommended Action**—Increase the stream resources or add a new server.

- **Error Message:** `%CCM_MEDIA_STREAMING_APP-IPVMS-3-kDeviceMgrThreadException:`

Exception in device manager thread. Trace Name [String], Exception Code [ULong], EAX Register [ULong], EBX Register [ULong], ECX Register [ULong], EDX Register [ULong], ESI Register [ULong], EDI Register [ULong], EIP Register [ULong], ESP Register [ULong], EBP Register [ULong], Flags Register [ULong], CS Register [ULong], DS Register [ULong], ES Register [ULong], SS Register [ULong], FS Register [ULong], GS Register [ULong]

**Explanation**—An exception occurred in the specified device manager thread.

**Recommended Action**—MOH automatically resets.

- **Error Message:** `%CCM_MEDIA_STREAMING_APP-IPVMS-3-kDeviceMgrThreadWaitFailed:`

Wait call failure in device manager thread. Trace Name [String]

**Explanation**—The wait call failed in the device manager thread. The device is restarted.

**Recommended Action**—No action is required.

- **Error Message:** `%CCM_MEDIA_STREAMING_APP-IPVMS-3-kDeviceMgrThreadxFailed:`

Creation of thread failure. Device Name [String], Trace Name [String], Error [ULong]

**Explanation**—The device manager thread created failed for the specified device.

**Recommended Action**—Check whether the system is out of resources and reboot the system if needed.

- **Error Message:** `%CCM_MEDIA_STREAMING_APP-IPVMS-6-kDeviceMgrUnregisterWithCallManager:`

Unregister with Cisco CallManager. Trace Name [String]

**Explanation**—The device manager unregistered with the specified Cisco CallManager.

**Recommended Action**—No action is required.

- **Error Message:** `%CCM_MEDIA_STREAMING_APP-IPVMS-3-kDownloadMOHFileFailed:`

Download request failure. File Name [String]

**Explanation**—The TFTP download request failed.

**Recommended Action**—Validate the TFTP IP address in the database and that the file exists.

- **Error Message:** `%CCM_MEDIA_STREAMING_APP-IPVMS-3-kFixedInputAddAudioCaptureDeviceFailed:`

Add fixed audio source to filter graph failure. Audio Source ID [ULong], Codec Type [String], COM Error [ULong]

**Explanation**—The COM call to add the fixed audio source to the filter graph failed. The audio source does not play possibly due to lack of memory.

**Recommended Action**—Reset the MOH device. If it is out of resources, reboot the server.

- **Error Message:** `%CCM_MEDIA_STREAMING_APP-IPVMS-3-kFixedInputAddG711AlawIpVmsRenderFailed:`

Add fixed G711 a-law IP VMS render filter-to-filter graph failure. Audio Source ID [ULong], Codec Type [String], COM Error [ULong]

**Explanation**—The COM call to add the fixed G.711 a-law IP VMS render filter-to-filter graph failed. The audio source does not play possibly due to lack of memory.

**Recommended Action**—Reset the MOH device. If it is out of resources, reboot the server.

- **Error Message:** `%CCM_MEDIA_STREAMING_APP-IPVMS-3-kFixedInputAddG711UlawIpVmsRenderFailed:`

Add fixed G.711 ulaw IP VMS render filter to filter graph failed Audio Source ID [ULong], Codec Type [String], COM Error [ULong]

**Explanation**—The COM call to add the fixed G.711 mu-law IP VMS render filter-to-filter graph failed. The audio source does not play possibly due to lack of memory.

**Recommended Action**—Reset the MOH device. If it is out of resources, reboot the server.

- **Error Message:** `%CCM_MEDIA_STREAMING_APP-IPVMS-3-kFixedInputAddG729IpVmsRenderFailed:`

Add fixed G.729 IP VMS render filter-to-filter graph failure. Audio Source ID [ULong], Codec Type [String], COM Error [ULong]

**Explanation**—The COM call to add the fixed G.729 IP VMS render filter-to-filter graph failed. The audio source will not play possibly due to lack of memory.

**Recommended Action**—Reset the MOH device. If it is out of resources, reboot the server.

- **Error Message:** `%CCM_MEDIA_STREAMING_APP-IPVMS-3-kFixedInputAddMOHEncoderFailed:`

Add fixed MOH encode filter-to-filter graph failure. Audio Source ID [ULong], Codec Type [String], COM Error [ULong]

**Explanation**—The COM call to add the fixed MOH encode filter-to-filter graph failed. The audio source does not play possibly due to lack of memory.

**Recommended Action**—Reset the MOH device. If it is out of resources, reboot the server.

- **Error Message:** `%CCM_MEDIA_STREAMING_APP-IPVMS-3-kFixedInputAddWideBandIpVmsRenderFailed:`

Add fixed wideband IP VMS render filter-to-filter graph failure. Audio Source ID [ULong], Codec Type [String], COM Error [ULong]

**Explanation**—The COM call to add the fixed wideband IP VMS render filter-to-filter graph failed. The audio source does not play possibly due to lack of memory.

**Recommended Action**—Reset the MOH device. If it is out of resources, reboot the server.

- **Error Message:** `%CCM_MEDIA_STREAMING_APP-IPVMS-3-kFixedInputAudioCapMOHEncoderConnFailed:`

Connect fixed audio capture device to MOH encoder failure. Audio Source ID [ULong], Codec Type [String], COM Error [ULong]

**Explanation**—The COM call to connect the fixed audio source device to the MOH encoder failed. The audio source does not play possibly due to lack of memory.

**Recommended Action**—Reset the MOH device. If it is out of resources, reboot the server.

- **Error Message:** `%CCM_MEDIA_STREAMING_APP-IPVMS-3-kFixedInputAudioCaptureCreateFailed:`

Get fixed system device enumerator failure. Audio Source ID [ULong], Codec Type [String], COM Error [ULong]

**Explanation**—The COM call to get the fixed system device enumerator failed. The audio source does not play possibly due to lack of memory.

**Recommended Action**—Reset the MOH device. If it is out of resources, reboot the server.

- **Error Message:** `%CCM_MEDIA_STREAMING_APP-IPVMS-3-kFixedInputClassEnumeratorCreateFailed:`

Create fixed class enumerator failure. Audio Source ID [ULong], Codec Type [String], COM Error [ULong]

**Explanation**—The COM call to create the fixed class enumerator failed. The audio source does not play possibly due to lack of memory.

**Recommended Action**—Reset the MOH device. If it is out of resources, reboot the server.

- **Error Message:** `%CCM_MEDIA_STREAMING_APP-IPVMS-3-kFixedInputCreateControlFailed:`

  Fixed stream control create failure. Audio Source ID [ULong], Codec Type [String]

  **Explanation**—Create fixed stream control class failed. The audio source does not play possibly due to lack of memory.

  **Recommended Action**—Reset the MOH device. If it is out of resources, reboot the server.

- **Error Message:** `%CCM_MEDIA_STREAMING_APP-IPVMS-3-kFixedInputCreateGraphManagerFailed:`

  Get fixed graph manager failure. Audio Source ID [ULong], Codec Type [String], COM Error [ULong]

  **Explanation**—The COM call to get the fixed graph manager failed, and audio source does not play possibly due to lack of memory.

  **Recommended Action**—Reset the MOH device. If it is out of resources, reboot the server.

- **Error Message:** `%CCM_MEDIA_STREAMING_APP-IPVMS-3-kFixedInputFindAudioCaptureDeviceFailed:`

  Unable to find fixed audio source device. Audio Source ID [ULong], Codec Type [String], Fixed audio source device name [String]

  **Explanation**—The specified fixed audio source device was not found. The audio source does not play.

  **Recommended Action**—Make sure the proper device name is specified.

- **Error Message:** `%CCM_MEDIA_STREAMING_APP-IPVMS-3-kFixedInputGetEventNotificationFailed:`

  Get fixed notification event failure. Audio Source ID [ULong], Codec Type [String], COM Error [ULong]

  **Explanation**—The COM call to get the fixed notification event failed. The audio source does not play possibly due to lack of memory.

  **Recommended Action**—Reset the MOH device. If it is out of resources, reboot the server.

- **Error Message:** `%CCM_MEDIA_STREAMING_APP-IPVMS-3-kFixedInputGetFileNameFailed:`

  Get fixed audio source device name failure. Audio Source ID [ULong], Codec Type [String]

  **Explanation**—The call to get the fixed audio source device name failed. The audio source does not play possibly due to lack of memory.

  **Recommended Action**—Reset the MOH device. If it is out of resources, reboot the server.

- **Error Message:** `%CCM_MEDIA_STREAMING_APP-IPVMS-3-kFixedInputGetG711AlawIpVmsRenderFailed:`

  Get fixed G.711 a-law IP VMS render filter failure. Audio Source ID [ULong], Codec Type [String], COM Error [ULong]

  **Explanation**—The COM call to get the fixed G.711 a-law IP VMS render filter failed. The audio source does not play possibly due to lack of memory.

  **Recommended Action**—Reset the MOH device. If it is out of resources, reboot the server.

- **Error Message:** `%CCM_MEDIA_STREAMING_APP-IPVMS-3-kFixedInputGetG711AlawIpVmsRendInfFailed:`

  Get fixed G.711 a-law IP VMS render filter private interface failure. Audio Source ID [ULong], Codec Type [String], COM Error [ULong]

  **Explanation**—The COM call to get the fixed G.711 a-law IP VMS render filter private interface failed. The audio source does not play possibly due to lack of memory.

  **Recommended Action**—Reset the MOH device. If it is out of resources, reboot the server.

- **Error Message:** `%CCM_MEDIA_STREAMING_APP-IPVMS-3-kFixedInputGetG711UlawIpVmsRenderFailed:`

  Get fixed G.711 mu-law IP VMS render filter failure. Audio Source ID [ULong], Codec Type [String], COM Error [ULong]

  **Explanation**—The COM call to get the fixed G.711 ulaw IP VMS render filter failed, and the audio source does not play, possibly due to lack of memory.

  **Recommended Action**—Reset the MOH device. If it is out of resources, reboot the server.

- **Error Message:** `%CCM_MEDIA_STREAMING_APP-IPVMS-3-kFixedInputGetG711UlawIpVmsRendInfFailed:`

  Get fixed G.711 mu-aw IP VMS render filter private interface failure. Audio Source ID [ULong], Codec Type [String], COM Error [ULong]

  **Explanation**—The COM call to get the fixed G.711 mu-law IP VMS render filter private interface failed. The audio source does not play possibly due to lack of memory.

  **Recommended Action**—Reset the MOH device. If it is out of resources, reboot the server.

- **Error Message:** `%CCM_MEDIA_STREAMING_APP-IPVMS-3-kFixedInputGetG729IpVmsRenderFailed:`

  Get fixed G.729 IP VMS render filter failure. Audio Source ID [ULong], Codec Type [String], COM Error [ULong]

  **Explanation**—The COM call to get the fixed G.729 IP VMS render filter failed. The audio source does not play possibly due to lack of memory.

  **Recommended Action**—Reset the MOH device. If it is out of resources, reboot the server.

- **Error Message:** `%CCM_MEDIA_STREAMING_APP-IPVMS-3-kFixedInputGetG729IpVmsRendInfFailed:`

Get fixed G.729 IP VMS render filter private interface failure. Audio Source ID [ULong], Codec Type [String], COM Error [ULong]

**Explanation**—The COM call to get the fixed G.729 IP VMS render filter private interface failed. The audio source does not play possibly due to lack of memory.

**Recommended Action**—Reset the MOH device. If it is out of resources, reboot the server.

- **Error Message:** `%CCM_MEDIA_STREAMING_APP-IPVMS-3-kFixedInputGetMediaControlFailed:`

Get fixed media control failure. Audio Source ID [ULong], Codec Type [String], COM Error [ULong]

**Explanation**—The COM call to get fixed media control failed. The audio source does not play possibly due to lack of memory.

**Recommended Action**—Reset the MOH device. If it is out of resources, reboot the server.

- **Error Message:** `%CCM_MEDIA_STREAMING_APP-IPVMS-3-kFixedInputGetMediaPositionFailed:`

Get fixed media position failure. Audio Source ID [ULong], Codec Type [String], COM Error [ULong]

**Explanation**—The COM call to get fixed media position failed. The audio source does not play possibly due to lack of memory.

**Recommended Action**—Reset the MOH device. If it is out of resources, reboot the server.

- **Error Message:** `%CCM_MEDIA_STREAMING_APP-IPVMS-3-kFixedInputGetMOHEncoderFailed:`

Get fixed MOH encode filter failure. Audio Source ID [ULong], Codec Type [String], COM Error [ULong]

**Explanation**—The COM call to get the fixed MOH encode filter failed. The audio source does not play possibly due to lack of memory.

**Recommended Action**—Reset the MOH device. If it is out of resources, reboot the server.

- **Error Message:** `%CCM_MEDIA_STREAMING_APP-IPVMS-3-kFixedInputGetWideBandIpVmsRenderFailed:`

Get fixed wideband IP VMS render filter failure. Audio Source ID [ULong], Codec Type [String], COM Error [ULong]

**Explanation**—The COM call to get the fixed wideband IP VMS render filter failed. The audio source does not play possibly due to lack of memory.

**Recommended Action**—Reset the MOH device. If it is out of resources, reboot the server.

- **Error Message:** `%CCM_MEDIA_STREAMING_APP-IPVMS-3-kFixedInputGetWideBandIpVmsRendInfFailed:`

Get fixed wideband IP VMS render filter private interface failure. Audio Source ID [ULong], Codec Type [String], COM Error [ULong]

**Explanation**—The COM call to get the fixed wideband IP VMS render filter private interface failed. The audio source does not play possibly due to lack of memory.

**Recommended Action**—Reset the MOH device. If it is out of resources, reboot the server.

- **Error Message:** `%CCM_MEDIA_STREAMING_APP-IPVMS-3-kFixedInputMOHEncG711AlawRenderConnFail:`

Connect fixed MOH encoder to G.711 a-law IP VMS render filter failure. Audio Source ID [ULong], Codec Type [String], COM Error [ULong]

**Explanation**—The COM call to connect the fixed MOH encoder to G.711 a-law IP VMS render filter failed. The audio source does not play possibly due to lack of memory.

**Recommended Action**—Reset the MOH device. If it is out of resources, reboot the server.

- **Error Message:** `%CCM_MEDIA_STREAMING_APP-IPVMS-3-kFixedInputMOHEncG711UlawRenderConnFail:`

Connect fixed MOH encoder to G.711 u-law IP VMS render filter failure. Audio Source ID [ULong], Codec Type [String], COM Error [ULong]

**Explanation**—The COM call to connect the fixed MOH encoder to the G.711 u-law IP VMS render filter failed. The audio source does not play possibly due to lack of memory.

