Electronic Private Automatic Branch Exchange and Business Communication Systems

Meridian MAX

Maintenance and Diagnostics Guide

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About this document

This document describes the maintenance and administration features of Meridian MAX Release 9 as well as the system messages and diagnostic procedures used for isolating system faults.

Terminology

The term “Meridian 1” is used throughout this document, and refers to Meridian 1 and Meridian 1-ready systems, such as Meridian 1 SL-1 style cabinets that have been upgraded.

Conventions

The following conventions are used throughout the Meridian MAX 9 document set.

CALLS ANSWD

Words in this type represent text on your screen or printed reports.

{RETURN}

Words or characters within brackets and capitalized represent a specific key on your keyboard. When two or more such keys appear side by side, you must press all of the keys simultaneously to achieve the desired effect.

Example

Press **{RETURN}** or **{CONTROL}{R}** to begin the procedure.

Note: {RETURN} and {ENTER} are interchangeable.

[Commands]

Words within square brackets represent the generic name attached to a specific function key.

For more information on the function key capabilities, refer to the *Meridian MAX 9 Supervisor's User Guide* (P0881392), "Understanding the interface" chapter, "Function keys" section.

Example

[Commands]

Activity Code Report

Bold text represents specific text you must type on your keyboard. You must always press **{ENTER}** after you have typed and confirmed the text so that the system can recognize that you are ready to continue.

Example

Enter **10**, followed by **{RETURN}**.

"Graphic Format Definition"

Italicized text within quotation marks represents a specific choice you must make from a menu.

Example

Choose *"Graphic Format Definition"* from the Report Definition submenu.

Graph Title

Italicized text represents the name of a specific field on a screen or report.

Example

Move the cursor to the *Display Name* field.

"Configuration Control"

Text in quotation marks represents references to other areas of a document.

Example

Refer to the "Profile Maintenance" chapter.

Meridian MAX Supervisor's User Guide

Italicized text represents references to other documents.

Example

Refer to the *Meridian MAX 9 Supervisor's User Guide.*

Sample screens

All screen depictions related to the Meridian Terminal Emulator (MTE) are based on a PC running the MTE software. All other screen depictions assume that you are using the DEC VT420 or a compatible workstation. If you are using a different type of workstation, there may be a difference between the function key menu as it appears on your screen and the function key menu as it appears in this document. This is due to the different keyboards that can be used with the workstation. Please refer to the *Meridian MAX 9 Supervisor's User Guide* (P0881392), "Understanding the interface" chapter, for more information.

Reference to other Meridian MAX documents

Additional information about Meridian MAX is contained in the following Nortel (Northern Telecom) documents:

- P0881392 *Meridian MAX 9 Supervisor's User Guide*
- 553-4001-111 *Meridian MAX 9 Installation Guide* (P0881385)
- 553-4001-210 *Meridian MAX 9 Upgrade Guide* (P08881397)
- P0881398 *MTE 9 User Guide*
- P0853407 *Meridian MAX 8 Supervisor's User Guide*
- 553-4001-111 *Meridian MAX 8 Installation Guide* (P0853401)
- 553-4001-210 *Meridian MAX 8 Upgrade Guide* (P0853412)
- P0853414 *Meridian MAX 8 MSI/MEI Protocol Reference Guide*
- P0853413 *MTE 8 User Guide*
- P0815598 *Meridian MAX 7 Supervisor's User Guide*

- 553-4001-111 *Meridian MAX 7 Installation Guide* (P0815587)
- 553-4001-210 *Meridian MAX 7 Installation Upgrade Guide for Meridian MAX 3 through 6 Systems* (P0815593)
- 553-4001-911 *Meridian MAX 7 Overview* (P0815591)
- P0821303 *MTE 7 User Guide*
- P0815602 *MTE 6 User Guide*
- P0802089 *Meridian MAX 6 Supervisor's User Guide*
- P0802091 *Meridian MAX 6 Supervisor's Reference Guide*
- 553-4001-111 *Meridian MAX 6 Installation Guide* (P0802079)
- 553-4001-811 *Meridian MAX 6 Maintenance and Diagnostics Guide* (P0802081)
- 553-4001-911 *Meridian MAX 6 Overview* (P0802083)
- 553-4001-212 *Meridian MAX 6 Platform Upgrade Guide for ACD-MAX 3, 4 and ACD-D Systems* (P0802087)
- P0743664 *Meridian MAX 5 Supervisor's User Guide*
- P0743656 *Meridian MAX 5 Supervisor's Reference Guide*
- 553-4001-111 *Meridian MAX 5 Installation Guide* (P0743645)
- 553-4001-811 *Meridian MAX 5 Maintenance and Diagnostics Guide* (P0743647)
- 553-4001-911 *Meridian MAX 5 Overview* (P0743643)
- 553-4001-210 *Meridian MAX 5 Installation Upgrade Guide for Meridian MAX 3, 4, and 4.6 Systems* (P0743683)

- 553-4001-212 *Meridian MAX 5 Platform Upgrade Guide for ACD-MAX 3, 4 and ACD-D Systems* (P0743687)
- P0741145 *Meridian MAX 4.6 Supervisor's User Guide*
- 553-4001-024 *Meridian MAX - IPE 4.6 Master Index*
- 553-4001-121 *Meridian MAX - IPE 4.6 Installation*
- 553-4001-821 *Meridian MAX - IPE 4.6 Maintenance and Diagnostics*
- 553-4001-921 *Meridian MAX - IPE 4.6 Overview*
- 553-4001-004 *Meridian MAX 4 Master Index*
- 553-4001-111 *Meridian MAX 4 Installation*
- 553-4001-811 *Meridian MAX 4 Maintenance and Diagnostics*
- 553-4001-911 *Meridian MAX 4 Overview*

For more information on the hardware and software that operate in conjunction with Meridian MAX - IPE, refer to the following Nortel documents:

- P0735303 *Option 11 — X11 Software Guide, Including Supplementary Features*
- 553-3011-200 *Option 11 General Installation and Planning Guide — Read Me First*
- 553-3011-210 *Option 11 Installation Guide*
- 553-3011-300 *Option 11 Administration Guide*
- 553-3001-200 *System Option 21, 51, 61, 71 — System Installation Procedures*
- 553-3001-500 *System Option 21, 51, 61, 71 General Maintenance*
- 553-3001-305 *X11 Features and Services* *
- 553-3001-400 *X11 Input/Output Guide*

- 553-2311-105A2 *Appendix to Features and Services for Generic X11 Supplementary Features **
- 553-2311-311 *X11 Data Administration Input/ Output Guide Including Supplementary Features **
- 553-2301-511 *X11 Maintenance Input/Output Guide Including Supplementary Features **

(* document also used for Generic X11 International software)

Reference to NAC documents

Additional information about NAC is contained in the following Nortel documents:

- P0724352 *NAC 2 Supervisor's User Guide*
- 553-4011-110 *NAC 2 Installation Guide* (P0724340)
- 553-4011-510 *NAC 2 System Administration and Maintenance Guide* (P0724342)
- 553-4011-100 *NAC 1 Installation*
- 553-4011-500 *NAC 1 Operations*
- 553-4011-800 *NAC 1 System Messages*
- P0743022 *NAC 1 Supervisor's User Guide*

Reference to other ACD documents

Other Nortel ACD documents associated with Meridian MAX are listed below:

- 553-2671-100 *ACD Basic Features Description (Package A)*
- 553-2671-101 *ACD Advanced Features Description (Package B)*
- 553-2671-102 *Management Reports Description (Package C1)*
- 553-2671-103 *ACD Load Management Description (Package C2)*
- 553-2671-104 *ACD-D General Description (Section 3 only)*

The following Nortel documents refer to Customer Controlled Routing (CCR):

- 553-3201-110 *Application Module Overview Guide*
- 553-3201-210 *Application Module Installation and Upgrade Guide*
- P0729367 *Customer Controlled Routing (CCR) User Guide*

Chapter 1: Maintenance and administration programs overview

Introduction

The Meridian MAX maintenance and administration programs are used for

- shutting down and restarting the system
- backing up the customer database on tape and restoring it, if required
- performing simple diagnostics
- changing the maintenance and Supervisor Display Access (SDA) password
- configuring Meridian MAX hardware
- resetting the Meridian 1 customer number
- changing the memory and disk space usage through Capacity Configuration
- viewing the configuration options enabled on the Meridian MAX
- changing system options using keycodes
- upgrading to a new software issue

This document also lists each Meridian MAX error message that may be generated. For each message, this document describes the cause of the message, the severity of the problem, and the recovery procedure you should take. Messages generated by the operating system software are also included.

Logging in to maintenance programs

Follow this procedure to log in to the Meridian MAX Maintenance and Administration program.

Procedure 1-1
Logging in to the Meridian MAX Maintenance and Administration program

1 At the prompt on the system console, log in as **maint**.

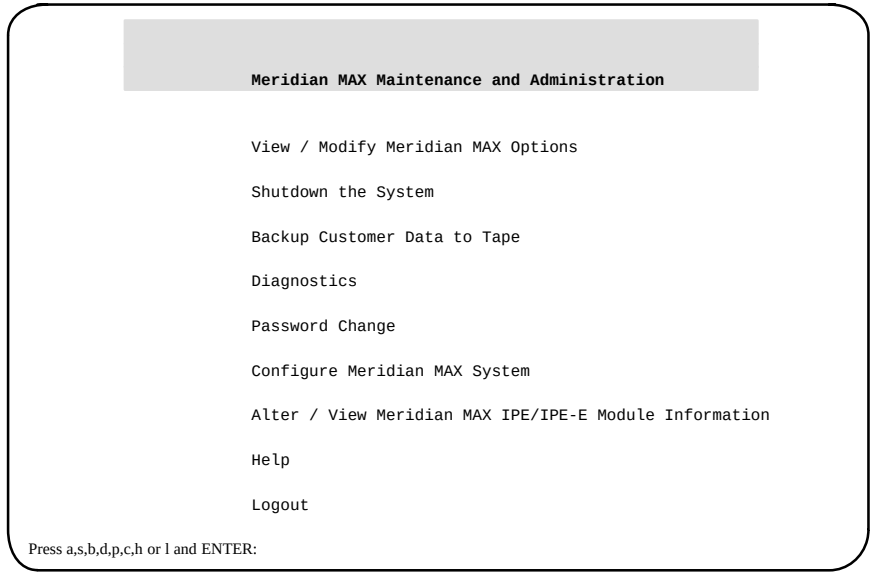
The Password prompt appears.

2 Enter the password.

The default password, ntacdmax, is provided with the Meridian MAX software. If this password is changed, contact your system administrator for the new password.

The Meridian MAX Maintenance and Administration display appears as shown in Figure 1-1.

Figure 1-1
Maintenance and Administration display



Logging in as a distributor technician

In Meridian MAX 9, a new login procedure has been added to allow distributor technicians to gain limited access to UNIX and Meridian MAX commands.

CAUTION
Risk of damage to Meridian MAX

The commands available to the distributor technician will consume CPU resources from the Meridian MAX.

Improper use of these commands can interfere with the operation of the Meridian MAX.

All commands should be used with caution.

Follow this procedure to log in as a distributor technician and gain access to the UNIX and Meridian MAX commands.

Procedure 1-2
Logging in as a distributor technician

1 At the prompt on the system console, log in as **disttech**.

The Password prompt appears.

2 Enter the password.

The password for the disttech userid is hardcoded into Meridian MAX. It can be obtained from your Nortel service representative or system administrator.

If login is successful, a warning message is displayed as shown in Figure 1-2.

Figure 1-2
Maintenance and Administration display

```
login: disttech
Password:

SYSTEM V/68 Release R3V8 Version 970504 M68040
exp2
Copyright (c) 1984 AT&T
Copyright (c) 1985–1992 Motorola, Inc.
All Rights Reserved

***
  erase = DEL  kill = ^u  intr = ^c  quit = ^x
***

*** WARNING ***

You have logged in as a disttech (Distributor Technician) user. The disttech user
identity is normally used by field engineers and technicians to investigate problems
not accessible through the standard maintenance procedures.

The commands available to the disttech user will consume CPU resources of the MAX
system. Furthermore, improper use of these commands can interfere with MAX
operation. Therefore, all commands should be used with caution.

To access maintenance, type 'maint' at the command prompt.

$
```

3 At the prompt, enter a command.

A list of commands available to the distributor technician is provided in Table 1-1.

4 To exit, type **exit**.

Commands available to the distributor technician

When logging in, the distributor technician is placed in the /usr/max/disttech directory. Write permission is not available to any of the files in this directory.

The technician has access to a limited number of commands, which are constrained by a restricted shell. A restricted shell is a restricted version of the command interpreter. In a restricted shell, the technician cannot

- change directions
- change the value of $PATH
- specify command names containing a slash
- redirect output

For example, the command “cat somefile>outfile” is not allowed because redirection of output is restricted.

Table 1-1 provides a list of commands available to the distributor technician. For more information on the UNIX commands, type **help <command>**.

Table 1-1
Commands available to the distributor technician

Command	Function
cancel	Cancels print requests sent to the printer
cat	Concatenates and prints files to standard output
day	Displays the Meridian MAX and operating system time. This is a Meridian MAX command.
df	Reports on number of free disk blocks and i–nodes
diff	Differential file comparator
du	Summarizes disk usage
errpt	Processes a report of logged errors
file	Determines the type of a file
grep	Searches file for a pattern

–continued–

Table 1-1 (continued)
Commands available to the distributor technician

Command	Function
help <command>	Displays a brief description of the specified command
ifconfig	Reports on network interprocess communication facilities This command can only be used for reporting purposes. Any arguments used with this command are ignored.
ipcs	Reports interprocess communication facilities
lp	Sends print requests to a printer The full name of the file to be printed must be used. When the command "lp <print_request>" is executed, the message "sh:/dev/null:restricted" appears. The message can be ignored because the print request is still sent to the printer.
lpstat	Prints LP status information
ls	Lists contents of a directory
maint	Invokes the Meridian MAX Maintenance and Administration program The distributor technician can only log in to maint through the console or the diagnostic modem. This is a Meridian MAX command. For more information, refer to the "Logging in to maintenance programs" section.
netstat	Shows network status
pg	Invokes a file perusal filter for CRTs The pg command is linked to /mapa/bin/rpg. This is a Meridian MAX script that executes the pg command in a restricted shell.
ping	Sends ICMP ECHO_REQUEST packets to network hots
ps	Reports the status of the process
sar	Invokes the system activity reporter
scsiconfig	Reports on the MVME167 and MVME328 SCSI bus device nodes This command can only be used for reporting purposes. Any arguments used with this command are ignored.
stty	Sets the options for a terminal
sum	Displays the checksum and block count of a file
tail	Displays the last part of a file

–continued–

Table 1-1 (continued)
Commands available to the distributor technician

Command	Function
tar	Invokes the tape file archiver The distributor technician can only tar files off the /usr/max/operations directory. When files are tarred off, the full path of the file must be given.
viewlogin	Displays the login log This is a Meridian MAX command. For more information, refer to the "Viewing the log file" section.
–end–	

Viewing the log file

The viewlogin command allows the distributor technician to

- view a list of users who logged in to the Meridian MAX through the UNIX login prompt in approximately the last 72 hours
  This includes the logins for the current day since midnight, along with logins for the previous three days. The log, however, does not include supervisors who log in through the supervisor display.
- view information indicating when the operating system time was changed through the "date" command
  Note: Time changes made through the PBX console are not shown. The only time changes that are shown are those made using the date command through the ROOT access.
- view the time the Meridian MAX was rebooted

The log is useful in tracking users who may have recently attempted to modify the Meridian MAX settings.

Figure 1-3 provides a sample of the log file displayed after the viewlogin command is invoked. This is a subset of the output shown by the UNIX "who" command.

Figure 1-3
Sample log file

```
$
$ viewlogin
NAME      LINE         TIME            PID     COMMENTS
LOGIN     ttyal        Jan 23 11:15    785     (47.235.1.158)
disttech  ttyal        Jan 23 11:15    785     (47.235.1.158)
LOGIN     ttya2        Jan 23 11:15    790     (47.235.10.185)
root      ttya2        Jan 23 11:15    790     (47.235.10.185)
LOGIN     ttya3        Jan 23 11:16    797     (47.235.1.185)
root      ttya3        Jan 23 11:16    797     (47.235.1.185)
root      ttya2        Jan 23 11:16    790     id=~a2 term=0 exit=0(47.235.10.185)
disttech  ttya1        Jan 23 11:16    785     id=~a1 term=0 exit=0 (47.235.1.185)
LOGIN     console      Jan 23 11:17    711     id=co term=15 exit=0
LOGIN     tty01        Jan 23 11:17    712     id=6 term=15 exit=0
          run-level  6 Jan 23 11:17   0    2
rc0          -         Jan 23 11:17    998     id=s0
rc0          -         Jan 23 11:18    998     id=s0 term=0 exit=0
uadmin       -         Jan 23 11:18    1131    id=rb
   -      system boot   Jan 23 11:18
   -      run-level 2   Jan 23 11:18   0    S
brc          -         Jan 23 11:18    49      id=mt
brc          -         Jan 23 11:18    49      id=mt term=0 exit=0
rc2          -         Jan 23 11:18    56      id=s2
rc2          -         Jan 23 11:20    56      id=s2 term=0 exit=0
getty        -         Jan 23 11:20    720     id=co
Press q and ENTER to quit (Just ENTER to continue)
```

Table 1-2 describes the columns in the log file.

Table 1-2
Descriptions of columns in log file

Column	Description
Name	User login name (maint, maxusr, disttech, root)
Line	Name of device
Time	Time entry was made in the log file. This is the operating system time, not Meridian MAX time.
PID	UNIX Process ID
Comment	The comments associated with the entry found in the /etc/inittab file. This field may contain the user's host name. When a process is completed, the field also contains the id (an ID field associated with this entry as found in the /etc/inittab file), term (process termination status), and exit (process exit status).

Tracking a user login/logout

The log is useful in tracking when users log in and out of Meridian MAX.

When a user logs in to Meridian MAX, the word “LOGIN” appears in the Name column. The userid appears in the Name column on the following line.

When the user logs out, a line is recorded in the log file. The line contains the same name and process ID (PID) which was recorded when the user logged in. The *Comment* field, however, shows that the user has exited the shell program. For example, “exit=0” appears in the *Comment* field.

A sample user login and logout sequence is highlighted in Figure 1-4. The entries are described in Table 1-3.

Figure 1-4
Sample user login and logout sequence

```
$
$ viewlogin
NAME      LINE          TIME             PID     COMMENTS
LOGIN     console       Jan 23 11:20     7212
maint     console       Jan 23 11:20     7212
maint     console       Jan 23 11:28     7212    id=co term=0 exit=0
getty     console       Jan 23 11:28     7237    id=co
LOGIN     console       Jan 23 11:45     7257
disttech  console       Jan 23 11:45     7257
disttech  console       Jan 23 13:09     7257    id=co term=0 exit=0
getty     console       Jan 23 13:09     7270    id=co
LOGIN     console       Jan 23 13:15     7320
root      console       Jan 23 13:15     7320
root      console       Jan 23 14:15     7320    id=co term=0 exit=0
getty     console       Jan 23 14:15     7320    id=co
LOGIN     console       Jan 23 15:10     7514
maint     console       Jan 23 15:10     7514
LOGIN     tty01         Jan 23 16:10     7516    id=57 term=15 exit=0
.         run-level 6   Jan 23 16:15     0       2
rc0       .             Jan 23 16:17     7555    id=s0
rc0       .             Jan 23 16:18     7555    id=s0 term=0 exit=0
unadmin   .             Jan 23 16:20     7688    id=rb
.         system reboot Jan 23 16:21
.         run-level 2   Jan 23 16:22     0       5
brc       .             Jan 23 16:23     49      id=mt
brc       .             Jan 23 16:23     49      id=mt term=0 exit=0
rc2       .             Jan 23 16:24     56      id=s2
rc2       .             Jan 23 16:24     56      id=s2 term=0 exit=0
getty     .             Jan 23 16:25     699     id=co
getty     .             Jan 23 16:25     700     id=57
LOGIN     tty01         Jan 23 16:26     700     c240con : port 1
```

Table 1-3 describes the sample user login and logout sequences.

Table 1-3
Descriptions of sample user login and logout sequences

Task	Log entry
Successful login of maint user at maint console	`LOGIN console Jan 23 11:20 7212` `maint console Jan 23 11:20 7212`
Successful logout of maint user at maint console	`maint console Jan 23 11:28 7212 id=co term=0 exit=0` `getty console Jan 23 11:28 7237 id=co`
Successful login of disttech user at maint console	`LOGIN console Jan 23 11:45 7257` `disttech console Jan 23 11:45 7257`
Successful logout of disttech user at maint console (GETTY denotes console is now available for login by user.)	`disttech console Jan 23 13:09 7257 id=co term=0 exit=0` `getty console Jan 23 13:09 7270 id=co`
Successful login of root user at maint console	`LOGIN console Jan 23 13:15 7320` `root console Jan 23 13:15 7320`
Successful logout of root user at maint console (GETTY denotes console is now available for login by user.)	`root console Jan 23 14:15 7320 id=co term=0 exit=0` `getty console Jan 23 14:15 7320 id=co`
Successful login of maint user at maint console	`LOGIN console Jan 23 15:10 7514` `maint console Jan 23 15:10 7514`

Maint user performed software shutdown and restart of Meridian MAX.
 	
To determine when the Meridian MAX has been rebooted, look for "run–level 6" in the Line column. This indicates the start of the reboot. The end of the reboot is indicated by "LOGIN" in the Name column and "tty01" in the Line column.
	`LOGIN tty01 Jan 23 16:10 7516 id=57 term=15 exit=0`
	`. run–level 6 Jan 23 16:15 0 2`
	`rc0 . Jan 23 16:17 7555 id=s0`
	`rc0 . Jan 23 16:18 7555 id=s0 term=0 exit=0`
	`unadmin . Jan 23 16:20 7688 id=rb`
	`. system reboot Jan 23 16:21`
	`. run–level 2 Jan 23 16:22 0 5`
	`brc . Jan 23 16:23 49 id=mt`
	`brc . Jan 23 16:23 49 id=mt term=0 exit=0`
	`rc2 . Jan 23 16:24 56 id=s2`
	`rc2 . Jan 23 16:24 56 id=s2 term=0 exit=0`
	`getty . Jan 23 16:25 699 id=co`
	`getty . Jan 23 16:25 700 id=57`
	`LOGIN tty01 Jan 23 16:26 700 c240con : port 1`

Background diagnostics

Background diagnostic programs are run regularly on the Meridian 1 and Meridian MAX to ensure that they are interfacing correctly.

Meridian 1 polls Meridian MAX

Whenever the Meridian 1 is switched on, it polls the Meridian MAX through the High-Speed Link (HSL), requesting acknowledgment. This poll is taken once a minute and is constantly repeated during the operation of the Meridian 1.

The Meridian MAX is programmed to look for and respond to the Meridian 1 poll.

Provided that the poll is taken by the Meridian 1 and is responded to by the Meridian MAX, the system can continue to operate.

If the Meridian 1 does not receive an acknowledgment within a specified time interval, an error is logged on the Meridian 1 maintenance terminal, and the Meridian MAX system is reinitialized.

If the Meridian MAX does not receive any information on the HSL for two minutes, the following message appears in the Meridian MAX error log:

```
"HSL seems down–no activity on link in last 2
mins"
```

As well, problems with the HSL are indicated by the clock on each display screen becoming highlighted.

Error logging and corrective action by Meridian MAX software

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

Power-up diagnostics

Hardware diagnostics automatically execute at power up, and any detected faults are displayed on the Meridian MAX system console. These diagnostics test the CPU memory and I/O cards.

Hardware platforms

Meridian MAX 9 runs on four hardware platforms. The type of hardware platform you use determines the features and functionality available to you through the maintenance and administration programs. Table 1-4 lists the available hardware platforms and their hardware composition.

Table 1-4
Meridian MAX 9 platform compositions

System type		CPU	Mass Storage Unit (MSU)	
Abbreviation	**Module type**	**Card type**	**Hard drive**	**Cassette drive**
SNN	Single	MVME167-34	1 Gbyte	600 Mbyte
SNN-E	Single	MVME177-005	2 Gbyte	600 Mbyte
IPE	IPE	SMM167	180 Mbyte, or 240 Mbyte*	155 Mbyte or 600 Mbyte
IPE-E	IPE	SMM167	1 Gbyte	600 Mbyte

***** The 240 Mbyte hard disks are configured and recognized by the software as a 180 Mbyte hard disk.

Supervisor Display Access

The Supervisor Display Access (SDA) feature provides an extra supervisor display through the system console or the remote diagnostics modem port.

Supervisors and system administrators access an SDA session through the system console port. The remote diagnostics modem port is reserved for Nortel support.

Once logged in, the SDA session functions identically to other regular display sessions starting from other I/O ports. Only one SDA session is allowed at any one time. Therefore, if an SDA session is started from the system console port, a second SDA session cannot be started from the remote diagnostics modem port at the same time.

> ***Note:*** System console and maintenance console are interchangeable terms. Remote diagnostics modem is also referred to as diagnostics modem and external modem.

Logging in to SDA

An SDA session can be started from the system console port. To use the SDA feature, supervisors and system administrators must first log in to the Meridian MAX through the system console.

Follow this procedure to log in to SDA.

Procedure 1-3
Logging in to SDA

1. At the Console Login: prompt, type **maxusr** and press **{RETURN}**.
2. Enter the password and press **{RETURN}**.

   You can now proceed as if using a regular supervisor workstation.

   If the SDA session cannot be started, the following message appears:

   ```
   Supervisor Display Access session cannot be
   started at this time since there is already one
   running in another port.

   La session d'acces a l'affichage du surveillant
   ne peut etre lancee presentement, car il y en a
   une autre en cours.
   ```

   Note: *The previous message is an example of a system in which the installed languages are English and French. Your system displays this message in the languages installed on your system.*
3. Follow the normal procedure as if logging in to a regular Meridian MAX workstation.

Other messages may appear. Refer to the "Meridian MAX error messages" chapter.

SDA password

The maxusr account is created with a default password for all new installations, installation upgrades, and platform upgrades. The default password to access this account is **maxsup1**. For security purposes, it is recommended that the system administrator assign a new password to this account through the Maintenance and Administration menu after each new installation, installation upgrade, and platform upgrade. Inform your Nortel support organization of your SDA password change.

Limitations

Input/Output errors

In the unlikely event that I/O errors occur during the SDA session, the port where the SDA session is running may freeze. The port may remain unusable until the system is rebooted. Refer to the “Fault isolation checklist” chapter.

Terminals

VT520, VT420, VT220, or 100 percent-compatible workstations are supported for this feature. A PC running Reflection 4+ or MTE is not supported. The default terminal type is VT220.

Power outages

Console lockup

When a power outage occurs, there is a possibility of a maintenance console lockup.

Follow this procedure to unlock the terminal.

Procedure 1-4
Unlocking the terminal

1. Press **{F3}** on your terminal keyboard to access the terminal setup directory screen.
2. Select *“Clear Comm”* and then press **{RETURN}** to clear the communication port.
3. Press **{F3}** to exit the setup directory.
4. Press **{BREAK}**, followed by **{RETURN}**. Repeat this step until the login prompt appears.

Time synchronization with the Meridian 1

Meridian MAX 9 maintains clock synchronization with the Meridian 1. Meridian MAX is considered to be clock synchronized with the Meridian 1 if the time difference between the two systems is within five seconds.

If the real-time clock is changed on the Meridian 1, the Meridian MAX automatically synchronizes with the Meridian 1 real-time clock. If you are running X11 software Release 16 or lower, the High-Speed Link reinitializes.

Ensure that the correct time is set on the Meridian 1. Refer to the *Meridian SL-1 User Guide* for the correct procedures to change the time on the Meridian 1.

CAUTION
Risk of data loss or corruption

Ensure that your Meridian 1 real-time clock is never reset to the previous day. You can reset the real-time clock backwards as long as the reset time belongs to the same day from which you started. If the reset time falls into the previous day, the historical data from that interval until midnight is merged with daily, weekly, and monthly data.

Each time the real-time clock is reset backwards, the interval data from that interval up to the point where the original time change occurred is overwritten resulting in inaccurate reports.

When it is necessary to change the time, ensure that the following conditions are met:

- The time is not changed between midnight and 1 a.m.
- The new time does not fall between midnight and 1 a.m.

Meridian 1 configuration changes

Configuration changes can be made directly on the Meridian 1. Table 1-4 provides a summary of how these changes affect the Meridian MAX.

Table 1-4
Impact of Meridian 1 configuration changes (for X11 Release 17 or higher)

IF the Meridian 1 configuration is changed by	THEN
adding an ACD-DN	Meridian MAX is updated automatically.
removing an ACD-DN	Meridian MAX is updated automatically.
adding a supervisor position	Meridian MAX is updated automatically.
adding an agent position	Meridian MAX is updated automatically.
removing a position	Meridian MAX is updated automatically.
changing a supervisor to an agent	reboot the Meridian MAX. If this is not done, the position ID still appears as the supervisor ID.
changing an agent to a supervisor	reboot the Meridian MAX. If this is not done, a supervisor ID is not shown. An error message also appears during the configuration update stating: “Position selected must be an agent, not a supervisor.”
changing a supervisor of an agent	Meridian MAX is updated automatically.
adding a trunk	Meridian MAX is updated automatically.
removing a trunk	Meridian MAX is updated automatically.
changing or reassigning a trunk	Meridian MAX is updated automatically.
adding a CDN	run a configuration update. If this is not done, the default DN is not shown.
removing a CDN	Meridian MAX is updated automatically.

–continued–

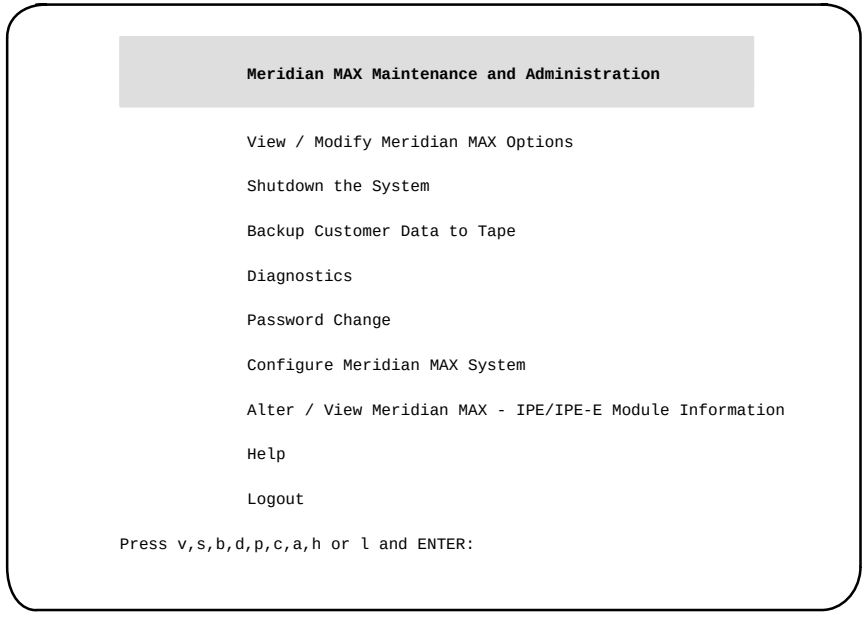
Table 1-4 (continued)
Impact of Meridian 1 configuration changes (for X11 Release 17 or higher)

IF the configuration is changed by	THEN
changing the default DN of a CDN	run a configuration update. If this is not done, the default DN is not shown.
adding a RAN route	Meridian MAX is updated automatically.
removing a RAN route	Meridian MAX does not use the deleted RAN route. However, the RAN route table on the Meridian MAX still shows the deleted RAN as being assigned to the queues. The Meridian 1 also shows the deleted RAN in queue information.
changing the RAN route of an ACD-DN	run a configuration update. If this is not done, Meridian MAX will not notice the change.
changing the RACD prompt of a route on the Meridian 1 to YES	Meridian MAX is updated automatically.
changing the RACD prompt of a route on the Meridian 1 to NO	Meridian MAX is updated automatically.
turning the Report Control prompt for an ACD-DN to ON	run a configuration update. If this is not done, the configuration control parameters show “0” or “ * ”.
turning the Report Control prompt for an ACD-DN to OFF	Meridian MAX is updated automatically. The ACD-DN is removed from all the real-time screens and configuration control screens.
–end–	

Chapter 2: Maintenance and administration programs: system running

Figure 2-1 shows the Maintenance and Administration menu while Meridian MAX is running. This screen may also be referred to as the main menu.