**Recommended Action**—Reset the MOH device. If it is out of resources, reboot the server.

- **Error Message:** `%CCM_MEDIA_STREAMING_APP-IPVMS-3-kFixedInputMOHEncG729RenderConnFailed:`

Connect fixed MOH encoder to G.729 IP VMS render filter failure. Audio Source ID [ULong], Codec Type [String], COM Error [ULong]

**Explanation**—The COM call to connect the fixed MOH encoder to the G.729 IP VMS render filter failed. The audio source does not play possibly due to lack of memory.

**Recommended Action**—Reset the MOH device. If it is out of resources, reboot the server.

- **Error Message:** `%CCM_MEDIA_STREAMING_APP-IPVMS-3-kFixedInputMOHEncWidebandRenderConnFail:`

Connect fixed MOH encoder to wideband IP VMS render filter failure. Audio Source ID [ULong], Codec Type [String], COM Error [ULong]

**Explanation**—The COM call to connect the fixed MOH encoder to wideband IP VMS render filter failed. The audio source does not play possibly due to lack of memory.

**Recommended Action**—Reset the MOH device. If it is out of resources, reboot the server.

- **Error Message:** `%CCM_MEDIA_STREAMING_APP-IPVMS-3-kFixedInputSetNotifyWindowFailed:`

Set fixed notify window failure. Audio Source ID [ULong], Codec Type [String], COM Error [ULong]

**Explanation**—The COM call to set the fixed notify window failed. The audio source does not play possibly due to lack of memory.

**Recommended Action**—Reset the MOH device. If it is out of resources, reboot the server.

- **Error Message:** `%CCM_MEDIA_STREAMING_APP-IPVMS-3-kGetEventNotificationFailed:`

Get notification event failure. Audio Source ID [ULong], Codec Type [String], COM Error [ULong]

**Explanation**—The COM call to get the notification event failed. The audio source does not play possibly due to lack of memory.

**Recommended Action**—Reset the MOH device. If it is out of resources, reboot the server.

- **Error Message:** `%CCM_MEDIA_STREAMING_APP-IPVMS-3-kGetFileNameFailed:`

Get audio source file name failure. Audio Source ID [ULong], Codec Type [String]

**Explanation**—The call to get the audio source file name failed. The audio source does not play possibly due to lack of memory.

**Recommended Action**—Reset the MOH device. If it is out of resources, reboot the server.

- **Error Message:** `%CCM_MEDIA_STREAMING_APP-IPVMS-3-kGetIpVmsRenderFailed:`

Get IP VMS render filter failure. Audio Source ID [ULong], Codec Type [String], COM Error [ULong]

**Explanation**—The COM call to get the IP VMS render filter failed. The audio source does not play possibly due to lack of memory.

**Recommended Action**—Reset the MOH device. If it is out of resources, reboot the server.

- **Error Message:** `%CCM_MEDIA_STREAMING_APP-IPVMS-3-kGetIpVmsRenderInterfaceFailed:`

Get IP VMS render filter private interface failure. Audio Source ID [ULong], Codec Type [String], COM Error [ULong]

**Explanation**—The COM call to get the IP VMS render filter private interface failed. The audio source does not play possibly due to lack of memory.

**Recommended Action**—Reset the MOH device. If it is out of resources, reboot the server.

- **Error Message:** `%CCM_MEDIA_STREAMING_APP-IPVMS-3-kGetMediaControlFailed:`

Get media control failure. Audio Source ID [ULong], Codec Type [String], COM Error [ULong]

**Explanation**—The COM call to get media control failed. The audio source does not play, possibly due to lack of memory.

**Recommended Action**—Reset the MOH device. If it is out of resources, reboot the server.

- **Error Message:** `%CCM_MEDIA_STREAMING_APP-IPVMS-3-kGetMediaPositionFailed:`

Get media position failure. Audio Source ID [ULong], Codec Type [String], COM Error [ULong]

**Explanation**—The COM call to get media position failed. The audio source does not play, possibly due to lack of memory.

**Recommended Action**—Reset the MOH device. If it is out of resources, reboot the server.

- **Error Message:** `%CCM_MEDIA_STREAMING_APP-IPVMS-3-kIPVMSDeviceDriverNotFound:`

Cisco IP voice media streaming driver not found.

**Explanation**—The Cisco IP Voice Media Streaming driver was not found. The service does not start until it is found.

**Recommended Action**—The Cisco IP Voice Media Streaming driver needs to be started.

- **Error Message:** `%CCM_MEDIA_STREAMING_APP-IPVMS-3-kIPVMSMgrEventCreationFailed:`

Creation of needed event failed. Error [ULong]

**Explanation**—The needed events could not be created. The service exits.

**Recommended Action**—The service needs to be restarted. If the error occurs again, the system needs to be rebooted.

- **Error Message:** `%CCM_MEDIA_STREAMING_APP-IPVMS-3-kIPVMSMgrThreadException:`

Exception in IP VMS manager thread. Exception Code [ULong], EAX Register [ULong], EBX Register [ULong], ECX Register [ULong], EDX Register [ULong], ESI Register [ULong], EDI Register [ULong], EIP Register [ULong], ESP Register [ULong], EBP Register [ULong], Flags Register [ULong], CS Register [ULong], DS Register [ULong], ES Register [ULong], SS Register [ULong], FS Register [ULong], GS Register [ULong]

**Explanation**—An exception occurred in the IP VMS manager thread.

**Recommended Action**—MOH automatically resets.

- **Error Message:** `%CCM_MEDIA_STREAMING_APP-IPVMS-3-kIpVmsMgrThreadWaitFailed:`

Wait call failed in IP VMS manager thread.

**Explanation**—The wait call failed in the IP VMS manager thread. The service exits.

**Recommended Action**—The service needs to be restarted. If the error occurs again, the system needs to be rebooted.

- **Error Message:** `%CCM_MEDIA_STREAMING_APP-IPVMS-3-kIPVMSMgrThreadxFailed:`

Creation of the IPVMSMgr thread failed. Error [ULong]

**Explanation**—The creation of the VMS manager failed. The service exits.

**Recommended Action**—Restart the service.

- **Error Message:** `%CCM_MEDIA_STREAMING_APP-IPVMS-3-kIPVMSMgrWrongDriverVersion:`

Wrong version of device driver. Found [ULong], Need [ULong]

**Explanation**—An incompatible device driver was found. The service exits.

**Recommended Action**—Install the correct device driver version.

- **Error Message:** `%CCM_MEDIA_STREAMING_APP-IPVMS-6-kIPVMSStarting:`

IP voice media streaming application starting. Version [String], IPAddress [String], Hostname [String], ServiceName [String], ProcessID [ULong]

**Explanation**—The IP Voice Media Streaming application is starting.

**Recommended Action**—No action is required.

- **Error Message:** `%CCM_MEDIA_STREAMING_APP-IPVMS-6-kIPVMSStopping:`

The IP voice media streaming application shutting down. Version [String], IPAddress [String], Hostname [String], ServiceName [String], ProcessID [ULong]

**Explanation**—The IP Voice Media Streaming application is shutting down.

**Recommended Action**—No action is required.

- **Error Message:** `%CCM_MEDIA_STREAMING_APP-IPVMS-3-kMOHBadMulticastIP:`

Bad multicast IP address. Audio Source ID [ULong], Call/Conference ID [ULong], Codec Type [String], Multicast IP Address [String], Multicast IP Port [ULong]

**Explanation**—A bad IP multicast address (out of range) is found.

**Recommended Action**—Fix the multicast addresses in the database.

- **Error Message:** `%CCM_MEDIA_STREAMING_APP-IPVMS-6-kMOHDeviceRecordNotFound:`

MOH device record not found.

**Explanation**—A device record for the MOH device was not found in the database.

**Recommended Action**—If the MOH functionality is required, add the device to the database.

- **Error Message:** `%CCM_MEDIA_STREAMING_APP-IPVMS-3-kMOHFilterNotifyError:`

Error on DirectShow returned or user abort. Audio Source ID [ULong], Codec Type [String]

**Explanation**—The DirectShow filter returned an error or user abort. Audio source may quit playing.

**Recommended Action**—No action is required. The audio should start back up when requested to play the next time.

- **Error Message:** `%CCM_MEDIA_STREAMING_APP-IPVMS-6-kMOHICMPErrorNotification:`

MOH stream ICMP error. Call ID [ULong], Party ID [ULong], Destination IP Address [String], IP Port [ULong]

**Explanation**—An MOH stream has an ICMP error. The stream has terminated.

**Recommended Action**—No action is required.

- **Error Message:** `%CCM_MEDIA_STREAMING_APP-IPVMS-3-kMOHMgrCreateFailed:`

Create MOH manager class failure.

**Explanation**—The MOH manager class create failed. This is possibly due to lack of memory.

**Recommended Action**—Reboot the server if it is out of memory.

- **Error Message:** `%CCM_MEDIA_STREAMING_APP-IPVMS-3-kMOHMgrExitEventCreationFailed:`

Creation of MOH manager exit event failure. Error [ULong]

**Explanation**—The exit event creation failed.

**Recommended Action**—Check whether the system is out of resources and reboot the system if needed.

- **Error Message:** `%CCM_MEDIA_STREAMING_APP-IPVMS-6-kMOHMgrIsAudioSourceInUseThisIsNULL:`

Call to IsAudioSourceInUse; class not valid.

**Explanation**—A call was made to a deleted class.

**Recommended Action**—No action is required.

- **Error Message:** `%CCM_MEDIA_STREAMING_APP-IPVMS-3-kMOHMgrThreadCreateWindowExFailed:`

Creation of MOH manager message window failure. Error [ULong]

**Explanation**—The creation of the MOH manager message window failed. The MOH device is being restarted.

**Recommended Action**—No action is required. If this continues, check whether the system is out of resources and reboot the system if needed.

- **Error Message:** `%CCM_MEDIA_STREAMING_APP-IPVMS-3-kMOHMgrThreadWaitFailed:`

  Wait call failure in MOH manager thread.

  **Explanation**—The wait call failed in the MOH manager thread. The device is restarted.

  **Recommended Action**—No action is required.

- **Error Message:** `%CCM_MEDIA_STREAMING_APP-IPVMS-3-kMOHMgrThreadxFailed:`

  Creation of MOH manager thread failure. Error [ULong]

  **Explanation**—The creation of the MOH manager failed. MOH services are not available.

  **Recommended Action**—Restart the service.

- **Error Message:** `%CCM_MEDIA_STREAMING_APP-IPVMS-3-kMOHPlayStreamControlNull:`

  Stream Control pointer is NULL Audio Source ID [ULong], Codec Type [String]

  **Explanation**—The stream control pointer is null and unable to play stream.

  **Recommended Action**—Reset the MOH device.

- **Error Message:** `%CCM_MEDIA_STREAMING_APP-IPVMS-3-kMOHPlayStreamMediaControlObjectNull:`

  Media Position COM interface is NULL Audio Source ID [ULong], Codec Type [String]

  **Explanation**—The media position COM interface is null and unable to play stream.

  **Recommended Action**—Reset the MOH device.

- **Error Message:** `%CCM_MEDIA_STREAMING_APP-IPVMS-3-kMOHRewindStreamControlNull:`

  Stream control pointer NULL. Audio Source ID [ULong], Codec Type [String]

  **Explanation**—The stream control pointer is null and unable to rewind stream.

  **Recommended Action**—Reset the MOH device.

- **Error Message:** `%CCM_MEDIA_STREAMING_APP-IPVMS-3-kMOHRewindStreamMediaPositionObjectNull:`

  Media position COM interface NULL. Audio Source ID [ULong], Codec Type [String]

  **Explanation**—The media position COM interface is null and unable to rewind stream.

  **Recommended Action**—Reset the MOH device.

- **Error Message:** `%CCM_MEDIA_STREAMING_APP-IPVMS-3-kMOHTFTPGoRequestFailed:`

- Start of download request failure. File Name [String]

  **Explanation**—The call to start a TFTP download request failed.

  **Recommended Action**—Validate the TFTP IP address in the database.

- **Error Message:** `%CCM_MEDIA_STREAMING_APP-IPVMS-3-kMOHThreadException:`

  Exception in MOH manager thread. Exception Code [ULong], EAX Register [ULong], EBX Register [ULong], ECX Register [ULong], EDX Register [ULong], ESI Register [ULong], EDI Register [ULong], EIP Register [ULong], ESP Register [ULong], EBP Register [ULong], Flags Register [ULong], CS Register [ULong], DS Register [ULong], ES Register [ULong], SS Register [ULong], FS Register [ULong], GS Register [ULong]

  **Explanation**—An exception occurred in the MOH manager thread.

  **Recommended Action**—The MOH automatically resets.

- **Error Message:** `%CCM_MEDIA_STREAMING_APP-IPVMS-6-kMTPDeviceRecordNotFound:`

  MTP device record not found.

  **Explanation**—A device record for the Media Termination Point device was not found in the database.

  **Recommended Action**—If Media Termination Point functionality is required, add a device to the database.

- **Error Message:** `%CCM_MEDIA_STREAMING_APP-IPVMS-6-kMTPDeviceStartingDefualts:`

  MTP device configuration not found, starting with defaults.

  **Explanation**—The Media Termination Point device configuration was not found, starting with defaults.

  **Recommended Action**—Configure the Media Termination Point device properly in the database.

- **Error Message:** `%CCM_MEDIA_STREAMING_APP-IPVMS-6-kMTPICMPErrorNotification:`

MTP stream ICMP error. Call ID [ULong], Party ID [ULong], Destination IP Address [String], IP Port [ULong]

**Explanation**—A Media Termination Point stream has an ICMP error and the stream is terminated.

**Recommended Action**—No action is required.

- **Error Message:** %CCM_MEDIA_STREAMING_APP-IPVMS-3-kReadCfgCFBComException:

  COM error. Device Name [String], COM Description String [String]

  **Explanation**—A COM error occurred while an attempt was made to read the CFB configuration information.

  **Recommended Action**—The device does not start. Fix the problem and restart the service.

- **Error Message:** %CCM_MEDIA_STREAMING_APP-IPVMS-3-kReadCfgCFBDblException:

  Database exception. Device Name [String], Exception String [String], Exception ID [ULong]

  **Explanation**—A database exception occurred while an attempt was made to read CFB configuration information.

  **Recommended Action**—The device does not start. Fix the database problem and restart the service.

- **Error Message:** %CCM_MEDIA_STREAMING_APP-IPVMS-3-kReadCfgCFBListComException:

  COM error. Device Name [String], COM Description String [String]

  **Explanation**—A COM error occurred while an attempt was made to read CFB Cisco CallManager list information.

  **Recommended Action**—The device does not start. Fix the problem and restart the service.

- **Error Message:** %CCM_MEDIA_STREAMING_APP-IPVMS-3-kReadCfgCFBListDblException:

  Database exception. Device Name [String], Exception String [String], Exception ID [ULong]

  **Explanation**—A database exception occurred while an attempt was made to read CFB Cisco CallManager list information.

  **Recommended Action**—The device does not start. Fix the database problem and restart the service.

- **Error Message:** %CCM_MEDIA_STREAMING_APP-IPVMS-3-kReadCfgCFBListUnknownException:

  Unknown exception. Device Name [String]

  **Explanation**—An unknown exception occurred while an attempt was made to read CFB Cisco CallManager list information.

  **Recommended Action**—The device does not start. Fix the problem and restart the service.

- **Error Message:** %CCM_MEDIA_STREAMING_APP-IPVMS-3-kReadCfgCFBUnknownException:

  Unknown exception. Device Name [String]

  **Explanation**—An unknown exception occurred while an attempt was made to read CFB configuration information.

  **Recommended Action**—The device does not start. Fix the problem and restart the service.

- **Error Message:** %CCM_MEDIA_STREAMING_APP-IPVMS-6-kReadCfgDblGetChgNotifyFailed:

  Get change notification port failure.

  **Explanation**—The database layer was unable to find the change notification port and is using default.

  **Recommended Action**—If default change notification is incorrect or change notification does not work, add the value into the database and restart the service.

- **Error Message:** %CCM_MEDIA_STREAMING_APP-IPVMS-3-kReadCfgDblGetNodeNameFailed:

  Database layer select my process node failed.

  **Explanation**—The database layer was unable to find/determine the current node on which this service runs.

  **Recommended Action**—Make sure the database is configured properly.

- **Error Message:** %CCM_MEDIA_STREAMING_APP-IPVMS-3-kReadCfgMOHAudioSourceComException:

  COM error. Device Name [String], COM Description String [String]

  **Explanation**—A COM error occurred while trying to read MOH audio sources.

  **Recommended Action**—Audio sources are disabled. Fix the problem and restart the service.

- **Error Message:** %CCM_MEDIA_STREAMING_APP-IPVMS-3-kReadCfgMOHAudioSourceDblException:

  Database exception. Device Name [String], Exception String [String], Exception ID [ULong]

  **Explanation**—A database exception occurred while trying to read MOH audio sources.

  **Recommended Action**—Audio sources are disabled. Fix the database problem and restart the service.

- **Error Message:** %CCM_MEDIA_STREAMING_APP-IPVMS-3-kReadCfgMOHAudioSourceUnknownException:

  Unknown exception. Device Name [String]

**Explanation**—An unknown exception occurred while trying to read MOH audio sources.

**Recommended Action**—Audio sources are disabled. Fix the problem and restart the service.

- **Error Message:** `%CCM_MEDIA_STREAMING_APP-IPVMS-3-kReadCfgMOHComException:`

  COM error. Device Name [String], COM Description String [String]

  **Explanation**—A COM error occurred while trying to read MOH configuration information.

  **Recommended Action**—The device does not start. Fix the problem and restart the service.

- **Error Message:** `%CCM_MEDIA_STREAMING_APP-IPVMS-3-kReadCfgMOHDblException:`

  Database exception. Device Name [String], Exception String [String], Exception ID [ULong]

  **Explanation**—A database exception occurred while trying to read MOH configuration information.

  **Recommended Action**—The device does not start. Fix the database problem and restart the service.

- **Error Message:** `%CCM_MEDIA_STREAMING_APP-IPVMS-6-kReadCfgMOHEnabledCodecsNotFound:`

  MOH enabled codecs not found.

  **Explanation**—The MOH default-enabled codecs are not found in the database and are defaulting to mu-law.

  **Recommended Action**—Create MOH default codes in the database.

- **Error Message:** `%CCM_MEDIA_STREAMING_APP-IPVMS-3-kReadCfgEnterpriseComException:`

  COM error. COM Description String [String]

  **Explanation**—A COM error occurred while trying to read clusterwide service parameters.

  **Recommended Action**—MOH or ANN audio sources may be unavailable. Fix the problem and restart the service.

- **Error Message:** `%CCM_MEDIA_STREAMING_APP-IPVMS-3-kReadCfgEnterpriseDblException:`

  Database exception. Exception String [String], Exception ID [ULong]

  **Explanation**—A database exception occurred while trying to read clusterwide service parameters.

  **Recommended Action**—MOH or ANN audio sources may be unavailable. Fix the database problem and restart the service.

- **Error Message:** `%CCM_MEDIA_STREAMING_APP-IPVMS-3-kReadCfgEnterpriseUnknownException:`

  Unknown exception.

  **Explanation**—An unknown exception occurred while tring to read clusterwide service parameters.

  **Recommended Action**—MOH or ANN audio sources may be unavailable. Fix the problem and restart the service.

- **Error Message:** `%CCM_MEDIA_STREAMING_APP-IPVMS-3-kReadCfgMOHListComException:`

  COM error. Device Name [String], COM Description String [String]

  **Explanation**—A COM error occurred while trying to read MOH Cisco CallManager list information.

  **Recommended Action**—The device does not start. Fix the problem and restart the service.

- **Error Message:** `%CCM_MEDIA_STREAMING_APP-IPVMS-3-kReadCfgMOHListDblException:`

  Database exception. Device Name [String], Exception String [String], Exception ID [ULong]

  **Explanation**—A database exception occurred while trying to read MOH Cisco CallManager list information.

  **Recommended Action**—The device does not start. Fix the database problem and restart the service.

- **Error Message:** `%CCM_MEDIA_STREAMING_APP-IPVMS-3-kReadCfgMOHListUnknownException:`

  Unknown exception. Device Name [String]

  **Explanation**—An unknown exception occurred while trying to read MOH Cisco CallManager list information.

  **Recommended Action**—The device does not start. Fix the problem and restart the service.

- **Error Message:** `%CCM_MEDIA_STREAMING_APP-IPVMS-3-kReadCfgMOHServerComException:`

  COM error. Device Name [String], COM Description String [String]

  **Explanation**—A COM error occurred while trying to read MOH device information.

  **Recommended Action**—The device does not start. Fix the problem and restart the service.

- **Error Message:** `%CCM_MEDIA_STREAMING_APP-IPVMS-3-kReadCfgMOHServerDblException:`

  Database exception. Device Name [String], Exception String [String], Exception ID [ULong]

  **Explanation**—A database exception occurred while trying to read MOH device information.

  **Recommended Action**—The device does not start. Fix the database problem and restart the service.

- **Error Message:** `%CCM_MEDIA_STREAMING_APP-IPVMS-3-kReadCfgMOHServerUnknownException:`

  Unknown exception. Device Name [String]

  **Explanation**—An unknown exception occurred while trying to read MOH device information.

  **Recommended Action**—The device does not start. Fix the problem and restart the service.

- **Error Message:** `%CCM_MEDIA_STREAMING_APP-IPVMS-3-kReadCfgMOHTFTIPAddressNotFound:`

  MOH TFTP IP address not found.

  **Explanation**—The default MOH TFTP IP address is not found in the database.

  **Recommended Action**—Audio sources may be unavailable. Create the proper value in the database and restart the service.

- **Error Message:** `%CCM_MEDIA_STREAMING_APP-IPVMS-3-kReadCfgMOHUnknownException:`

  Unknown exception. Device Name [String]

  **Explanation**—An unknown exception occurred while trying to read MOH configuration information.

  **Recommended Action**—The device does not start. Fix the problem and restart the service.

- **Error Message:** `%CCM_MEDIA_STREAMING_APP-IPVMS-3-kReadCfgMTPComException:`

  COM error. Device Name [String], COM Description String [String]

  **Explanation**—A COM error occurred while trying to read MTP configuration information.

  **Recommended Action**—The device does not start. Fix the problem and restart the service.

- **Error Message:** `%CCM_MEDIA_STREAMING_APP-IPVMS-3-kReadCfgMTPDblException:`

  Database exception. Device Name [String], Exception String [String], Exception ID [ULong]

  **Explanation**—A database exception occurred while trying to read MTP configuration information.

  **Recommended Action**—The device does not start. Fix the database problem and restart the service.

- **Error Message:** `%CCM_MEDIA_STREAMING_APP-IPVMS-3-kReadCfgMTPListComException:`

  COM error. Device Name [String], COM Description String [String]

  **Explanation**—A COM error occurred while trying to read MTP Cisco CallManager list information.

  **Recommended Action**—The device does not start. Fix the problem and restart the service.

- **Error Message:** `%CCM_MEDIA_STREAMING_APP-IPVMS-3-kReadCfgMTPListDblException:`

  Database exception. Device Name [String], Exception String [String], Exception ID [ULong]

  **Explanation**—A database exception occurred while trying to read MTP Cisco CallManager list information.

  **Recommended Action**—The device does not start. Fix the database problem and restart the service.

- **Error Message:** `%CCM_MEDIA_STREAMING_APP-IPVMS-3-kReadCfgMTPListUnknownException:`

  Unknown exception. Device Name [String]

  **Explanation**—An unknown exception occurred while trying to read MTP Cisco CallManager list information.

  **Recommended Action**—The device does not start. Fix the problem and restart the service.

- **Error Message:** `%CCM_MEDIA_STREAMING_APP-IPVMS-3-kReadCfgMTPUnknownException:`

  Unknown exception. Device Name [String]

  **Explanation**—An unknown exception occurred while trying to read MTP configuration information.

  **Recommended Action**—The device does not start. Fix the problem and restart the service.

- **Error Message:** `%CCM_MEDIA_STREAMING_APP-IPVMS-3-kRenderFileFailed:`

  Render file-to-filter graph failure. Audio Source ID [ULong], Filename [String], Codec Type [String], COM Error [ULong]

  **Explanation**—The COM call to render the audio source file-to-filter graph failed. The audio source does not play, possibly due to missing audio source or lack of memory.

  **Recommended Action**—Check to see if the audio source exists. Reset the MOH device. If it is out of resources, reboot the server.

- **Error Message:** `%CCM_MEDIA_STREAMING_APP-IPVMS-3-kRequestedCFBStreamsFailed:`

  CFB requested streams failure. Requested streams [ULong], Allocated streams [ULong]

  **Explanation**—The number of requested full-duplex streams was not available.

  **Recommended Action**—Make sure the correct number of streams is needed. If it is OK, reboot the server.

- **Error Message:** `%CCM_MEDIA_STREAMING_APP-IPVMS-3-kRequestedMOHStreamsFailed:`

MOH requested streams failure. Requested streams [ULong], Allocated streams [ULong]

**Explanation**—The number of requested simplex streams is not available.

**Recommended Action**—Make sure the correct number of streams is needed. If it is OK, reboot the server.

- **Error Message:** `%CCM_MEDIA_STREAMING_APP-IPVMS-3-kRequestedMTPStreamsFailed:`

MTP requested streams failure. Requested streams [ULong], Allocated streams [ULong]

**Explanation**—The number of requested full-duplex streams is not available.

**Recommended Action**—Make sure the correct number of streams is needed. If it is OK, reboot the server.

- **Error Message:** `%CCM_MEDIA_STREAMING_APP-IPVMS-3-kSDITraceStartFailed:`

SDI Trace start failure.

**Explanation**—The SDI trace subsystem failed to start. The most likley cause is the service trace parameters are not configured. The service does not continue until the problem is fixed.

**Recommended Action**—Make sure that the service has trace enabled.

- **Error Message:** `%CCM_MEDIA_STREAMING_APP-IPVMS-3-kSetNotifyWindowFailed:`

Set notify window failure. Audio Source ID [ULong], Codec Type [String], COM Error [ULong]

**Explanation**—The COM call to set the notify window failed. The audio source does not play possibly due to lack of memory.

**Recommended Action**—Reset the MOH device. If it is out of resources, reboot the server.

- **Error Message:** `%CCM_MEDIA_STREAMING_APP-IPVMS-3-MOHDeviceRecoveryCreateFailed:`

MOH device recovery create failure.

**Explanation**—The MOH device recovery class create failed, possibly due to lack of memory.

**Recommended Action**—Reboot the server if it is out of memory.

- **Error Message:** `%CCM_MEDIA_STREAMING_APP-IPVMS-3-MTPDeviceRecoveryCreateFailed:`

MTP device recovery create failure.

**Explanation**—The MTP device recovery class create failed, possibly due to lack of memory.

**Recommended Action**—Reboot the server if it is out of memory.

- **Error Message:** `%CCM_MEDIA_STREAMING_APP-GENERIC-0-OutOfMemory:`

Out of memory.

**Explanation**—The process has requested memory from the operating system, and there is not enough memory available.

**Recommended Action**—No action is required.

- **Error Message:** `%CCM_MEDIA_STREAMING_APP-GENERIC-6-PermissionDenied:`

Permission denied.

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

**Recommended Action**—No action is required.

- **Error Message:** `%CCM_MEDIA_STREAMING_APP-GENERIC-0-ServiceNotInstalled:`

Service not installed. Service Name [String]

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

**Recommended Action**—Reinstall the service or call Cisco Technical Support.

- **Error Message:** `%CCM_MEDIA_STREAMING_APP-GENERIC-6-ServiceStopped:`

Service stopped. IP Address of hosting node. [String], Host name of hosting node. [String], Service Name [String], Process ID [ULong]

**Explanation**—A service stops.

**Recommended Action**—No action is required.

- **Error Message:** `%CCM_MEDIA_STREAMING_APP-GENERIC-6-ServiceStarted:`

Service started. Process ID [ULong], IP Address of hosting node. [String], Host name of hosting node. [String], Service Name [String], Version Information. [String]

**Explanation**—A service has started.

**Recommended Action**—No action is required.

- **Error Message:** `%CCM_MEDIA_STREAMING_APP-GENERIC-4-ServiceStartupFailed:`

Service startup failure. Service Name [String]

**Explanation**—An attempt to start up the specified service failed.

**Recommended Action**—Restart the service.

- **Error Message:** `%CCM_CTI-CTI-4-kCtiMytcpErrSocketBroken:`

Socket connection broken.

**Explanation**—TCP connection is lost.

**Recommended Action**—Although connection to the application is lost, no action is required if the lost connection was intentional.

- **Error Message:** `%CCM_CTI-CTI-4-kCtiNullTcpHandle:`

TranslateCtiQbeInputMessage: NULL TCP HANDLE!!! (PDU is dropped) PDU number [Long]

**Explanation**—Because a null TCP handle is received, the PDU that could not be forwarded gets dropped.

**Recommended Action**—Contact Cisco Technical Support if the problem persists.

- **Error Message:** `%CCM_CTI-CTI-4-kCtiProviderOpenRej:`

CTIManager initialization not complete; provider open rejection.