Figure 2-1
Maintenance and Administration menu—system running

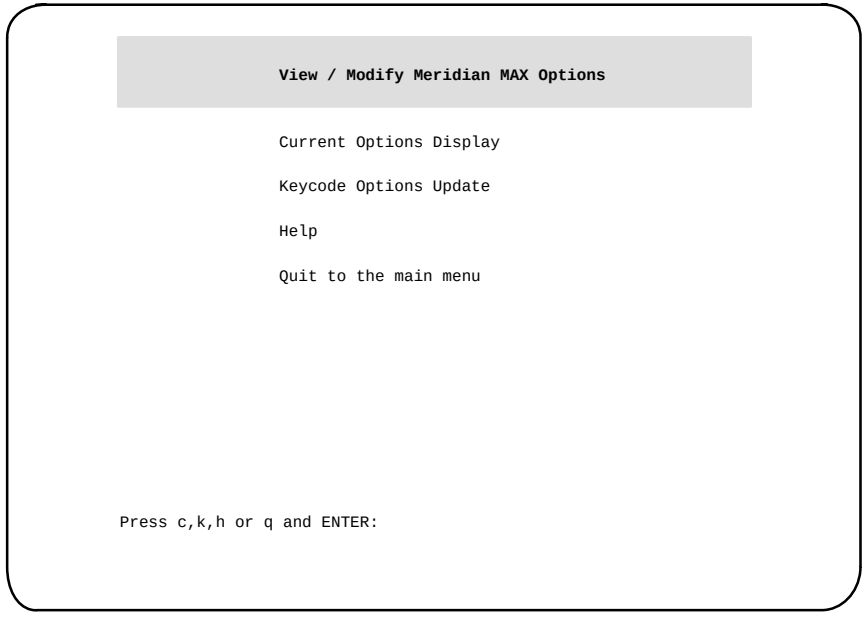


Note: The Alter/View Meridian MAX IPE/IPE-E Module Information option is only available on the IPE/IPE-E.

View/Modify Meridian MAX Options

To access the View/Modify Meridian MAX Options submenu shown in Figure 2-2, press **v**, followed by **{RETURN}**, from the main menu. This selection allows you to view the current options as well as to update certain options using a keycode.

Figure 2-2
View/Modify Meridian MAX Options submenu—system running



Current Options Display

Press **c**, followed by **{RETURN}**, to display the current options. The Current Options Display screen provides current information relating to the Meridian MAX software release, hardware platform, Meridian 1 information, customer-controlled options, and purchasable options.

Keycode Options Update

During any Meridian MAX 9 installation or upgrade, you are required to enter a 20-character alphanumeric keycode. This keycode represents your system options and Meridian 1 serial number.

All keycodes are obtained from your Nortel distributor, and any change in system options requires the generation of a new keycode.

To select *"Keycode Options Update"* from the View/Modify Meridian MAX Options submenu, press **k**, followed by **{RETURN}**. This option allows you to modify the system options using your keycode and display the options encoded in the keycode. You have the choice of not installing the keycode after viewing the option settings.

The following list describes the option changes that can be performed through a Keycode Options Update:

- Change the Meridian 1 serial number.
- Change the maximum number of position IDs.
- Change the number of LAN supervisor sessions (if non-zero).
- Enable Configuration Control.
- Enable Formula Definition.
- Enable Data Stream Reporting.
- Enable Meridian Terminal Emulator.
- Enable Multiple Queue Assignment (MQA).
- Enable or disable MAX Status Interface (MSI).
- Change the number of MAX Event Interface (MEI)-Network links.
- Change the number of MAX Event Interface (MEI)-Observe links.

Note 1: An installation upgrade must be performed either to install or remove any purchasable options not listed above. Refer to the *Meridian MAX 9 Installation Guide* (NTP 553-4001-111), "Software installation overview" chapter, for more information.

Note 2: To remove MQA or NACD, a new installation must be performed.

To change these or any other settings, you must obtain another keycode, encoded with your additional options from your Nortel representative, and reinstall the Meridian MAX software. Changes to the options take effect the next time the Meridian MAX is shut down and restarted. Follow the steps in Procedure 2-1 to change the options using the keycode supplied by your Nortel representative.

Changing a keycode

Follow this procedure to change the options on a Meridian MAX 9 using the keycode supplied by your Nortel representative.

> ***Note:*** Keycode changes made with this procedure do not take effect until the system has been shut down and restarted.

Procedure 2-1
Change keycode options on a Meridian MAX 9—system running

1 Display the Meridian MAX Maintenance and Administration menu (while the system is running).

Figure 2-3
Maintenance and Administration menu—system running

```
            Meridian MAX Maintenance and Administration

            View / Modify Meridian MAX Options

            Shutdown the System

            Backup Customer Data to Tape

            Diagnostics

            Password Change

            Configure Meridian MAX System

            Alter / View Meridian MAX IPE/IPE-E Module Information

            Help

            Logout

Press v,s,b,d,p,c,a,h or l and ENTER:
```

> ***Note:*** The Alter/View Meridian MAX IPE/IPE-E Module Information option is only available on the IPE/IPE-E.

2 Press **v**, followed by **{RETURN}**, to go to the View/Modify Meridian MAX Options menu.

The View/Modify Meridian MAX Options menu is displayed.

3 Press **k**, followed by **{RETURN}**, to select the *"Keycode Options Update"* option.

The system displays the following prompt:

```
Please enter the first four characters of the keycode, or
'q' to quit: ####
```

4 Enter the first four characters of the keycode, followed by **{RETURN}**.

More prompts appear to enter the remaining characters in the keycode. After a prompt is completed, another one appears. The prompts appear as follows:

```
Please enter the first four characters of the keycode,
or 'q' to quit: ####

Please enter the next four characters of the keycode,
or 'q' to quit: ####

Please enter the next four characters of the keycode,
or 'q' to quit: ####

Please enter the next four characters of the keycode,
or 'q' to quit: ####

Please enter the last four characters of the keycode,
or 'q' to quit: ####

Please enter the SL–1 serial number that corresponds to
this keycode, or 'q' to quit: #####
```

5 If the system is unable to decrypt the keycode, you are prompted to reenter the keycode or abort the procedure. If the problem persists, the system aborts the procedure and prompts you to contact your Nortel service representative.

If the keycode is decrypted successfully, the system continues with the following:

```
The following options were encoded in the keycode that you
entered. Please verify that the options are correct:

Option                                  Setting

------                                  -------

Serial Number                 :         #####

Platform                      :         SNN*
```

```
Number of Serial Ports        :      40

Max. Position IDs             :      1200

LAN Supervisor Sessions       :      60

Num of MEI-Network Link(s)    :      1

Num of MEI-Observe Link(s)    :      3

Configuration Control [CC]    :      ENABLED

Formula Definition    [FD]    :      ENABLED

NAC Connectivity      [NAC]   :      ENABLED

MSL-1 NACD MIS        [NACD]  :      ENABLED

CCR/EAR MIS           [CCR]   :      ENABLED

Datastream Reporting  [DSR]   :      ENABLED

M1 Terminal Emulator  [MTE]   :      ENABLED

Multiple Queue Assgn. [MQA]   :      ENABLED

MAX Status Interface  [MSI]   :      DISABLED

Are the options correct? (y/n)
```

This configuration is an example. Your system options may differ.

Note: For an SNN/SNN-E system, the total number of configured direct connections plus the number of active LAN sessions cannot exceed 60 supervisor sessions. For an IPE/IPE-E system, the number cannot exceed 20.

6 If the system configuration options are incorrect, enter **n**.

The system prompts you to reenter the keycode or abort the procedure. If the problem persists, the system aborts the procedure. Contact your Nortel service representative.

If the system configuration options are correct, enter **y**, followed by **{RETURN}**.

The system continues.

```
***>    Keycode Options Update was successful.

        The change will take effect immediately.

        Press ENTER to return to menu.
```

7 Press **{RETURN}** to return to the View/Modify Meridian MAX Options menu.

The View/Modify Meridian MAX Options menu is displayed.

8 Press **q**, followed by **{RETURN}**, to return to the Meridian MAX Maintenance and Administration menu.

The Meridian MAX Maintenance and Administration menu is displayed.

Note: Your updated options do not take effect until the system is shut down and restarted. However, you can continue running with the old options at this point if desired.

9 Press **s**, followed by **{RETURN}**, to shut down the system.

The system displays the Meridian MAX Maintenance and Administration (shutdown) menu.

10 Press **r**, followed by **{RETURN}**, to display the Restart and Power Down Utilities menu.

The Restart and Power Down Utilities menu is displayed.

11 Press **r**, followed by **{RETURN}**, to restart the system.

The system clears the screen and displays the following prompt:

```
Press y and ENTER to confirm system restart. (Just ENTER to
quit)
```

12 Press **y**, followed by **{RETURN}**, to confirm that you want to restart the system.

A series of system messages appears. When the system is ready, the following message appears:

```
The system is ready.

Console Login:
```

Help

Press **h**, followed by **{RETURN}**, to display the Help screen.

Quit to the main menu

Press **q**, followed by **{RETURN}**, to quit the current menu and return to the main menu.

Shut down the system

CAUTION
Risk of corruption to data and operating system

Do not power down a system without first performing the system shutdown procedure.

The Meridian MAX must not be powered off without first shutting down the system. Failure to do so may result in unrecoverable corruption to the data and operating systems.

The shutdown process synchronizes the information currently in system memory with the information on the hard drive. Only in extenuating circumstances should the system be powered off without first shutting down.

To shut down the Meridian MAX, press **s**, followed by **{RETURN}**, on the main menu. The system then prompts you to confirm your instruction. Press **y** to confirm the shutdown, or press **{RETURN}** to quit.

Once the Meridian MAX is shut down, you are returned to the Meridian MAX Maintenance and Administration menu where you can then install new software, restore the database from tape, or modify the configuration of the Meridian MAX.

If the number of positions is changed when the system is running, you can modify the Basic Capacity Configuration and Advanced Capacity Configuration screens to reflect the change in the number of positions. Refer to the *Meridian MAX 9 Installation Guide* (NTP 553-4001-111), “Meridian MAX system configuration” chapter, for more information on capacity configuration.

> ***Note:*** If you are enabling Configuration Control while the system is running, a Meridian MAX hardware reconfiguration is required to add the Configuration Control port to the system.

Back up customer data to tape

To back up the current customer data to tape, press **b**, followed by **{RETURN}**, from the main menu. You are prompted to insert a blank tape into the tape drive. Press **y**, followed by **{RETURN},** to begin the backup. The system verifies that the customer data was written to the tape. When the process is completed, the tape you inserted becomes the backup tape. Label the tape with the current date and time.

CAUTION
Risk of data loss

The backup tape will not contain the current day's data. To save the current day's data on tape, the system must first be shut down. Refer to the "Shut down the system" section of this chapter for more information.

Backup tape units

Table 2-1 shows the backup tape units and types for each Meridian MAX.

Table 2-1
Meridian MAX backup tapes

Meridian MAX system	Tape unit (Mbytes)	Tape type
IPE	150	Maxell CS-600-XD
IPE/IPE-E	600	Maxell CS-600-SX
SNN/SNN-E	600	Maxell CS-600-SX

Backing up data

Data is backed up automatically at midnight. In the event of a failure where data is lost, the backup can return all data up to the point at which the backup was taken. Any data lost between when the backup was taken and when the failure occurs can sometimes be recovered (depending on the nature of the failure). Ensure that a backup tape is in the Meridian MAX tape drive for the midnight backup.

Additional backups, once per week and once per month, are recommended.

Each backup copies the most current information from the Meridian MAX database to a cassette tape. Any information on the tape prior to the backup procedure is erased before the current information is copied. You may choose to recycle your backup tapes to reduce the number of tapes required. A minimum of three backup tapes is recommended. You should not use the same tape for two consecutive backups, as a failure during the procedure would cause you to lose the tape's original information as well as the current information.

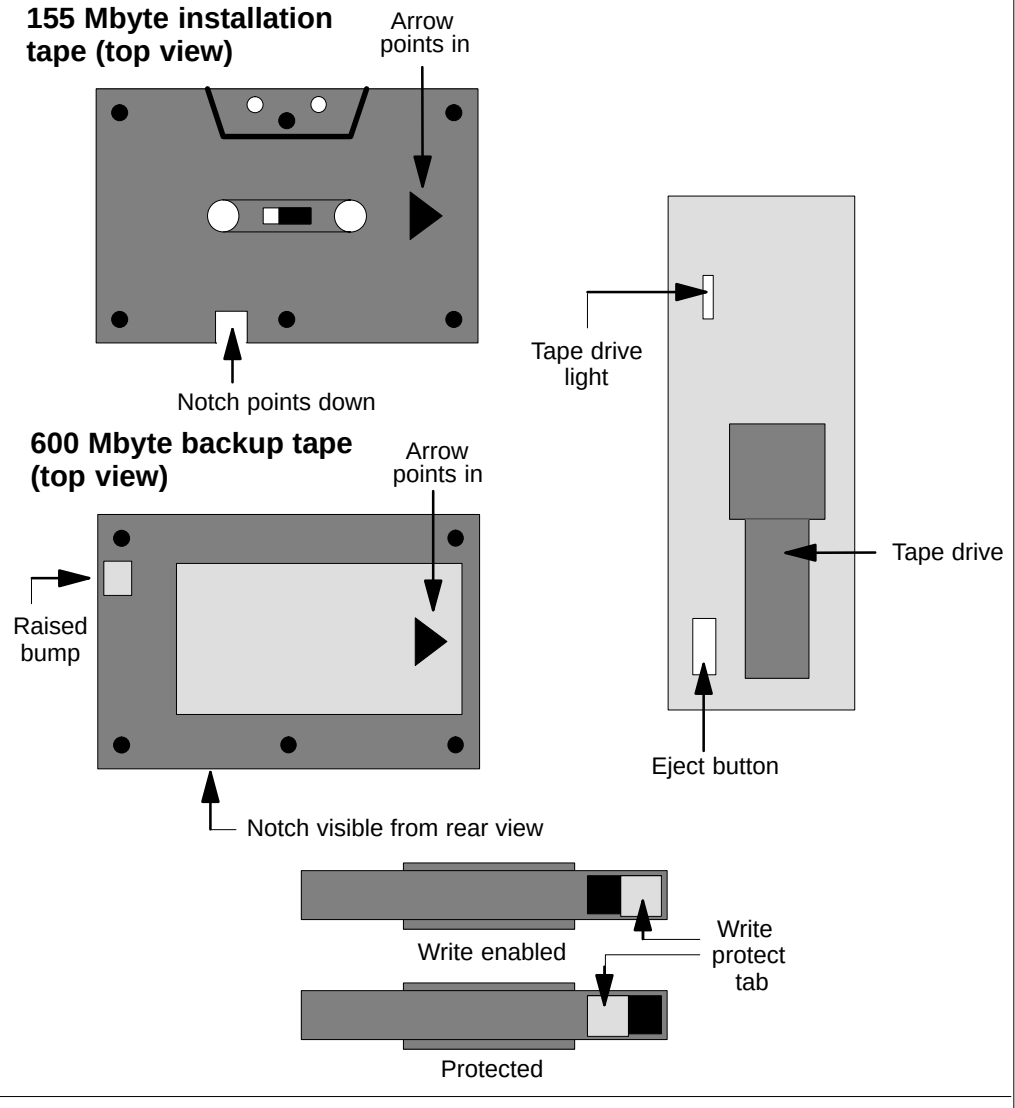
Inserting the backup tapes

Figure 2-4 shows the correct method for inserting a cassette tape into the 600 Mbyte tape drive of a Meridian MAX 6, or 7 IPE, Meridian MAX 9 SNN-E, or any Meridian MAX SNN.

The 600 Mbyte tape drive in the IPE/IPE-E has been rotated 180-degrees for systems shipped with the Meridian MAX 9 compared to the tape drive released with earlier versions of Meridian MAX IPE. This is shown in Figure 2-5.

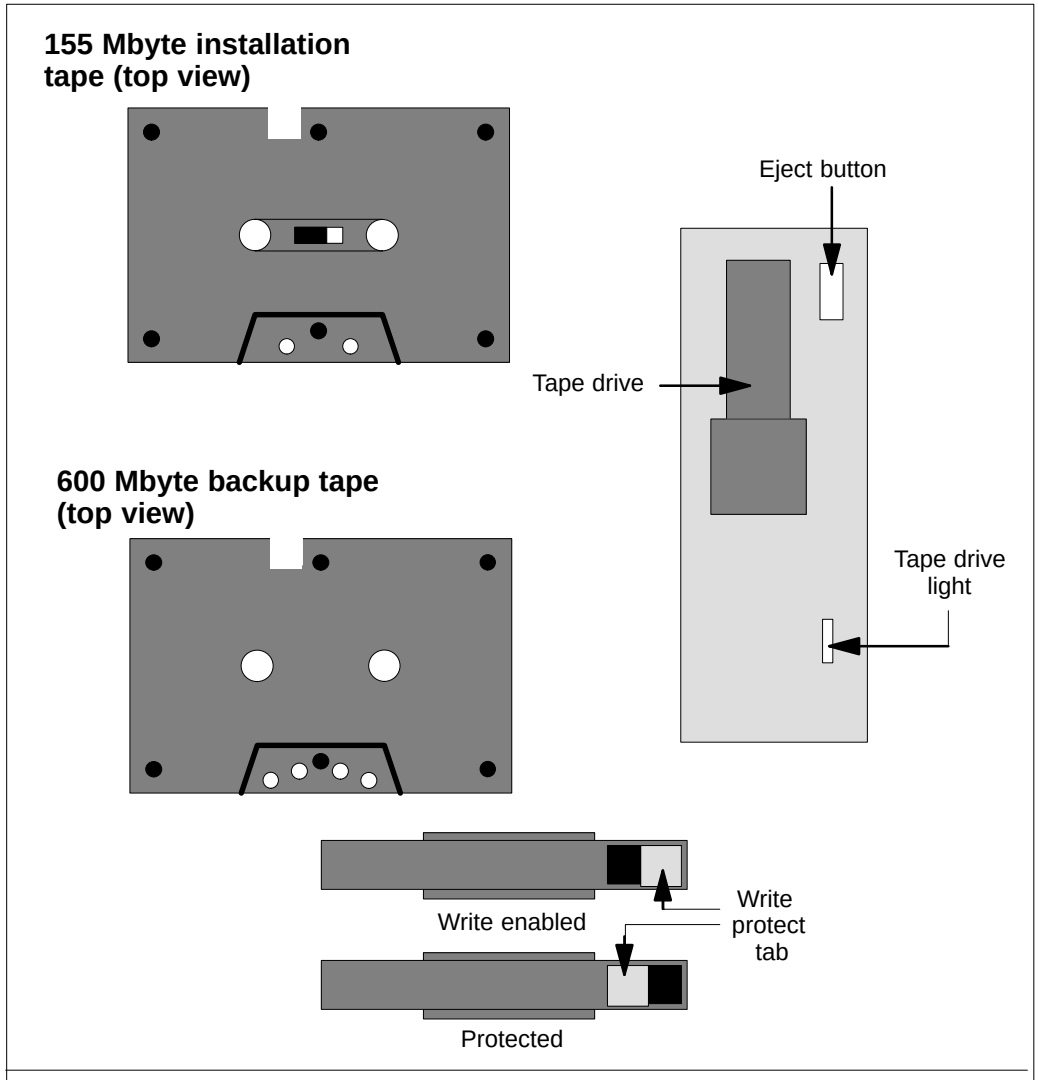
Figure 2-6 shows the correct method for inserting and locking a cassette tape into the 155 Mbyte tape drive of any Meridian MAX IPE. Make certain the arrow on the label points toward the drive, and that the notch in the cassette tape is pointing down. After the tape is inserted in the 155 Mbyte tape drive, you must also rotate the tape drive latch clockwise until the latch handle is horizontal.

Figure 2-4
Inserting a cassette into the 600 Mbyte tape drive of a Meridian MAX 6 or 7 IPE, Meridian MAX 9 SNN-E, or any Meridian MAX SNN



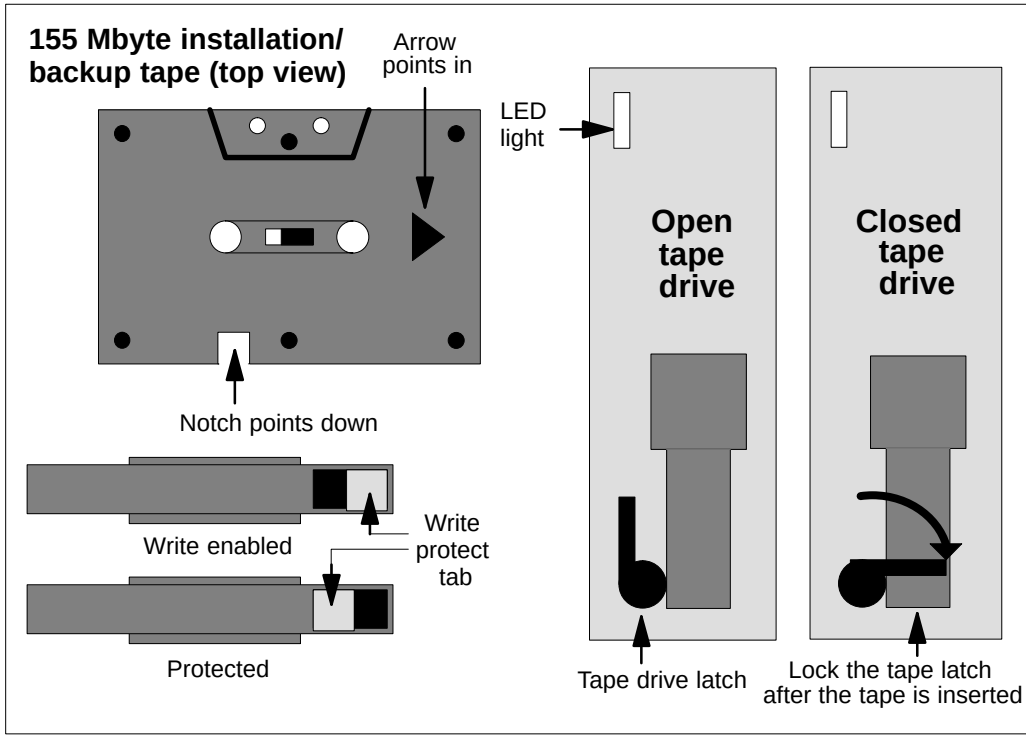
***Note*:** A 155 Mbyte tape can be used with the 600 Mbyte tape drive but is read–only.

Figure 2-5
Inserting a cassette into the 600 Mbyte tape drive of a Meridian MAX 9 IPE/IPE-E



***Note 1*:** A 155 Mbyte tape can be used with the 600 Mbyte tape drive but as read-only.
***Note 2*:** The arrow on the back of the tapes points toward the drive when inserting.

Figure 2-6
Inserting a cassette into the 155 Mbyte tape drive of a Meridian MAX IPE



Cleaning the tape drive

The tape drive should be replaced if you receive repeated errors when attempting to write to tape. You should also consider replacing the tape drive if the light on the front of the tape drive is out, or if you cannot hear or see the tape spinning.

The tape cartridge cavity should be cleaned

- after an initial pass with a new tape cartridge
- after about 100 hours of operation, or every three to six months depending on use
- whenever dust or debris is visible inside the cartridge cavity

To clean the tape drive, use a head cleaning cartridge. For more information on cartridges, contact your Nortel distributor.

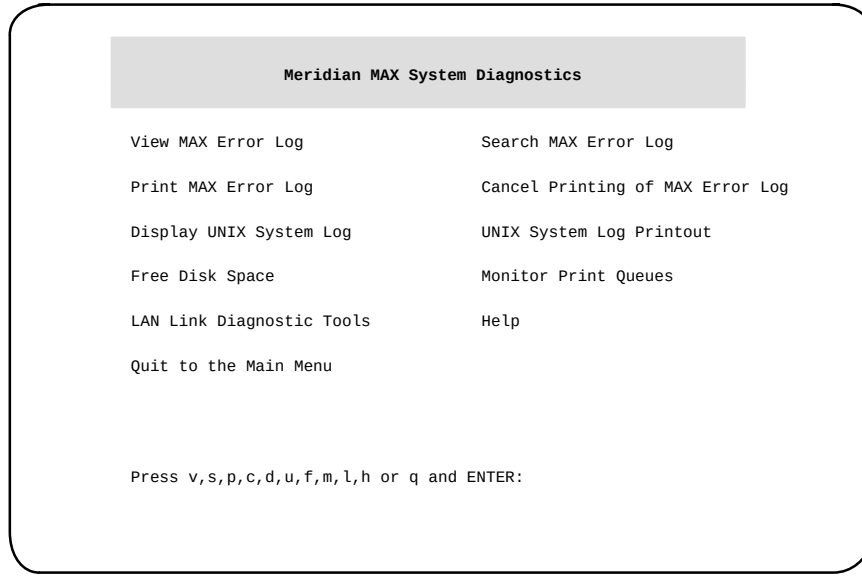
Diagnostics

The Diagnostics submenu provides access to the Meridian MAX error logs, UNIX system logs, LAN link diagnostic tools, and print queues.

The Meridian MAX error logs provide a record of the error and informational messages generated by the system in the last 14 days. For details on how error logs are generated and maintained, refer to the "Meridian MAX error messages" chapter.

To access the Diagnostics submenu shown in Figure 2-7, press **d**, followed by **{RETURN}**, from the main menu. Using the Diagnostics submenu, you can access the following options:

Figure 2-7
Meridian MAX System Diagnostics submenu—system running



Note: The LAN Link Diagnostic Tools option only appears if the system has at least one LAN session defined, MSI enabled, or MEI enabled.

View MAX Error Log

Press **v**, followed by **{RETURN}**, to view a Meridian MAX error log for a specific date.

Search MAX Error Log

Press **s**, followed by **{RETURN}**, to search the Meridian MAX error log for error messages on a specific date. The error messages deal with a specific subject, component, or problem. The system lists the portion of the Meridian MAX error log that contains references to the topic you requested.

Print MAX Error Log

Press **p**, followed by **{RETURN}**, to print the Meridian MAX error log for a specific date. The error log is sent to the system's default tabular printer.

Cancel Printing of MAX Error Log

Press **c**, followed by **{RETURN}**, to cancel printing of the latest Meridian MAX error log sent to the printer.

Display UNIX System Log

Press **d**, followed by **{RETURN}**, to display the UNIX system log. This log is a record of the most recent operating system and SCSI I/O messages generated by the UNIX system.

UNIX System Log Printout

Press **u**, followed by **{RETURN}**, to print the UNIX system log. This option allows you to send the contents of the UNIX system log to the default system printer for detailed examination.

Free Disk Space

Press **f**, followed by **{RETURN}**, to display the utilization of the disk blocks in the system. Each disk block is 512 bytes.

Monitor Print Queues

Press **m**, followed by **{RETURN}**, to list and cancel the print jobs queued to the Meridian MAX printers. For more information, refer to the "Print monitor" chapter.

LAN Link Diagnostic Tools

Press **l**, followed by **{RETURN}**, to display the LAN Link Diagnostic Tools submenu. This submenu provides access to the UNIX Ping utility, the UNIX Netstat utility, and link information regarding MSI and MEI. This submenu is only available if you have at least one LAN session defined, or if the MSI or MEI option is enabled. This feature is described in the "LAN link diagnostic tools" chapter.

Help

Press **h**, followed by **{RETURN}**, to display the Help screen.

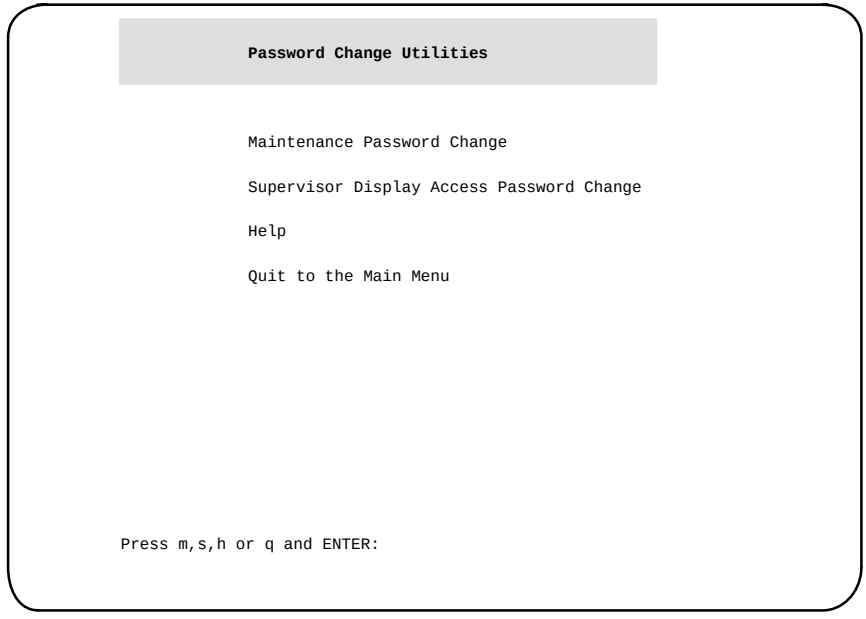
Quit to the Main Menu

Press **q**, followed by **{RETURN}**, to quit the current menu and return to the main menu.

Password change

Press **p**, followed by **{RETURN}**, from the main menu to change the maintenance and Supervisor Display Access (SDA) passwords. This provides access to the Password Change Utilities submenu shown in Figure 2-8.

Figure 2-8
Meridian MAX password change submenu



Maintenance Password Change

For security purposes, it is recommended that you assign a new maintenance password to your Meridian MAX after each installation upgrade. The default password is **ntacdmax**. If you upgrade your Meridian MAX, your maintenance password reverts back to its default setting.

Press **m**, followed by **{RETURN}**, on the Password Change Utilities submenu to change the maintenance password. The following prompts appear:

```
New Password:
Re-enter new password:
```

After each prompt, enter the new maintenance password, followed by **{RETURN}**. The password length can be any number of characters, although Meridian MAX only checks the first eight characters. If you do not wish to use a password, press **{RETURN}** after each prompt.