**Explanation**—Provider Open is rejected. The application does not see any device in its control list.

**Recommended Action**—Check the status of CTIManager service. Wait for CTIManager to go to the started state and retry.

- **Error Message:** `%CCM_CTI-CTI-3-kCtiMaxConnectionReached:`

CTIManager maximum number of CTI providers reached; provider open rejection.

**Explanation**—Maximum number of CTI connections has been reached. No new connection will be accepted unless an existing connection is closed.

**Recommended Action**—Limit the number of applications to MaxCTIConnections. Check the CTI Manager service parameter MaxCTIConnections for the maximum number of connections.

- **Error Message:** `%CCM_CTI-CTI-3-kCtiProviderOpenInvalidUserNameSize:`

Invalid userName size in ProviderOpen request. login user Name size [Long]

**Explanation**—User name length is invalid.

**Recommended Action**—Ask the user of the CTI application to use the correct userName and to check the user name in the configuration. It should not be more than 31 characters.

- **Error Message:** `%CCM_CTI-CTI-3-kCtiEnvProcDevListRegTimeout:`

Directory change notification request time out.

**Explanation**—CTIManager registration request to EnvProcDevList timed out and CTIManager sends another registration request.

**Recommended Action**—If the problem persists, contact Cisco Technical Support.

- **Error Message:** `%CCM_CTI-CTI-3-kCtiMYTCPSendError:`

MYTCP_Send: send error.

**Explanation**—The TCP socket connection has been broken.

**Recommended Action**—A Network error may have occurred. If problem persists, contact Cisco Technical Support.

- **Error Message:** `%CCM_CTI-CTI-3-kCtiProviderOpenFailure:`

CTI application failed to open provider CTIconnectionId [Long], Login User Id [String], Reason code. [ ], IPAddress [String]

**Explanation**—The application is unable to open a provider.

**Recommended Action**—Check the reason code and correct the problem. Restart CTIManager if the problem persists.

This table displays the Enum definitions and reason codes.

| Value | Definition |
|---|---|
| 0 | Unknown |
| 0x8ccc0075 | Directory response timeout |
| 0x8ccc0060 | Login Failed |
| 0x8ccc005e | Directory unavailable |
| 4 | Undefined Line for authentication |
| 5 | User is deleted |
| 6 | Unknown |

- **Error Message:** `%CCM_CTI-CTI-2-kCtiSdlErrorvException:`

Failure to create internal process required to service CTI applications.

**Explanation**—Unexpected internal SDL error caused a failure in the creation of the CTIManager or CTIHandler process.

**Recommended Action**—Capture SDI and SDL trace information for the CTIManager service and report the problem to Cisco Technical Support.

- **Error Message:** `%CCM_CTI-CTI-3-kCtiTcpInitError:`

CTIManager service is unable to initialize TCP connection Error Code [Int]

**Explanation**—The CTIManager service is unable to initialize the TCP connection.

**Recommended Action**—Restart CTIManager. Contact Cisco Technical Support if the problem persists.

- **Error Message:** `%CCM_CTI-CTI-3-kCtiQbeLengthMisMatch:`

OutputQbeMessage: length mismatch.

**Explanation**—QBE header length mismatch exists.

**Recommended Action**—This alarm indicates that TSP/JTAPI is incompatible with Cisco CallManager. Install the plugin from the CTIManager administration page and retry.

- **Error Message:** `%CCM_CTI-CTI-4-kCtiQbeFailureResponse:`

Requested operation from application failure. Error code [ULong], Sequence number [Long], Error message [String]

**Explanation**—The requested operation from the application could not be performed because of a normal or abnormal condition.

**Recommended Action**—Verify whether the affected application experiences a problem. Contact the application support organization if the problem persists.

- **Error Message:** `%CCM_CTI-CTI-3-kCtiInvalidQbeSizeAndOffsets:`

InvalidQBESizeAndOffsets; QBE message decoding encountered illegal size or offset.

**Explanation**—QBE message has illegal offset. It does not contain the correct parameters.

**Recommended Action**—TSP/JTAPI interface error occurred. The QBE message is not formatted properly. Install compatible versions of TSP/JATPI.

- **Error Message:** `%CCM_CTI-CTI-3-kCtiIllegalFilterSize:`

ProviderOpenRequest; illegal filter size.

**Explanation**—ProviderOpenRequest has illegal filter size.

**Recommended Action**—This alarm indicates the application is using an incompatible version of TSP/JTAPI and Cisco CallManager. Install the correct version of TSP/JTAPI and retry.

- **Error Message:** `%CCM_CTI-CTI-6-kCtiProviderClosed:`

CTI application connection close. Login User Id [String], Sequence Number [Long], CTI connection Id [Long], IPAddress [String], Reason code. [ Enum ]

Explanation Application closed the provider. Recommended Action Informational; no action is required.

This table displays the Enum definitions and reason codes.

| Value | Definition |
|---|---|
| 0 | Unknown |
| 1 | Heart beat from application missed |
| 2 | Unexpected shutdown |
| 3 | Applicatoin requested provider close |
| 4 | Provider open failure |
| 5 | User is deleted |
| 6 | Unknown |

- **Error Message:** `%CCM_CTI-CTI-6-kCtiProviderOpened:`

CTI application connection opened. Login User Id [String], Sequence Number [Long], Version Number [String], CTI Connection Id [Long], IPAddress [String], CmAssignedAppID [Long]

**Explanation**—The application opened the provider successfully.

**Recommended Action**—This is informational and no action is required.

- **Error Message:** `%CCM_CTI-CTI-4-kCtiAdmintSetMsgWaitResErr:`

Error in setting message waiting indication.

**Explanation**—An error occurred in setting the message waiting indication lamp.

**Recommended Action**—This alarm indicates that the device is not reachable. Check the partitions and calling search space of the device.

- **Error Message:** `%CCM_CTI-CTI-4-kCtiNewCallNotifyArrayOverflow:`

Possible internal array overflow condition while generating CTI NewCall event.

**Explanation**—An unexpected internal error occurred.

**Recommended Action**—Restart the CTIManager if the problem persists.

- **Error Message:** `%CCM_CTI-CTI-4-kCtiExistingCallNotifyArrayOverflow:`

Possible internal array overflow condition while generating CTI ExistingCall event.

**Explanation**—An unexpected internal error occurred.

**Recommended Action**—Restart the CTIManager if the problem persists.

- **Error Message:** `%CCM_CTI-CTI-4-kCtiLineInfoResArrayOverflow:`

Possible internal array overflow condition while generating response to application request for line information.

**Explanation**—An unexpected internal error occurred.

**Recommended Action**—Restart the CTIManager if the problem persists.

- **Error Message:** `%CCM_CTI-CTI-4-kCtiLineCallInfoResArrayOverflow:`

Possible internal array overflow condition while generating response to application request for call information.

**Explanation**—An unexpected internal error occurred.

**Recommended Action**—Restart the CTIManager if the problem persists.

- **Error Message:** `%CCM_CTI-CTI-3-kCtiSsRegisterManagerErr:`

Unable to register CtiLine with SSAPI.

**Explanation**—CTI cannot register CtiLine with SSAPI.

**Recommended Action**—Check the status of the Cisco CallManager service. Restart the Cisco CallManager service if the problem persists.

- **Error Message:** `%CCM_CTI-CTI-6-kCtiSsRedirectCallErr:`

mRedirectedCallHandleToDir entry removed.

**Explanation**—CTIHandler mRedirectedCallHandleToDir entry is removed.

**Recommended Action**—This is informational and no action is required.

- **Error Message:** `%CCM_CTI-CTI-2-kCtiProviderCloseHeartbeatTimeout:`

CTI heartbeat timeout; provider closing.

**Explanation**—CTI heartbeat timeout occurred. This causes CTIManager to close the application connection. The CallManager closes the CTI connection whenever it passes two cycles of the `Application Heartbeat Maximum Interval`, and it has not received a keepalive from the client.

**Recommended Action**—The CTI application needs to reconnect. You can increase the `Application Heartbeat Maximum Interval` setting to allow higher delays without the need to close out the connection. The default value is 3600, but you can set it to a higher value. Contact Cisco Technical Support if the problem persists.

- **Error Message:** `%CCM_CTI-CTI-4-kCtiDirectoryLoginFailure:`

CTI directory login failure. Sequence number [Long]

**Explanation**—CTI Manager is unable to login to the directory. Hence, the application may not be able to see the controlled device list.

**Recommended Action**—Use the correct username and password. See the username and password configured in Cisco CallManager administration. Also check to see if the DC Directory service runs.

- **Error Message:** `%CCM_CTI-CTI-3-kCtiIllegalQbeHeader:`

Illegal QBE header.

**Explanation**—Because of an illegal QBE header, the QBE message is rejected.

**Recommended Action**—TSP/JTAPI may not format QBE properly. Contact Cisco Technical Support.

- **Error Message:** `%CCM_CTI-CTI-3-kCtiIncompatibleProtocolVersion:`

Incompatible protocol version. Message Version [VoidPtr], Minimum Version [VoidPtr], Current Version [VoidPtr], CallManager Version [String], IPAddress [String]

**Explanation**—The JTAPI/TAPI application version is not compatible with this version of CTIManager and the received message has been rejected.

**Recommended Action**—Verify the correct version of the application is being used. Otherwise, contact Cisco Technical Support.

**Note:** You can also disable TAPS on the Extended Services locally on the Publisher server in order to resolve the issue.

- **Error Message:** `%CCM_CTI-CTI-6-kCtiDeviceOpened:`

Device opened. Device Name [String], Sequence Number [Long], Device ID [Long], Device Type [Long], CTI connection Id [Long], MediaControlled [Bool], RTP Address [String], CmAssignedAppID [Long]

**Explanation**—The application opened a device.

**Recommended Action**—This is informational and no action is required.

- **Error Message:** `%CCM_CTI-CTI-6-kCtiDeviceClosed:`

Device closed. Device Name [String], Device ID [Long], Device Type [Long], CTI Connection Id [Long], MediaControlled [Bool], RTP Address [String], Reason code. [ <u>Enum</u> ]

**Explanation**—The application closed a device.

**Recommended Action**—This is informational and no action is required.

This table displays the Enum definitions and reason codes.

| Value | Definition |
|-------|------------|
| 0 | Unknown |
| 1 | CallManager Failure |
| 2 | Device Unregistered with CallManager |
| 3 | Device failed to rehome to CallManager |
| 4 | Device removed |
| 5 | Provider controlling the device is closed |

- **Error Message:** `%CCM_CTI-CTI-4-kCtiDeviceOpenFailure:`

Device Open failed CTI Connection Id [Long], Device Name [String], ReasonCode [ <u>Enum</u> ]

**Explanation**—The application is unable to open the device.

**Recommended Action**—Check the reason code and correct the problem.

This table displays the Enum definitions and reason codes.

| Value | Definition |
|-------|------------|
| 0x8ccc0052 | Illegal message format |
| 0x8ccc0013 | Device already opened |

- **Error Message:** `%CCM_CTI-CTI-4-kCtiDeviceOpenFailIllegalMessageFormat:`

Illegal QBE header in device open.

**Explanation**—The application sent an illegal request.

**Recommended Action**—Check the application that sends this request.

- **Error Message:** `%CCM_CTI-CTI-4-kCtiDeviceOpenFailUnsupportedDevice:`

DeviceOpenRequest failure. Device Name [String], Device Type [Long], User Login ID [String]

**Explanation**—The application tries to access unsupported devices.

**Recommended Action**—Check the application that sends the request.

- **Error Message:** `%CCM_CTI-CTI-4-kCtiDeviceOpenFailAccessDenied:`

DeviceOpenRequest failure. User ID [String], Device Name [String], Device Type [Long]

**Explanation**—The application tries to access the device not in its control.

**Recommended Action**—Check the application that sends the request or add the device to the user control list.

- **Error Message:** `%CCM_CTI-CTI-6-kCtiDeviceRegistered:`

Device registered. Device Name [String], Sequence Number [Long], Device ID [Long], Device Type [Long], MediaControlled [Bool], RTP Address [String]

**Explanation**—The device is registered with Cisco CallManager.

**Recommended Action**—This is informational and no action is required.

- **Error Message:** `%CCM_CTI-CTI-6-kCtiDeviceUnRegistered:`

Device unregistered. Device Name [String], Device Type [Long]

**Explanation**—The device is unregistered.

**Recommended Action**—This is informational and no action is required.

- **Error Message:** `%CCM_CTI-CTI-6-kCtiDeviceOutofService:`

Device out of service. Device ID [Long], CTI Connection Id [Long], Device Name [String]

**Explanation**—The device is out of service.

**Recommended Action**—This is informational and no action is required.

- **Error Message:** `%CCM_CTI-CTI-6-kCtiDeviceInService:`

  Device in service. Device ID [Long], CTI Connection Id [Long], Device Name [String], Call Manager Id [Long]

  **Explanation**—The device is back in service.

  **Recommended Action**—This is informational and no action is required.

- **Error Message:** `%CCM_CTI-CTI-6-kCtiLineOpened:`

  Line opened. Sequence Number [Long], Directory Number [String], Device Name [String], CTI Connection Id [Long]

  **Explanation**—The application opened the line.

  **Recommended Action**—This is informational and no action is required.

- **Error Message:** `%CCM_CTI-CTI-3-kCtiLineOpenFailure:`

  Unable to open the line CTI Connection Id [Long], Device Name [String], Directory Number [String], Reason . [ Enum ]

  **Explanation**—The application is unable to open the line.

  **Recommended Action**—Check if the device is in the control list.

  This table displays the Enum definitions and reason codes.

  | Value | Definition |
  |-------|------------|
  | 0 | NoneDefined |
  | 1 | Access denied |

- **Error Message:** `%CCM_CTI-CTI-6-kCtiLineClosed:`

  Line closed. Directory Number [String], CTI Connection Id [Long], Device Name [String], Reason code. [ Enum ]

  **Explanation**—The application closed the line.

  **Recommended Action**—This is informational and no action is required.

  This table displays the Enum definitions and reason codes.

  | Value | Definition |
  |-------|------------|
  | 0 | Unknown |
  | 1 | CallManager Failure |
  | 2 | Device Unregistered with CallManager |
  | 3 | CTI failed to rehome the line |
  | 4 | Undefined Line |
  | 5 | Device removed |
  | 6 | Provider controlling the device is closed |

- **Error Message:** `%CCM_CTI-CTI-4-kCtiLineOpenFailAccessDenied:`

  Line open failed. Sequence Number [Int], Directory Number [String], Device Name [String], login ID of the user [String]

  **Explanation**—The application failed to open a line.

  **Recommended Action**—Add the device associated with the line to the user device control list.

- **Error Message:** `%CCM_CTI-CTI-6-kCtiLineOutOfService:`

  Line out of service. Directory Number [String], CTI Connection Id [Long], Device Name [String]

  **Explanation**—Line is going out of service.

  **Recommended Action**—This is informational and no action is required.

- **Error Message:** `%CCM_CTI-CTI-6-kCtiLineInService:`

  Line in service. Line ID [Long], CTI Connection Id [Long]

  **Explanation**—The line is back in service.

  **Recommended Action**—This is informational and no action is required.

- **Error Message:** `%CCM_CTI-CTI-4-kCtiIllegalEnumHandle:`

  Enumeration handle is not valid. Enumeration handle [Long], Enumeration object type [String]

  **Explanation**—Enumeration handle associated with the process of enumerating devices, lines or DNs is invalid.

  **Recommended Action**—Check whether all devices, lines or DNs configured for the application are available to the application.

- **Error Message:** `%CCM_CTI-GENERIC-0-OutOfMemory:`

  Out of memory.

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

**Recommended Action**—No action is required.

- **Error Message:** `%CCM_CTI-GENERIC-6-PermissionDenied:`

  Permission denied.

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

  **Recommended Action**—No action is required.

- **Error Message:** `%CCM_CTI-GENERIC-0-ServiceNotInstalled:`

  Service not installed. Service Name [String]

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

  **Recommended Action**—Reinstall the service or call Cisco Technical Support.

- **Error Message:** `%CCM_CTI-GENERIC-6-ServiceStopped:`

  Service stopped. IP Address of hosting node. [String], Host name of hosting node. [String], Service Name [String], Process ID [ULong]

  **Explanation**—A service has stopped.

  **Recommended Action**—No action is required.

- **Error Message:** `%CCM_CTI-GENERIC-6-ServiceStarted:`

  Service started. Process ID [ULong], IP Address of hosting node. [String], Host name of hosting node. [String], Service Name [String], Version Information. [String]

  **Explanation**—A service has started.

  **Recommended Action**—No action is required.

- **Error Message:** `%CCM_CTI-GENERIC-4-ServiceStartupFailed:`

  Service startup failure. Service Name [String]

  **Explanation**—An attempt to start up the specified service failed.

  **Recommended Action**—Restart the service.

- **Error Message:** `%CCM_DB_LAYER-DB-4-kPostMigrationDBCleanupFailed:`

  DB post migration step failed.

  **Explanation**—During startup, the Cisco database layer monitor attempts to ensure certain migration steps were completed, and to finalize some migration steps. This step failed.

  **Recommended Action**—On the Cisco CallManager publisher server, stop and restart the Cisco database layer monitor service. If the warning is seen again, contact Cisco Technical Support.

- **Error Message:** `%CCM_DB_LAYER-DB-4-kPrimaryDbIsLost:`

  Primary DB lost.

  **Explanation**—The primary database is no longer available; monitoring for its return starts.

  **Recommended Action**—This can indicate network problems. Check your network and the operational status of the Cisco CallManager publisher server.

- **Error Message:** `%CCM_DB_LAYER-DB-6-kPrimaryDbIsFound:`

  Primary DB found.

  **Explanation**—The primary database is now available.

  **Recommended Action** - No action is required.

- **Error Message:** `%CCM_DB_LAYER-DB-4-kCdrRecordsTrimmed:`

  CDR records trimmed.

  **Explanation**—Local CDR tables grew too large. The oldest records were deleted.

  **Recommended Action**—Records were deleted to conserve disk space. Your Third party CDR package should have removed these records when it was done with them. See the MaxCDR service parameter for the Cisco database layer monitor for more information.

- **Error Message:** `%CCM_DB_LAYER-DB-4-kErrorUpdatingNumPlan:`

  Error when updating NumPlan Clauses.

  **Explanation**—Aupair could not update the Clause field on NumPlan table.

  **Recommended Action**—If the primary database is down, then stop and restart the database layer monitor service after the primary database is back up.

- **Error Message:** `%CCM_DB_LAYER-DB-3-kErrorStartingThreads:`

Error when starting threads. Service Name [String]

**Explanation**—Aupair could not start one or more threads.

**Recommended Action**—Restart the database layer monitor service. If this error persists, enable the database layer monitor trace and contact Cisco Technical Support.

- **Error Message:** `%CCM_DB_LAYER-DB-3-kUnableToConnectToDB:`

  Cannot connect to database. Additional Information [String]

  **Explanation**—The database layer could not open a database connection.

  **Recommended Action**—Check to ensure that the SQL server services are running.

- **Error Message:** `%CCM_DB_LAYER-DB-4-kErrorAccessingCM:`

  Error while accessing Cisco CallManager. Additional Information [String]

  **Explanation**—The database layer encountered errors in the attempt to access Cisco CallManager.

  **Recommended Action**—This could indicate network problems. Check your network.

- **Error Message: %CCM_DB_LAYER-DB-3-kNoDefaultCMGroup:**

  No default Cisco CallManager group. Additional Information [String]

  **Explanation**—During the building of the .cnf file, the database layer could not find a default Cisco CallManager group.

  **Recommended Action**—Use the Cisco CallManager administration to check that a Cisco CallManager group is specified as the default group.

- **Error Message:** `%CCM_DB_LAYER-DB-3-kUnableToGetListBasedOnDevicePoolID:`

  Cannot get Cisco CallManager list based on device pool ID. Additional Information [String]

  **Explanation**—During the building of the .cnf file, the system encountered errors in the attempt to get the Cisco CallManager list based on the device pool ID.

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

- **Error Message:** `%CCM_DB_LAYER-DB-3-kErrorAccessingCallManager:`

  Error accessing Cisco CallManager. Additional Information [String]

  **Explanation**—During the building of the .cnf file, the system encountered errors while accessing Cisco CallManager.

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

- **Error Message:** `%CCM_DB_LAYER-DB-3-kNoCallManagerFound:`

  No Cisco CallManager found. Additional Information [String]

  **Explanation**—During the building of the .cnf file, the system found no Cisco CallManager.

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

- **Error Message:** `%CCM_DB_LAYER-DB-3-kErrorBuildingCnfFile:`

  Error while building .cnf file. Additional Information [String]

  **Explanation**—Some error occurred during the building of the .cnf file.

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

- **Error Message:** `%CCM_DB_LAYER-DB-3-kUnableToBuildPhoneCNFfile:`

  Unable to build default phone .cnf file.

  **Explanation**—The system could not build the default phone .cnf file.

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

- **Error Message:** `%CCM_DB_LAYER-DB-3-kUnableToBuildAnalogAccessCNFfile:`

  Unable to build default analog access .cnf file.

  **Explanation**—The system could not build the default analog access .cnf file.

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

- **Error Message:** `%CCM_DB_LAYER-DB-3-kUnableToBuildDigitalAccessCNFfile:`

  Unable to build default digital access .cnf file.

  **Explanation**—The system could not build the default digital access .cnf file.

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

- **Error Message:** `%CCM_DB_LAYER-DB-3-kNoDeviceModelOrPoolID:`

No device model or device pool ID found for the specified device. Additional Information [String]

**Explanation**—During the building of the .cnf file, the system could not find the device model or device pool ID for the specified device.

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

- **Error Message:** `%CCM_DB_LAYER-DB-3-kBuildCallManagerGroupFailed:`

Error during the building of Cisco CallManager group. Additional Information [String]

**Explanation**—During the building of the .cnf file, the system encountered errors during the building of the Cisco CallManager group.

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

- **Error Message:** `%CCM_DB_LAYER-DB-3-kErrorInEnterpriseURLRetrieval:`

Error during the retrieval of enterprise URLs. Additional Information [String]

**Explanation**—During the building of the .cnf file, the database layer encountered errors in an attempt to retrieve the enterprise URLs information.

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

- **Error Message:** `%CCM_DB_LAYER-DB-3-kParameterNotFound:`

Parameter not found in ProcessConfig database table. Additional Information [String]

**Explanation**—The specified parameter is not on the ProcessConfig database table.

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

- **Error Message:** `%CCM_DB_LAYER-DB-3-kDbConnectionFailed:`

Database connection failed. Additional Information [String]

**Explanation**—An attempt to connect to the database failed.

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

- **Error Message:** `%CCM_DB_LAYER-DB-1-NoDbConnectionAvailable:`

No database connection available.

**Explanation**—The database layer could not find any working database connection.

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

- **Error Message:** `%CCM_DB_LAYER-DB-6-kManageConnectionThreadStarted:`

The thread that manages database connections started. Additional Information [String]

**Explanation**—The thread that manages the database connection was started/restarted.

**Recommended Action**—No action is required.

- **Error Message:** `%CCM_DB_LAYER-DB-0-kManageConnectionThreadStopped:`

The thread that manage database connections was stopped Additional Information [String]

**Explanation**—The thread which manages the database connection is stopped. The system attemps to restart the thread.

**Recommended Action**—No action is required.

- **Error Message:** `%CCM_DB_LAYER-DB-1-kCreatePingConnectionThreadFailed:`

Attempt to create a thread to check the db connection failed.

**Explanation**—The thread which manages the database connection/fail over (ManageConnectionThread) failed when it attempts to create a thread for checking database connection.

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

- **Error Message:** `%CCM_DB_LAYER-DB-1-kPingConnectionThreadTimedOut:`

Cannot connect to the specified database Additional Information [String]

**Explanation**—The thread that checks the availability of the specified database server did not complete successfully.

**Recommended Action**—Bring the specified database server online.

- **Error Message:** `%CCM_DB_LAYER-DB-1-kChangeNotifyServiceCreationFailed:`

Unable to create change notification server for TracePollingThread

**Explanation**—The TracePollingThread is unable to create a change notification server for receiving database change notification. TracePollingThread stopped.

**Recommended Action**—Enable trace for the database layer monitor to get specific error information. Restart the Cisco database layer service.

- **Error Message:** `%CCM_DB_LAYER-DB-1-kChangeNotifyServiceGetEventFailed:`

  Unable to get the handle for the change notification event in TracePollingThread

  **Explanation**—The TracePollingThread is unable to get the handle on the change notification event used for receiving database change notification. TracePollingThread stopped.

  **Recommended Action**—Enable trace for the database layer monitor to get specific error information. Restart the Cisco database layer service.

- **Error Message:** `%CCM_DB_LAYER-DB-1-kTracePollingThreadWaitFailed:`

  The change notification event in the TracePollingThread returned a WAIT_FAILED status.

  **Explanation**—The change notification event in the TracePollingThread returned an unexpected status. TracePollingThread stopped.

  **Recommended Action**—Enable trace for the database layer monitor to get specific error information. Restart the Cisco database layer service.

- **Error Message:** `%CCM_DB_LAYER-DB-1-kTracePollingThreadUnknownExceptionCaught:`

  TracePollingThread encountered an unexpected error

  **Explanation**—TracePollingThread is stopped due to unexpected errors. TracePollingThread stopped.

  **Recommended Action**—Enable trace for the database layer monitor to get specific error information. Restart the Cisco database layer service.

- **Error Message:** `%CCM_DB_LAYER-DB-3-kErrorInsertingCDR:`

  Error when inserting CDR from flat file to database. ODBC Error [String], Insert Statement [String]

  **Explanation**—CDR could not be written.

  **Recommended Action**—A file may be formatted improperly or schema may have been changed. Call Cisco Technical Support if the problem cannot be resolved.

- **Error Message:** `%CCM_DB_LAYER-DB-2-kErrorCDRServerDown:`

  Error connecting to CDR Database. ODBC Error [String]

  **Explanation**—The CDR database server does not respond. CDRs cannot be written.

  **Recommended Action**—Either bring the server back online or reconfigure CDRs to be written to a different server.

- **Error Message:** `%CCM_DB_LAYER-DB-1-kErrorNotCDRPrimary:`

  InsertCDR service is being run on a server that is not the CDR primary

  **Explanation**—The InsertCDR service runs on a server that is not the CDR primary.

  **Recommended Action**—Either disable the service or change the Enterprise Parameter for PrimaryCDRUNCPath.

- **Error Message:** `%CCM_DB_LAYER-DB-2-kErrorCDRFilesBackingUp:`

  CDR flat files are backing up.

  **Explanation**—CDR flat files are not being removed. On the primary CDR server, verify that the InsertCDR service is running and properly configured. On a server that is not the primary, verify that the location for the collection of CDR files is accessible via the network. This alarm fires if any one of these directories contains more than 200 files:

  ```
  calldetailcdr
  calldetailcmr
  calldetailbad
  ```

  **Recommended Action**—Set the trace for InsertCDR service to **detailed** and look for errors in the trace. Check enterprise CDR parameters for accuracy. If there are more than 200 files in any of these directories, you need to delete the older files from the same.

- **Error Message:** `%CCM_DB_LAYER-DB-1-kMissedChangeNotifications:`

  There are missed Change notifications from database to Cisco CallManager. The number of missed msgs. [ULong]

  **Explanation**—The database is not able to send change notifications because it cannot connect to any Cisco CallManager.

  **Recommended Action**—Make sure at least one Cisco CallManager is in service.

- **Error Message:** `%CCM_DB_LAYER-DB-6-kErrorChangeNotifyClientBlock:`

  A change notification client is busy.

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

  **Recommended Action**—Restart the Database Layer Monitor service.

- **Error Message:** `%CCM_DB_LAYER-DB-1-kErrorChangeNotifyClientTimeout:`

  A change notification client is not responding and has been removed.

  **Explanation**—A change notification recipient has not responded to change notification in several minutes. This recipient has been removed from getting further change notification. The Database Layer Monitor Trace contains the removed client.

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

- **Error Message:** `%CCM_DB_LAYER-DB-1-kErrorChangeNotifyReconcile:`

  A change notification shared memory reconciliation has happened

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

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

- **Error Message:** `%CCM_DB_LAYER-GENERIC-0-OutOfMemory:`

  Out of memory.

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

  **Recommended Action**—No action is required.

- **Error Message:** `%CCM_DB_LAYER-GENERIC-6-PermissionDenied:`

  Permission denied.