Supervisor Display Access Password Change

The SDA maxusr account is created for all new installations and installation upgrades. To access this account, the default password is **maxsup1**. For security purposes, it is recommended that the system administrator assign a new password to this account after each new installation or installation upgrade. Inform your Nortel support organization of your SDA password change.

Press **s**, followed by **{RETURN}**, on the Password Change Utilities submenu to change the SDA password. The following prompts appear:

```
New Password:
```

```
Re-enter new Password:
```

After each prompt, enter the new SDA password, followed by **{RETURN}**. The password length can be any number of characters, although Meridian MAX only checks the first eight characters. If you do not wish to use a password, press **{RETURN}** after each prompt.

Help

Press **h**, followed by **{RETURN}**, to display the Help screen.

Quit to Main Menu

Press **q**, followed by **{RETURN}**, to quit the current menu and return to the main menu.

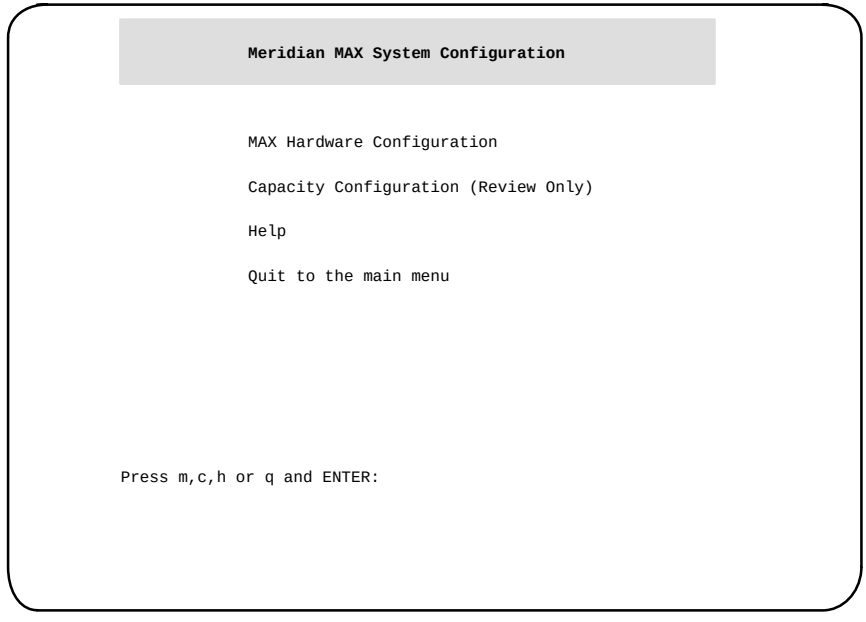
Configure Meridian MAX System

To access the Meridian MAX System Configuration submenu, press **c**, followed by **{RETURN}**, from the main menu.

This submenu, shown in Figure 2-9, allows you to change your Meridian MAX hardware port assignments, MSI links, and MEI links. You can also view your system parameters as well as the current capacity configuration settings of your Meridian MAX.

For more information, refer to the "Configuring the Meridian MAX" chapter.

Figure 2-9
Meridian MAX System Configuration submenu—system running

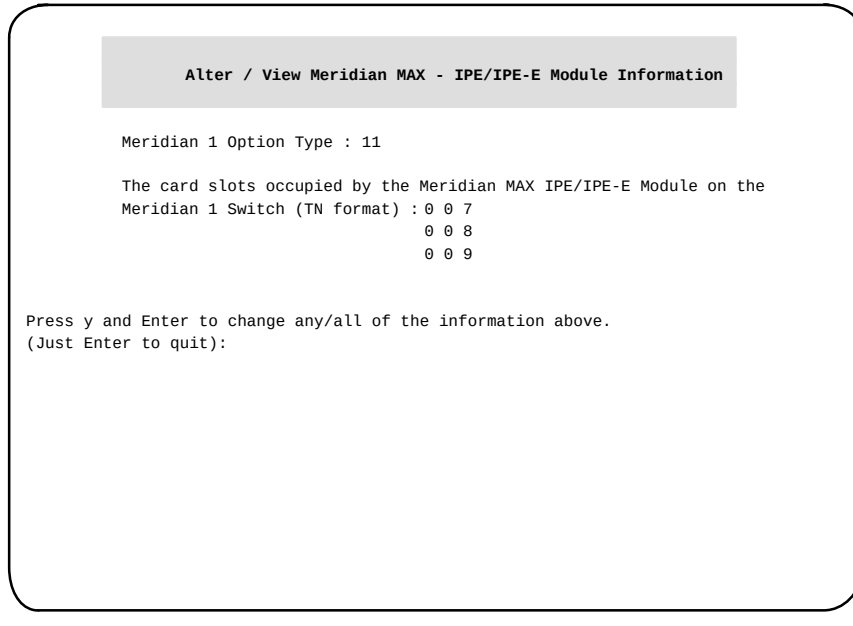


Alter/View Meridian MAX IPE/IPE-E Module Information

To access the Alter/View Meridian MAX IPE/IPE-E Module Information submenu seen in Figure 2-10, press **a**, followed by **{RETURN},** from the Maintenance and Administration menu. Press **y**, followed by **{RETURN}**, to alter the information regarding the location of the Meridian MAX IPE/IPE-E module on the Meridian 1 switch and the type of Meridian 1 switch on which it is located. This information is useful for support personnel. The system does not need to be shut down to alter this information.

> ***Note:*** Once the first slot has been defined by the user, the following two slots in Option 11 or three slots in Option 21–81 are defined automatically by the system.

Figure 2-10
Alter/View Meridian MAX IPE/IPE-E Module Information screen—IPE/IPE-E hardware platform only



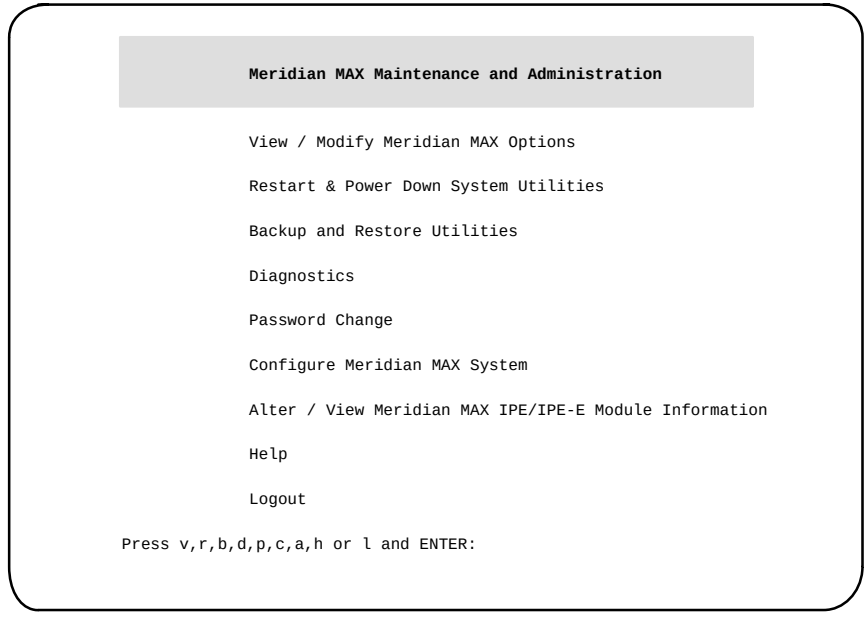
Help facility

A Help facility on the main menu (and on each submenu) describes how to perform the maintenance and administration operations. Press **h**, followed by **{RETURN}**, to view this information.

Chapter 3: Maintenance and administration programs: system shutdown

Figure 3-1 shows the Maintenance and Administration menu while the Meridian MAX is in shutdown mode. This screen is also referred to as the system's main menu in this chapter.

Figure 3-1
Maintenance and Administration menu—system shutdown

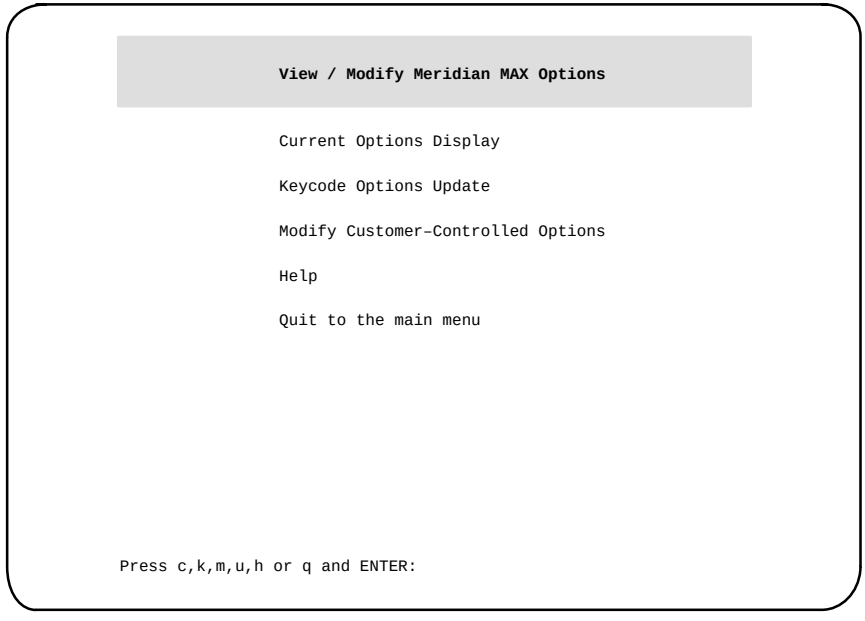


Note: The Alter/View Meridian MAX IPE/IPE-E Module Information option only appears on IPE/IPE-E.

View/Modify Meridian MAX Options

To access the View/Modify Meridian MAX Options submenu, shown in Figure 3-2, press **v**, followed by **{RETURN}**, from the main menu. This allows you to view the current options, modify customer-controlled options, and view the options on an application tape, as well as update the options from an application tape.

Figure 3-2
View/Modify Meridian MAX Options submenu—system shutdown



Current Options Display

Press **c**, followed by **{RETURN}**, to display the current options. The Current Options Display screen provides current information relating to the Meridian MAX software release, hardware platform, Meridian 1 information, customer-controlled options, and purchasable options.

Keycode Options Update

During any Meridian MAX 9 installation or upgrade, you are required to enter a 20-character alphanumeric keycode. This keycode represents your system options and Meridian 1 serial number.

All keycodes are obtained from your Nortel distributor, and any change in system options requires the generation of a new keycode.

To modify the system options using your keycode, press **k**, followed by **{RETURN}**, to select *"Keycode Options Update"* from the View/Modify Meridian MAX Options submenu. This option also allows you to display the options encoded in the keycode. You have the choice of not installing the keycode after viewing the option settings.

The following list describes the option changes that can be performed through a Keycode Options Update:

- Change the Meridian 1 serial number.
- Change the maximum number of position IDs.
- Change the number of LAN supervisor sessions (if non-zero).
- Enable Configuration Control.
- Enable Formula Definition.
- Enable Data Stream Reporting.
- Enable Meridian Terminal Emulator (MTE).
- Enable Multiple Queue Assignment (MQA).
- Enable or disable MAX Status Interface (MSI).
- Change the number of MAX Event Interface (MEI)-Network links.
- Change the number of MAX Event Interface (MEI)-Observe links.

Note 1: An installation upgrade must be performed either to install or remove any purchasable options not listed above. Refer to the *Meridian MAX 9 Installation Guide* (NTP 553-4001-111), "Software installation overview" chapter, for more information.

Note 2: To remove MQA, a new installation must be performed.

To change these or any other settings, you must obtain another keycode encoded with your additional options from your Nortel representative, and reinstall the Meridian MAX software. Changes to the options take effect the next time the Meridian MAX is started. Follow the steps in Procedure 3-1 to change the options using the keycode supplied by your Nortel representative.

Changing a keycode

Follow this procedure to change the options on a Meridian MAX 9 using the keycode supplied by your Nortel representative.

Procedure 3-1
Change keycode options on a Meridian MAX 9—system shutdown

1 Display the Meridian MAX Maintenance and Administration menu (while the system is shut down).

Figure 3-3
Maintenance and Administration menu—system shutdown

```
            Meridian MAX Maintenance and Administration

            View / Modify Meridian MAX Options

            Restart & Power Down System Utilities

            Backup and Restore Utilities

            Diagnostics

            Password Change

            Configure Meridian MAX System

            Alter / View Meridian MAX IPE/IPE-E Module Information

            Help

            Logout

Press v,r,b,d,p,c,a,h or l and ENTER:
```

2 Press **v**, followed by **{RETURN}**, to go to the View/Modify Meridian MAX Options menu.

The View/Modify Meridian MAX Options menu is displayed.

3 Press **k**, followed by **{RETURN}**, to select the *"Keycode Options Update"* option.

The system displays the following prompt:

```
Please enter the first four characters of the keycode, or
'q' to quit: ####
```

4 Enter the first four characters of the keycode, followed by **{RETURN}**.

More prompts appear to enter the remaining characters in the keycode. After a prompt is completed, another one appears. The prompts appear as follows:

```
Please enter the first four characters of the keycode,
or 'q' to quit: ####

Please enter the next four characters of the keycode,
or 'q' to quit: ####

Please enter the next four characters of the keycode,
or 'q' to quit: ####

Please enter the next four characters of the keycode,
or 'q' to quit: ####

Please enter the last four characters of the keycode,
or 'q' to quit: ####

Please enter the SL–1 serial number that corresponds to
this keycode, or 'q' to quit: #####
```

5 If the system is unable to decrypt the keycode, you are prompted to reenter the keycode or abort the procedure. If the problem persists, the system aborts the procedure and prompts you to contact your Nortel service representative.

If the keycode is decrypted successfully, the system continues with the following:

```
The following options were encoded in the keycode that you
entered. Please verify that the options are correct:

Option                              Setting

------                              -------

Serial Number               :       #####

Platform                    :       SNN*

Number of Serial Ports      :       40

Max. Position IDs           :       1200
```

```
LAN Supervisor Sessions       :      60

Num of MEI-Network Link(s)    :      1

Num of MEI-Observe Link(s)    :      3

Configuration Control [CC]    :      ENABLED

Formula Definition    [FD]    :      ENABLED

NAC Connectivity      [NAC]   :      ENABLED

MSL-1 NACD MIS        [NACD]  :      ENABLED

CCR/EAR MIS           [CCR]   :      ENABLED

Datastream Reporting  [DSR]   :      ENABLED

M1 Terminal Emulator  [MTE]   :      ENABLED

Multiple Queue Assgn. [MQA]   :      ENABLED

MAX Status Interface  [MSI]   :      DISABLED

Are the options correct? (y/n)
```

This configuration is an example. Your system options may differ. Note that for an SNN/SNN-E system, the total number of configured direct connections plus the number of active LAN sessions cannot exceed 60 supervisor sessions. For an IPE/IPE-E system, the number cannot exceed 20.

Note that for an SNN/SNN-E system, the total number of configured direct connections plus the number of active LAN sessions cannot exceed 60 supervisor sessions. For an IPE/IPE-E system, the number cannot exceed 20.

6 If the system configuration options are incorrect, enter **n**.

The system prompts you to reenter the keycode or abort the procedure. If the problem persists, the system aborts the procedure. Contact your Nortel service representative.

If the system configuration options are correct, enter **y**, followed by **{RETURN}**.

The system continues:

```
***>    Keycode Options Update was successful.

        The change will take effect immediately.

        Press ENTER to return to menu.
```

7 Press **{RETURN}** to return to the View/Modify Meridian MAX Options menu.

The View/Modify Meridian MAX Options menu is displayed.

8 Press **q**, followed by **{RETURN}**, to return to the Meridian MAX Maintenance and Administration menu.

The Meridian MAX Maintenance and Administration menu is displayed.

9 Press **r**, followed by **{RETURN}**, to display the Restart and Power Down Utilities menu.

The Restart and Power Down Utilities menu is displayed.

10 Press **r**, followed by **{RETURN}**, to restart the system.

The system clears the screen and displays the following prompt:

```
Press y and ENTER to confirm system restart. (Just ENTER to
quit)
```

11 Press **y**, followed by **{RETURN}**, to confirm that you want to restart the system.

A series of system messages appears. When the system is ready, the following message appears:

```
The system is ready.

Console Login:
```

Modify Customer-Controlled Options

Press **m**, followed by **{RETURN}**, to modify the customer-controlled options.

Agent-ID mode

In Agent-ID mode, agents must enter their agent ID to enable them to log in. If the system is not in Agent-ID mode when an agent logs in, the position ID is used as the agent ID.

If the MQA is enabled, your system must be in Agent-ID mode.

The mode of the Meridian MAX must match the mode with which the Meridian 1 is operating.

To change the mode, press **y**, followed by **{RETURN}**.

Note: Changing the mode requires the system capacity to be reconfigured. After **y** is pressed, the system prompts you to save the contents of your hard disk to tape due to the possibility of data loss during the system configuration.

Regardless of whether you back up the hard disk data or not, the system then allows you to modify your Basic Capacity and Advanced Capacity Configuration screens to reflect the change in the number of Agent-IDs. Refer to the "Configuring the Meridian MAX" chapter for more information on capacity configuration.

System Customer Number

You may assign a new customer number by selecting this option. The new number can be any number from 0 to 99 (inclusive).

The Meridian 1 allows you to define certain fields with leading zeros. However, Meridian MAX does not support these leading zeros. For example, an ACD-DN of 0001 is indicated by the Meridian MAX in screen displays and reports as 1.

```
Press y and ENTER to change the customer number (Just ENTER to
quit)
```

Press **y**, followed by **{RETURN}**.

```
Which customer number would you like this MAX site to use ?
```

Enter a number between 0 and 99 (inclusive) that represents the customer number you want this system to use.

Combined Call Abandon Reporting feature

This option enables or disables the Combined Call Abandon Reporting (CCAR) feature. If CCAR, formerly called Night Call Abandon Reporting, is enabled, data on all calls abandoned during and after regular business hours is collected and displayed in the reports showing call abandoned information.

In Meridian MAX 9, data can also be collected on calls abandoned after business hours only. This is done through the Night Call Abandon Count Reporting feature. For more information, refer to the *Meridian MAX 9 Supervisor's User Guide* (P0881392), "Report statistics groups" chapter, "Collecting calls abandoned" section.

ATTENTION

Permission from your call center management is necessary before enabling the Combined Call Abandon Reporting (CCAR) feature.

Once this feature is enabled, data from the calls abandoned during and after business hours are both pegged to the Calls Abandoned data field. If CCAR is not enabled, only those calls abandoned during business hours are pegged to the Calls Abandoned data field. The number of calls abandoned during business hours can be calculated, while the CCAR feature is enabled by subtracting the Night Calls Abandoned data field from the Calls Abandoned data field on generated reports.

The following warning message appears before the CCAR feature can be enabled:

```
************************************************************
                          CAUTION
************************************************************
Enabling this feature will affect the Call Abandoned Reports.
Ensure that the Call Center Management has approved the
activation of this feature before continuing.
Refer to the Meridian MAX 9 Maintenance and Diagnostic Guide
(NTP 553-4001-811), "Maintenance and administration programs --
system shutdown" chapter, "View/Modify Meridian MAX Options"
section for more information.
If you still want to enable this feature, enter y. To cancel,
enter n.
************************************************************
```

To continue with the process and enable the feature, press **y**, followed by **{RETURN}**. To cancel, press **n**, followed by **{RETURN}**.

Help

Press **h**, followed by **{RETURN}**, to display the Help screen.

Quit to the Main Menu

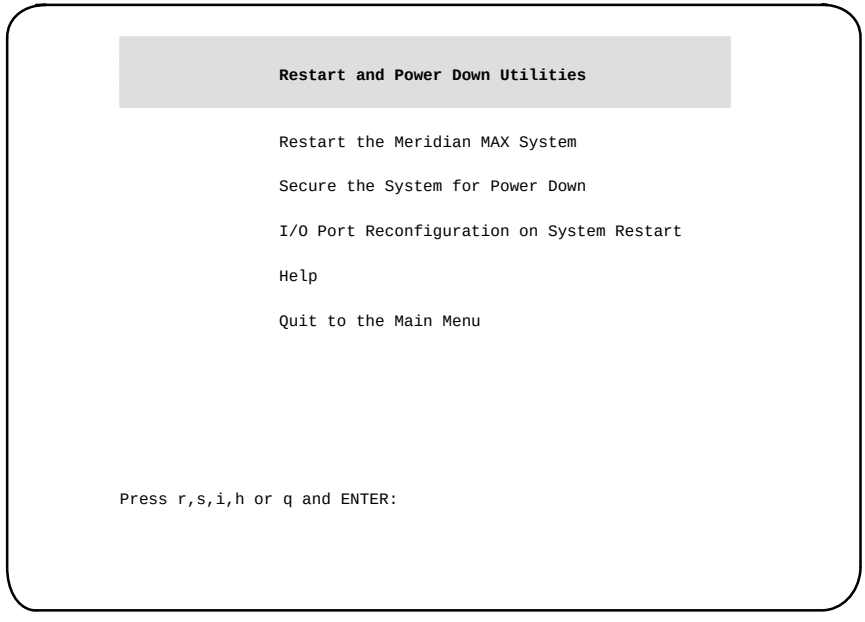
Press **q**, followed by **{RETURN}**, to quit the current menu and return to the main menu.

Restart and Power Down Utilities

If your system is connected to an Option 11 with X11 software prior to Release 16, this process must be used after adding new queues, supervisor agents, or ACD trunks.

To access the Restart and Power System Utilities submenu shown in Figure 3-4, press **r**, followed by **{RETURN}**, from the main menu. This allows you to restart the Meridian MAX and secure the system for power down.

Figure 3-4
Restart and Power Down Utilities submenu—system shutdown



Note: The I/O Port Reconfiguration on System Restart option only appears on SNN/SNN-E hardware platforms.

Restart the Meridian MAX System

To restart the Meridian MAX, press **r**, followed by **{RETURN}**. This option allows you to restart the system when the Meridian MAX is not running.

Secure the System for Power Down

To secure the system for power down, press **s**, followed by **{RETURN}**. This option allows you to secure the system for a full power down. Do not attempt to power down the system unless you have run this option first. A power down is required in order to perform any hardware maintenance or to reset the software if the normal "Restart the Meridian MAX System" command is not functioning.

CAUTION
Risk of corruption to data and operating systems

Do not power down a system without first performing the system shutdown procedure.

The Meridian MAX must not be powered off without first shutting down the system. Failure to do so may result in unrecoverable corruption to the data and operating systems.

The shutdown process synchronizes the information currently in system memory with the information on the hard drive. Only in extenuating circumstances should the system be powered off without first shutting down.

I/O Port Reconfiguration on System Restart

To select I/O Port Reconfiguration on System Restart, press **i**, followed by **{RETURN}**. This option allows the system to recognize additional and removed I/O cards when the system is restarted or powered back on.

Checking the I/O ports on the system restart is not performed until this option is selected. It must be enabled before restarting the system each time the user wishes to execute this feature.

Note: If additional I/O ports are purchased, an installation upgrade must be performed. The new keycodes for the ports must be provided during the upgrade.

When enabled, the system runs the automatic hardware detect program, which detects the actual number of accessible MVME332XTS/XT ports in the system during the boot-up sequence. When the system is powered on, the Meridian MAX Hardware and System Parameters screen appears to allow users to redo port assignments. Refer to the "Configuring Meridian MAX" section of this chapter for port assignment information.

The number of ports available to the system is not dictated by the number of physical ports, but by the number of ports purchased.

If an I/O card is removed, the devices associated with it are automatically deleted. All devices assigned to the removed card (a network link, remote login, supervisor display, or any system default printers) must be reassigned during boot-up to other cards in port assignment.

For any other printers on the removed card, the result is similar to deleting printers in port assignment. Any report printers or supervisor default printers assigned to a removed printer are assigned to the system default printer.

This option is only available on the SNN/SNN-E hardware platform.

Help

Press **h**, followed by **{RETURN}**, to display the Help screen.

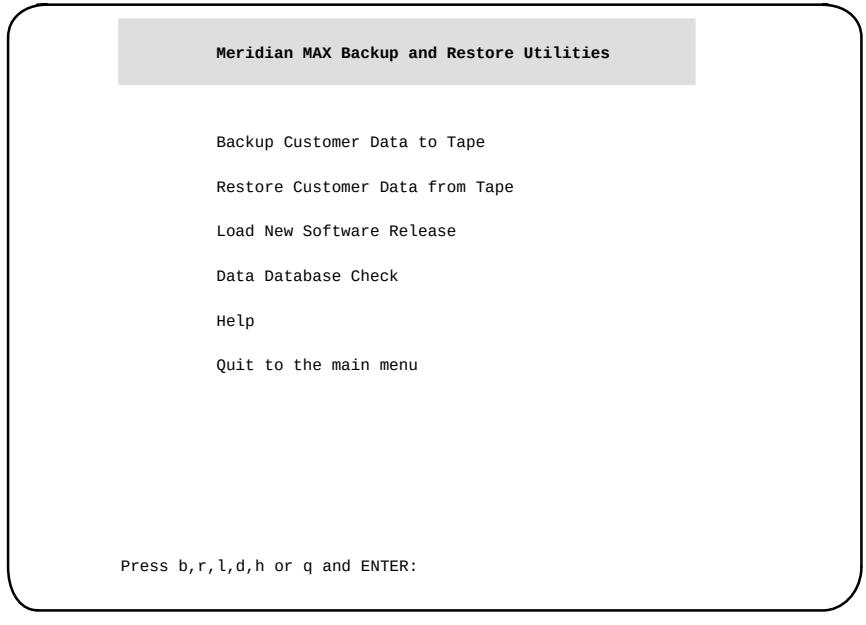
Quit to the Main Menu

Press **q**, followed by **{RETURN}**, to quit the current menu and return to the main menu.

Backup and Restore Utilities

To access the Meridian MAX Backup and Restore Utilities submenu shown in Figure 3-5, press **b**, followed by **{RETURN}**, from the main menu. This allows you to back up the customer data to tape, restore customer data from tape, load a new software release, and perform a data database check.

Figure 3-5
Backup and Restore Utilities submenu—system shutdown



Backup Customer Data to Tape

Press **b**, followed by **{RETURN}**, to save the current customer data on tape. You are asked to insert a blank tape into the tape drive. Press **y**, followed by **{RETURN}**, to begin the backup. The system verifies that the customer data was written to the tape. When the process is completed, the tape you inserted becomes the backup tape. Label the tape with the current date and time.

For more information on the backup procedure, refer to the “Maintenance and administration programs: system running” chapter, “Back up customer data to tape” section.

Restore Customer Data from Tape

Press **r**, followed by **{RETURN}**, to restore the customer data from a backup tape. You are asked to insert the backup tape into the tape drive. If the capacity configuration of your system has changed since the backup tape was made, then use the *"Configure Meridian MAX System"* option from the Meridian MAX Maintenance and Administration menu after the customer data is restored.

> ***Note:*** The system checks the backup tape for the software release, options, and hardware platform of the system on which it was produced. If this information does not match that of the current system, the restore is aborted.

Load New Software Release

Press **l**, followed by **{RETURN}**, to install a new version of Meridian MAX software. You are asked whether you want to back up your data to a tape. You are then asked to insert the tape containing the new Meridian MAX software into the tape drive.

See the *Meridian MAX 9 Installation Guide* (NTP 553-4001-111), "New software installations" chapter, for more information on loading a new software release.

A keycode is required to perform this operation. This keycode can be obtained from your Nortel distributor.

> ***Note:*** It is recommended that you make a backup of your current customer data before installing new software.

Data Database Check

Press **d**, followed by **{RETURN}**, to initiate the data database check procedure. Perform a data database check as regular maintenance, and before and after an upgrade or reinstallation. If no errors are displayed, then the database check found no problems.

Help

Press **h**, followed by **{RETURN}**, to display the Help screen.

Quit to the main menu

Press **q**, followed by **{RETURN}**, to quit the current menu and return to the main menu.

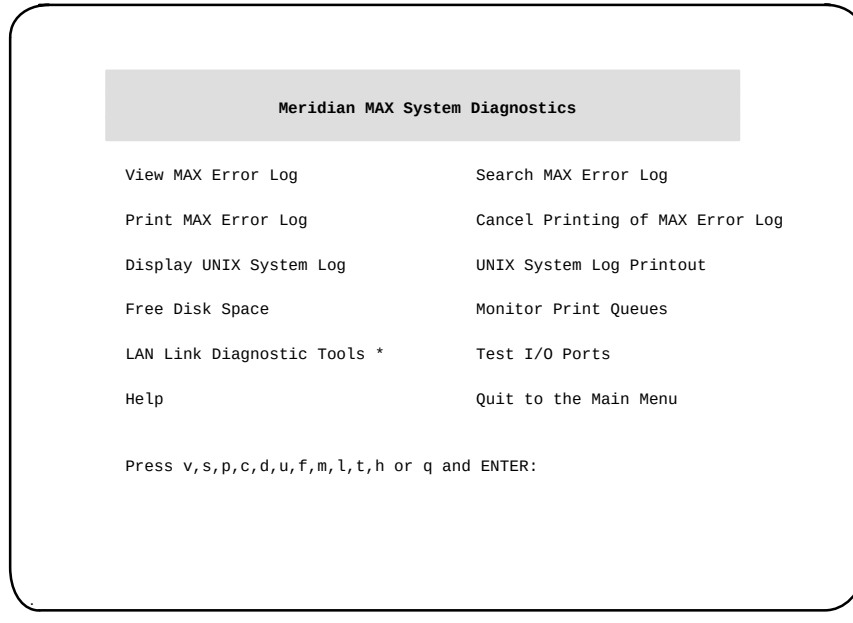
Diagnostics

The Diagnostics submenu provides access to the Meridian MAX error logs, UNIX system logs, LAN link diagnostic tools, and other diagnostic tools.

The Meridian MAX error logs provide a record of the error and informational messages generated by the system in the last 14 days. For details on how the error log is generated and maintained, refer to the "Meridian MAX error messages" chapter.

To access the Diagnostics submenu shown in Figure 3-6, press **d**, followed by **{RETURN}**, from the main menu. Using the Diagnostics menu, you can access the following options.

Figure 3-6
Meridian MAX System Diagnostics submenu—system shutdown



Note: * The LAN Link Diagnostic Tools option appears only if the system has at least one LAN session defined, MSI enabled, or MEI enabled.

View MAX Error Log

Press **v**, followed by **{RETURN}**, to view a Meridian MAX error log for a specific date.

Search MAX Error Log

Press **s**, followed by **{RETURN}**, to search the Meridian MAX error log for error messages on a specific date. The error messages deal with a specific subject, component, or problem. The system lists the portion of the Meridian MAX error log that contains references to the topic you request.

Print MAX Error Log

Press **p**, followed by **{RETURN}**, to print the Meridian MAX error log for a specific date. The error log is sent to the system's default tabular printer.

Cancel Printing of MAX Error Log

Press **c**, followed by **{RETURN}**, to cancel printing of the latest Meridian MAX error log sent to the printer.