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

  **Recommended Action**—No action is required.

- **Error Message:** `%CCM_DB_LAYER-GENERIC-0-ServiceNotInstalled:`

  Service not installed. Service Name [String]

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

  **Recommended Action**—Reinstall the service or call Cisco Technical Support.

- **Error Message:** `%CCM_DB_LAYER-GENERIC-6-ServiceStopped:`

  Service stopped. IP Address of hosting node. [String], Host name of hosting node. [String], Service Name [String], Process ID [ULong]

  **Explanation**—A service has stopped.

  **Recommended Action**—No action is required.

- **Error Message:** `%CCM_DB_LAYER-GENERIC-6-ServiceStarted:`

  Service started. Process ID [ULong], IP Address of hosting node. [String], Host name of hosting node. [String], Service Name [String], Version Information. [String]

  **Explanation**—A service has started.

  **Recommended Action**—No action is required.

- **Error Message:** `%CCM_DB_LAYER-GENERIC-4-ServiceStartupFailed:`

  Service startup failure. Service Name [String]

  **Explanation**—An attempt to start up the specified service failed.

  **Recommended Action**—Restart the service.

- **Error Message:** `%CCM_CDR_INSERT-DB-4-kPostMigrationDBCleanupFailed:`

  DB post migration step failed.

  **Explanation**—During startup, the Cisco Database Layer Monitor attempts to ensure certain migration steps were completed, and to finalize some migration steps. This step failed.

  **Recommended Action**—On the Cisco CallManager publisher server, stop and restart the Cisco database layer monitor service. If the warning is seen again, contact Cisco Technical Support.

- **Error Message:** `%CCM_CDR_INSERT-DB-4-kPrimaryDbIsLost:`

  Primary DB lost.

  **Explanation**—The primary database is no longer available. Monitoring for its return starts.

  **Recommended Action**—This can indicate network problems. Check your network and the operational status of the Cisco CallManager publisher server.

- **Error Message:** `%CCM_CDR_INSERT-DB-6-kPrimaryDbIsFound:`

  Primary DB found.

  **Explanation**—The primary database is now available.

  **Recommended Action**—No action is required.

- **Error Message:** `%CCM_CDR_INSERT-DB-4-kCdrRecordsTrimmed:`

CDR records trimmed.

**Explanation**—Local CDR tables grew too large. The oldest records were deleted.

**Recommended Action**—Records were deleted to conserve disk space. Your Third party CDR package should have removed these records when it was done with them. See the MaxCDR service parameter for the Cisco database layer monitor for more information.

- **Error Message:** `%CCM_CDR_INSERT-DB-4-kErrorUpdatingNumPlan:`

  Error when updating NumPlan Clauses.

  **Explanation**—Aupair could not update the Clause field on NumPlan table.

  **Recommended Action**—If the primary database is down, then stop and restart the database layer monitor service after the primary database is back up.

- **Error Message:** `%CCM_CDR_INSERT-DB-3-kErrorStartingThreads:`

  Error when starting threads. Service Name [String]

  **Explanation**—Aupair could not start one or more threads.

  **Recommended Action**—Restart the database layer monitor service. If this error persists, enable the database layer monitor trace and contact Cisco Technical Support.

- **Error Message:** `%CCM_CDR_INSERT-DB-3-kUnableToConnectToDB:`

  Cannot connect to database. Additional Information [String]

  **Explanation**—The database layer could not open a database connection.

  **Recommended Action**—Check to ensure that the SQL server services run.

- **Error Message:** `%CCM_CDR_INSERT-DB-4-kErrorAccessingCM:`

  Error while accessing Cisco CallManager. Additional Information [String]

  **Explanation**—The database layer encountered errors in the attempt to access Cisco CallManager.

  **Recommended Action**—This could indicate network problems. Check your network.

- **Error Message:** `%CCM_CDR_INSERT-DB-3-kNoDefaultCMGroup:`

  No default Cisco CallManager group. Additional Information [String]

  **Explanation**—During the building of the .cnf file, the database layer could not find a default Cisco CallManager group.

  **Recommended Action**—Use Cisco CallManager administration to check that a Cisco CallManager group is specified as the default group.

- **Error Message:** `%CCM_CDR_INSERT-DB-3-kUnableToGetListBasedOnDevicePoolID:`

  Cannot get Cisco CallManager list based on device pool ID. Additional Information [String]

  **Explanation**—During the building of the .cnf file, the system encountered errors in an attempt to get the Cisco CallManager list based on the device pool ID.

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

- **Error Message:** `%CCM_CDR_INSERT-DB-3-kErrorAccessingCallManager:`

  Error accessing Cisco CallManager. Additional Information [String]

  **Explanation**—During the building of the .cnf file, the system encountered errors while accessing Cisco CallManager.

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

- **Error Message:** `%CCM_CDR_INSERT-DB-3-kNoCallManagerFound:`

  No Cisco CallManager found. Additional Information [String]

  **Explanation**—During the building of the .cnf file, the system found no Cisco CallManager.

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

- **Error Message:** `%CCM_CDR_INSERT-DB-3-kErrorBuildingCnfFile:`

  Error while building .cnf file. Additional Information [String]

  **Explanation**—Some error occurred during the building of the .cnf file.

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

- **Error Message:** `%CCM_CDR_INSERT-DB-3-kUnableToBuildPhoneCNFfile:`

  Unable to build default phone .cnf file.

  **Explanation**—The system could not build the default phone .cnf file.

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

- **Error Message:** `%CCM_CDR_INSERT-DB-3-kUnableToBuildAnalogAccessCNFfile:`

  Unable to build default analog access .cnf file.

  **Explanation**—The system could not build the default analog access .cnf file.

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

- **Error Message:** `%CCM_CDR_INSERT-DB-3-kUnableToBuildDigitalAccessCNFfile:`

  Unable to build default digital access .cnf file.

  **Explanation**—The system could not build the default digital access .cnf file.

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

- **Error Message:** `%CCM_CDR_INSERT-DB-3-kNoDeviceModelOrPoolID:`

  No device model or device pool ID found for the specified device. Additional Information [String]

  **Explanation**—During the building of the .cnf file, the system could not find the device model or device pool ID for the specified device.

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

- **Error Message:** `%CCM_CDR_INSERT-DB-3-kBuildCallManagerGroupFailed:`

  Error during the building of Cisco CallManager group. Additional Information [String]

  **Explanation**—During the building of the .cnf file, the system encountered errors during the building of the Cisco CallManager group.

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

- **Error Message:** `%CCM_CDR_INSERT-DB-3-kErrorInEnterpriseURLRetrieval:`

  Error during the retrieval of enterprise URLs. Additional Information [String]

  **Explanation**—During the building of the .cnf file, the database layer encountered errors in an attempt to retrieve the enterprise URLs information.

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

- **Error Message:** `%CCM_CDR_INSERT-DB-3-kParameterNotFound:`

  Parameter not found in ProcessConfig database table. Additional Information [String]

  **Explanation**—The specified parameter is not on the ProcessConfig database table.

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

- **Error Message:** `%CCM_CDR_INSERT-DB-3-kDbConnectionFailed:`

  Database connection failed. Additional Information [String]

  **Explanation**—An attempt to connect to the database failed.

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

- **Error Message:** `%CCM_CDR_INSERT-DB-1-NoDbConnectionAvailable:`

  No database connection available.

  **Explanation**—Database layer could not find any working database connection.

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

- **Error Message:** `%CCM_CDR_INSERT-DB-6-kManageConnectionThreadStarted:`

  The thread that manages database connections started. Additional Information [String]

  **Explanation**—The thread that manages the database connection was started/restarted.

  **Recommended Action**—No action is required.

- **Error Message:** `%CCM_CDR_INSERT-DB-0-kManageConnectionThreadStopped:`

  The thread that manages database connections was stopped Additional Information [String]

  **Explanation**—The thread which manages the database connection was stopped. The system attemps to restart the thread.

  **Recommended Action**—No action is required.

- **Error Message:** `%CCM_CDR_INSERT-DB-1-kCreatePingConnectionThreadFailed:`

  Attempt to create a thread to check the database connection failed.

  **Explanation**—The thread which manages the database connection/fail over (ManageConnectionThread) failed when it attempted to create a thread for checking the database connection.

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

- **Error Message:** `%CCM_CDR_INSERT-DB-1-kPingConnectionThreadTimedOut:`

Cannot connect to the specified database Additional Information [String]

**Explanation**—The thread that checks the availability of the specified database server did not complete successfully.

**Recommended Action**—Bring the specified database server online.

- **Error Message:** `%CCM_CDR_INSERT-DB-1-kChangeNotifyServiceCreationFailed:`

Unable to create change notification server for TracePollingThread

**Explanation**—The TracePollingThread is unable to create a change notification server for receiving database change notification. TracePollingThread stopped.

**Recommended Action**—Enable trace for the database layer monitor to get specific error information. Restart the Cisco database layer service.

- **Error Message:** `%CCM_CDR_INSERT-DB-1-kChangeNotifyServiceGetEventFailed:`

Unable to get the handle for the change notification event in TracePollingThread

**Explanation**—The TracePollingThread is unable to get the handle on the change notification event used for receiving database change notification. TracePollingThread stopped.

**Recommended Action**—Enable trace for the database layer monitor to get specific error information. Restart the Cisco database layer service.

- **Error Message:** `%CCM_CDR_INSERT-DB-1-kTracePollingThreadWaitFailed:`

The change notification event in TracePollingThread returned WAIT_FAILED status.

**Explanation**—The change notification event in TracePollingThread returned an unexpected status. TracePollingThread stopped.

**Recommended Action**—Enable trace for the database layer monitor to get specific error information. Restart the Cisco database layer service.

- **Error Message:** `%CCM_CDR_INSERT-DB-1-kTracePollingThreadUnknownExceptionCaught:`

TracePollingThread encountered an unexpected error.

**Explanation**—TracePollingThread is stopped due to unexpected errors. TracePollingThread stopped.

**Recommended Action**—Enable trace for the database layer monitor to get specific error information. Restart the Cisco database layer service.

- **Error Message:** `%CCM_CDR_INSERT-DB-3-kErrorInsertingCDR:`

Error when inserting CDR from flat file to database. ODBC Error [String], Insert Statement [String].

**Explanation**—CDR could not be written.

**Recommended Action**—File may be formatted improperly or schema may have been changed. Call Cisco Technical Support if the problem cannot be resolved.

- **Error Message:** `%CCM_CDR_INSERT-DB-2-kErrorCDRServerDown:`

Error connecting to CDR Database. ODBC Error [String]

**Explanation**—The CDR database server does not respond. CDRs cannot be written.

**Recommended Action**—Either bring the server back online or reconfigure CDRs to be written to a different server.

- **Error Message:** `%CCM_CDR_INSERT-DB-1-kErrorNotCDRPrimary:`

InsertCDR service is being run on a server that is not the CDR primary

**Explanation**—The InsertCDR service runs on a server that is not the CDR primary.

**Recommended Action**—Either disable the service or change the Enterprise Parameter for PrimaryCDRUNCPath.

- **Error Message:** `%CCM_CDR_INSERT-DB-2-kErrorCDRFilesBackingUp:`

CDR flat files are backing up.

**Explanation**—CDR flat files are not being removed. On the primary CDR server, verify that the InsertCDR service runs and is properly configured. On a server that is not the primary, verify that the location for collecting CDR files is accessible via the network.

**Recommended Action**—Set trace for the InsertCDR service to **detailed** and look for errors in the trace. Check enterprise CDR parameters for accuracy.

- **Error Message:** `%CCM_CDR_INSERT-DB-1-kMissedChangeNotifications:`

There are missed Change notifications from database to Cisco CallManager. The number of missed messages. [ULong]

**Explanation**—The database is not able to send change notifications because it could not connect to any Cisco CallManager.

**Recommended Action**—Make sure at least one Cisco CallManager is in service.

- **Error Message:** `%CCM_CDR_INSERT-DB-6-kErrorChangeNotifyClientBlock:`

  A change notification client is busy.

  **Explanation**—Changes made to the database are not being consumed by one of the recipients.

  **Recommended Action**—Restart the Database Layer Monitor Service.

- **Error Message:** `%CCM_CDR_INSERT-DB-1-kErrorChangeNotifyClientTimeout:`

  A change notification client is not responding and has been removed.

  **Explanation**—A change notification recipient has not responded to change notification in several minutes. This recipient has been removed from getting further change notification. The Database Layer Monitor Trace contains the removed client.

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

- **Error Message:** `%CCM_CDR_INSERT-DB-1-kErrorChangeNotifyReconcile:`

  A change notification shared memory reconciliation has happened

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

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

- **Error Message:** `%CCM_CDR_INSERT-GENERIC-0-OutOfMemory:`

  Out of memory.

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

  **Recommended Action**—No action is required.

- **Error Message:** `%CCM_CDR_INSERT-GENERIC-6-PermissionDenied:`

  Permission denied.

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

  **Recommended Action**—No action is required.

- **Error Message:** `%CCM_CDR_INSERT-GENERIC-0-ServiceNotInstalled:`

  Service not installed. Service Name [String]

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

  **Recommended Action**—Reinstall the service or call Cisco Technical Support.

- **Error Message:** `%CCM_CDR_INSERT-GENERIC-6-ServiceStopped:`

  Service stopped. IP Address of hosting node. [String], Host name of hosting node. [String], Service Name [String], Process ID [ULong]

  **Explanation**—A service has stopped.

  **Recommended Action**—No action is required.

- **Error Message:** `%CCM_CDR_INSERT-GENERIC-6-ServiceStarted:`

  Service started. Process ID [ULong], IP Address of hosting node. [String], Host name of hosting node. [String], Service Name [String], Version Information. [String]

  **Explanation**—A service has started.

  **Recommended Action**—No action is required.

- **Error Message:** `%CCM_CDR_INSERT-GENERIC-4-ServiceStartupFailed:`

  Service startup failure. Service Name [String]

  **Explanation**—An attempt to start up the specified service failed.

  **Recommended Action**—Restart the service.

- **Error Message:** `%CCM_TCD-TCD-0-IPAddressResolveError:`

  The IP Address for host was NOT RESOLVED HostName [String]

  **Explanation**—The IP address for the host that was not resolved.

  **Recommended Action**—None.

- **Error Message:** `%CCM_TCD-TCD-0-NoCMEntriesInDB:`

  There are no CallManager entries in the database.

  **Explanation**—There are no Cisco CallManager entries in the database.

**Recommended Action**—None.

- **Error Message:** `%CCM_TCD-TCD-6-LoadShareDeActivateTimeout:`

  There was timeout during wait for DeActivateLoadShare acknowledgement

  **Explanation**—There was timeout during the wait for DeActivateLoadShare acknowledgement.

  **Recommended Action**—None.

- **Error Message:** `%CCM_TCD-TCD-0-LineStateSrvEngCreationError:`

  There was an error during the LineStateSrvEng Creation

  **Explanation**—There was an error during the LineStateSrvEng creation.

  **Recommended Action**—None.

- **Error Message:** `%CCM_TCD-TCD-0-GlobalSPUtilsCreationError:`

  There was an error during the GlobalSPUtils creation.