Display UNIX System Log

Press **d**, followed by **{RETURN}**, to display the UNIX system log. This log is a record of the most recent operating system and SCSI I/O messages generated by the UNIX system.

UNIX System Log Printout

Press **u**, followed by **{RETURN}**, to print the UNIX system log. This option allows you to send the contents of the UNIX system log to the default system printer for detailed examination.

Free Disk Space

Press **f**, followed by **{RETURN}**, to display the use of the disk blocks in the system. Each disk block is 512 bytes.

Monitor Print Queues

Press **m**, followed by **{RETURN}**, to list and cancel the print jobs queued to the Meridian MAX printers. For more information, refer to the "Print monitor" chapter.

LAN Link Diagnostic Tools

Press **l**, followed by **{RETURN}**, to display the LAN Link Diagnostic Tools submenu. This submenu provides access to the ping utility, the UNIX

Netstat utility, and link information regarding MSI and MEI. This submenu is only available if you have at least one LAN session defined or the MSI or MEI option enabled. This feature is described in the "LAN link diagnostic tools" chapter.

Test I/O Ports

To use this utility, the system must be shut down, and all terminals and printers connected to the Meridian MAX must be turned on. When you press **t**, followed by **{RETURN}**, the message I/O TEST should appear on all active terminals and printers attached to the Meridian MAX. Wait 15 to 40 seconds for this procedure to execute.

Help

Press **h**, followed by **{RETURN}**, to display the Help screen.

Quit to the Main Menu

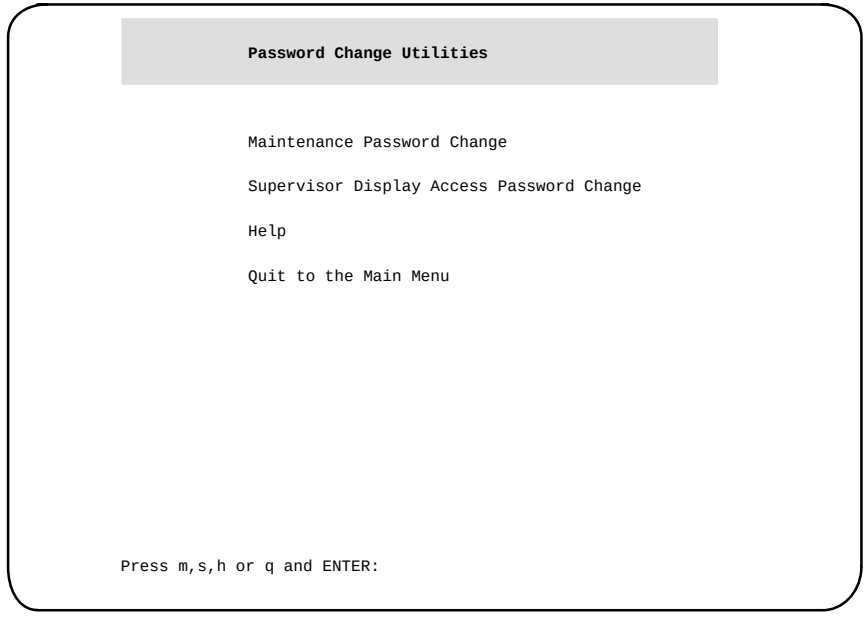
Press **q**, followed by **{RETURN}**, to quit the current menu and return to the main menu.

Password change

Press **p**, followed by **{RETURN}**, from the main menu to change the maintenance and Supervisor Display Access (SDA) passwords.

Press **p**, followed by **{RETURN}**, from the main menu to change the maintenance and Supervisor Display Access (SDA) passwords. This provides access to the Password Change Utilities submenu shown in Figure 3-7.

Figure 3-7
Meridian MAX Password Change Utilities submenu



Maintenance Password Change

For security purposes, it is recommended that you assign a new maintenance password to your Meridian MAX after each installation upgrade. The default password is **ntacdmax**. If you upgrade your Meridian MAX, your maintenance password reverts back to its default setting.

Press **m**, followed by **{RETURN}**, on the Password Change Utilities submenu to change the maintenance password. The following prompts appear:

```
New Password:
```

```
Re-enter new password:
```

After each prompt, enter the new maintenance password followed by **{RETURN}**. The password length can be any number of characters, although Meridian MAX only checks the first eight characters. If you do not wish to use a password, press **{RETURN}** after each prompt.

Supervisor Display Access Password Change

The SDA maxusr account is created for all new installations and installation upgrades. To access this account, the default password is **maxsup1**. For security purposes, it is recommended that the system administrator assign a new password to this account after each new installation or installation upgrade. Inform your Nortel support organization of your SDA password change.

Press **s**, followed by **{RETURN}**, on the Password Change Utilities submenu to change the SDA password. The following prompts appear:

```
New Password:
```

```
Re-enter new Password:
```

After each prompt, enter the new SDA password followed by **{RETURN}**. The password length can be any number of characters although Meridian MAX only checks the first eight characters. If you do not wish to use a password, press **{RETURN}** after each prompt.

Help

Press **h**, followed by **{RETURN}**, to display the Help screen.

Quit to Main Menu

Press **q**, followed by **{RETURN}**, to quit the current menu and return to the main menu.

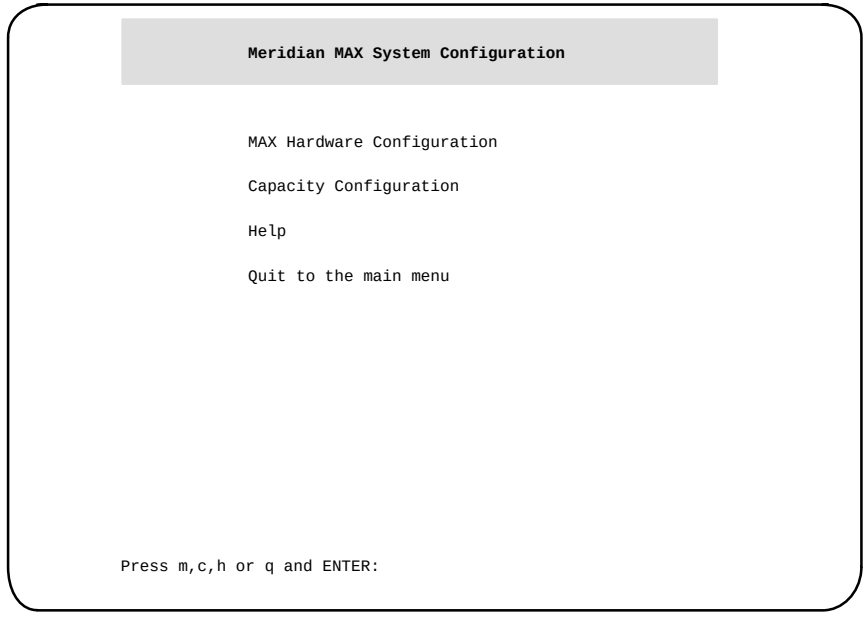
Configure Meridian MAX

To access the Meridian MAX System Configuration submenu, press **c**, followed by **{RETURN}**, from the main menu.

This submenu, shown in Figure 3-8, allows you to modify ports, system parameters, MSI links, MEI links, and system capacity configurations.

For more information, refer to the "Configuring the Meridian MAX" chapter.

Figure 3-8
Meridian MAX System Configuration submenu—system shutdown



Alter/View Meridian MAX IPE/IPE-E Module Information

To access the Alter/View Meridian MAX IPE/IPE-E Module Information submenu shown in Figure 3-9, press **a**, followed by **{RETURN}**, from the Maintenance and Administration menu. Press **y**, followed by **{RETURN}**, to alter the information regarding the location of the Meridian MAX IPE/IPE-E module on the Meridian 1 switch and the type of Meridian 1 switch on which it is located. This information is useful for support personnel.

> ***Note:*** Once the first slot has been defined by the user, the following two slots in Option 11, or three slots in Option 21–81, are defined automatically by the system.

Figure 3-9
Alter/View Meridian MAX IPE/IPE-E Module Information screen—IPE/IPE-E hardware platform only

```
        Alter / View Meridian MAX IPE/IPE-E Module Information

  Meridian 1 Option Type : 11

  The card slots occupied by the Meridian MAX IPE/IPE-E Module on the
  Meridian 1 Switch (TN format) : 0 0 7
                                  0 0 8
                                  0 0 9



Press y and Enter to change any/all of the information above.
(Just Enter to quit):
```

Help facility

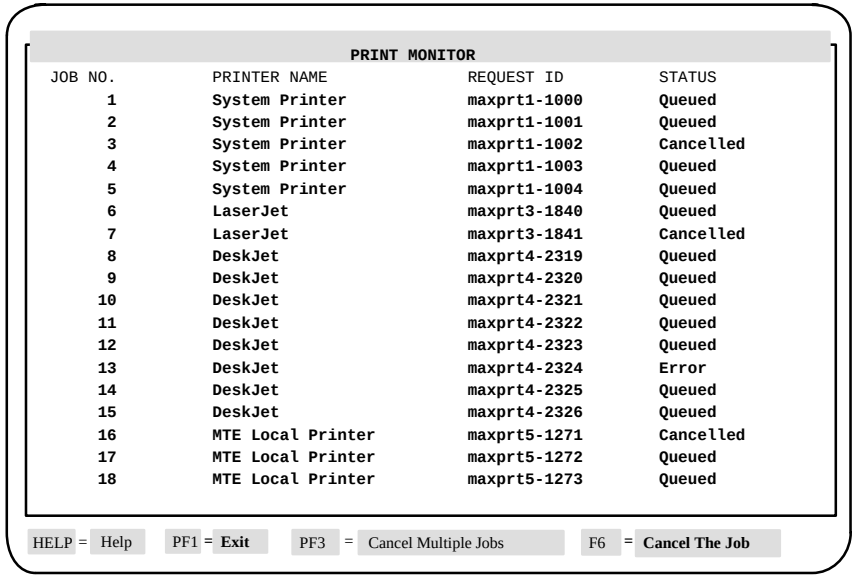
A Help facility on the main menu (and on each submenu) describes how to perform the maintenance and administration operations. Press **h**, followed by **{RETURN}**, to view this information.

Chapter 4: Print monitor

The Print Monitor feature allows you to view and cancel print jobs queued to any Meridian MAX printer. The display only provides a snapshot of the status of the printers. It is not updated in real time.

To access this feature, display the Meridian MAX Maintenance and Administration menu (while the system is running or shut down). Select **d** and press **{RETURN}** to display the Meridian MAX System Diagnostics menu. From this menu, select **m** and press **{RETURN}** to show the Print Monitor display as shown in Figure 4-1.

Figure 4-1
Print Monitor display



Function keys

Help=Help

This function key provides information regarding this feature and its fields.

PF1=Exit

This function key allows you to exit from the display and return to the Meridian MAX System Diagnostics menu.

PF3=Cancel multiple jobs

This function key cancels more than one print job. To cancel a range, press this function key to display a pop-up window. Enter the job range in the pop-up window in one of the following formats:

- nnn
  Specify a single print job (for example, 1).
- mmm .. nnn
  Specify a range of print jobs where "mmm" is the first job number and "nnn" is the last job number (for example, 1 .. 10).

A message is displayed to confirm the cancellation. Press **Y** to cancel the job. If the cancellation is successful, "`Cancelled`" appears in the *"Status"* field.

F6=Cancel the job

This function key cancels a single print job. To cancel a job, use the arrow keys to highlight the job number and press the [Cancel the job] function key. A message is displayed to confirm the cancelation. Press **Y** to cancel the job. If the cancelation is successful, "`cancelled`" appears in the *"Status"* field.

Fields

Job No.

This field shows the job number assigned by Meridian MAX to the print job. Numbers are assigned sequentially.

Printer Name

This field shows the name of the Meridian MAX printer to which the print job is queued.

Request ID

This field shows the request ID associated with the print job. This is an alphanumeric ID uniquely assigned by the operating system when the print job is queued to the printer.

Status

This field shows the status of the print job. The three status types are

- Queued
  The print job is queued to the printer and waiting to be printed.
- Error
  The print job cannot be canceled. The print job may have been sent to the I/O port and cannot be canceled. To confirm that the print job still exists, exit from the Print Monitor display and return to it.
- Cancelled
  The print job has been successfully removed from the print queue.

  Note: When a job sent to the I/O port is canceled, the receiving device may not start the next print job at the top of a new page. Any external applications (such as MAXcaster, data stream reporting, and so on) expecting a complete report may also not work properly. Subsequent print jobs, however, are printed at the top of a new page.

Chapter 5: LAN link diagnostic tools

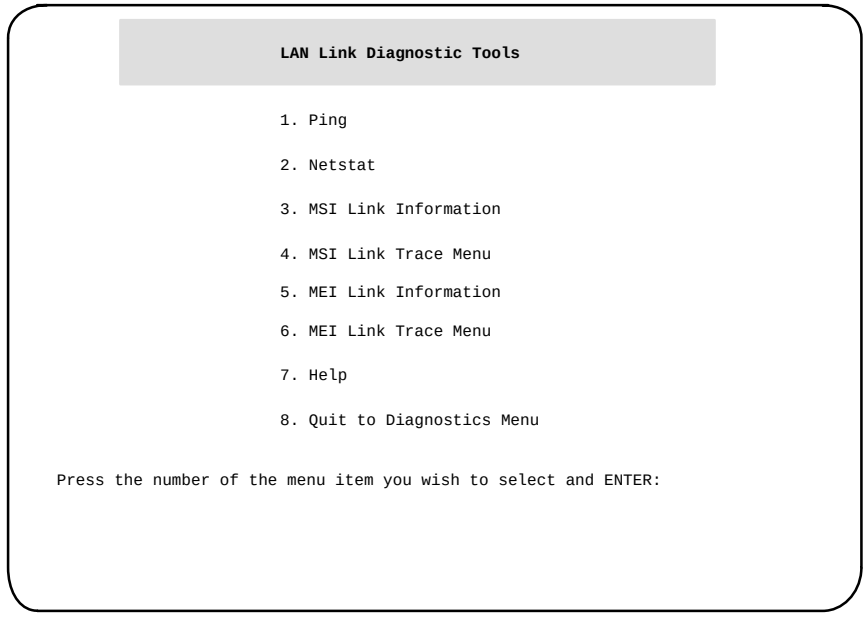
The LAN Link Diagnostic Tools allows you to troubleshoot problems with the LAN links.

This feature is only available if your Meridian MAX has at least one defined LAN session, MSI enabled, or MEI enabled.

To access the LAN Link Diagnostic Tools feature, display the Meridian MAX Maintenance and Administration menu (either while the system is running or shut down). Select **d** and press **{RETURN}** to display the Meridian MAX System Diagnostics menu. From this menu, select **l** and press **{RETURN}** to display the LAN Link Diagnostic Tools menu as shown in Figure 5-1.

The MSI or MEI links can be enabled on the Meridian MAX External Interface Configuration screen described in the "Configuring the Meridian MAX" chapter, or on the Miscellaneous Options screen described in the *Meridian MAX 9 Supervisor's User Guide* (P0881392), "Parameter Administration" chapter. For more information on MSI or MEI, refer to the *MSI/MEI Protocol Reference Guide* (P0853414).

Figure 5-1
LAN Link Diagnostic Tools menu



Note: The MSI and MEI selections only appear on this menu if they have been installed and enabled.

Ping

Select the "*Ping*" option from the LAN Link Diagnostic Tools menu to run the UNIX ping utility. This option indicates whether a remote host can be reached by sending a request and presenting the response from the target device directly to the screen. This includes information about packet loss and delivery time.

Figure 5-2
Ping utility

```
Ping Utility

Type the IP address or hostname and ENTER (Just ENTER for default)
IP address [47.235.11.47]:

Type the number of packets to send and ENTER (Just ENTER for default)
Number of Packets [10]:

Choose (y/n) to ignore routing tables and ENTER (Just ENTER for default)
Bypass the routing tables? [n]:

Choose (y/n) to output all received ICMP packets and ENTER
(Just ENTER for default)
Output all packets? [n]:
```

Figure 5-2 shows the ping utility display. You are asked to provide an IP address or hostname of the destination host, such as an MTE workstation, and the number of packets to send. The default IP address is the IP address used the last time the utility was run. The number of packets to be sent must be in the range from 1 to 300. The default number of packets is 10.

Figure 5-3
Ping display

```
PING 47.235.11.47: 64 data bytes
72 bytes from 47.235.11.47: seq=0. time=233. ms
72 bytes from 47.235.11.47: seq=1. time=233. ms
72 bytes from 47.235.11.47: seq=2. time=233. ms
72 bytes from 47.235.11.47: seq=3. time=233. ms
72 bytes from 47.235.11.47: seq=4. time=233. ms
72 bytes from 47.235.11.47: seq=5. time=233. ms
72 bytes from 47.235.11.47: seq=6. time=233. ms
72 bytes from 47.235.11.47: seq=7. time=233. ms
72 bytes from 47.235.11.47: seq=8. time=233. ms
72 bytes from 47.235.11.47: seq=9. time=233. ms

----47.235.11.47 PING Statistics----
10 packets transmitted, 10 packets received, 0% packet loss
round-trip (ms) min/avg/max = 0/23/233

Press ENTER to return to menu.
```

Figure 5-3 shows the ping output display. The first line describes the IP address of the target device being pinged and the size of the sending message packet in data bytes.

Lines 2 to 11 describe the size, in bytes, of the message packet received and the IP address of the target device from which the message packet was received. The sequence in which each message packet was received and the delivery time for each message packet, in milliseconds, is also included.

Lines 13 and 14 are a summary of the statistics from running the ping utility. This includes the number of message packets transmitted, the number of message packets received, and the percentage of message packets lost. The minimum, average, and maximum round-trip times, in milliseconds, are also included.

> ***Note:*** If the ping request is unsuccessful, the ping utility eventually times out after receiving no response from the target device.

Netstat

Select the "*Netstat*" option from the LAN Link Diagnostic Tools menu to run the UNIX netstat utility. This utility allows you to display information about the network-related UNIX data structures and statistics.

This includes network sockets, each network interface, per-protocol statistics, and the network routing table. The system prompts you to select the data that the netstat utility will display. Figure 5-4 shows the netstat utility display.

Figure 5-4
Netstat utility display

```
Netstat Utility

Choose (y/n) to show state of all sockets and ENTER (Just ENTER for default)
Show state of all sockets? [n]:

Choose (y/n) to show state of interfaces and ENTER (Just ENTER for default)
Show state of interfaces? [n]:

Choose (y/n) to show per-protocol statistics and ENTER
(Just ENTER for default)
Show per-protocol statistics? [n]:

Choose (y/n) to show routing tables and ENTER (Just ENTER for default)
Show routing tables? [n]:

Choose (y/n) to display data numerically and ENTER (Just ENTER for default)
Show port/network numbers and addresses numerically? [n]:
```

Sockets

A socket is a combination of an IP address and a port number. A pair of sockets, one socket for the receiving host and one for the sending host, define a connection. The socket output display describes the status of all active sockets on a specific device.

Figure 5-5 shows the socket output display. There are two domains displayed. UNIX is used for socket-to-socket communication internal to the system. INET is also used for socket-to-socket communication internal to the system but can also be used for external communication through Ethernet.

Figure 5-5
Socket output display

```
Total Number of Sockets = 288
Domain INET
 state flags errno  pgrp mark    inode  proto  src port     dst host      dst port
 ----- ----- -----  ----- ----  --------  -----  --------  ---------------  --------
  0286  0000     0     0    0  000e1244   tcp  telnet    0.0.0.0           0000
  0286  0000     0     0    0  000e10f0   tcp  login     0.0.0.0           0000
  0286  0000     0     0    0  000e1134   tcp  shell     0.0.0.0           0000
  0286  0000     0     0    0  000e0fe0   tcp  ftp       0.0.0.0           0000
  0286  0000     0     0    0  000e0f9c   udp  tftp      0.0.0.0           0000
  0286  0000     0     0    0  000e0f58   udp  sunrpc    0.0.0.0           0000
  0286  0000     0     0    0  000e0ed0   udp  bootps    0.0.0.0           0000
  0286  0000     0     0    0  000e0e48   udp  discard   0.0.0.0           0000
  0286  0000     0     0    0  000e0e04   tcp  discard   0.0.0.0           0000
  0286  0000     0     0    0  000e0e8c   udp  echo      0.0.0.0           0000
  0286  0000     0     0    0  000e0d7c   tcp  echo      0.0.0.0           0000
  0286  0000     0     0    0  000e0d38   tcp  sunrpc    0.0.0.0           0000
  0286  0000     0     0    0  000e1288   udp  robot     0.0.0.0           0000
  0286  0000     0     0    0  000e0cb0   tcp  robot     0.0.0.0           0000
  0286  0000     0     0    0  000e0c6c   udp  ntalk     0.0.0.0           0000
  0286  0000     0     0    0  000e0b18   tcp  exec      0.0.0.0           0000
  0286  0000     0     0    0  000e0650   udp  0401      0.0.0.0           0000
  0286  0000     0     0    0  000e0a08   udp  route     0.0.0.0           0000
  0286  0000     0     0    0  000de120   tcp  acd0      0.0.0.0           0000
  0286  0000     0     0    0  000dd394   tcp  acd7      47.179.130.104    0000
  0286  0000     0     0    0  000eacdc   tcp  acd0      47.88.160.4       0000

Domain UNIX
 state flags errno  pgrp mark    inode  proto  src address       dst address
 ----- ----- -----  ----- ----  --------  -----  ----------------  ----------------
```

Table 5-1 shows the field definitions for the sockets display.

Note: Most information contained in the sockets display is intended for an audience of advanced LAN proficiency.

Table 5-1
Socket field definitions

Field	Definition
state	The *state* field lists the state of each socket. The state number specifies the type of state that the socket is in.
flags	The *flags* field lists the status of each socket. The flag number specifies the status that the socket is in.
errno	The *errno* field indicates that an error has occurred. The error number specifies the problem that occurred.
pgrp	The *pgrp* field lists the current process group for that socket.

—continued—

Table 5-1 (continued)
Socket field definitions

Field	Definition
mark	The *mark* field indicates that there is out-of-band data.
inode	The *inode* field lists the incore inode for a specific socket.
proto	The *proto* field lists the transport protocol used for each socket.
src port	The *src port* field lists source port of each originating device.
src address	The *src address* lists the IP address of each originating device.
dst host	The *dst host* lists the hostname of each target device. The IP address is used if the hostname is not available.
dst port	The *dst port* lists the destination port of each target device. These ports are predefined.
dst address	The *dst address* lists the IP address of each target device.

—end—

Interfaces

The interface output display describes local interface activities in the form of cumulative statistics.

Figure 5-6 shows the interface output display using a numeric format. Figure 5-7 shows the interface output display using a hostname format.

Figure 5-6
Interfaces output display – numeric

```
Name      MTU   Address          Ipkts     Opkts     Ierrs     Oerrs     State
lo0       4351  127.0.0.1        105       105       0         0           up
en596     1500  47.235.11.18     289433    6764      0         0           up
```

Figure 5-7
Interfaces output display – hostname

```
Name      MTU   Address         Ipkts     Opkts     Ierrs     Oerrs     State
lo0       4351  loopback        105       105       0         0           up
en596     1500  system9         289433    6764      0         0           up
```

Table 5-2 shows the field definitions for the interfaces display.

Table 5-2
Interfaces field definitions

Field	Definition
Name	The *Name* field lists the operating system interface name.
MTU	The *MTU* (Maximum Transmission Unit) field lists the maximum number of bytes that can be transmitted over each interface without fragmentation.
Address	The *Address* field lists the internet address of each operating system interface. This address is displayed as an IP address or as a hostname.
Ipkts	The *Ipkts* field lists the number of input packets received by each interface.
Opkts	The *Opkts* field lists the number of output packets sent out by each interface.
Ierrs	The *Ierrs* field lists the number of damaged packets received by each interface.
Oerrs	The *Oerrs* field lists the number of outgoing packets that caused an error condition for each interface.
State	The *State* field lists the status for each interface.

Per-protocol statistics

The per-protocol statistics output display describes protocol-specific statistics. The four protocols under which the statistics are grouped are

- Internet Protocol (IP)
- Internet Control Message Protocol (ICMP)
- Address Resolution Protocol (ARP)
- Transmission Control Protocol (TCP)

Figure 5-8 shows the complete per-protocol output display.

Figure 5-8
Per-protocol statistics display

```
IP statistics
           6816 pkts output
         125789 pkts input
           5501 pkts transmitted for user
              0 # of times interface flow ctld
              0 fragments generated
              0 fragments received
              0 pkts with bad version no
          10320 pkts with bad proto field
              0 network pkts with bad chksum
              0 pkts sent through gateway
              0 gateway pkts too small
              0 gateway pkts too old
              0 gateway pkts with unreachable dest

ICMP statistics
     Input
           1400 Total packets
              0 Host unreachable
              0 Net unreachable
              0 Host redirects
              0 Net redirects
              0 Ignored requests
              0 Bad requests
              0 Memory denials
              0 Fragmentation timeouts
              0 Time-to-live timeouts
     Output
              0 Total packets
              0 Host unreachable
              0 Net unreachable
              0 Host redirects
              0 Net redirects
              0 Ignored requests
              0 Bad requests
              0 Memory denials
              0 Fragmentation timeouts
              0 Time-to-live timeouts
```

Figure 5-8 (continued)
Per-protocol statistics display

```
ARP statistics
         0 with bad hardware field
         0 with bad protocol field
    138963 packets received
        42 replies sent
        10 requests sent

TCP statistics
         0 Connection Abort due to retransmission
         0 Connection Abort due to user timeout
         0 Connection Abort due to a Keep–a–live timeout
         7 Transmit count
         2 Packets resized smaller
      1407 Acks generated
         0 Packets dropped due to out of window
         0 Connection Abort due to bad checksum
         0 Duplicate packets received
         0 Out of order packets received
         0 Out of memory caused packets to drop
      4987 Total packets received
      5400 Total packets sent
      2647 Total bytes received
    321797 Total bytes sent
```

Routing tables

The routing tables output display describes information about each configured route. A route is comprised of a destination network (or host) and a network interface. They are used to exchange packets.

Figure 5-9 shows the routing tables output display.

Figure 5-9
Routing tables display

```
Network Redirect Table:
Network                 Gateway          Metric          Age
131.148.0.0             47.235.0.1         9             permanent
192.69.5.0              47.235.0.1         9             permanent

Default gateway:        255.255.255.255
```

Table 5-3 shows the field definitions for the routing tables output display.

Table 5-3
Routing tables field definitions

Field	Definition
Network	The *Network* field lists each destination network (or host) address being used by Meridian MAX.
Gateway	The *Gateway* field lists the IP address of the gateway being used to reach each destination network address.
Metric	The *Metric* field indicates the number of routers used between the host address and the target address.
Age	The *Age* field indicates the status of the route connection.
Default gateway	The *Default gateway* field indicates the IP address of the gateway defined on the Meridian MAX System Parameters screen. If the default gateway address is not defined, the default value is 255.255.255.255. This indicates a dynamic routing scheme mode of operation.

MSI Link Information

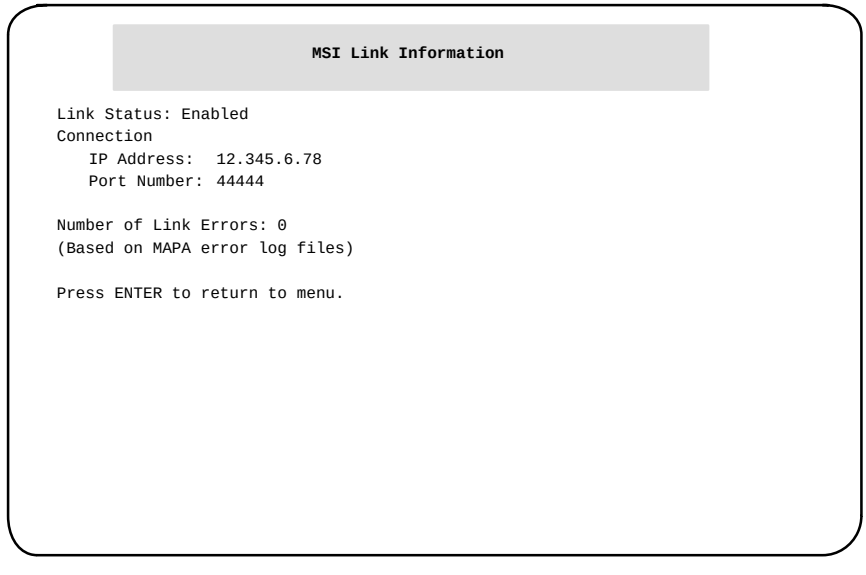
Select the "*MSI Link Information*" option from the LAN Link Diagnostic Tools menu to display operational and status information regarding the MSI link. This information includes

- particulars of the connection (IP address, port number)
- number of link errors
- status of the link (enabled/disabled)

The *"MSI Link Information"* option only appears if the MSI feature is enabled.

Figure 5-10 shows the MSI link enabled on the sample MSI Link Information screen. If the link is disabled, "`No link established`" appears where the IP address is shown.

Figure 5-10
MSI Link Information screen



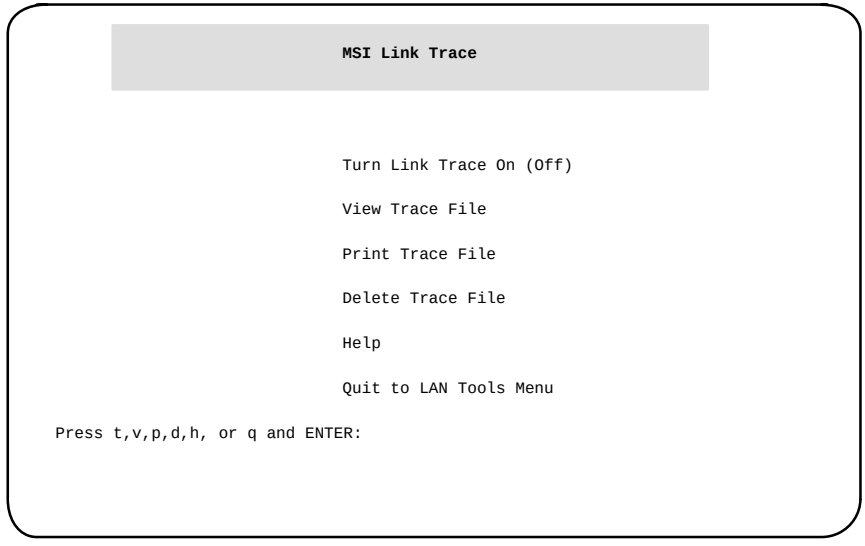
MSI Link Trace

Select the "*MSI Link Trace Menu*" option from the LAN Link Diagnostic Tools menu to enable or disable an MSI link trace. The option helps you diagnose problems with a link by recording all of the information traveling on the link into a file. It is only available if MSI is enabled.

A link trace file can be viewed, created, or deleted. The view, print, and, delete options only appear on the menu if a link trace file exists. To decipher the trace file, refer to the *Meridian MAX 8 MSI/MEI Protocol Reference Guide* (P0853414).

Figure 5-11 provides a sample of the MSI Link Trace menu when MSI is enabled and a link trace file exists.

Figure 5-11
MSI Link Trace submenu when MSI enabled and link trace file exists



Turn Link Trace On (Off)

Press **t**, followed by **{RETURN}**, to toggle the tracing of the MSI link traffic either on or off. If the link is turned on, all information coming across the MSI link is stored in a file. This file can later be viewed, printed, or deleted.