  **Explanation**—There was an error during the GlobalSPUtils creation.

  **Recommended Action**—None.

- **Error Message:** `%CCM_TCD-TCD-0-TapiLinesTableCreationError:`

  There was an error during the TapiLinesTable creation

  **Explanation**—There was an error during the TapiLinesTable creation.

  **Recommended Action**—None.

- **Error Message:** `%CCM_TCD-TCD-0-HuntGroupControllerCreationError:`

  There was an error during the HuntGroupController creation

  **Explanation**—There was an error during the HuntGroupController creation.

  **Recommended Action**—None.

- **Error Message:** `%CCM_TCD-TCD-0-HuntGroupCreationError:`

  There was an error during the Hunt Group creation.

  **Explanation**—There was an error during the Hunt Group creation.

  **Recommended Action**—None.

- **Error Message:** `%CCM_TCD-TCD-0-CallDirectorCreationError:`

  There was an error during the CallDirector creation.

  **Explanation**—There was an error during the CallDirector creation.

  **Recommended Action** - None.

- **Error Message:** `%CCM_TCD-TCD-0-SysControllerCreationError:`

  There was an error during the SysController creation

  **Explanation**—There was an error during the SysController creation.

  **Recommended Action**—None.

- **Error Message:** `%CCM_TCD-TCD-0-TimerServicesCreationError:`

  There was an error during the TimerServices creation.

  **Explanation**—There was an error during the TimerServices creation.

  **Recommended Action**—None.

- **Error Message:** `%CCM_TCD-TCD-3-DBLGetVersionInfoError:`

  DBL GetVersionInfo function returned NULL.

  **Explanation**—DBL GetVersionInfo function returned NULL.

  **Recommended Action**—None.

- **Error Message:** `%CCM_TCD-TCD-0-ExcceptionInInitSDIConfiguration:`

  Exception occured in InitSDIConfiguration function.

  **Explanation**—An exception occured in the InitSDIConfiguration function.

  **Recommended Action** - None.

- **Error Message:** `%CCM_TCD-TCD-0-SyncDBCreationError:`

There was an error during the SyncDB creation in SysController

**Explanation**—There was an error during the SyncDB creation in SysController.

**Recommended Action**—None.

- **Error Message:** `%CCM_TCD-TCD-0-LostConnectionToCM:`

Connection to CallManager was lost.

**Explanation**—The connection to Cisco CallManager was lost.

**Recommended Action**—None.

- **Error Message:** `%CCM_TCD-TCD-6-UserLoginSuccess:`

User successfully logged in. UserID [String]

**Explanation**—The user successfully logged in.

**Recommended Action**—None.

- **Error Message:** `%CCM_TCD-TCD-3-UserLoginFailed:`

User log in failed because of bad user id or password. UserID [String].

**Explanation**—User log in failed because of a bad user ID or password.

**Recommended Action**—None.

- **Error Message:** `%CCM_TCD-TCD-6-UserAlreadyLoggedIn:`

User is already logged in UserID [String]

**Explanation**—The user is already logged in.

**Recommended Action**—None.

- **Error Message:** `%CCM_TCD-TCD-6-UserLoggedOut:`

User logged out UserID [String].

**Explanation**—The user logged out.

**Recommended Action**—None.

- **Error Message:** `%CCM_TCD-TCD-6-AgentOnline:`

Agent online

**Explanation**—The Agent is online.

**Recommended Action**—None.

- **Error Message:** `%CCM_TCD-TCD-6-AgentOffline:`

Agent offline

**Explanation**—The Agent is offline.

**Recommended Action**—None.

- **Error Message:** `%CCM_TCD-GENERIC-0-OutOfMemory:`

Out of memory.

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

**Recommended Action**—No action is required.

- **Error Message:** `%CCM_TCD-GENERIC-6-PermissionDenied:`

Permission denied.

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

**Recommended Action**—No action is required.

- **Error Message:** `%CCM_TCD-GENERIC-0-ServiceNotInstalled:`

Service not installed. Service Name [String]

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

**Recommended Action**—Reinstall the service or call Cisco Technical Support.

- **Error Message:** `%CCM_TCD-GENERIC-6-ServiceStopped:`

Service stopped. IP Address of hosting node. [String], Host name of hosting node. [String], Service Name [String], Process ID [ULong]

**Explanation**—A service has stopped.

**Recommended Action**—No action is required.

- **Error Message:** `%CCM_TCD-GENERIC-6-ServiceStarted:`

Service started. Process ID [ULong], IP Address of hosting node. [String], Host name of hosting node. [String], Service Name [String], Version Information. [String]

**Explanation**—A service has started.

**Recommended Action**—No action is required.

- **Error Message:** `%CCM_TCD-GENERIC-4-ServiceStartupFailed:`

Service startup failure. Service Name [String]

**Explanation**—An attempt to start up the specified service failed.

**Recommended Action**—Restart the service.

- **Error Message:** `%CCM_RIS-GENERIC-0-OutOfMemory:`

Out of memory.

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

**Recommended Action**—No action is required.

- **Error Message:** `%CCM_RIS-GENERIC-6-PermissionDenied:`

Permission denied.

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

**Recommended Action**—No action is required.

- **Error Message:** `%CCM_RIS-GENERIC-0-ServiceNotInstalled:`

Service not installed. Service Name [String]

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

**Recommended Action**—Reinstall the service or call Cisco Technical Support.

- **Error Message:** `%CCM_RIS-GENERIC-6-ServiceStopped:`

Service stopped. IP Address of hosting node. [String], Host name of hosting node. [String], Service Name [String], Process ID [ULong]

**Explanation**—A service has stopped.

**Recommended Action**—No action is required.

- **Error Message:** `%CCM_RIS-GENERIC-6-ServiceStarted:`

Service started. Process ID [ULong], IP Address of hosting node. [String], Host name of hosting node. [String], Service Name [String], Version Information. [String]

**Explanation** - A service has started.

**Recommended Action** - No action is required.

- **Error Message:** `%CCM_RIS-GENERIC-4-ServiceStartupFailed:`

Service startup failure. Service Name [String]

**Explanation** - An attempt to start up the specified service failed.

**Recommended Action** - Restart the service.

- **Error Message:** `%CCM_CBB-CALLBACK-4-QRTRequest:`

User submitted problem report using Quality Report Tool. Category [String], Reason Code [String], Report Timestamp [String], Device name. [String], Device IP address. [String], Directory number [String]

**Explanation** - A user has experienced a problem with the phone and has submitted a problem report.

**Recommended Action**—Investigate the cause for the problem report.

- **Error Message:** `%CCM_CBB-GENERIC-0-OutOfMemory:`

Out of memory.

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

**Recommended Action**—No action is required.

- **Error Message:** `%CCM_CBB-GENERIC-6-PermissionDenied:`

Permission denied.

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

**Recommended Action**—No action is required.

- **Error Message:** `%CCM_CBB-GENERIC-0-ServiceNotInstalled:`

Service not installed. Service Name [String]

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

**Recommended Action**—Reinstall the service or call Cisco Technical Support.

- **Error Message:** `%CCM_CBB-GENERIC-6-ServiceStopped:`

Service stopped. IP Address of hosting node. [String], Host name of hosting node. [String], Service Name [String], Process ID [ULong]

**Explanation**—A service has stopped.

**Recommended Action**—No action is required.

- **Error Message:** `%CCM_CBB-GENERIC-6-ServiceStarted:`

Service started. Process ID [ULong], IP Address of hosting node. [String], Host name of hosting node. [String], Service Name [String], Version Information. [String]

**Explanation**—A service has started.

**Recommended Action**—No action is required.

- **Error Message:** `%CCM_CBB-GENERIC-4-ServiceStartupFailed:`

Service startup failure. Service Name [String]

**Explanation**—An attempt to start up the specified service failed.

**Recommended Action**—Restart the service.

- **Error Message:** `%CCM_JAVA_APPS-JAVAAPPLICATIONS-6-EMAppStarted:`

EM Application started

**Explanation**—The application started successfully.

**Recommended Action**—No action is required.

- **Error Message:** `%CCM_JAVA_APPS-JAVAAPPLICATIONS-4-EMAppStopped:`

EM Application stopped

**Explanation**—The application was unloaded from Tomcat.

**Recommended Action**—Check if the Tomcat service is up.

- **Error Message:** `%CCM_JAVA_APPS-JAVAAPPLICATIONS-0-EMAppNotStarted:`

EM Application not started

**Explanation**—An error occured while starting the application

**Recommended Action**—See application logs for the error.

- **Error Message:** `%CCM_JAVA_APPS-JAVAAPPLICATIONS-3-EMAppServiceError:`

EM Service not reachable

**Explanation**—The EM Service website might be down.

**Recommended Action**—Check to see if the IIS runs.

- **Error Message:** `%CCM_JAVA_APPS-JAVAAPPLICATIONS-6-IPMAStarted:`

IPMA Application started

**Explanation**—The application starts successfully.

**Recommended Action**—No action is required.

- **Error Message:** `%CCM_JAVA_APPS-JAVAAPPLICATIONS-4-IPMAStopped:`

IPMA Application stopped

**Explanation**—The application was unloaded from Tomcat.

**Recommended Action**—Check to see if the Tomcat service is up.

- **Error Message:** `%CCM_JAVA_APPS-JAVAAPPLICATIONS-0-IPMANotStarted:`

IPMA Application not started Reason [String]

**Explanation**—An error occured while starting the application.

**Recommended Action**—See application logs for the error.

- **Error Message:** `%CCM_JAVA_APPS-JAVAAPPLICATIONS-3-IPMAApplicationError:`

IPMA Application error Reason [String]

**Explanation**—IPMA application error

**Recommended Action**—See application logs for details.

- **Error Message:** `%CCM_JAVA_APPS-JAVAAPPLICATIONS-4-IPMAManagerLogout:`

IPMA Manager Logged out Reason [String]

**Explanation**—IPMA Manager Logged out by the application.

**Recommended Action**—Click **update** in the Cisco CallManager Admin IPMA Service configuration page for this user to re-login the user.

- **Error Message:** `%CCM_JAVA_APPS-JAVAAPPLICATIONS-3-IPMAOverloaded:`

IPMA Application overloaded Reason [String]

**Explanation**—The IPMA application overloaded.

**Recommended Action**—See the application logs for details.

- **Error Message:** `%CCM_JAVA_APPS-JAVAAPPLICATIONS-3-IPMAFilteringDown:`

IPMA Application filtering is down Reason [String]

**Explanation**—The IPMA Application filtering is down.

**Recommended Action**—Restart the Cisco Tomcat Service.

- **Error Message:** `%CCM_JAVA_APPS-JAVAAPPLICATIONS-6-IPMAInformation:`

IPMA Information Reason [String]

**Explanation**—Application information.

**Recommended Action**—No action is required.

- **Error Message:** `%CCM_JAVA_APPS-JAVAAPPLICATIONS-6-BDIStarted:`

BDI Application started

**Explanation**—The application starts successfully.

**Recommended Action**—No action is required.

- **Error Message:** `%CCM_JAVA_APPS-JAVAAPPLICATIONS-4-BDIStopped:`

BDI Application stopped

**Explanation**—The application is unloaded from Tomcat.

**Recommended Action**—Check to see if the Tomcat service is up.

- **Error Message:** `%CCM_JAVA_APPS-JAVAAPPLICATIONS-0-BDINotStarted:`

BDI Application not started Reason [String]

**Explanation**—An error occured while starting the application.

**Recommended Action**—See the application logs for the error.

- **Error Message:** `%CCM_JAVA_APPS-JAVAAPPLICATIONS-3-BDIApplicationError:`

BDI Application error Reason [String]

**Explanation**—BDI application error.

**Recommended Action**—See the application logs for details.

- **Error Message:** `%CCM_JAVA_APPS-JAVAAPPLICATIONS-3-BDIOverloaded:`

BDI Application overloaded Reason [String]

**Explanation**—The BDI application overloaded.

**Recommended Action**—See the application logs for details.

- **Error Message:** `%CCM_JAVA_APPS-JAVAAPPLICATIONS-6-WDStarted:`

WebDialer Application started

**Explanation**—The application started successfully.

**Recommended Action**—No action is required.

- **Error Message:** `%CCM_JAVA_APPS-JAVAAPPLICATIONS-1-WDStopped:`

  WebDialer Application stopped

  **Explanation**—The application was unloaded from Tomcat.

  **Recommended Action**—Check to see if the Tomcat service is up.

- **Error Message:** `%CCM_JAVA_APPS-JAVAAPPLICATIONS-0-WDNotStarted:`

  Failed to startup WebDialer application Reason [String]

  **Explanation**—An error occured while starting the application.

  **Recommended Action**—See the application logs for errors.

- **Error Message:** `%CCM_JAVA_APPS-JAVAAPPLICATIONS-3-WDApplicationError:`

  WebDialer Application error Reason [String]

  **Explanation**—WebDialer application error.

  **Recommended Action**—See the application logs for details.

- **Error Message:** `%CCM_JAVA_APPS-JAVAAPPLICATIONS-3-WDOverloaded:`

  WebDialer Application overloaded Reason [String]

  **Explanation**—WebDialer application overloaded.

  **Recommended Action**—See the application logs for details.

- **Error Message:** `%CCM_JAVA_APPS-JAVAAPPLICATIONS-6-WDInformation:`

  WebDialer informational alarm Reason [String]

  **Explanation**—WebDialer application informational alarm.

  **Recommended Action**—No action is required

- **Error Message:** `kDbConnectionFailed - Database connection failed.`

  **Explanation**- An attempt to connect to database failed.

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

## DC Directory-Specific Application Events Logs

These event logs relate specifically to the DC Directory.

### An LDAP Client Issues a Request that Specifies a Control which is not Supported

This software error can appear when a Lightweight Directory Access Protocol (LDAP) client issues a request that specifies a control which is not supported.



This event usually occurs after you log onto Cisco CallManager User pages of the Cisco CallManager, or after you log into the ICD Agent desktop. This event can be ignored as it is cosmetic and does not indicate a problem in the system. This problem is documented as Cisco bug ID CSCdw33821 (registered customers only) —DCD logs event ID 7419.

### A Message for a Shadowing Agreement Which Does Not Exist is Received

This error can appear if you rebuild a subscriber in your cluster and do not remove the agreements from the publisher LDAP directory server You might see this error message because it remains on the publisher.