After this option is selected, another screen appears warning you that the system's disk space could be filled if the link trace is left on. The link trace should only be left on for short periods of time.

View Trace File

Press **v**, followed by **{RETURN}**, to view the MSI link trace file on the screen. This file provides a record of the most recent inbound and outbound network messages from the MSI link. This option is provided only if MSI is enabled and an MSI link trace file exists.

Print Trace File

Press **p**, followed by **{RETURN}**, to print the contents of the MSI link trace file to the default system printer. This option is provided only if MSI is enabled and an MSI link trace file exists.

Delete Trace File

Press **d**, followed by **{RETURN}**, to delete the MSI link trace file from the system. If link tracing is active, it is turned off before the file is deleted. This option is provided only if MSI is enabled and an MSI link trace file exists.

MEI Link Information

Select the "*MEI Link Information*" option from the LAN Link Diagnostic Tools menu to display operational and status information regarding the MEI links. This information includes

- particulars of connection (IP address, port number)
- name of the client requesting the link. (This is the client ID that the third party entered in the P_REQUEST data message.)
- number of link errors
- status of the link (enabled/disabled)

The *"MEI Link Information"* option only appears if the MEI feature is enabled. Figure 5-12 provides a sample of the MEI Link Information screen.

Figure 5-12
MEI Link Information screen

```
                    MEI Link(s) Information

Connection: MEI–Network                    Connection: MEI-Observe
   Client Name: ABC Company
   IP Address:  47.111.1.11                   LINK NOT ESTABLISHED
   Port Number: 45555                         Port Number: 44446
   Link Status: Enabled                       Link Status: Enabled

Connection: MEI–Observe                    Connection: MEI-Observe

   LINK NOT ESTABLISHED                       LINK NOT ESTABLISHED
   Port Number: 44447                         Port Number: 44448
   Link Status: Enabled                       Link Status: Enabled

Number of Link Errors: 0


Press ENTER to return to menu.
```

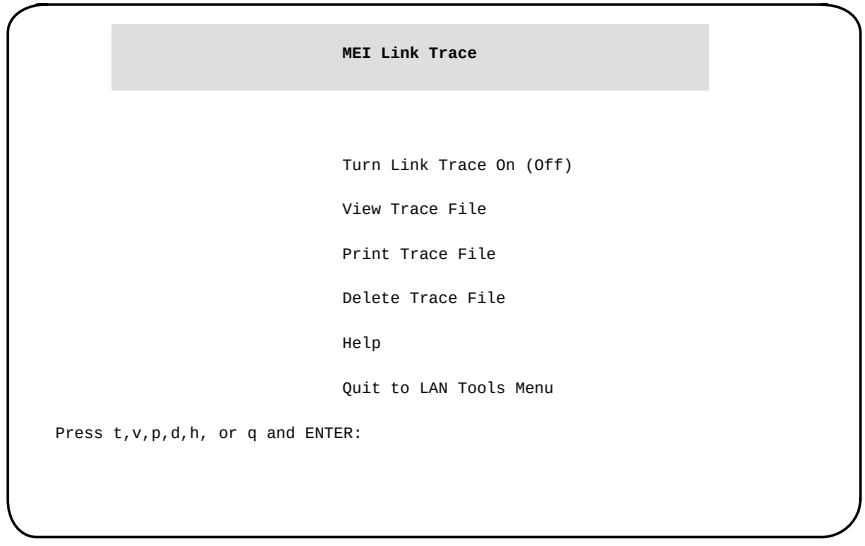
MEI Link Trace

Select the "*MEI Link Trace Menu*" option from the LAN Link Diagnostic Tools menu to enable or disable an MEI link trace. The option helps you diagnose problems with a link by recording all of the information traveling on the link into a file. It is only available if MEI is enabled.

A link trace file can be viewed, created, or deleted. The view, print, and delete options only appear on the menu if a link trace file exists. To decipher the trace file, refer to the *Meridian MAX 8 MSI/MEI Protocol Reference Guide* (P0853414).

Figure 5-13 provides a sample of the MEI Link Trace menu when MEI is enabled and a link trace file exists.

Figure 5-13
MEI Link Trace submenu



Turn Link Trace On (Off)

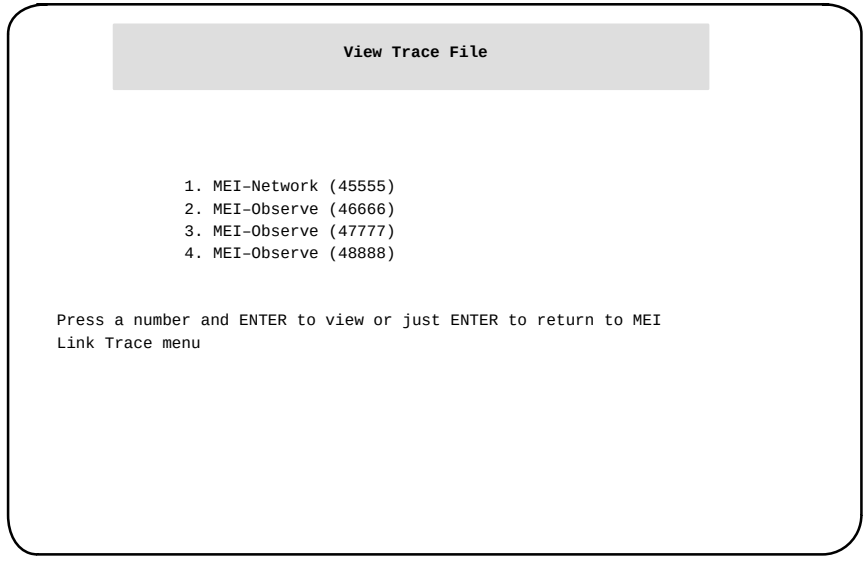
Press **t**, followed by **{RETURN}**, to toggle the tracing of traffic along one of the MEI links either on or off. If the link is turned on, all information coming across the MEI-Network or MEI-Observe link is stored in a file. This file can later be viewed, printed, or deleted.

This option provides access to another screen where you can specify the type of link to be traced, based on port number. It also warns that the system's disk space could be filled if the link trace is left on. The link trace should only be left on for short periods of time. This option is available only if the MEI-Network or MEI-Observe options are enabled, Meridian MAX is running, and at least one MEI link is active.

View Trace File

Press **v**, followed by **{RETURN}**, to view any MEI link trace file. A screen, as appears in Figure 5-14, displays the files which can be viewed. The file provides a record of the inbound and outbound messages along the selected MEI link. This option is available only if the MEI-Observe or MEI-Network options are enabled and at least one MEI link trace file exists.

Figure 5-14
View Trace File screen



Print Trace File

Press **p**, followed by **{RETURN}**, to print the contents of one of the MEI link trace files to the default system printer. A screen appears with a list of link trace files which can be printed. This option is provided only if the MEI-Observe or MEI-Network options are enabled and at least one MEI link trace file exists.

Delete Trace File

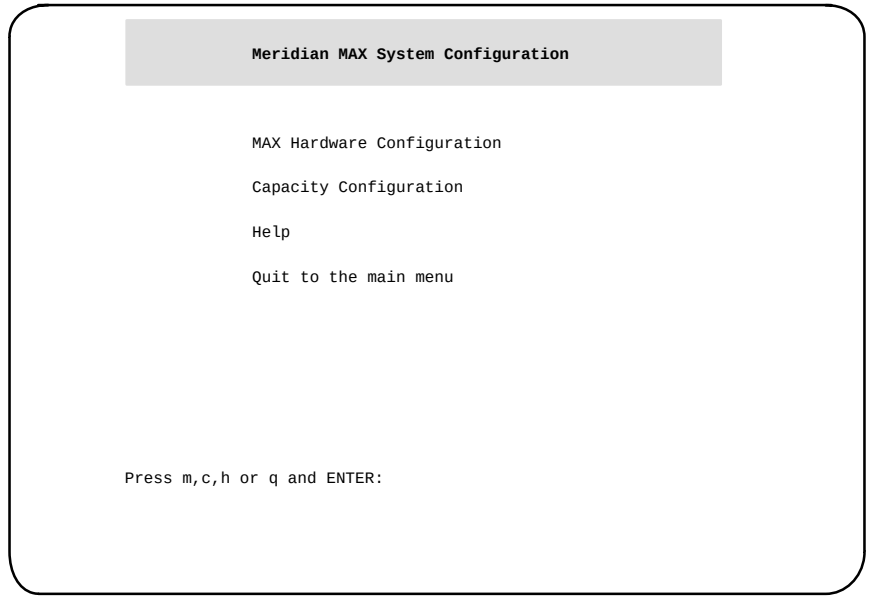
Press **d**, followed by **{RETURN}**, to delete one of the MEI link trace files from the system disk. A screen appears with a list of link trace files which can be deleted. If link tracing is active, it is turned off before the file is deleted. This option is provided only if the MEI-Observe or MEI-Network options are enabled and at least one MEI link trace file exists.

Chapter 6: Configuring the Meridian MAX

The Meridian MAX System Configuration menu provides access to features which allow you to modify ports, system parameters, MSI links, MEI links, and system capacity configurations.

To access the Meridian MAX System Configuration menu, display the Meridian MAX Maintenance and Administration menu (while the system is running or shut down). Select **c** and press **{ENTER}** to display the "*Configure Meridian MAX System*" from the menu. The Meridian MAX System Configuration menu appears as shown in Figure 6-1.

Figure 6-1
Meridian MAX System Configuration menu



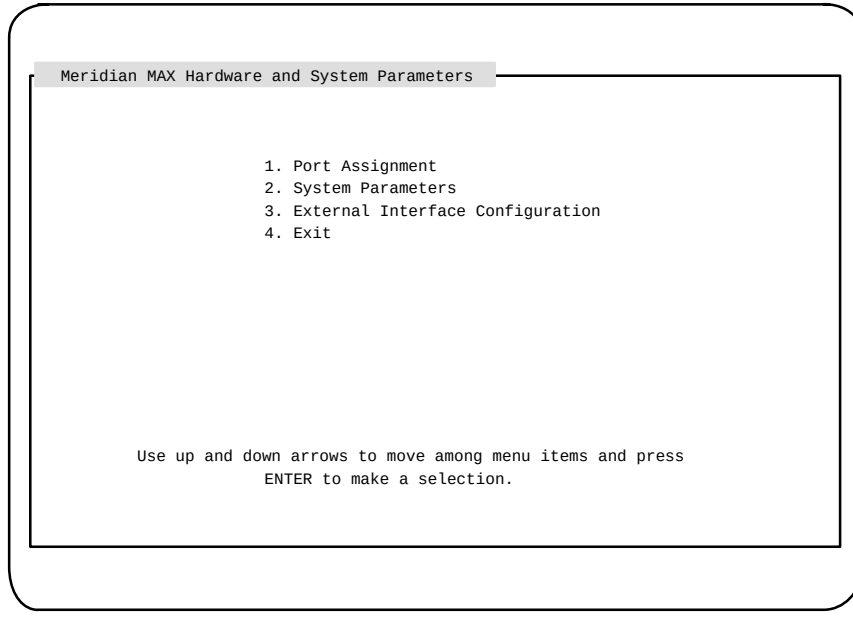
Note: If the Meridian MAX System Configuration screen is accessed while the system is running, the label "(Review Only)" will appear alongside the "Capacity Configuration" option. This indicates that the "Capacity Configuration" option can be viewed but not modified while the system is running.

Meridian MAX Hardware Configuration

To access the Meridian MAX Hardware Configuration menu, press **m**, followed by **{RETURN}**.

Note: If the Meridian MAX Hardware Configuration screen is accessed while the system is running, the label "(Review Only)" will appear alongside the "System Parameters" and "External Interface Configuration" options. This indicates that these options can be viewed but not modified while the system is running.

Figure 6-2
Meridian MAX Hardware and System Parameters menu



Note: The External Interface Configuration feature only appears on this menu if the MSI option, or MEI option, or both, are enabled.

Port Assignment

While the system is running, the Port Assignment feature can be used to add or delete ports to terminal emulation devices, workstations, and printers.

While the system is shut down, you can add or delete all devices to ports except the High-Speed Link. You can, however, change the baud rate of the High-Speed Link port from 9600 to 19 200 and vice versa while the system is shut down.

To access this feature, select the "*Port Assignment*" feature from the Meridian MAX Hardware and System Parameters menu.

Figure 6-3 provides a sample of the Meridian MAX Communication Port Assignment screen for the SNN/SNN-E platform.

Figure 6-3
Meridian MAX Communication Port Assignment screen—SNN/SNN-E hardware platform

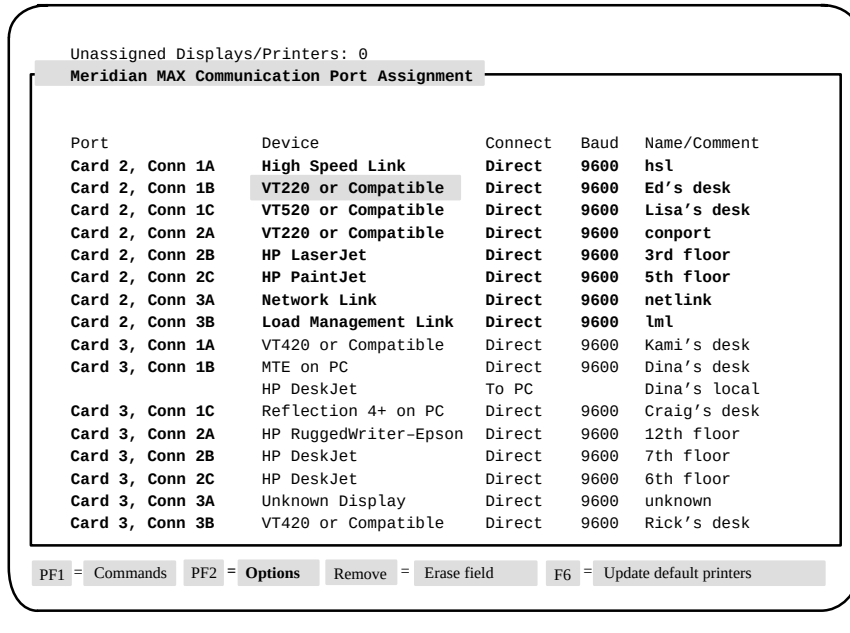
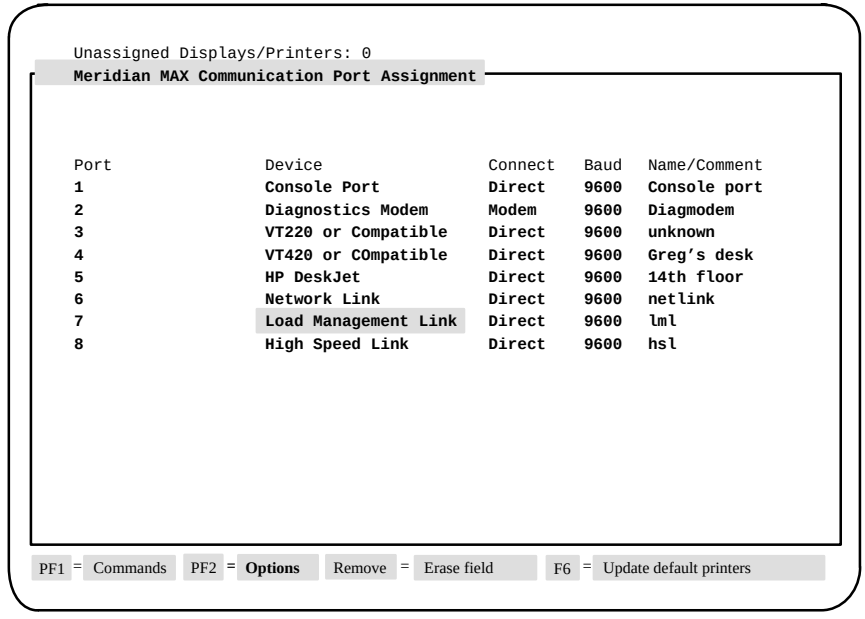


Figure 6-4 provides a sample of the Meridian MAX Communication Port Assignment screen for the IPE/IPE-E platform.

Figure 6-4
Meridian MAX Communication Port Assignment screen—IPE/IPE-E hardware platform



Note: Display terminals on the LAN are not shown on the Meridian MAX Communication Port Assignment screens.

Local printers attached to display terminals on the LAN appear at the bottom of the Meridian MAX Communication Port Assignment screen. The IP address of the printer appears under the Port column. The Device and Name/Comment of the local printer also appear.

Function keys

PF1=Commands

The following commands are available after pressing [Commands]:

Exit (without saving changes)

This command returns the system to the Meridian MAX Hardware and System Parameters menu without saving any changes.

Save changes and exit

This command saves the changes and returns the system to Meridian MAX Hardware and System Parameters menu.

PF1=Select no command

This function key removes the Commands popup from the screen.

PF2=Options

This function key displays a description or list of valid entries for the field. Press this key when the cursor is on the *Device* field to view a pop-up menu of the devices available for your system.

PF2=Select no options

This function key removes the Options popup from the screen.

Remove=Erase field

This function key removes the contents of a field. To delete an existing entry, move the cursor to the line on which the device is located. Press **{REMOVE}** and the device is removed.

F6=Update default printers

This function key allows you to view or change the default printers.

When all of the peripherals are assigned to ports, press **{F6}**. The system displays the Customer Default Printer Information popup which contains the Customer Default Tabular Printer name and the Customer Default Graphic Printer name.

To modify the *Customer Default Tabular Printer* field, highlight this field and press **{PF2}** to select the name of the printer you want to use as the default tabular printer. This printer is now the destination for all tabular reports whenever the default output device is selected. To modify the *Customer Default Graphic Printer* field, highlight this field and press **{PF2}** to select the name of the printer you want to use as the default graphic printer. This printer is now the destination for all graphic reports whenever the default output device is selected.

Fields

Unassigned Displays/Printers

This field, which appears at the top of the screen, indicates the number of available printers and displays that may be assigned to available ports. This number is represented by the number sign (#) in the sample screens.

Port

This field lists the ports.

For an SNN/SNN-E system, the ports are listed according to their card number, and connection number and letter. The card number refers to the card slot number in which the card is located. The card number begins at Card 2, Connection 1A, because the CPU resides in the first card slot. The connection number refers to the port connection on the generic Input/Output panel. The connection letter refers to the specific port to which the devices are attached. An SNN/SNN-E system can have 8, 16, 24, 32, or 40 ports. If the system has more than 16 ports, all of the ports cannot be viewed on a single screen. Use the up and down arrow keys to scroll the screen to view the rest of the ports.

For an IPE/IPE-E system, the ports are listed numerically. In an IPE/IPE-E system, a maximum of eight ports can be assigned.

Not every port has to be assigned, but you must assign at least one printer and one supervisor workstation.

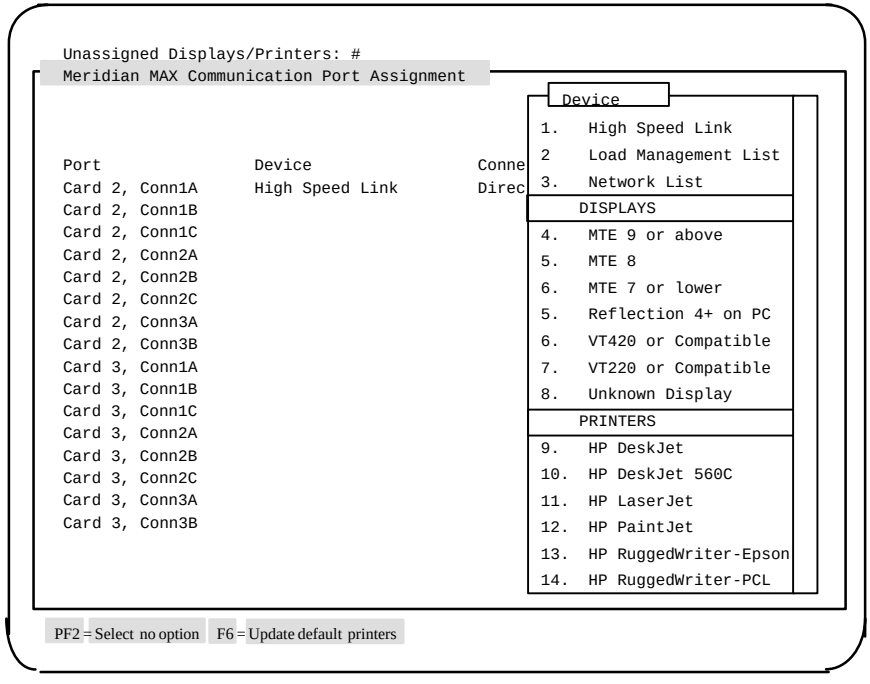
The IP address of local printers attached to a PC through a LAN connection is also listed in this field. For local printers attached through a directly connected PC, this field is blank indicating that the printer is connected to the PC listed directly above it.

Device

This field is used to assign devices to the ports. To assign a device, move the cursor to the next available *Device* field, and press **{PF2}** to view a popup menu of the devices available for your system.

Figure 6-5 provides a sample of the screen. Your system's options may differ.

Figure 6-5
Meridian MAX Communication Port Assignment screen—available devices



- If your system is an IPE/IPE-E, the *Device* field can have up to seven different entries: Load Management Link, supervisor display, printer, console port, diagnostic modem, network link, and High-Speed Link.

  The High-Speed Link is fixed on Port 8, the console port is fixed on Port 1, and the diagnostic modem is fixed on Port 2. The maintenance console and remote diagnostics modem may also be used as a supervisor display through Supervisor Display Access (SDA).

- If your system is an SNN/SNN-E, the *Device* field can have up to five different entries: Load Management Link, supervisor display, printer, network link, and High-Speed Link.

  Card 2, Connection 1A, is permanently assigned to the High-Speed Link and cannot be changed by the user.

- In Meridian MAX 8, the diagnostic modem port speed was increased from 2400 baud to 9600 baud. The diagnostic modem is used by personnel providing remote support. To modify the diagnostic modem port speed back to 2400 baud, press the <BREAK> key when the modem connects until the login prompt appears. The maximum speed is 9600 baud. Meridian MAX 9 defaults to this port speed whenever the modem initially connects.

  The diagnostic modem is connected to the second serial port on the CPU card. This port is only shown on the display if you have an IPE/IPE-E platform.

- If the Meridian MAX has Configuration Control, the Load Management Link must be assigned. Only one Load Management Link is allowed per system. This device can be assigned to any port except the High-Speed Link port on the SNN/SNN-E systems, or on ports 1, 2, and 8 on the IPE/IPE-E systems.

- If the Meridian MAX has NAC Connectivity enabled, the Network Link must be assigned. Only one Network Link is allowed per system. The device may be assigned to any port except the High-Speed Link port on the SNN/SNN-E systems, or ports 1,2, and 8 on the IPE/IPE-E systems.

- If you are using a VT520 display, select VT420 when you press **{PF2}** while in the *Device* field.

- If you are using an HP DeskJet 660C printer, select HP DeskJet 560C when you press **{PF2}** while in the *Device* field.

- Each time a printer is selected, a message appears at the bottom of the screen asking you to enter a printer name for the assigned port in the *Name/Comment* field. Enter a unique name in the *Name/Comment* field that identifies the printer. For example, if a tabular printer is assigned, the name TabPrint could be used. Every printer must have a unique name.

- The default printer must be assigned before you are allowed to exit this screen.

- Printer models are listed when you press **{PF2}** while in the *Device* field. Select the model appropriate to the printer connected to the assigned port.

- An arrow appears on the right-hand side of the pop-up menu if all of the devices could not fit onto the screen. Use the up and down arrow keys to move through the menu. Select the desired device from the list presented. To enter a selection, either move the cursor to the selection and press **{RETURN}**, or enter the corresponding selection number and press **{RETURN}**. If a device name is dimmed, it cannot be selected.

Connect

This field provides the connection type for each device. This entry must be selected from one of the choices that appear in a pop-up window. The choices for this field are “Direct,” “Modem,” and “To PC.” Depending upon the device assigned, this field may be filled in automatically by the system.

Baud

This field indicates the baud rate. Each time an unknown display or network link is selected, a baud rate must also be assigned. The choices are 2400 or 9600. The baud rate of the High-Speed Link can be changed from 9600 to 19 200 and vice versa while the system is shut down. For other devices, the baud rate is assigned automatically by the system. The baud rate for the Meridian MAX High-Speed Link must match the baud rate of the High-Speed Link on the Meridian 1.

Name/Comment

This field specifies your specific identifier for each port. This can be used to identify the location of the device connected to each port. For printers, this is the name displayed in the printer menus.

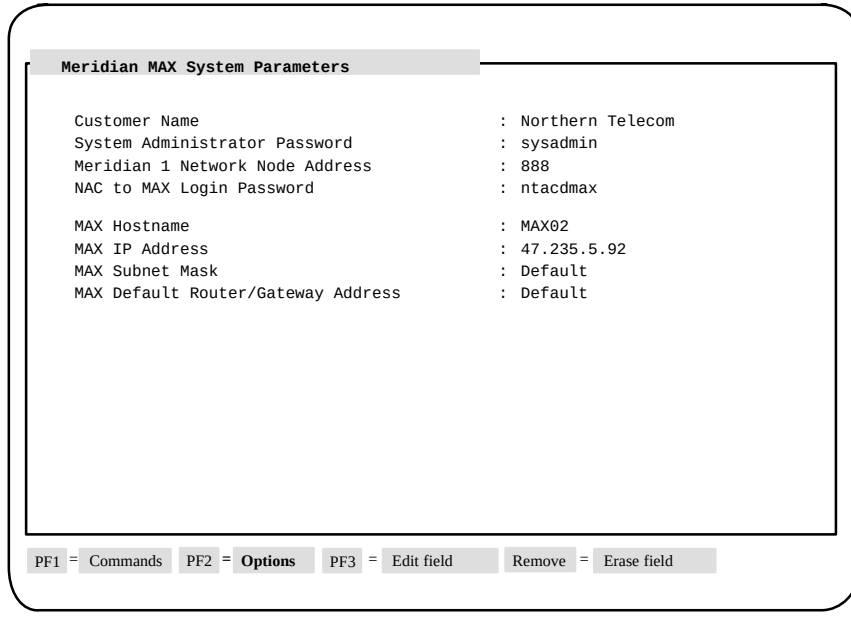
System Parameters

The System Parameters feature allows you to modify the assigned system parameters while the system is shut down. If the system is running, this screen can only be viewed. The fields which appear on your screen depend on the features installed on the Meridian MAX.

To access this feature, select the "*System Parameters*" feature from the Meridian MAX Hardware and System Parameters menu.

Figure 6-6 provides a sample of the System Parameters screen. All of the fields shown on this screen will only appear if your system has NACD, NAC, and LAN connectivity options enabled. If these are not enabled, only the *Customer Name* and *System Administrator Password* fields will appear.

Figure 6-6
Meridian MAX System Parameters screen



Function keys

PF1=Commands

The following commands are available after pressing [Commands]:

Exit (without saving changes)

This command returns the system to the Meridian MAX Hardware and System Parameters menu without saving any changes.

Save changes and exit

This command saves the changes and returns the system to Meridian MAX Hardware and System Parameters menu.

PF1=Select no command

This function key removes the Commands popup from the screen.

PF2=Options

This function key displays a description or list of valid entries for the field.

PF2=Select no options

This function key removes the Options popup from the screen.

Remove=Erase field

This function key removes the contents of a field.

Fields

Customer Name

This field shows the name of your organization.

System Administrator Password

This field shows the password used by the system administrator to log in to the system.

Meridian 1 Network Node Address

This field shows the Home Location Code for the Meridian 1. It only appears if your system has Network Automatic Call Distribution (NACD) enabled.

It is used in reports showing network call traffic. If it is necessary to query the Meridian 1 for the Meridian 1 network node address, load Overlay 21 on the Meridian 1, and print the Customer Data Block.

The value of the Home Location Code is the value you should enter for the Meridian 1 network node address on the System Parameters screen.

If your system has NAC, the Meridian 1 network node address is used by NAC for logging on. On the NAC's Network Definition/Installation screen, the *Node Address* field must match the *Meridian 1 Network Node Address* field in the Meridian MAX system.

The Meridian 1 network node address can only contain numbers and decimals. It must also match the node address assigned to the Meridian 1. If no address was assigned to the Meridian 1, the default value is **338**.

NAC to MAX Login Password

This field shows the password required for the NAC supervisor to log in to the Meridian MAX. The password shown must match the password used on the NAC.

This field only appears if your system has NAC connectivity enabled.

MAX Hostname

This field shows the name assigned to your Meridian MAX. This field only appears if your system has at least one LAN session defined, the MSI option enabled, or the MEI option enabled.

MAX IP Address

This field shows the LAN address assigned by your LAN administrator to your Meridian MAX. Only numeric characters and decimals can be used in this field.

The IP address is in the format *a.b.c.d*, where *a* falls within the range of 0 to 223 (excluding 127), and *b*, *c*, and *d* fall within the range of 0 to 254.

This field only appears if your system has at least one LAN session defined, the MSI option enabled, or the MEI option enabled.

MAX Subnet Mask

This field shows the subnet mask of the network. This field is either the system default or a value assigned by your network administrator.

If the system IP address is changed, the default subnet mask changes as well.

The subnet mask is in the format *a.b.c.d*, where *a*, *b*, *c*, and *d* fall within the range of 0 to 255.

The subnet mask is a 32-bit number used by the network software on a local machine to determine which bits belong to the network or to the host parts of the internet address. An improper subnet mask can result in high collision rates and reduced network efficiency.

CAUTION
Risk of high collision rates and reduced network efficiency

An improper subnet mask can result in high collision rates and reduced network efficiency.

If the system default is not used, ensure that the subnet mask entered has been obtained from your network administrator.

The MAX subnet mask is not needed to connect to the network. If the subnet mask needs to be changed, obtain the mask from your LAN administrator.

This field only appears if your system has at least one LAN session defined, the MSI option enabled, or the MEI option enabled.

MAX Default Router/Gateway Address

This field shows the address of the default router currently connected to the Meridian MAX. This field is either the system default or an address assigned by your network administrator.

The address is in the format *a.b.c.d*, where *a* falls within the range of 0 to 223 (excluding 127), and *b*, *c*, and *d* fall within the range of 0 to 254.

In a networked environment, routers (or gateways) provide connectivity between two networks.

The MAX Default Router/Gateway Address is not needed to connect to the network. If the router/gateway address needs to be changed, obtain the address from your LAN administrator.

This field only appears if your system has at least one LAN session defined, the MSI option enabled, or the MEI option enabled.

External Interface Configuration

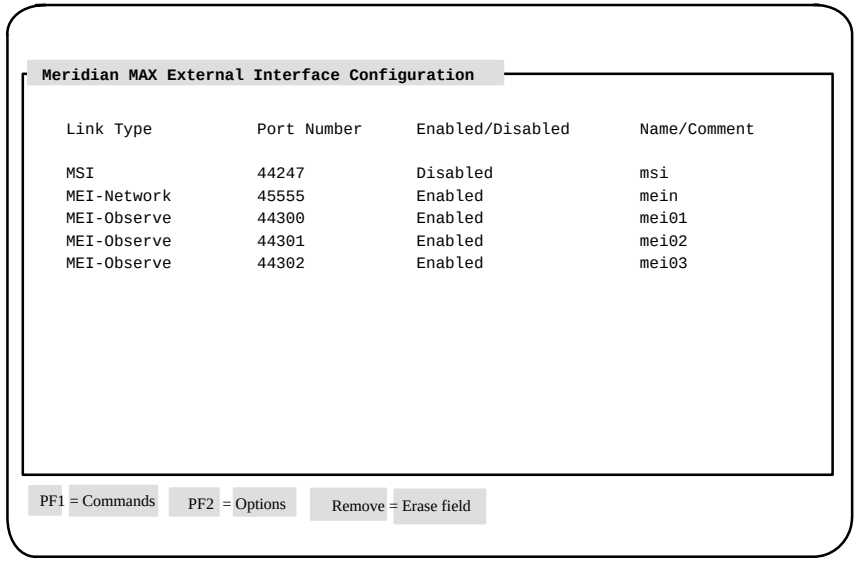
For each MEI and MSI link, you must enter the port number which the third-party vendor will use to connect to the Meridian MAX. You must also enable or disable the links. This is done on the Meridian MAX External Interface Configuration screen shown in Figure 6-7.

To access this feature, select the "*External Interface Configuration*" feature from the Meridian MAX Hardware and System Parameters menu.

The MSI, MEI-Network, or MEI-Observe features must be installed and active for data relating to those links to appear on this display. The fields can only be modified if the system is in shutdown mode.

For more information on MSI and MEI, refer to the *Meridian MAX 8 MSI/MEI Protocol Reference Guide* (P0853414).

Figure 6-7
Meridian MAX External Interface Configuration screen



Function keys

PF1=Commands

The following commands are available after pressing [Commands]:

Exit (without saving changes)

This command returns the system to the Meridian MAX Hardware and System Parameters menu without saving any changes.

Save changes and exit

This command saves the changes and returns the system to the Meridian MAX Hardware and System Parameters menu.

PF1=Select no command

This function key removes the Commands popup from the screen.

PF2=Options

This function key displays a description or list of valid entries for the field.

PF2=Select no options

This function key removes the Options popup from the screen.

Remove=Erase field

This function key removes the contents of a field.

Fields

Link Type

This field shows whether MSI or MEI links are installed on your system. These links transmit data from the Meridian MAX to the third-party vendor application.

Up to four MEI connections and one MSI connection are allowed to the Meridian MAX at any time. The MEI connections are logical LAN connections, however, there is only one physical LAN port. Of the four MEI connections, only one MEI-Network connection is allowed at any time. The remaining three can be MEI-Observe connections.

MEI-Network messages are designed for third-party vendor applications wishing to route calls through the public switched network on a real-time basis. The MEI-Observe messages are designed for vendors wishing to monitor agent performance.

Port Number

This field shows the port number which the third-party vendor will use to connect to the Meridian MAX. The port numbers must be in the range of 44 245 to 50 000. Each link from the same Meridian MAX to a third-party vendor must have different port numbers. The same port numbers, however, can be used on different Meridian MAX systems linked to third-party vendors.

Enabled/Disabled

This field enables or disables the link from the Meridian MAX to the third-party vendor application.

Name/Comment

This field allows you to enter any comments.

Capacity Configuration

You can reconfigure your Meridian MAX database through the Basic Capacity Configuration screen, seen in Figure 6-8, and the Advanced Capacity Configuration screen, seen in Figure 6-9. The time required to do the reconfiguration can vary depending on the amount of data stored in your historical database.

Note: Modifications to the Capacity Configuration feature can only be made while the system is shut down. The feature can only be viewed while the system is running.

ATTENTION

Consult with your system's or vendor's telecommunication engineer before attempting to configure the system database. Ensure you receive the completed and approved Capacity Configuration worksheets from the telecommunication engineer who has determined your configuration requirements using the MAX Capacity Configuration Calculator. This preparation must be done before starting your software installation or making any modifications through the Maintenance and Administration screens.

Failure to do this preparation before configuring the system database results in an improper configuration and possibly an extended installation time. Because of the large number of interdependent field values that affect database storage, the telecommunication engineer must be consulted. If the system is configured incorrectly, a subsequent system reconfiguration could take between 15 minutes and 14 hours depending on database size. It typically takes between one to three hours.

Capacity Configuration worksheets

Use the Basic Capacity Configuration worksheet and the Advanced Capacity Configuration worksheet to reconfigure your Meridian MAX 9 system database. These worksheets should be approved by the telecommunication engineer.

First, enter the system capacities of your current Meridian MAX system database into the "Actual Value" column. Second, determine field values that allow for future system growth. Enter this number in the "Expansion Value" column and use it as the capacity configuration parameter for your Meridian MAX system.

The amount of period data on a printed report depends on the amount of daily data. The amount of shift data on a printed report depends on the amount of interval data.

Table 6-1
Basic Capacity Configuration worksheet

Field name	Subfield name	Actual value	Expansion value
M1 Positions	N/A		
M1 Supervisors	N/A		
Agent ID	N/A		
DNIS	N/A		
Activity Code	N/A		
Avg. Calls per Hour	N/A		
Queues	ACD-DNs		
	CDNs		
	IVR/MAIL		
ACD Trunk Level Reporting	N/A		

—continued—

Table 6-1 (continued)
Basic Capacity Configuration worksheet

Field name	Subfield name	Actual value	Expansion value
Routes	RAN		
	ACD Auto Terminate (AT)		
	ACD Non AT		
ACD Trunks	Auto Terminate (AT)		
	Non AT Trunks		
Operation Hours	Agent Shifts Per Day		
	Hours Per Day		
	Days Per Week		
Storage Duration	Interval Data (days)		
	Daily Data (days)		
	Weekly Data (weeks)		
	Monthly Data (months)		
	Event Log Data (days)		

—end—

Table 6-2
Advanced Capacity Configuration worksheet

Field name	Subfield name	Actual value	Expansion value
ACD Queue Operations (per int.)	Dest. Qs per CDN		
	Dest. Qs per ACD-DN		
	Rem. Src. Qs per ACD-DN		
	Primary Answering Qs		
Trunk Reassignment (per int.)	AT Trunk to Queue		
	Qs Receiving Transfers		
Position Reassignment (per int.)	Pos. to Supervisor		
	Pos. to Queue		
Activity Code Usage (per int.)	Activity Codes per Q		
Number of Agents using Activity Codes	Num Agt Using Act Codes		
Qs Logged in per Agent	N/A		
Agent Events (per day)	Logins per Agent		
	Walkaways per Agent		

Modifying system capacities

To reconfigure the Meridian MAX database, log in as **maint** and shut down the system. Select *"Capacity Configuration"* from the Configure Meridian MAX System menu. The system displays the Basic Capacity Configuration screen. Pressing the {F6} function key allows you to access the Advanced Capacity Configuration screen.

The value for each field can be altered by cursoring to the field you want to change and entering the new value.

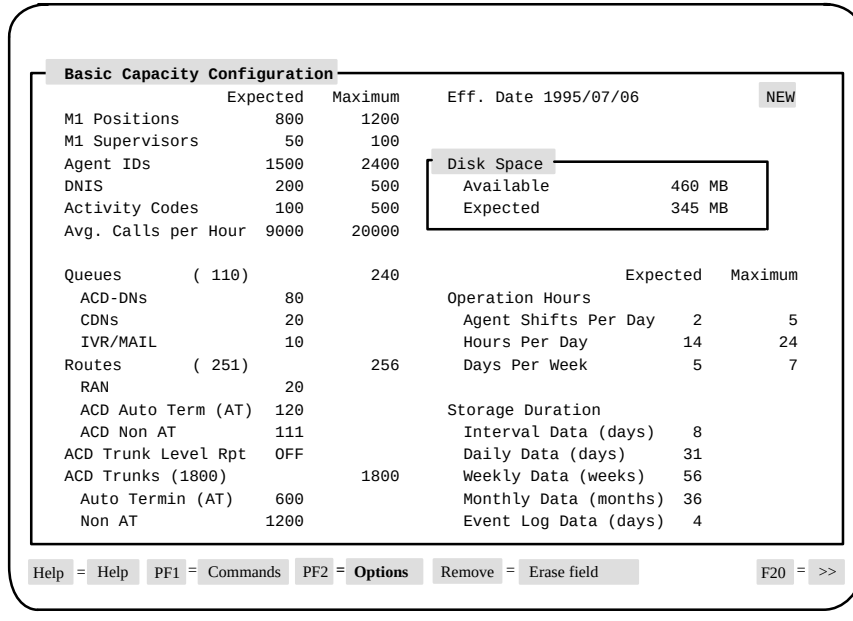
Note: While changing the field values, monitor the amount of available disk space. This value changes with every modification to the screens. Ensure that the amount of "Expected" disk space does not surpass the amount of "Available" disk space.

Note: Before any changes can be saved in the Basic Capacity Configuration screen, the user is required to view the Advanced Capacity Configuration screen by pressing {F6}. Once this screen is viewed and any additional changes are made, return to the Basic Capacity Configuration screen to save all of the changes.

Basic Capacity Configuration

The Basic Capacity Configuration screen, as seen in Figure 6-8, displays limits for the various capacity configuration parameters. These limits can be configured by you or imposed by the hardware.

Figure 6-8
Basic Capacity Configuration screen for SNN system



Function keys

PF1 = Commands

The following commands are available after pressing [Commands]:

Exit (without saving changes)

This command exits without saving changes.

View Current Configuration

If enabled, this command displays the Basic Capacity Configuration screen of the current configuration when the Meridian MAX is shut down.

Restart with Initial Values

This command restores the starting values of a new configuration in the "Expected" column and restarts the editing session. This option is available only if a new configuration is displayed on the screen.

Return to New Configuration

This command returns you to the new configuration of the Basic Capacity Configuration screen. This option is available only when viewing the current configuration, and Meridian MAX is shut down.

Print Current Configuration

This command prints a report of the “Current” configuration to the default printer. This option is available only when viewing the current configuration.

Save Configuration and Exit

This command saves the new configuration and exits. This selection is only available if a new configuration is shown on the screen.

PF2 = Options

This function key shows valid field ranges.

Remove = Erase field

This function key resets an entered value in the selected field to the minimum value allowed.

PF6 = Advanced Capacity

If enabled, this key changes the display to the Advanced Capacity Configuration screen of the new configuration when the Meridian MAX is shut down.

PF7 = Validate fields

This key validates the field values. If there are any errors, a window appears in the upper right-hand corner of the screen describing the error. Once the error is corrected, the error popup window disappears or another error message appears. If there are no errors, the following message is displayed at the bottom of the screen: “Validation is complete. There are 0 errors.”

Whenever you press the [Validate fields] key during an installation upgrade or capacity reconfiguration, the following message appears:

```
Checking for any potential loss of data...
```

If no potential loss of data occurs, the system continues.

If a potential loss of data does occur, the following message appears in a popup window:

```
Warning—Potential Data Loss The new configuration will retain
    XX of YY days of existing interval data
    XX of YY days of existing daily data
    XX of YY weeks of existing weekly data
    XX of YY months of existing monthly data
    XX of YY days of existing event log data
```

(where XX represents the number of the data units that will be retained, and YY represents the number of data units currently stored in the database)

This message is followed by another message that explains what fields need to be adjusted to avoid data loss. For example, the following message explains the potential trunk data loss:

```
If you do not wish to lose data, please adjust storage duration
fields, avg. calls per hour or trunk level report. If trunk
level report is OFF, you may also adjust the number of routes.
If it is ON, you may adjust the number of trunks, the trunk
reassignment percentage, the number of call transfers received
per queue or the number of primary answering queues.

For more information, refer to the Meridian MAX Maintenance and
Diagnostics Guide.

Press ENTER to continue.
```

Press **{RETURN}** to return to the Basic Capacity Configuration screen. Change the fields listed in the message, and repeat the validation until no data loss occurs.

Column headings

Expected

This column shows the expected or required capacity for your system. This column is filled with default values for a new installation, or the previous expected values for a Meridian MAX upgrade or a capacity reconfiguration. During a new configuration, these values can be changed. The values become view-only once the new configuration is saved. It is recommended that you enter the maximum capacity you expect each of these fields to reach by the end of one year.

Measured/Maximum

If you select the "Current" configuration view (if enabled), this column shows the measured values of the current Capacity Configuration parameters which are the capacity maximums reached in a previous Meridian MAX operation.

Note: Detailed field descriptions for the Basic Capacity Configuration screen's measured values are shown in Table 6-3.

If you are configuring a new system, this column shows the "*Maximum*" values of the capacities set by the system. You cannot change the values in this column.

For fields where no artificial maximum applies, a blank is displayed. Queues, routes, and trunks have a maximum only for their totals, not for their components.

Hint

This column appears next to the Storage Duration fields only when the expected disk space exceeds the amount of available disk space. This column is used to indicate suggested values for each storage duration field that would reduce the expected disk space to a size that would fall within the amount of available disk space if possible. Once that is done, the "Hint" column disappears.

> ***Note:*** As the field values for the storage duration are changed, the suggested values for the others in the "Hint" column can change as well to indicate that further modification is needed.

Fields

Eff. Date

This field shows the date on which the configuration occurs. This field can be viewed but not changed.

New/Current

This field shows the configuration status of the Basic and Advanced Capacity Configuration screens. If you are configuring a new capacity, the field displays NEW. If you are viewing a current configuration, the field displays CURRENT.

Disk Space

These fields show the disk space measured in megabytes (1 048 576 bytes). It is recommended that you keep a careful eye on these fields as you adjust the other fields on the screen to ensure that the system does not become overburdened.

Available
This field shows the disk space available for use by the historical data collection for the platform used by your system. The disk capacity is 460 Mbytes for the SNN/SNN-E, 250 Mbytes for IPE-E, and 90 Mbytes for the IPE.

Expected
This field shows the forecasted disk space required by the configuration entered on this screen. Each time a field is changed, this expected disk space is automatically changed to show the amount of disk space the change will require.

M1 Positions

This field shows the total number of agent and supervisor positions defined on the Meridian 1 that are reported on by Meridian MAX. The range for this value is from one to the maximum number of positions defined as the system limit. It is recommended that you set this to the maximum number of expected positions.

The number of M1 positions is the sum of the number of M1 agent IDs and the number of M1 supervisor positions.

M1 Supervisors

This field shows the total number of supervisors defined on the Meridian 1 that are reported on by Meridian MAX. It is recommended that you increase the current number of supervisors by 20 percent and enter the total in this field. This is done to anticipate growth.

Agent IDs

This field shows the total number of agents. The range for this value is from one to the maximum number of agents defined as the system limit if Meridian MAX is in agent-ID mode. It is recommended that this be set to the expected maximum.

If Meridian MAX is in position mode, the number of agents cannot be edited and is set to be equal to the number of positions.

DNIS

This field shows the total number of Dialed Number Identification Services (DNIS). The range for this value is from one to the maximum number of DNIS defined as the system limit. It is recommended that you enter a figure which anticipates growth in the system.

Activity Codes

This field shows the total number of activity codes expected to be used. The range for this value is from one to the maximum number of activity codes defined as the system limit. It is recommended that you enter a reasonable number which anticipates growth. Remember to allow for wrong numbers.

The number of activity codes used at each queue is defined on the Advanced Capacity Configuration screen.

Avg. Calls per Hour

This field shows the average number of simple calls received per hour by the Meridian 1 over a 24-hour period. The range for this value is from two to the maximum number of calls per hour defined as the system limit. It is recommended that this field be set high enough to take into consideration the busiest hour expected on the busiest day along with future increases in call rates.

The average number of calls per hour must be an even number.

Queues

This field shows the total number of ACD-DN, CDN, and IVR queues with RPRT set to Yes on the Meridian 1. The value in the round brackets, next to the “Queue” heading, is the total number of queues specified in the three fields. If one of the queue values is changed, the total number is updated.

The total number of queues must be greater than zero and cannot exceed the maximum number of queues allowed.

It is recommended that each of the queue fields show a 20 percent increase over the number of queues currently being used. Do not overestimate these figures because they use a large amount of disk storage space.

ACD-DNs

This is the number of ACD queues. The range for this value is from one to the maximum number of ACD queues minus the total number of CDN and IVR queues.

CDNs

This is the number of CDN queues. The range for this value is from zero to the maximum number of ACD queues minus the number of ACD-DN and IVR queues. If zero is entered, no CDN report is generated by the Meridian MAX.

IVR/MAIL

This is the number of IVR queues. The range for this value is from zero to the maximum number of ACD queues minus the number of ACD-DN and CDN queues.

Routes

This field shows the total number of routes excluding the internal route. This total includes RAN, ACD AT, and ACD Non AT routes. The value in the round brackets, which appears next to the "Route" heading, is the total number of ACD routes specified in the three fields. If one of the route values is changed, the total number is updated.

It is recommended that each of these fields be increased to allow for growth.

The total number of routes must be greater than zero.

RAN

This field shows the number of RAN routes. The range for this value is from zero to the maximum number of routes minus the number of ACD Auto Terminate (AT) and ACD Non AT routes.

ACD Auto Term (AT)

This field shows the number of ACD AT routes. The range for this value is from zero to the maximum number of routes minus the number of RAN and ACD Non AT routes.

The number of AT routes must be less than or equal to the number of AT trunks. Also, the number of AT routes and the number of AT trunks must both be equal to or greater than zero.

ACD Non AT

This field shows the number of ACD Non AT routes. The range for this value is from zero to the maximum number of routes minus the number of RAN and ACD AT routes. The number of ACD Non AT routes must be less than or equal to the number of Non AT trunks. The number of ACD Non AT routes and the number of Non AT trunks must both be equal to or greater than zero.

ACD Trunk Level Rpt

This field indicates whether the ACD trunk level detailed reporting is turned on or off.

It is recommended that the ACD Trunk Level Reporting field be turned off. This saves disk space and also improves the performance of the Meridian MAX system. If an error message appears in the system error log indicating that the process table is full, the system load is too high. Trunk Level Reporting should then be turned off if it is not already so.

> ***Note:*** Data will be lost if the Trunk Level Reporting is turned off at this point.

ACD Trunks

This field shows the total number of trunks. This total includes ACD AT and ACD Non AT trunks. The value in the round brackets, which appears next to the "ACD Trunks" heading, is the total number of ACD trunks specified. If one of the trunk values is changed, the total number is updated.

The total number of ACD trunks must be greater than zero.

Auto Termin (AT)

This field shows the number of ACD AT trunks. The range for this value is from zero to the maximum number of trunks minus the number of ACD Non AT trunks.

The number of ACD AT trunks must be greater than or equal to the number of ACD AT routes. Also, the number of ACD AT routes and the number of AT trunks must both be equal to or greater than zero.

Non AT

This field shows the number of ACD Non AT trunks. The range for this value is from zero to the maximum number of ACD trunks minus the number of ACD AT trunks.

The number of Non AT trunks and the number of ACD Non AT routes must both be equal to or greater than zero.

Operation Hours

These fields show the operation time parameter group. Keep in mind that these settings use a large amount of disk storage space.

Agent Shifts Per Day

This field shows the number of agent shifts (agent rotations) per day. The range for this value is from one to five.

Hours Per Day

This field shows the number of operation hours per day. This value is used to determine the number of intervals per day. The range for this value is from 1 to 24.

Days Per Week

This field shows the number of workdays per week. The range for this value is from one to seven.

Note: To ensure that Meridian MAX collects all the calls which are abandoned, set the *Hours Per Day* field to 24 and the *Days Per Week* field to 7.

Storage Duration

These fields show the length of time to be used by the system to collect data for reports. If seven is entered in the *Daily Data* field, it indicates that data should be collected for the previous seven days. If seven is entered in the *Weekly Data* field, it indicates data should be collected for the previous seven weeks. These values are used when reports are created (for example, in the Report Definition feature of the Meridian MAX).

Interval Data

This field shows the number of days for interval data storage. This value is greater than or equal to two.

Daily Data

This field shows the number of days for daily data storage. This value is greater than or equal to one.

Period reports are based on daily data. Set this value to at least the number of days in your longest period. If this value is not set correctly, your period reports may not reflect the correct values.

Weekly Data

This field shows the number of weeks for weekly data storage. This value is greater than or equal to one.

Monthly Data
This field shows the number of months for monthly data storage. This value is greater than or equal to one.

Event Log Data
This field shows the number of days for agent event log data storage. This value is greater than or equal to two.

Table 6-3 provides detailed information regarding measured value fields for the Basic Capacity Configuration screen.

Table 6-3
Basic Capacity Configuration measured value field descriptions

Field name	Time	Update rate	Measured value	Comment
M1 Positions	Real-time data	End of interval	Exact number	The measured value is an exact number and not an average. The measured value may exceed the expected value only if the switch has more positions defined than the Meridian MAX system. Meridian MAX only collects data for the expected number of positions. However, the measured value indicates to the user how many positions are actually defined on the switch. Measured values are not determined by using historical data. They are determined by using real-time data.
M1 Supervisors	Real-time data	End of interval	Exact number	The measured value is an exact number and not an average. The measured value may exceed the expected value only if the switch has more supervisors defined than the Meridian MAX system.

—continued—

Table 6-3 (continued)
Basic Capacity Configuration measured value field descriptions

Field name	Time	Update rate	Measured value	Comment
				Meridian MAX only collects data for the expected number of supervisors. However, the measured value indicates to the user how many supervisors are actually defined on the switch. If a supervisor is added on the switch, this will not be reflected by Meridian MAX automatically. For the added or deleted supervisors to be detected by Meridian MAX, a configuration update or Meridian 1 initialization is required. Measured values are not determined by using historical data. They are determined by using real-time data.
Agent ID	System lifetime data	End of interval	Exact number	The measured value is an exact number and not an average. The measured value may exceed the expected value only if the number of Agent IDs used exceeds the expected number of Agent IDs. Meridian MAX only collects data for the expected number of Agent IDs. However, the measured value indicates to the user how many Agent IDs are actually used.

—continued—

Table 6-3 (continued)
Basic Capacity Configuration measured value field descriptions

Field name	Time	Update rate	Measured value	Comment
				This number is updated at the end of every interval. It denotes the total number of agents used over the system lifetime. Agents are never deleted. If an agent logs out, the agent is not considered deleted. The agent still exists but is not operational. Therefore, the Agent ID number can only increase.
DNIS	Current day data	End of interval	Exact number	The measured value is an exact number and not an average. The measured value may exceed the expected value only if the total number of DNIS numbers used exceeds the expected number. Meridian MAX only collects data for the expected number of DNIS numbers. However, the measured value indicates to the user how many DNIS numbers are actually used. This number is updated at the end of every interval. It denotes the number of DNIS numbers used throughout the current day. The DNIS measured number is reset at midnight and the count restarts.

—continued—

Table 6-3 (continued)
Basic Capacity Configuration measured value field descriptions

Field name	Time	Update rate	Measured value	Comment
Activity Code	Real-time data	End of interval	Exact number	The measured value is an exact number and not an average. The measured value may exceed the expected value only if the number of activity codes used exceeds the expected number. Meridian MAX only collects data for the expected number of activity codes. However, the measured value indicates to the user how many activity codes are actually used. This number is updated at the end of every interval. It denotes the total number of activity codes used over the system lifetime.
Avg. Calls per Hour	Current day data	End of interval	Average	This value is updated at the end of each interval. It is the average number of simple calls that are received since midnight. At midnight, this value is reset.
Queues	Real-time data	End of interval	Exact number	The measured value is an exact number and not an average. The measured value may exceed the expected value only if the switch has more queues defined than the Meridian MAX system.

—continued—

Table 6-3 (continued)
Basic Capacity Configuration measured value field descriptions

Field name	Time	Update rate	Measured value	Comment
				Meridian MAX only collects data for the expected number of queues. However, the measured value indicates to the user how many queues are actually defined on the switch. This value is the total number of ACD-DNs + CDNs + IVR/Mail queues. It is updated at the end of each interval. Measured values are not determined by using historical data. They are determined by using real-time data.
ACD-DNs	N/A	N/A	N/A	This number indicates the maximum number of ACD–DNs for which Meridian MAX collects data. This field has no measured value. Meridian MAX uses the expected number entered by the user to determine the expected database size.
CDNs	N/A	N/A	N/A	This number indicates the maximum number of CDNs for which Meridian MAX collects data. This field has no measured value. Meridian MAX uses the expected number entered by the user to determine the expected database size.

—continued—

Table 6-3 (continued)
Basic Capacity Configuration measured value field descriptions

Field name	Time	Update rate	Measured value	Comment
IVR/MAIL	N/A	N/A	N/A	This number indicates the maximum number of IVR/Mail queues for which Meridian MAX collects data. This field has no measured value. Meridian MAX uses the expected number entered by the user to determine the expected database size.
ACD Trunk Level Reporting	N/A	N/A	N/A	The valid values for this field are ON or OFF. Measured values are not determined by using historical data. They are determined by using real-time data.
Routes	Real-time data	End of interval	Exact number	The measured value is an exact number and not an average. The measured value may exceed the expected value only if the switch has more routes defined than the Meridian MAX system.
				Meridian MAX only collects data for the expected number of routes. However, the measured value indicates to the user how many routes are actually defined on the switch. This value is the total sum of RAN routes, ACD Auto Terminate (AT) routes, and ACD Non AT routes.

—continued—

Table 6-3 (continued)
Basic Capacity Configuration measured value field descriptions

Field name	Time	Update rate	Measured value	Comment
RAN	N/A	N/A	N/A	This number indicates the maximum number of RAN routes for which Meridian MAX collects data. This field has no measured value. Meridian MAX uses the expected number entered by the user to determine the expected database size.
ACD Auto Terminate (AT)	N/A	N/A	N/A	This number indicates the maximum number of ACD AT and ACD Non AT routes for which Meridian MAX collects data. This field has no measured value. Meridian MAX uses the expected number entered by the user to determine the expected database size.
ACD Non AT	N/A	N/A	N/A	This number indicates the maximum number of ACD AT and ACD Non AT routes for which Meridian MAX collects data. This field has no measured value. Meridian MAX uses the expected number entered by the user to determine the expected database size.

—continued—

Table 6-3 (continued)
Basic Capacity Configuration measured value field descriptions

Field name	Time	Update rate	Measured value	Comment
ACD Trunks	Real-time data	End of interval	Exact number	The measured value is an exact number and not an average. This number is the total number of Auto Terminate (AT) trunks and Non AT Trunks. If trunk level reporting is turned off, the measured route number is used.
Auto Terminate (AT)	N/A	N/A	N/A	This number indicates the maximum number of AT and Non AT trunks for which Meridian MAX collects data. This field has no measured value. Meridian MAX uses the expected number entered by the user to determine the expected database size.
Non AT Trunks	N/A	N/A	N/A	This number indicates the maximum number of AT and Non AT trunks for which Meridian MAX collects data. This field has no measured value. Meridian MAX uses the expected number entered by the user to determine the expected database size.

—continued—

Table 6-3 (continued)
Basic Capacity Configuration measured value field descriptions

Field name	Time	Update rate	Measured value	Comment
Operation Hours	N/A	N/A	N/A	
Agent Shifts Per Day	N/A	N/A	N/A	This field has no measured value. Meridian MAX uses the expected number entered by the user to determine the expected database size.
Hours Per Day	N/A	N/A	N/A	This field has no measured value. Meridian MAX uses the expected number entered by the user to determine the expected database size.
Days Per Week	N/A	N/A	N/A	This field has no measured value. Meridian MAX uses the expected number entered by the user to determine the expected database size.
Storage Duration	N/A	N/A	N/A	These fields are updated every day at approximately 2 a.m. after the daily midnight backup.
Interval Data (days)	All stored intervals	Daily	Exact number	This number indicates the amount of interval data, measured in days, currently stored on the system.
Daily Data (days)	All stored days	Daily	Exact number	This number indicates the amount of daily data, measured in days, currently stored on the system.

—continued—

Table 6-3 (continued)
Basic Capacity Configuration measured value field descriptions

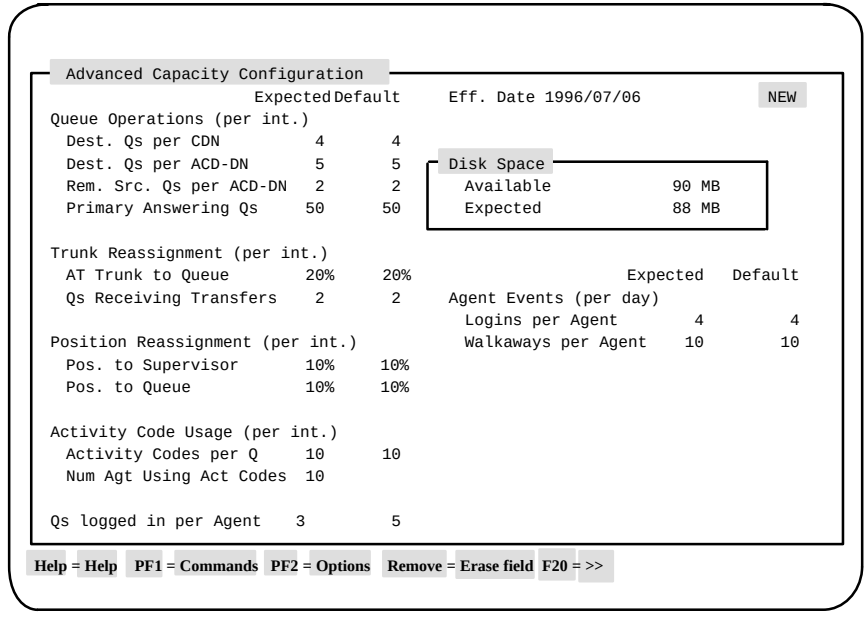
Field name	Time	Update rate	Measured value	Comment
Weekly Data (weeks)	All stored weeks	Daily	Exact number	This number indicates the amount of weekly data, measured in weeks, currently stored on the system.
Monthly Data (months)	All stored months	Daily	Exact number	This number indicates the amount of monthly data, measured in months, currently stored on the system.
Event Log Data (days)	All stored days	Daily	Exact number	This number indicates the amount of agent event logged data, measured in days, currently stored on the system.

—end—

Advanced Capacity Configuration

The Advanced Capacity Configuration screen, as seen in Figure 6-9, is accessed by pressing {F6} while the Basic Capacity Configuration screen is displayed. Any changes to the parameters automatically change the disk space requirements.

Figure 6-9
Sample Advanced Capacity Configuration screen for SNN system



Note: Once any changes have been made in the Advanced Capacity Configuration screen, the user is required to return to the Basic Capacity Configuration screen where the changes can then be saved.

Function keys

PF1 = Commands

The following commands are available after pressing [Commands]:

Return to the Basic Capacity Screen

If enabled, this command returns you to the Basic Capacity Configuration screen.

Restart with Initial Values

This command restores the starting values of a new configuration in the "Expected" column and restarts the editing session from the Basic Capacity Configuration screen. This option is available only if your system is not yet configured or if your system is configured but the system is down.

View Current Configuration

If enabled, this command displays the current Advanced Capacity Configuration screen when the Meridian MAX is shut down.

Return to New Configuration

If enabled, this command returns you to the new configuration of the Advanced Capacity Configuration screen when the system is shut down.