**Note:** The same issue can also generate this error: `We have received an error from our partner DSA which suggests a`

```
configuration problem with our shadowing agreement.
```
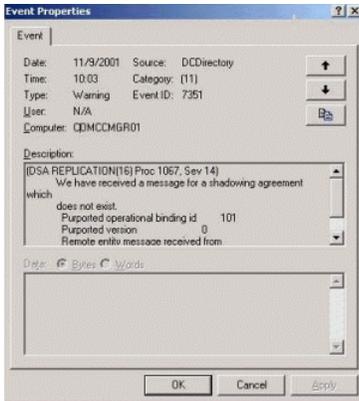


If you receive this message, check if the user database (LDAP) replication works properly in your cluster. You can create a user on the publisher Cisco CallManager Admin pages and wait a few minutes, then go to each subscriber Cisco CallManager Admin page to see if you can see the users. If the replication works, you can ignore these error messages. However, you can fix this cosmetic problem when you reinitialize all agreements. In order to do this, complete the procedures described in Fixing Problems with DC Directory. If you experience user database replication problems, you can also follow the procedures to reinitialize all replication in your cluster. Existing user information is not lost if you follow this procedure.

### Application Event Log Shows DHCP Error

Cisco CallManager 4.x servers receive the Dynamic Host Configuration Protocol (DHCP) server error message even though the DHCP server service is disabled on the servers, as this output shows:

```
Event Type: Error

Event Source: Perflib

Event Category: None

Event ID: 1008

Description:
The Open Procedure for service "DHCPServer" in DLL "C:WINNTsystem32perfctrs.dll"failed.
Performance data for this service will not be available.
Status code  returned is data DWORD 0.

Data:
0000: 05 00 00 00
```

The solution for this issue is documented in Microsoft KB article 247226 

**Note:** Make a backup of the registry before you modify it. Re-boot the Cisco CallManager server after you modify the registry for the change to take effect.

### Other Application Event Logs

These event logs do not relate to a specific software or hardware component.

### SQL Server Scheduled Job Failed

The Cisco CallManager database is continuously replicated from the publisher to the subscriber. The SQL server on subscriber CallManagers periodically pull the changes to keep their copy up to date. This error message can appear for these reasons:
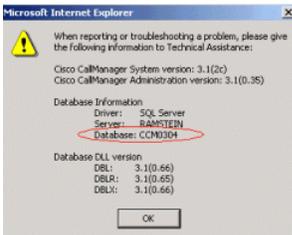
- Network connectivity problems between the subscriber and publisher

- Publisher server is down

- SQL server or SQL Server Agent services are down on the publisher
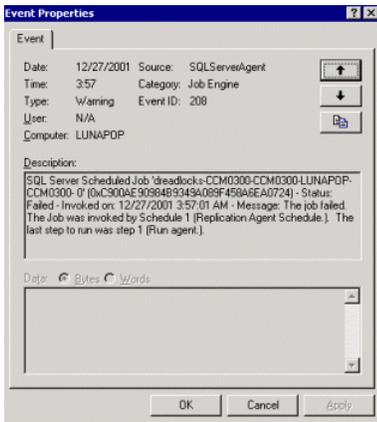
Complete these steps to determine if this error event is critical.

1. Go to the Cisco CallManager Admin pages: http://<cm_ip_address>/ccmadmin.

2. Click **Details**.

   This window appears.

   

3. View the active Cisco CallManager database in the Database Information.

   For this example, the Cisco CallManager database is CCM0304. If the database version is greater than the version in the error log, this event is negligible as the error indicates a problem with an old and unused version of the database.

   If the version is the same as the version in the error log, reestablish the replication. Complete the procedures in Reestablishing a Broken Cisco CallManager Cluster SQL Subscription to reestablish the replication.

### The Collect Procedure for the ASP service in DLL "C:WINNTsystem32aspperf.dll" Generated an Exception or Returns an Invalid Status

This error message is received in the Cisco CallManager Event Viewer.

```
Event ID: 1010
Detail Text: The Collect Procedure for the (service name) service in DLL (DLL name)
generated an exception or returned an invalid status. Performance data returned by counter
DLL will not be returned in Perf Data Block. Exception or status code returned is DWORD 0.
```

**Explanation**—Perflib calls the performance extension functions in a structured exception handler__try block. This is posted if an exception occurs or RaiseException is called in the Collect function. The data field has the exception code. For example, C0000005 means there was an Access Violation.

**Recommended Action**—Perform these steps in order to resolve the issue:

- Make sure the DLL file exists, and exists at the proper location. Once you have confirmed the location of the DLL, type **REGSVR32 /U** to unregister the DLL and type **REGSVR32** again to re-register the DLL in its current location. When you unregister the DLL, use the path from the Event Viewer. When you register it, use the path of the file in its current location.

- If the first step does not solve the issue, then go to **HKEY_LOCAL_MACHINESystemControlSet001Services** and find the mentioned service(s). There should be a sub-key called **Performance**. Under Performance there should be the offending DLL under **Library**. Clear out this key in order to stop the error messages.

- The last workaround is to reboot the CallManager cluster (Subscriber first and then Publisher).

### The Cisco Tomcat Service Failed to Start

After you perform a Java reinstall on the Cisco CallManager Publisher server, the Cisco Tomcat and TCD services do not start. These error messages are received in the CallManager Event Viewer:

```
Event Type:    Error
Event Source: CiscoTomcat
Event Category:     None
Event ID:     4096
Date:         10/12/2007
Time:         7:26:48 AM
User:         N/A
Computer:     CCM-PUB
Description:
```

```
Could not load the Java Virtual Machine.


Event Type:   Error
Event Source: CiscoTomcat
Event Category:      None
Event ID:     4097
Date:         10/12/2007
Time:         7:26:48 AM
User:         N/A
Computer:     CCM-PUB
Description:
The LoadLibrary function failed for the following reason: The specified module could not
be found.


Event Type:   Error
Event Source: CiscoTomcat
Event Category:      None
Event ID:     4098
Date:         10/12/2007
Time:         7:26:48 AM
User:         N/A
Computer:     CCM-PUB
Description:
The CiscoTomcat service failed to start.
```

**Explanation**—Check if all the files are listed under `C:Program FilesCiscoJava`; if not, the reason can be that the JRE is not properly installed.

**Recommended Action**— If the subscriber works fine, you can copy and past the JRE files from the subscriber to the publisher, and then the services will start.

### The Description for Event ID (1) in Source (Cisco AVVID Alarm Service) Cannot be Found

After you install the Cisco CallManager and Cisco CRS on the same server, this alarm gets constantly logged in the Event Viewer:

```
Event Type:   Warning
Event Source: Cisco AVVID Alarm Service
Event Category:      None
Event ID:     1
Date:         9/5/2007
Time:         12:06:07 PM
User:         N/A
Computer:     CCM
Description:
The description for Event ID ( 1 ) in Source ( Cisco AVVID Alarm Service )
cannot be found. The local computer may not have the necessary registry
information or message DLL files to display messages from a remote computer.
The following information is part of the event: <LOCAL7|SEVERITY> 14: Sep 05
08:06:07.344 CEST: %MCVD-GENERIC-5-ModuleStart: Module has successfully
started; Module Name=Cisco Desktop License and Resource Manager Service.
```
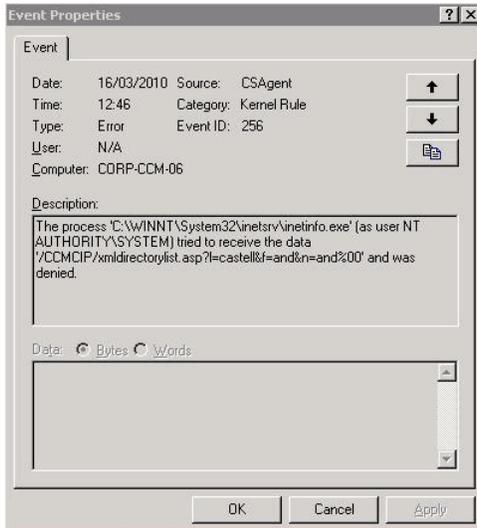
**Explanation**—The alarm ought to indicate an error but instead indicates the startup of one of the components for the CRS. This error message about one service that does not start comes from the fact that the Cisco CallManager services must be started prior to the CRS services. When you receive the prompt for login in, not all services are started. In order for all the services to start, it takes about 7 minutes.

**Recommended Action**—The event viewer logs do not show any errors. There is just a delay when you start all your server services. No action required.

### The process 'C:WINNTSystem32inetsrvinetinfo.exe'(as user NTAUTHORITYSYSTEM)tried to receive the data '/CCMCIP/xmldirectorylist.asp?l=caseell&f=and&n=and%00' and was denied.

This error message appears in the Application log of event viewer:

```
The process 'C:WINNTSystem32inetsrvinetinfo.exe'(as user
        NTAUTHORITYSYSTEM}tried to receive the data
        '/CCMCIP/xmldirectorylist.asp?l=caseell&f=and&n=and%00' and was denied.
```

```
Event Properties                              ? X

 Event

   Date:    16/03/2010  Source:    CSAgent       ↑
   Time:    12:46       Category:  Kernel Rule
   Type:    Error       Event ID:  256           ↓
   User:    N/A
   Computer: CORP-CCM-06                          📋

   Description:
   The process 'C:\WINNT\System32\inetsrv\inetinfo.exe' (as user NT
   AUTHORITY\SYSTEM) tried to receive the data
   '/CCMCIP/xmldirectorylist.asp?l=castell&f=and&n=and%00' and was
   denied.

   Data:  ● Bytes ○ Words
                                                   ▲

                                                   ▼

              OK          Cancel          Apply
```

### Solution

When a user browses any Cisco Unity subscriber information through the Cisco Unity System Administration web page or tries to import users from Microsoft Exchange, the page does not load and it shows an error that indicates Forbidden access. When this issue occurs, the CSA logs show a common scenario where the subscribers display names with the **[** character. This problem does not exist when the CSA is disabled. The root cause is usually that the CSA policy does not allow some **non-alphanumeric characters**.

As a workaround, disable the **CSA**. Refer to Cisco bug ID CSCse51014 (registered customers only) for more information.

### Missing key in referenced table for referential constraint (informix.tk_batfileinfo_tkbatfunction)

CUCM upgrade to 8.5(1) or 8.6(1) fails with this error:

```
|*ERROR* Error executing "insert into BatFileInfo
(datecreated,enduser,isfilefound,name,pkid,tkbatfunction) values
(1273240885,'ccmadministrator','T','UDP6961trainingimport1.csv','9b5e140b-3b29-427a-b968-ccf9ab46b8ff',69):
[Informix][Informix ODBC Driver][Informix]Missing key in referenced
table for referential constraint (informix.tk_batfileinfo_tkbatfunction).
```

### Solution

This issue is documented in Cisco bug ID CSCto49273 (registered customers only) . Complete these steps before you perform (or re-perform) the CUCM upgrade:

1. Run these commands from Publisher CLI:

   ○ run sql select count(*) from BatFileInfo where tkbatfunction = 69

   ○ run sql select count(*) from batinputdata where tkbatfunction = 69

   ○ run sql select count(*) from batjob where tkbatfunction = 69

2. If the count (returned value) is greater than 0 (zero) for any of the above selects, run these commands:

   ○ run sql delete from batfileinfo where tkbatfunction = 69

   ○ run sql delete from batinputdata where tkbatfunction = 69

   ○ run sql delete from batjob where tkbatfunction = 69

   **Note:** You can also delete the jobs and files of this type from the **Bulk Administrator** menu of the CUCM Administration page.

3. Perform the Upgrade.

### System Log Event Logs

These event logs relate specifically to the system log.

### Cisco CallManager Service Unexpectedly Terminates

This error can appear if the Cisco CallManager service terminates unexpectedly. This example shows that it has terminated unexpectedly 1 time(s), and this corrective action of restarting the service is taken in 60000 milliseconds.
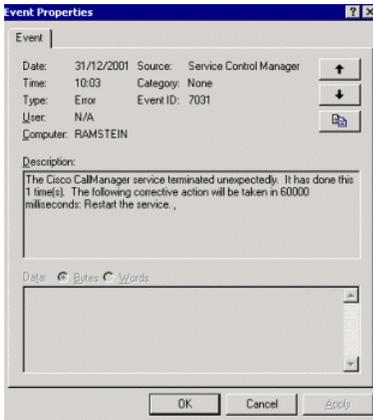
Make sure that you run the latest version of Cisco CallManager. If you do not have the latest version, view the Open Caveats and Resolved Caveats sections of the Release Notes to see if you are experiencing a known problem. If you need to upgrade the software, go to the Downloads for voice products. If you need to escalate this issue to Cisco Technical Support, you need this information:

- Cisco CallManager trace files—Located at C:Program FilesCiscoTraceCCM.

  Provide trace files from 30 minutes before the crash and 15 minutes after the crash.

- Signal Distribution Layer (SDL) trace files—Located at C:Program FilesCiscoTraceSDLCCM.

  Provide trace files from 30 minutes before the crash and 15 minutes after the crash. Refer to Setting up Cisco CallManager Traces for the TAC for detailed information.

- USER.DMP and DRWTSN32.LOG files—Located at C:Documents and SettingsAll UsersDocumentsDrWatson.

  Ensure that the SdlMaxUnhandledExceptions service parameter is set to 0 (zero) for each Cisco CallManager.

- Event logs—System and Application Event Logs.

- PerfMon logs—PerfMon counters/logs.

  Process:

  ```
  % Processor Time/_Total
  % Processor Time/ccmVirtual Bytes/_Total
  Private Bytes/_Total

  Virtual Bytes/ccm
  Private Bytes/ccm
  ```

**A Level 0 Archive of Root Database Space Needs to be Done**

This error appears in the CallManager logs:

```
Update sqlhosts for [ccm5_ccm]
Creating [/usr/local/cm/db/informix/etc/sqlhosts]
Update [/etc/services]
Initialize IDS [/usr/local/cm/db/informix]
su -c 'source /usr/local/cm/db/informix/local/ids.env ;  oninit -ivy' -
informix
IDSWillStart...Verifying physical disk space, please wait ...
Space successfully added.

** WARNING **  A level 0 archive of Root DBSpace will need to be done.

This is a warning message that You have done something, like add or remove a
dbspace, and Informix is telling you that in order to recover those changes
it needs a new level 0 of root - where the sysmaster db is stored.
```

**Explanation**: The database server creates the logical log files and the physical log in the root database space (rootdbs) when the engine is first initialized. After the engine is initialized, it is possible to move the logical logs to another database space. There are several reasons to move the logical logs. It can be required to utilize more space for logical logs than is available within the root database space; this is a general warning, and you need not to worry about it . The point to be considered before you apply an upgrade patch related to this warning is to verify that the database space is used by the active partition at the time of upgrade. You can check that with the SSH session to PUB and see the results of *Show Status*. The active partition must not show used space as 100 percent.

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