Print Current Configuration

This command prints a report of the current configuration to the default printer. This option is available only if the current Meridian MAX configuration is shown on the screen.

PF2 = Options

This function key shows valid field ranges.

Remove = Erase field

This function key resets an entered value of the selected field to the minimum allowed value.

F6 = Basic Capacity

If enabled, this function key changes the display to the Basic Capacity Configuration screen.

F7 = Validate fields

This function key validates the field value. If there are any errors, a window appears in the upper right-hand corner of the screen describing the error. Once the error is corrected, the error popup window disappears or another error message appears. If there are no errors, the following message is displayed at the bottom of the screen: "Validation is complete. There are 0 errors."

Whenever you press the [Validate fields] key during an installation upgrade or capacity reconfiguration, the following message appears:

```
Checking for any potential loss of data...
```

If no potential loss of data occurs, the system continues.

If a potential loss of data does occur, the following message appears in a pop–up window:

```
Warning—Potential Data Loss The new configuration will retain
    XX of YY days of existing interval data
    XX of YY days of existing daily data
    XX of YY weeks of existing weekly data
    XX of YY months of existing monthly data
    XX of YY days of existing event log data
```

(where XX represents the number of the data units that will be retained, and YY represents the number of data units currently stored in the database)

This message is followed by another message that explains what fields need to be adjusted to avoid data loss. For example, the following message explains the potential trunk data loss:

```
If you do not wish to lose data, please adjust storage duration
fields, avg. calls per hour or trunk level report. If trunk
level report is OFF, you may also adjust the number of routes.
If it is ON, you may adjust the number of trunks, the trunk
reassignment percentage, the number of call transfers received
per queue or the number of primary answering queues.

For more information, refer to the Meridian MAX Maintenance and
Diagnostics Guide.

Press ENTER to continue.
```

Press **{RETURN}** to return to the Advanced Capacity Configuration screen. Change the fields listed in the message and repeat the validation until no data loss occurs.

Column headings

Expected

This column shows the expected or required capacity for the configuration shown. The initial values in this column are calculated from the parameters entered in the Basic Capacity Configuration screen for a new installation, or the previous expected capacity values for a Meridian MAX upgrade or capacity reconfiguration.

Measured/Default

If you select the "Current" configuration view (if enabled), this column shows the measured values of the current Capacity Configuration parameters.

Note: Detailed field descriptions for the Advanced Capacity Configuration screen's measured values are shown in Table 6-4.

If you are configuring a new system, the "*Default*" column shows the default values for the expected limits. The values are preset or derived from the values entered on the Basic Capacity Configuration screen.

The system limits, though not seen in the previous screen, do exist for some of the "*Expected*" values. Press [Options] to see the valid ranges.

Fields

Eff. Date

This field shows the date on which the configuration occurs. This field can be viewed but not changed.

Disk Space

These fields show the disk space measured in megabytes (1 048 576 bytes). It is recommended that you keep a careful eye on these fields as you adjust the other fields on the screen to ensure that the system does not become overburdened.

Available

This field shows the disk space available for use by the historical data collection for the platform used by your system. The disk capacity is 460 Mbytes for the SNN/SNN-E, 250 Mbytes for IPE-E, and 90 Mbytes for the IPE.

Expected
This field shows the forecasted disk space required by the configuration entered on this screen. Each time a field is changed, this expected disk space is automatically changed to show the amount of disk space the change will require.

Queue Operations (per int.)

These fields show the characteristics of ACD queue operations.

Dest. Qs per CDN
This field shows the average number of destination queues per CDN in an interval. The range for this value is from zero to the number of ACD-DNs and IVR queues. This field is available only if the CCR option is enabled.

The number of destination queues per CDN must be equal to zero when there is no CDN. The number of CDNs is expected to be greater than zero when CCR is enabled. Before entering a value in this field, check the number of queues which have tried to send a call to a script. The number you enter in this field should be higher than this number of queues to allow for growth.

Dest. Qs per ACD-DN
This field shows the average number of local and remote destination ACD-DN and IVR queues per interval to which an ACD call may overflow as the result of a queue overflow, basic, enhanced, or network time overflow or interflow. The range for this value is from 0 to 20.

Rem. Src. Qs per ACD-DN
This field shows the average number of remote source ACD-DN and IVR queues per interval from which an ACD call may network time overflow to a local ACD-DN queue. The range for this value is from 0 to 50.

Before entering a value, check the number of remote sites and queues which have tried to target queues at your site. The number you enter in this field should be higher than this total to allow for growth.

Primary Answering Qs
This field shows the average number of primary entering queues (ACD queues to which all ACD calls are first directed in the Meridian 1 switch) in an interval. The range for this value is from zero to the total number of queues. The number of primary answering queues must not exceed the total number of queues.

Trunk Reassignments (per int.)

These fields show the frequency in which trunks are reassigned. If you do not have the capability of moving trunks from queue to queue, ignore this section.

AT Trunk to Queue

This field shows the average percentage of auto terminate trunks reassigned to another queue in an interval. The range for this value is from 0 to 100 percent.

Before entering a value, look at the number and frequency that trunks are moved in a 30-minute period. The number you enter in this field should be higher than this figure to allow for growth.

Qs receiving Transfers

This field shows the average number of manual call transfers received by an ACD-DN queue from another ACD-DN queue in an interval.The number of queues receiving transfers must not exceed the total number of queues.

Before entering a value, find the number of calls which are normally transferred from a queue to a queue and allow for growth.

Positions Reassignment (per int.)

These fields show the frequency in which positions are reassigned. It is not necessary to frequently change these fields. Examine your busiest time period and note the frequency that positions are reassigned. Use this period to calculate your averages.

Pos. To Supervisor

This field shows the average percentage of positions reassigned to another supervisor in an interval. The range for this value is from 0 to 100 percent.

Pos. To Queue

This field shows the average percentage of positions reassigned to another queue in an interval. The range for this value is from 0 to 100 percent.

Activity Code Usage (per int.)

This field shows the frequency with which activity codes are used on the Meridian MAX.

Activity Codes per Q

This field shows the average number of activity codes you expect to be used per ACD-DN (excluding CDN queues) in an interval. The range for this value is from zero to the number of activity codes.

The number of activity codes per queue must not exceed the total number of activity codes defined on the Basic Capacity Configuration screen.

Num Agt Using Act Codes

This field specifies the number of agents who will have their activity codes collected and sorted for each interval. This information will be presented in reports by agents.

This number cannot exceed the maximum number entered in the *Agent IDs* field on the Basic Capacity Configuration display.

Prior to Meridian MAX 8, the activity codes could only be sorted by queue. If this field is set to 0, the activity codes will be sorted only by queue and not by agent.

Qs logged in per agent

This field shows an estimate of the average number of ACD-DNs serviced simultaneously per agent. This value does not limit the number of simultaneous logins per agent. The range for this value is from one to five. The default value for a new installation is three if the MQA feature is enabled. If MQA is disabled, the default value is one. This field only appears if your system has MQA.

Agent Events (per day)

These fields show the agent event frequency.

Logins per Agent

This field shows the average number of login events per agent in a day. A login and a logout are together counted as one event. The range for this value is from 1 to 999.

Walkaways per Agent

This field shows the average number of walkaway events per agent in a day. A walkaway and a return are together counted as one event. The range for this value is from 0 to 999.

Table 6-4 provides detailed information regarding measured value fields for the Advanced Capacity Configuration screen.

Table 6-4
Advanced Capacity Configuration measured value field descriptions

Field name	Storage duration	Update rate	Measured value	Comment
Queue Operations (per int.)	N/A	N/A	N/A	
Dest. Qs per CDN	All stored months	Once per week	Average	The measured value provides the average number of target ACD-DNs per CDN to which calls are directed through CCR. The period of time for which this measurement is taken is defined in the Storage Duration – Monthly Data field. The measured value may exceed the expected value.
Dest. Qs per ACD-DN	N/A	N/A	N/A	This field has no measured value. Meridian MAX uses the expected number entered by the user to determine the expected database size.
Rem. Src. Qs per ACD-DN	N/A	N/A	N/A	This field has no measured value. Meridian MAX uses the expected number entered by the user to determine the expected database size.
Primary Answering Qs	All stored months	Once per week	Exact number	The measured value provides the number of unique queues (ACD-DN, CDN, and IVR/Mail) to which all external calls are directed.

—continued—

Table 6-4 (continued)
Advanced Capacity Configuration measured value field descriptions

Field name	Storage duration	Update rate	Measured value	Comment
				The period of time for which this measurement is taken is defined in the Storage Duration – Monthly Data field. The expected value denotes the number of unique queues (ACD-DN, CDN, and IVR/Mail) per interval that would receive external calls. Therefore, the measured value could exceed the expected value.
Trunk Reassignment (per int.)	N/A	N/A	N/A	
AT Trunk to Queue	N/A	N/A	N/A	This field has no measured value. Meridian MAX uses the expected number entered by the user to determine the expected database size.
Qs Receiving Transfers	N/A	N/A	N/A	This field has no measured value. Meridian MAX uses the expected number entered by the user to determine the expected database size.
Position Reassignment (per int.)	N/A	N/A	N/A	
Pos. to Supervisor	N/A	N/A	N/A	This field has no measured value. Meridian MAX uses the expected number entered by the user to determine the expected database size.

—continued—

Table 6-4 (continued)
Advanced Capacity Configuration measured value field descriptions

Field name	Storage duration	Update rate	Measured value	Comment
Pos. to Queue	N/A	N/A	N/A	This field has no measured value. Meridian MAX uses the expected number entered by the user to determine the expected database size.
Activity Code Usage (per int.)	N/A	N/A	N/A	
Activity Codes per Q	All stored intervals	Once per week	Average	The measured value provides the average number of activity codes per ACD-DN per interval. The period of time for which this measurement is taken is defined in the Storage Duration – Interval Data field. The measured value may exceed the expected value.
Num Agt Using Act Codes	All stored intervals	Once per week	Average	The measured value provides the average number of agents who use activity codes per interval. The period of time for which this measurement is taken is defined in the Storage Duration – Interval Data field. The measured value may exceed the expected value.
Qs Logged in per Agent	N/A	N/A	N/A	This field has no measured value. Meridian MAX uses the expected number entered by the user to determine the expected database size.

—continued—

Table 6-4 (continued)
Advanced Capacity Configuration measured value field descriptions

Agent Events (per day)	N/A	N/A	N/A	
Logins per Agent	N/A	N/A	N/A	This field has no measured value. Meridian MAX uses the expected number entered by the user to determine the expected database size.
Walkaways per Agent	N/A	N/A	N/A	This field has no measured value. Meridian MAX uses the expected number entered by the user to determine the expected database size.

—end—

Calculating calls per hour

This section describes how to calculate the number of calls which can be supported by your Meridian MAX in a variety of scenarios.

Describing calls per hour

The maximum number of calls per hour (cph or call rate) for a Meridian MAX is calculated as simple calls per hour. A simple call per hour is an external call which enters an ACD-DN, answered by an agent servicing that ACD-DN, and released. This scenario generates five HSL messages. A simple abandoned call generates two HSL messages. There are more HSL messages when the call is routed through CCR, IVR, NACD, and so on.

In Meridian MAX 9, the maximum call rates (when using most of the features) have been reduced to accommodate new features which require a significant amount of disk space and memory.

The maximum sustainable call rate varies depending on the load on the Meridian MAX, which depends on the features being used at the time. The peak call rate (a rate greater than the maximum sustainable call rate) is difficult to determine since it will adversely affect the performance of the various features. The effects are different depending on the set of features.

The call rates stated are the rates that the Meridian MAX can support. The Meridian 1 may support maximum/peak call rates higher or lower than the Meridian MAX can support.

Call rates at full load

A fully loaded Meridian MAX has almost every feature in use to its maximum capacity with certain events occurring during peak day service. This causes the system to use more CPU and I/O resources.

This is a list of the most common features and events which consume a large amount of CPU and I/O resources.

- These options, which can be purchased, must be enabled: MTE, CCR, NACD, CC, NAC, MQA, and MSI.
- These options, which can also be purchased, are set to their maximum: number of queues, positions, LAN supervisor sessions, MEI-Network links, and MEI-Observe links.
- Trunk-level reporting and the agent activity code feature are enabled.
- Interval data is being stored from RAM to disk.
- Midnight routines are not running.
- Meridian MAX supervisors have their display refresh rate set at 10 seconds.
- Maximum number of Meridian MAX supervisors are logged in.
- Shifts change with about one third of the agents logging on and off.
- Supervisors are using the Spare Position Handling feature.
- Three simultaneous historical reports are being generated.
- Historical database is one third its maximum size.
- There are no active MSI connections, NAC connections, or Configuration Control commands.
- There is one active MEI-Network connection.
- There are three active MEI-Observe connections.

Table 6-5 provides the maximum sustainable call rate which can be supported by a fully loaded Meridian MAX. On the Meridian 1, all the agents are servicing five queues with talk times of 30, 60, 90, and 120 seconds, randomly selected.

Table 6-5
Maximum sustainable call rate at full load (with shift change)

Platform	HSL baud rate	Meridian MAX 9 simple calls per hour	Meridian MAX 9 HSL messages per hour
SNN-Enhanced	9600 or 19 200	22 000	110 000
SNN	9600 or 19 200	10 000	50 000
IPE-Enhanced	9600 or 19 200	3500	17 500
IPE	9600 or 19 200	4000	20 000

Call rates without shift change

Table 6-6 shows the maximum sustainable call rates based on a scenario in which a system is fully loaded but not undergoing a shift change.

Table 6-6
Maximum sustainable call rate at full load (without shift change)

Platform	HSL baud rate	Meridian MAX 9 simple calls per hour	Meridian MAX 9 HSL messages per hour
SNN-Enhanced	9600 or 19 200	23 000	115 000
SNN	9600 or 19 200	11 000	55 000
IPE-Enhanced	9600 or 19 200	9000	45 000
IPE	9600 or 19 200	9000	45 000

Chapter 7: Fault isolation checklist

Overview

The fault isolation checklist is designed to help perform general diagnostics on your Meridian MAX. If problems occur that are not covered by these procedures, contact your Nortel support personnel.

The following tools are needed in order to carry out a number of the diagnostic procedures included in the fault isolation checklist:

- small Phillips screwdriver
- small slotted screwdriver
- breakout box or protocol analyzer
- static ground strap

In order to make changes to the hardware configuration, Meridian MAX must be shut down. Displays or printers not on the LAN can be added or deleted while the system is running.

Table 7-1 provides a list of acronyms used in this chapter.

Table 7-1
Acronym table

Acronym	Meaning
AM	Application Module
AUI	Auxiliary Unit Interface
CC	Configuration Control
CPU	Central Processing Unit
HSL	High-Speed Link
IPE	Intelligent Peripheral Equipment
LAN	Local Area Network
LED	Light Emitting Diode
LML	Load Management Link
MAU	Multiple Auxiliary Unit
MPDU	Modular Power Distribution Unit
MPSA	MAX Peripheral System Administration The MPSA program is run when *"Configure Meridian MAX System"* is selected from the Maintenance and Administration menu.
MSU	Mass Storage Unit
MTE	Meridian Terminal Emulator
SDI	Serial Data Interface
VDT	Video Display Terminal

Note: The Configuration Control feature uses a Load Management Link that is also referred to as a Configuration Control Link.

Testing cable for defects

Several diagnostic procedures recommend testing a cable for defects. This can be done in one of two ways:

1 Swap the cable with another cable of the same type that is known to be working. If this works, the original cable is defective.

2 Test the cable using a multi-meter.

Refer to the *Meridian MAX 9 Installation Guide* (NTP 553-4001-111), "Cables" sections of either the "Hardware installation: Application Module" or "Hardware installation: Intelligent Peripheral Equipment (IPE) module" chapters for the pinouts of the various external cables used with each system.

Refer to the *Meridian MAX 9 Installation Guide* (NTP 553-4001-111), "Field replaceable parts" chapter, for a list of field replaceable parts and cables for the Application Module and the Intelligent Peripheral Equipment (IPE) module.

Checking power—application module

DANGER
Risk of personal injury and equipment damage

All power cabling changes and checks should be made with the column or power, or both, turned off. Ensure the correct MPDU/AM is installed for the column's current type (AC/DC).

Procedure 7-1 describes how to isolate a problem with the power of your application module.

Procedure 7-1
To check power—application module

1 Is Meridian MAX 9 running on an IPE/IPE-E module?

If so, perform Procedure 7-2.

2 Is the M1 column powered up?

If not

- Verify that you are receiving power from the main power outlet.
- Verify connections from the pedestal to the power source and ground.
- Verify power cable connections from the pedestal to the top cap through power monitor boards.
- Ensure that the jumpering of power monitor boards is correct.
- Ensure that the pedestal breaker is turned on.
- Refer to the Application Equipment Module Installation Guide (NTP 553-3201-200) for more information.

3 Is the correct MPDU breaker for the AM turned on?

If not, or if you are unsure

- The top breaker is for the left-hand AM; the bottom breaker is for the right-hand AM. The breaker may be in the ON position, but it may be tripped. First, turn the breaker OFF and then ON.

4 Do any of the LEDs on the AM cards or MSUs, or both, light up (even briefly)?

If not

- MPDU or cable harnesses, or both, are defective or improperly connected.
- Verify the proper connections between the MPDU and the column power supply, and between the MPDU and the AM/MSUs.
- If the power supply connections are correct and secure, replace the MPDU or harness, or both.
- Refer to the Application Equipment Module Installation Guide (NTP 553-3201-200) for more information.

If the pedestal breaker repeatedly trips, do the following:

- Review environmental conditions to ensure that they are within specification, such as the inlet air temperature relative to the number of tiers and the fuse rating at the panel.
- Review the jumpering and cabling of the power monitor boards.
- Verify that the power source is within specification.
- Refer to the Application Equipment Module Installation Guide (NTP 553-3201-200) for more information.

If an MPDU breaker trips repeatedly, any of the following could be responsible:

- Not enough power is being received from the main power outlet.
- The MPDU may be defective.
- The pedestal may be defective.
- The cable harness(es) may be defective.
- The AM or MSU, or both, power harnesses or assemblies may be defective.

Refer to the *Application Equipment Module Installation Guide* (NTP 553-3201-200) for more information.

5 Do any of the LEDs on the MSU go on (or flash briefly)?

If not

- Verify connections and harnesses between MPDU and MSU.
- If the connections are correct and secure, replace harnesses.
- If there is still no power, replace the MSU.

Note whether one or both disk and tape drive LEDs failed to light. If an LED on either device went on or flashed, this indicates that the MPDU and power harnesses are okay.

The device whose LED did not light is probably defective. Refer to the *Application Equipment Module Installation Guide* (NTP 553-3201-200) for more information.

6 Provided that the MPDU and MSU are functioning correctly, do any of the LEDs on the AM cards go on (or flash briefly)?

If not

- Verify connections and harnesses between MPDU and AM.
- If the connections are secure, replace harnesses.
- If there is still no power, replace the AM itself (but retain the cards).
- Refer to the Application Equipment Module Installation Guide (NTP 553-3201-200) for more information.

7 Ensure that power is off before proceeding. Ensure that all cards are seated properly. All faceplates should be flush.

8 To reseat a card, remove the two screws at the top and bottom of the card, then remove the card using the extractors at the top and bottom. Pull it out several inches.

9 Using both hands, press firmly on the screw at the center of the faceplate until the faceplate is flush with adjacent cards, and the extractors have returned to a level position.

10 Do one or more LEDs on ALL cards go on or flash briefly?

If not

- If, after several attempts, the card still does not appear to be powered, replace the card.
- If, on restoring power, the card's LEDs do not go on, replace the AM itself (but retain the cards). Refer to the Application Equipment Module Installation Guide (NTP 553-3201-200) for more information.

11 End of Procedure 7-1.

Checking power—IPE/IPE-E module

DANGER
Risk of personal injury and equipment damage

All power cabling changes and checks should be made with the Option 11 or Option 21–81 power turned off.

Procedure 7-2 describes how to isolate a problem with the power of your IPE/IPE-E module.

Procedure 7-2
To check power—IPE/IPE-E module

1 Is the Option 11 or Option 21–81 column powered up?

If so, go to Step 3.

If not

Option 11

- Ensure that the power supply is powered on.
- Verify power connections at the AC outlet or at the -48 V DC rectifier.
- Verify power cable connections from the base of the power supply.

Option 21–81

- Verify connections from pedestal to power source and ground.
- Verify power cable connections from pedestal to top cap through power monitor boards.
- Ensure that the jumpering of the power monitor boards is correct.
- Ensure that the pedestal breaker is turned on.

2 Is the Option 11 or Option 21–81 column powered up?

If not, go to Step 10.

3 Is the Meridian MAX IPE/IPE-E module powered up?

If so, go to Step 11.

If not, check to see if the RUN light on the module faceplate is lit.

4 Ensure that the chosen slots are properly cabled.

Is the RUN light on the module faceplate lit?

If so, power off the IPE/IPE-E module and move it to another properly cabled slot section. Go to Step 6.

If not, press the power switch.

5 Is the RUN light on the module faceplate lit?

If so, go to Step 3.

If not, go to Step 10.

6 Ensure that power is off before proceeding. Ensure that the module is seated properly. All faceplates should be flush.

7 To reseat the module, remove the module using the extractors at top and bottom. Pull it out several inches.

8 Using both hands, press firmly on the screw at the center of the faceplate until the faceplate is flush with adjacent cards, and the extractors have returned to level position.

9 Is the Meridian MAX IPE/IPE-E module powered up?

If so, go to Step 11.

10 Contact Nortel support personnel for further assistance.

11 End of Procedure 7-2.

Checking system console

The supported console terminal type is a DEC VT220, VT420, VT520, or 100 percent compatible terminal.

> ***Note:*** If you have a PC running Reflection 4+ or MTE, Supervisor Display Access (SDA) is not supported.

Refer to the terminal vendor's documentation for additional information on how to set up the required configuration.

Refer to the *Meridian MAX 9 Installation Guide* (NTP 553-4001-111), "Workstations" chapter, for replacement procedures for more information on setting up your workstation.

If the terminal being used supports terminal type emulations in addition to VT220 (depending on your application), make sure the correct emulation is selected.

Certain steps in this procedure involve pressing the RESET button on the front panel of the Meridian MAX IPE/IPE-E module. When performing this action where multiple applications are installed in the Option 11 or Option 21–81, make sure you reset correctly.

The console terminal should remain connected and turned on at all times during operation of an application.

Procedure 7-3
To check system console

1. Are the terminal connections secure?

   If not, secure all connections.

2. Is the terminal connected to a power source?

   If not, connect the terminal to a power source.

3. Turn the terminal on.

4. Does the VDT successfully complete its start-up self test?

   If not, the terminal is defective. Replace the terminal. Go to Step 1.

5. Do the terminal's settings match those in the *Meridian MAX 9 Installation Guide* (NTP 553-4001-111), "Workstations" chapter?

   If not, reset all settings to factory default, then reset terminal parameters.

6 Place the terminal into LOCAL mode. Type a random mixture of letters.

If all the letters typed do not appear on the screen, the terminal is defective. Replace the terminal. Go to Step 1.

7 Place the terminal into ONLINE mode. Ensure that the {**CAPS LOCK**} key is off.

8 If your system is running on an IPE/IPE-E module, is the console cable securely connected to the VDT and to Port 1 of the NT1R03AA cable?

If your system is running on an SNN/SNN-E module, is the console cable securely connected to the VDT and to SYS CONS, located on the I/O panel?

> ***Note:*** If you are running an SDA session through the remote diagnostics port, the cable should be connected to Port 2 on the Meridian MAX IPE/IPE-E module.

If not, secure the connections.

If your system is running on an IPE/IPE-E module, go to Step 11.

9 Are the cables through the rear of the AM connected securely to the MVME712(A)M card?

If not, secure the connections.

10 Was the system running when the console terminal became inoperative?

If not, or if you are unsure, go to Step 12.

11 Reset the Communications menu on the terminal, then press **{RETURN}** several times. Does the prompt “Console Login:” appear?

> ***Note:*** If you are running an SDA session on the remote diagnostics port of an IPE/IPE-E module, the prompt “login:” appears.

Did output of any kind appear? If not, go to Step 15.

*Press the **{BREAK}** key. Does the prompt “Console Login:” appear?*

Repeat this step six to eight times.

> ***Note:*** Be careful not to press the {BREAK} key too quickly in succession. If the “Console Login:” prompt appears and you press {BREAK} again, you will have to keep pressing {BREAK} another six to eight times until the prompt appears again.

If the “Console Login:” prompt still does not appear, go to Step 12.

If the "Console Login:" prompt appears, go to Step 17.

12 Press the RESET button on the front of the IPE/IPE-E module, or the MVME167-34 card on the AM.

This will halt the operation of the application if it is running. Notify users of system outage before performing this step.

13 Does output appear on the terminal?

If not, go to Step 15.

14 Does initial firmware output appear? (This information can be found in the *Meridian MAX 9 Installation Guide* (NTP 553-4001-111), "Workstations" chapter.)

If not, go to Step 16.

15 If your system is running on an IPE/IPE-E module, one or more of the following may be defective:

- four-port I/O cable
- extension cable
- console terminal
- the Meridian MAX IPE/IPE-E module

If your system is running on an AM, one or more of the following may be defective:

- console cable
- console terminal
- internal cable
- MVME167-34 CPU card or MVME 177-005 CPU card
- the AM itself

Replace each in turn, then perform Procedure 7-3 again. Refer to the Meridian MAX 9 Installation Guide *(NTP 553-4001-111), "Hardware installation: Intelligent Peripheral Equipment (IPE) module" chapter, "Hardware replacements" section, for replacement procedures for the IPE/IPE-E module.*

Refer to the Meridian MAX 9 Installation Guide *(NTP 553-4001-111), "Hardware installation: Application Module (SNN/SNN-E)" chapter, "Hardware upgrades and replacements" section, for replacement procedures for the application module.*

16 If your system is running on an IPE/IPE-E module, one or more of the following may be defective:

- console terminal
- the Meridian MAX IPE/IPE-E module

If your system is running on an AM, one or more of the following may be defective:

- console terminal
- MVME167-34 CPU card or MVME 177-005 CPU card

Replace each in turn, then perform Procedure 7-3 again. Refer to the Meridian MAX 9 Installation Guide *(NTP 553-4001-111), "Hardware installation: Intelligent Peripheral Equipment (IPE) module" chapter, "Hardware replacements" section, for replacement procedures for the IPE/IPE-E module.*

Refer to the Meridian MAX 9 Installation Guide *(NTP 553-4001-111), "Hardware installation: Application Module (SNN/SNN-E)" chapter, "Hardware upgrades and replacements" section, for replacement procedures for the application module.*

17 End of Procedure 7-3.

Checking system start-up

Procedure 7-4 describes how to isolate a problem with the system start-up.

Procedure 7-4
To check system start-up

1. Is Meridian MAX running on an IPE/IPE-E module?

   If yes, go to Step 6.

2. Perform Procedure 7-5.
3. Power on the module.
4. Check start-up messages on the screen against the *Meridian MAX 9 Installation Guide* (NTP 553-4001-111), “Software installation” chapter, to verify that the correct start-up messages are displayed.
5. Do all start-up messages match the NTP?

   If not, perform Procedure 7-6.

   If so, your system has started up successfully. Go to Step 10.

6. Perform Procedure 7-7.
7. Power on the module.
8. Check start-up messages on the screen against the *Meridian MAX 9 Installation Guide* (NTP 553-4001-111), “Software installation” chapter, to verify that the correct start-up messages are displayed.
9. Do all the start-up messages match the NTP?

   If not, perform Procedure 7-8.

   If so, your system has started up successfully. Go to Step 10.

10. End of Procedure 7-4.

Checking system start-up—initial start-up messages

Procedure 7-5 describes how to isolate a problem with the system start-up and the initial start-up messages.

Procedure 7-5
To check system start-up—initial start-up messages

1. Power off the SNN/SNN-E module. Wait 20 seconds and power it back on again.
2. Do the initial start-up messages appear?

   Refer to the Meridian MAX 9 Installation Guide *(NTP 553-4001-111), “Software Installation” chapter, for expected start-up messages.*

   If not, go to Step 6.

3 Press **{BREAK}**, then enter **bo 0,40** after the tape drive is rewound. The tape drive light turns off when the tape is rewound. Does the special boot menu appear?

Refer to the Meridian MAX 9 Installation Guide *(NTP 553-4001-111), "Software Installation" chapter, for expected boot menu.*

If not, go to Step 6.

4 Refer to the *Meridian MAX 9 Installation Guide* (NTP 553-4001-111), "Hardware installation: Application Module (SNN/SNN-E)" chapter, "Hardware Upgrades and Replacements" section, "Configuring the CPU card" subsection, to begin debugger setup.

Go to Step 5.

5 Power off the module.

Go to Step 7.

6 Power off the module. Replace the MVME167-34 CPU card or MVME 177-005 CPU card.

Note: For instructions on how to remove or replace the CPU card, refer to the *Meridian MAX 9 Installation Guide* (NTP 553-4001-111), "Hardware installation: Application Module (SNN/SNN-E)" chapter, "Hardware upgrades and replacements" section, "Replacing the CPU card" subsection.

Perform Procedure 7-4 again.

7 End of Procedure 7-5.

Checking system start-up—error messages

Procedure 7-6 describes how to isolate a problem with the system start-up using the system error messages.

Procedure 7-6
To check system start-up—error messages

1 Is the FAIL (red) LED on the MVME167-34 card or the MVME 177-005 card lit?

If yes, replace the card. Perform Procedure 7-4 again.

Note: For instructions on how to remove and replace the CPU card, refer to the *Meridian MAX 9 Installation Guide* (NTP 553-4001-111), "Hardware installation: Application Module (SNN/SNN-E)" chapter, "Hardware upgrades and replacements" section, "Replacing the CPU card" subsection.

2 Does the "System Panic" message appear?

If yes, the UNIX operating system may be in trouble. This may require special technical assistance from Nortel support personnel. Perform Procedure 7-4 again. If the error persists, you may have to reinstall the UNIX operation software and Meridian MAX 9 application software.

3 Do SCSI I/O errors appear?

The errors can look like the following:

"Timeout on nnnn SCSI device" where nnnn is the device name (for example, CPU card, tape drive, or hard disk drive).

If yes, check that the MSU is inserted properly. If this was a platform upgrade site, check that the SCSI cable to the external tape drive is removed from the first module. Perform Procedure 7-4 again.

4 Do Physical Block errors appear?

The errors can look like the following:

"Physical Block: 0x2DE0 (11744) Command Byte:74 Status Byte 1:24" (the numbers may be different)

Most likely, the hard disk in the MSU is bad. The system may still function properly, but MSU replacement is recommended.

Power down the entire system and attempt another reboot. Perform Procedure 7-4 again.

5 Is there a boot-up failure?

The errors can look like the following (where xxxx, yyyy, zzzz are error codes):

"Status word 1=xxxx, Status word 2=yyyy"

"Boot Error"

"Packet status: zzzz"

"Autoboot failed...."

Most likely, the SCSI bus and devices (hard disk and tape drive) need to be reset. Power down the system and refer to the Meridian MAX 9 Installation Guide *(NTP 553-4001-111), "Hardware installation: Application Module (SNN/SNN-E)" chapter, "Replacing the CPU card" section.*

Note: It may not be necessary to replace the single-board computer card for boot-up failure. It is, however, important to perform the procedures to reset the Meridian MAX firmware as listed here.

Perform Procedure 7-4 again.

6 End of Procedure 7-6.

Checking system start-up—IPE/IPE-E module

Procedure 7-7 describes how to isolate a problem with the system start-up of an IPE/IPE-E module.

Procedure 7-7
To check system start-up—IPE/IPE-E module

1. Power off the Meridian MAX IPE/IPE-E module. Wait 20 seconds and power it back on again.
2. Do initial start-up messages appear? Refer to the *Meridian MAX 9 Installation Guide* (NTP 553-4001-111), “Software installation” chapter, for expected start-up messages.

   If not, go to Step 6.
3. Press **{BREAK}**. Does the debug prompt appear? Refer to the *Meridian MAX 9 Installation Guide* (NTP 553-4001-111), “Software installation” chapter, for expected boot menu.

   If not, go to Step 6.
4. Do the initial start-up messages display Motorola ROM revision 1.1?

   Refer to the Meridian MAX 9 Installation Guide *(NTP 553-4001-111), “Hardware installation: Intelligent Peripheral Equipment (IPE) module” chapter, “Configuring the SMM167 card” section, to begin debugger setup for the appropriate ROM revision.*

   If not, go to Step 6.
5. Power off the module. Go to Step 7.
6. Power off the module. Replace the defective Meridian MAX IPE/IPE-E unit accordingly. Refer to the *Meridian MAX 9 Installation Guide* (NTP 553-4001-111), “Hardware installation: Intelligent Peripheral Equipment (IPE) module” chapter, “Hardware replacements” section, for more information. Perform Procedure 7-4 again.
7. End of Procedure 7-7.

Checking system start-up—IPE/IPE-E error messages

Procedure 7-8 describes how to isolate a problem with the system start-up using the IPE/IPE-E system error messages.

Procedure 7-8
To check system start-up—IPE/IPE-E error messages

1 Is the FAIL (red) LED on the Meridian MAX IPE/IPE-E module lit?

If yes, replace the Meridian MAX IPE/IPE-E unit. Perform Procedure 7-4 again.

Note: Refer to the *Meridian MAX 9 Installation Guide* (NTP 553-4001-111), “Hardware installation: Intelligent Peripheral Equipment (IPE) module” chapter, “Hardware replacements” section, for replacement procedures.

2 Does the “System Panic” message appear?

If yes, the UNIX operating system may be functioning incorrectly. This may require special technical assistance from Nortel support personnel. Perform Procedure 7-4 again. If the error persists, you may have to reinstall the UNIX Operation software and Meridian MAX 9 application software.

Note: For instructions on how to replace the Meridian MAX IPE/IPE-E module, refer to the *Meridian MAX 9 Installation Guide* (NTP 553-4001-111), “Hardware installation: Intelligent Peripheral Equipment (IPE) module” chapter, “Hardware replacements” section, for more information.

3 Do SCSI I/O errors appear?

To determine if SCSI I/O messages appear, log in to the maintenance and administration programs and select *“Display UNIX System Log”* from the Diagnostics screen.

If yes, check that the SCSI and power cables on the disk drive card inside the Meridian MAX IPE/IPE-E module are connected properly.

Note: Refer to the *Meridian MAX 9 Installation Guide* (NTP 553-4001-111), “Hardware installation: Intelligent Peripheral Equipment (IPE) module” chapter, “Hardware replacements” section, for replacement procedures.

If this was a platform upgrade site, check that the SCSI cable to the external tape drive is removed from the module’s SCSI port and replaced with the SCSI terminator. Perform Procedure 7-4 again.

4 Do Physical Block errors appear?

The errors can look like the following:

"Physical Block: 0x2DE0 (11744) Command Byte:74 Status Byte 1:24" (the numbers may be different)

If yes, the hard disk may be faulty. The system may still function, but hard disk replacement is recommended.

Power down the entire system and attempt another reboot. Perform Procedure 7-4 again.

5 Is there a boot-up failure?

The errors can look like the following (where xxxx, yyyy, zzzz are error codes):

"Status word 1=xxxx, Status word 2=yyyy"

"Boot Error"

"Packet status: zzzz"

"Autoboot failed...."

If yes, there is a good chance the SCSI bus and devices (hard disk and tape drive) need to be reset. Power down the system and refer to the Meridian MAX 9 Installation Guide *(NTP 553-4001-111), "Hardware installation: Intelligent Peripheral Equipment (IPE) module" chapter, "Hardware replacements" section, for more information.*

Note: It may not be necessary to replace the Meridian MAX IPE/IPE-E unit for boot-up failure. It is, however, important to perform the procedures to reset the Meridian MAX firmware as listed here.

Perform Procedure 7-4 again.

6 End of Procedure 7-8.

Checking the High-Speed Link

Procedure 7-9 describes how to isolate a problem with the High-Speed Link (HSL).

Procedure 7-9
To check the High-Speed Link

1 Log in as **maint**.

Select *"Search MAX Error Log"* from the Diagnostics screen. Enter **Mismatch** to search for this string.

If the string is found, then there is a serial number mismatch between the installed software and the Meridian 1. Contact your Meridian MAX service representative and request new software installation tapes. Go to Step 9.

2 Log in as **maint**.

Select *"Port Assignment"* from the Configure Meridian MAX System menu to ensure that the High-Speed Link is configured correctly. The correct port assignment for the High-Speed Link for either hardware platform can be checked in the following:

- Card 2, Conn 1A for an SNN/SNN-E system
- Port 8 for an IPE/IPE-E system

If the High-Speed Link is incorrectly configured, follow Procedure 7-10.

3 Is the High-Speed Link initialized?

To verify the status of the HSL, log in as **maint**.

Select *"Search MAX Error Log"* from the Diagnostics screen. Enter **HSL initialization was successful** to search for this string.

If the string is found, the HSL is initialized. Go to Step 9.

4 Log in as a supervisor at a supervisor display.

At the main menu, select *"Queue Statistics Display."*

If the message "initialization in progress" does not appear, then HSL is initialized. Go to Step 9.

If this message does appear, the HSL is not initialized.

5 Perform Procedure 7-13 to check all cables and switch cards. When finished this procedure, proceed to Step 6.

6 Is the High-Speed Link up?

If not, go to Step 7.

If so, go to Step 9.

7 Go to the Meridian 1 maintenance terminal. Enter **LD 48** to access Overlay program 48.

Is the High-Speed Link up?

If not, log out of the Meridian 1, and proceed to Step 8.

If so, go to Step 9.

8 Perform a “man init” on the Option 11 or Option 21–81. Wait at least five minutes, then return to Step 3.

9 End of Procedure 7-9.

Checking the High-Speed Link configuration

Procedure 7-10 describes how to check that the configuration of the High-Speed Link is correct.

Procedure 7-10
To check the High-Speed Link configuration

1. Follow Step 1 and Step 2 in Procedure 7-9.
2. Check the baud rate of the HSL port.
3. On the Meridian 1 maintenance terminal, enter **LD 37** to access Overlay 37 and find the port being used by the HSL.
4. On the Meridian 1 maintenance terminal, enter **LD 22** to access Overlay 22 and print the information for the port being used by the HSL.
5. If the baud rate of the HSL on the switch is different from the rate on the HSL port in the Meridian MAX, shut down the Meridian MAX and change the baud rate.
6. Restart the Meridian MAX.
7. End of Procedure 7-10.

Checking displays

Procedure 7-11 describes how to isolate a problem with the displays.

Procedure 7-11
To check displays

1 Does the Meridian 1 serial number match the one on the keycode?

If not, is there an error message about a serial number mismatch in your error log? If an error appears, contact your MAX service representative, and request a new keycode. If no error appears, continue to Step 2.

2 Is this a Supervisor Display Access (SDA) session?
(SDA is only available on the IPE/IPE-E hardware platform.)

If yes, perform Procedure 7-12 before continuing to Step 3.

3 Perform Procedure 7-13.

4 Have all displays been configured correctly on the Communication Port Assignment screen?

If not, perform the following steps from the Maintenance and Administration menu. Shut down Meridian MAX, then select "Port Assignment" *from the Configure Meridian MAX System menu. Correctly configure the displays, then restart Meridian MAX.*

5 Does any display function correctly?

Check the integrity of the cable. Refer to the Meridian MAX 9 Installation Guide *(NTP 553-4001-111), "Hardware installation: Application Module (SNN/SNN-E)" chapter.*

If yes, or if your Meridian MAX is running on an IPE/IPE-E hardware platform, go to Step 7.

6 Perform Procedure 7-18.

Go to Step 8.

7 Do ALL of the displays function correctly?

If not, perform Procedure 7-14 for each nonfunctioning display.

8 End of Procedure 7-11.

Checking displays—Supervisor Display Access

Procedure 7-12 describes how to isolate a problem with the SDA.

Procedure 7-12
To check displays—Supervisor Display Access

1 Is the SDA session operational?

If yes, go to Step 11.

2 Is there an active SDA session running?

Only one SDA session is allowed at any point in time. You must wait for the current session to end before starting a new session.

3 Are you using the system console for your SDA session?

Note: If you are running an SDA session through the remote diagnostics port, the cable should be connected to Port 2.

If yes, perform Procedure 7-3, then proceed to Step 7.

4 Are you using a supported terminal directly connected to the remote diagnostics port for your SDA session?

If yes, perform Procedure 7-3, then proceed to Step 7.

5 Are you using a supported modem connected to the remote diagnostic port for your SDA session?

If yes, perform Procedure 7-15, then proceed to Step 7.

6 Log in to the SDA session by using the proper user ID and password.

Refer to the "Supervisor Display Access (SDA)" section of the "Maintenance and administration programs overview" chapter for more information.

7 Is the SDA session operational?

If yes, go to Step 11.

8 Are any supervisor displays up?

If not, then shut down and restart the Meridian MAX. Go to Step 7.

9 Is the SDA session "stuck"?

*If yes, reset the terminal. If that does not help, power the terminal off and on, then press **{CONTROL}{R}**.*

10 Is the SDA session operational?

If no, contact your Meridian MAX service representative.

11 End of Procedure 7-12.

Checking displays—High-Speed Link and Load Management Link

This diagnostic procedure can be used for Meridian 1 setup and cabling-related problems for both the HSL and the LML.

Note: The Configuration Control feature uses a Load Management Link that is also referred to as a Configuration Control Link.

The appropriate NT cable to use depends on the SDI pack or MSDL card. See Table 7-2 for the correct cable for each SDI pack or MSDL card.

Note: Refer to the *Meridian MAX 9 Installation Guide* (NTP 553-4001-111), "Hardware installation: Application Module" or "Hardware installation: Intelligent Peripheral Equipment (IPE) module" chapter, "Cables" section, for more information on cables.

Table 7-2
SDI packs/MSDL cards and appropriate cables

SDI Pack	HSL/LML cable
NTAK02*****	NTAK19BA
NTAK03*	NTAK19AA
QPC139	NT1R03Dx
QPC841	NT1R03Dx
NT8D41	NT8D93Ax
MSDL Card	**HSL/LML cable**
NT6D80	NTND27

***** : With Option 11 only
Note: x denotes different cable lengths.

HSL cable connections are always made to the following ports depending on your hardware platform:

- Card 2, Conn 1A for an SNN/SNN-E
- Port 8 for an IPE/IPE-E

Procedure 7-13
To check displays—High-Speed Link and Load Management Link

1. Verify that the correct ACD and related packages have been loaded and configured on the Meridian 1.
2. Verify the SDI pack or MSDL card and port on which the HSL/LML is configured to run. Verify that the SDI pack or MSDL card is correctly jumpered. The ports should also be configured correctly in the appropriate Loads or at the TTY.

   Note: Only the NTAK02, NTAK03, QPC139, QPC841, and NT8D41 packs are supported.

3. Verify the integrity of the cable, and ensure that both ends are securely connected to both the correct SDI port and the appropriate Meridian MAX IPE/IPE-E four-port I/O cable connector.
4. Log off of the Meridian 1 maintenance console. The HSL does not function if you are logged on. Supervisor displays will not function until the HSL is active.
5. End of Procedure 7-13.

Checking displays—direct connection

Procedure 7-14 describes how to isolate a problem with the displays if you are using a direct connection.

Procedure 7-14
To check displays—direct connection

1. Is Meridian MAX running on the IPE/IPE-E hardware platform?

   If yes, go to Step 3.

2. Is the display connected to the AM through a modem?

   If yes, and the display is a dial-up supervisor display, perform Procedure 7-15, then proceed to Step 4.

   If yes, and the display is not a dial-up supervisor display, the connection is through a limited-distance modem. Perform Procedure 7-19, then proceed to Step 4.

3. Is the display port configured as a direct connection on the Communication Port Assignment screen?

   If no, configure the display correctly. Refer to the "Configuring Meridian MAX System" chapter, "Port Assignment" section.

   If yes, go to Step 5.

4 Is the display working now?

If yes, go to Step 7.

5 Is the display a VT520, VT420, VT220 (or 100% compatible), or a PC running Reflection 4+ or the MTE?

If it is a VT520, VT420, VT220 (or 100% compatible) terminal, perform Procedure 7-16.

If it is a PC, perform Procedure 7-17.

6 Is the display working now?

If not, contact Nortel support for further assistance.

7 End of Procedure 7-14.

Checking displays—dial-up modem

Procedure 7-15 describes how to isolate a problem with the displays if you are using a dial-up modem.

Procedure 7-15
To check displays—dial-up modem

Supported modems for Meridian MAX are the Ven-Tel 2400, Ven-Tel 9600, Racal VI2422PA, UDS EC224A/D, and US Robotics 28.8 Sportster.

If you are running an SDA session (IPE/IPE-E module only) from the remote diagnostics port, only the Racal VI2422PA, UDS EC224A/D, and UDS 2440 modems are supported.

1 Are both modems connected to power sources?

If not, connect the modems to power sources.

2 Turn both modems on.

3 Do both modems start up correctly? (Refer to modem documentation.)

If not, the modem is defective. Replace the modem. Perform Procedure 7-15 again. Go to Step 12.

4 Are the modems set up correctly? Check jumpers and switches.

If not, set up modems correctly. Refer to the Meridian MAX 9 Installation Guide *(NTP 553-4001-111), "Modems" chapter, for the correct modem set-ups. Go to Step 12.*

5 Are the cables and telephone connections securely connected?

If not, secure all connections. Go to Step 12.

6 Are you running an SDA session?

If so, proceed to Step 9.

7 Are the modems compatible with each other? Check baud rate.

If not, use compatible modems. Go to Step 12.

8 Is the MAX port that is connected to the modem configured correctly?

If not, configure the port as a dial-up supervisor display with the appropriate baud rate for the modem. Go to Step 12.

9 Is the modem on the MAX end set to auto-answer mode?

If not, attach a display terminal that is known to work to the octopus cable in place of the modem. Reconfigure the port to a Supervisor Display - Direct Connection on the Communication Port Assignment screen.

If the display is not running, and Meridian MAX is running on an IPE/IPE-E module, one or more of these are defective:

- four-port I/O cable
- Meridian MAX IPE/IPE-E Option 11 or Option 21-81 unit

If the display is not running, and Meridian MAX is running on an AM, one or more of these are defective:

- VME multi-port cable
- Internal cable
- MVME332XTS/XT card

Replace each defective part in turn, then perform Procedure 7-15 again. Go to Step 12.

Note: Refer to the *Meridian MAX 9 Installation Guide* (NTP 553-4001-111), “Hardware replacements” section of the “Hardware installation: Application Module (SNN/SNN-E)” chapter, for replacement procedures for the MVME332XTS/XT card, and the “Hardware installation: Intelligent Peripheral Equipment (IPE) module” chapter for the Meridian MAX IPE Option 11 or Option 21-81 units.

If the display is running, the modem may be defective. Replace the modem and perform Procedure 7-15 again. Go to Step 12.

10 Is there a dial tone for the phone lines for both modems?

If not, telephone lines are bad. Verify the switch is working by checking for an internal dial tone. Call the phone company to repair or switch to a different phone line. Go to Step 12.

11 Do you get a high-pitched sound when you dial the modem connected to the MAX port?

If not, one or both of the modems may be defective. Replace one or both, and perform Procedure 7-15 again. Go to Step 12.

If yes, go to Step 12.

12 Is the display working now?

If not, go to Step 1.

13 End of Procedure 7-15.

Checking displays—VDT

Procedure 7-16 describes how to isolate a problem with the displays if you are running on a VDT.

Procedure 7-16
To check displays—VDT

1 Are the terminal connections secure?

If not, secure all connections.

2 Is the terminal connected to a power source?

If not, connect the terminal to a power source. Go to Step 12.

3 Turn the terminal on.

4 Does the VDT successfully complete its start-up self test?

If not, the terminal is defective. Replace the terminal and perform Procedure 7-16 again. Go to Step 12.

5 Do the terminal's settings match those in the *Meridian MAX 9 Installation Guide* (NTP 553-4001-111), "Workstations" chapter?

If not, correct the settings as indicated. Go to Step 12.

6 Place the terminal into LOCAL mode. Type a random mixture of letters.

If all the letters typed do not appear on the screen, the terminal is defective. Replace the terminal and perform Procedure 7-16 again. Go to Step 12.

7 Place the terminal into ONLINE mode. Are the cable connections between the VDT and the AM or IPE/IPE-E module secure?

If not, secure the connections.

8 Is Meridian MAX running on an IPE/IPE-E module?

If yes, go to Step 10.

9 Are the cables through the rear of the AM connected securely to the MVME712(A)M transition card?

If not, secure the connections.

10 Press **{CONTROL}{T}**. Does the prompt for terminal type appear?

If yes, select VT520, VT420, VT220, or 100%-compatible terminal type. Go to Step 12.

If not, connect the terminal to a display connection that is known to be working.

11 Is the terminal working now?

If yes, and Meridian MAX is running on an IPE/IPE-E module, one or more of these are defective:

- four-port I/O cable
- Meridian MAX IPE/IPE-E Option 11 or Option 21–81 unit

Replace each in turn, then perform Procedure 7-16 again. Go to Step 12.

If the display is running, and Meridian MAX is running on an AM, one or more of these are defective:

- VME multi-port cable
- Internal cable
- MVME332XTS/XT card

Replace each defective part in turn, then perform Procedure 7-16 again. Go to Step 12.

> ***Note:*** Refer to the *Meridian MAX 9 Installation Guide* (NTP 553-4001-111), “Hardware replacements” section of the “Hardware installation: Application Module (SNN/SNN-E)” chapter, for replacement procedures for the MVME332XTS/XT card, and the “Hardware installation: Intelligent Peripheral Equipment (IPE) module” chapter for the Meridian MAX IPE Option 11 or Option 21-81 units.

If not, the terminal is defective. Replace the terminal, then perform Procedure 7-16 again. Go to Step 12.

12 Is the terminal working now?

If not, go to Step 1.

13 End of Procedure 7-16.

Checking displays—PC

Procedure 7-17 describes how to isolate a problem with the displays if you are running on a PC.

Procedure 7-17
To check displays—PC

1 Is the PC connected to a power source?

If not, connect the PC and its terminal to a power source. Go to Step 12.

2 Turn the PC on.

3 Does the PC come up successfully?

If not, the PC may be defective. Refer to the manual for the PC to get it working, or replace the PC. Perform Procedure 7-17 again. Go to Step 12.

4 Does Reflection or the MTE run correctly on the PC? (Refer to the Reflection manual, or call your Nortel support organization if you have problems with MTE.)

If not, attempt a reinstallation. If this fails, check the following.

If you are running Reflection, refer to the Reflection manual.

If you are running MTE 5.32, refer to the Meridian MAX 9 Supervisor's User Guide *(P0881392) "Configuring your workstation" chapter.*

If you are running MTE 6, refer to the MTE 6 User Guide (*P0815602*).

If you are running MTE 7, refer to the MTE 7 User Guide (*P0821303*).

If you are running MTE 8, refer to the MTE 8 User Guide (*P0853413*).

If you are running MTE 9, refer to the MTE 9 User Guide (*P0881398*).

Go to Step 12.

5 Are the cable connections between the PC and to the AM or IPE/IPE-E module secure?

If not, secure the connections.

6 Is Meridian MAX running on an IPE/IPE-E module?

If yes, go to Step 8.

7 Are the cables through the rear of the AM connected securely to the MVME712(A)M transition card?

If not, secure the connections.

8 Press **{CONTROL}{T}**. Does the prompt for terminal type appear?

If not, connect the PC to a display connection that is known to be working.

If the supervisor display is still not running, the PC is defective. Replace the PC and perform Procedure 7-17 again. Go to Step 12.

If the supervisor display is running, go to Step 11.

9 Select the entry for a PC running Reflection or MTE.

*If your PC is running MTE, press **{RETURN}**. Go to Step 11.*

*If your PC is running Reflection, select the entry to transfer the R4 configuration file in a subsequent prompt. Press **{RETURN}** to initiate the file transfer.*

10 Was the file transfer successful?

*If yes, press **{RETURN}** to the final R4 prompt. Go to Step 13.*

11 Are the R4 or MTE settings correct?

If not, change to the correct Reflection or MTE settings (such as baud rate, serial port number, or IP address). Go to Step 12.

If you are running Reflection, refer to the Reflection manual.

If you are running MTE 5.32, refer to the Meridian MAX 9 Supervisor's User Guide *(P0881392) "Configuring your workstation" chapter.*

If you are running MTE 6, refer to the MTE 6 User Guide (*P0815602*).

If you are running MTE 7, refer to the MTE 7 User Guide (*P0821303*).

If you are running MTE 8, refer to the MTE 8 User Guide (*P0853413*).

If you are running MTE 9, refer to the MTE 9 User Guide (*P0881398*).

> ***Note:*** If the PC is connected to the AM or IPE/IPE-E module through a modem, the R4 settings must match those of the modem.

If the settings are correct, one or more of the following are defective on the AM:

- PC or PC serial card
- VME multi-port cable or internal card
- MVME332XTS/XT card

Replace each in turn, then perform Procedure 7-17 again. Go to Step 12.

If the settings are correct, one or more of the following are defective on the IPE/IPE-E module:

- PC
- PC serial card
- four-port I/O cable
- Meridian MAX IPE/IPE-E Option 11 or Option 21–81 unit

Replace each in turn, then perform Procedure 7-17 again. Go to Step 12.

Note: Refer to the *Meridian MAX 9 Installation Guide* (NTP 553-4001-111), "Hardware replacements" section of the "Hardware installation: Application Module (SNN/SNN-E)" chapter, for replacement procedures for the MVME332XTS/XT card, and the "Hardware installation: Intelligent Peripheral Equipment (IPE) module" chapter for the Meridian MAX IPE Option 11 or Option 21–81 units.

12 Is the display working now?

If not, go to Step 1.

13 End of Procedure 7-17.

Checking displays—reconfiguration

Procedure 7-18 describes how to isolate a problem with the display reconfiguration.

Note: Refer to the *Application Module Installation and Upgrade Guide* (NTP 553-3201-210), "Installation procedures" chapter, for more information on the AM.

Procedure 7-18
To check displays—reconfiguration

1 Are all of the displays configured on a single serial card?

If not, the AM may be faulty. Replace the AM and perform Procedure 7-18 again. Go to Step 5.

2 Reconfigure the displays on the Communication Port Assignment screen so that some displays are configured on another serial card.

3 Do the moved displays function correctly?

If not, the AM may be faulty. Replace the AM and perform Procedure 7-18 again. Go to Step 5.

If so, the MVME332XTS/XT card with the nonfunctioning displays may be faulty. First, try to reseat the card and retest. If the displays are still nonfunctional, replace the MVME332XTS/XT card.

4 Do the previously nonfunctional displays function correctly now?

If not, the AM may be faulty. Replace the AM and perform Procedure 7-18 again.

5 End of Procedure 7-18.

Checking displays—limited-distance modem

Procedure 7-19 can be used for limited-distance modems, such as the Gandalf LDS 120E modem, connected to either displays or printers.

Refer to the modem vendor's documentation for additional information on how to set up the modem and how to tell if the modem has started up correctly.

Procedure 7-19
To check displays—limited-distance modem

1 Are both modems connected to power sources?

Connect the modems to power sources.

2 Turn both modems on.

3 Do both modems start up correctly? (Refer to modem documentation.)

If not, the modem is defective. Replace the modem. Perform Procedure 7-19 again. Go to Step 5.

4 Are the modems set up correctly? Check jumpers and switches.

Set up modems correctly.

5 Is the display/printer working now?

If not, go to Step 1.

6 End of Procedure 7-19.

Checking printers

Procedure 7-20 is to be repeated for each printer that is not functioning properly.

Refer to the printer documentation for information on how to perform the various printer setup operations.

The supported printers are the DEC LA195, the HP LaserJet series II, III, 4, and 4 Plus, the HP PaintJet 3630, the HP DeskJet, the HP DeskJet 500, the HP DeskJet 560C, the HP DeskJet 660C, and the HP RuggedWriter, or 100-percent compatible to any of the above.

If the printer was temporarily disconnected from the Meridian MAX, it may have been disabled by system software. Every hour at ten minutes to the hour, checks are made for disabled printers which are reenabled if possible. Therefore, if all tests succeed and no reports print, wait for an hour so the system is able to restart the printer.

Procedure 7-20
To check printers

1 Is the printer supported or compatible with a supported printer?

If not, or if you are unsure, replace the printer with a Meridian MAX supported printer.

2 Is the printer hooked up to a limited-distance modem?

If so, perform Procedure 7-19.

3 Is the printer a local printer?

If so, verify your cabling between your PC and the printer.

Verify your MTE settings. If you are running MTE 5.32, refer to the Meridian MAX 9 Supervisor's User Guide *(P0881392), "Configuring your workstation" chapter. If you are running MTE 6, refer to the* MTE 6 User Guide (P0815602). *If you are running MTE 7, refer to the* MTE 7 User Guide (P0821303). *If you are running MTE 8, refer to the* MTE 8 User Guide (P0853413). *If you are running MTE 9, refer to the* MTE 9 User Guide (P0881398).

Verify your printer configuration. Refer to the Meridian MAX 9 Supervisor's User Guide *(P0881392) "Handling local printing" chapter, "Adding a local printer" section.*

Go to Step 15.

4 Is the printer or any of its parts known to be damaged?

If so, replace the defective printer or the defective part with a working one. Perform Procedure 7-20 again. Go to Step 15.

5 Is the printer plugged into a power source?

If not, plug the printer's power cable into a power source. Refer to your printer documentation.

6 Is the printer turned on?

If not, turn the printer on. Refer to your printer documentation.

7 Is the printer online?

If not, press the online button. If the printer is still not online, replace it. Refer to your printer documentation. Perform Procedure 7-20 again. Go to Step 15.

8 Is there paper in the printer?

If not, insert paper in the printer or in the printer's paper tray. Go to Step 10.

9 Is the paper jammed in the printer?

If yes, clear all paper jams and reinsert paper. If applicable, reinsert the paper tray properly and securely.

10 Perform a printer self-test. Refer to your printer documentation for self-test procedures.

11 Did the self-test pass?

If not, power the printer off and on, and make sure that the printer is on-line. If the self-test fails again, the printer is defective. Replace the printer and perform Procedure 7-20 again. Go to Step 15.

12 Is the printer configured correctly on the Communication Port Assignment screen?

If not, configure the correct printer type and name on the correct I/O port on the Communication Port Assignment screen.

For more information on the the Meridian MAX Communication Port Assignment screen, refer to "Configure Meridian MAX system" chapter, "Port Assignment" screen.

13 Can any reports be sent to the printer?

If not, check each cable to see if it is properly connected from the Meridian MAX to the printer.

If the connections are incorrect, connect the VME multi-port cable for the AM or four-port I/O cable for the IPE/IPE-E module to the correct Meridian MAX port. Make sure the connection is secure and try again.

If the connections are correct, perform Procedure 7-21.

14 Is the report printed in the correct format?

If not, check that the printer settings are set as defined in the Meridian MAX 9 Installation Guide *(NTP 553-4001-111), "Printers" chapter.*

If the printer settings are incorrect, set the DIP switches or menu settings of the printer according to the specifications referred to in the Meridian MAX 9 Installation Guide *(NTP 553-4001-111), "Printers" chapter, and the printer documentation.*

If the printer settings are correct, the printer is possibly defective. Replace the printer with a working one. Perform Procedure 7-20 again.

15 End of Procedure 7-20.

Checking print reports

Procedure 7-21 describes how to isolate a problem with printing your reports.

Procedure 7-21
To check print reports

1 Is the report scheduled?

If not, check to see if the "Output Device" is set to default in the Report Definition.

If the "Output Device" is not set to default, set the "Output Device" to the printer name in question. Go to Step 6.

If the "Output Device" is set to default, set the Supervisor's Default Printer to this printer in "Profile Maintenance." Go to Step 6.

2 Is this printer the supervisor's default printer?

If not, set the supervisor's default printer to this printer in "Profile Maintenance." Go to Step 6.

3 Are the schedule times defined correctly in "Schedule Definition?"

If not, define the correct time or times the report is to be printed in the Schedule Definition screen.

4 Ensure one or more reports are attached to the "Schedule Definition."

5 Can the report be printed now?

If not, contact Nortel support for further assistance.

6 End of Procedure 7-21.

Checking Configuration Control

Procedure 7-22 describes how to isolate a problem with Configuration Control.

Procedure 7-22
To check Configuration Control

1 Is CC enabled in the *"View/Modify Meridian MAX Options"* list in the Maintenance and Administration menu?

If not, your keycode is incorrect. Obtain a new keycode with Configuration Control enabled from Nortel. Perform a keycode options update to enable Configuration Control with the new keycode. Go to Step 15.

2 Perform Procedure 7-13.

3 Is the CC link up?

To verify the status of the CC link, check for the following in a logged in supervisor display terminal:

CC link is down if the message "CC: LINK DOWN" is displayed at the top of the screen; otherwise, CC link is up.

Select "Configuration Control" *from the main menu. Select* "Run Configuration Update," *then wait for the update to complete. Select* "View Transaction Log," *and look for error messages.*

Note: Refer to the *Meridian MAX 9 Installation Guide* (NTP 553-4001-111), "Workstation, HSL and LML configuration" chapter, "Configuring the Load Management Link on the Option 11" and "Configuring the Load Management Link on the Option 21–81" sections, for configuration information.

If the CC link is not up, use the Communication Port Assignment screen to reconfigure the CC link to run on another port. Move the CC cable to that port.

If the CC link is up, go to Step 15.

4 Is the CC link up?

If the CC link is still not up, use the Communication Port Assignment screen to run a supervisor display on the original CC port. Connect a terminal to that port. Use a cable and terminal that have been verified on another port.

If the CC link is up, the port is faulty. Use another port, or replace the MVME332XTS/XT card on the AM or the Meridian MAX IPE/IPE-E Option 11 or Option 21–81 unit. If you decide to use another port, replace the card or unit immediately. Go to Step 14.

Note: Refer to the *Meridian MAX 9 Installation Guide* (NTP 553-4001-111), “Hardware replacements” section of the “Hardware installation: Application Module (SNN/SNN-E)” chapter, for replacement procedures for the MVME332XTS/XT card, and the “Hardware installation: Intelligent Peripheral Equipment (IPE) module” chapter for the Meridian MAX IPE Option 11 or Option 21–81 units.

5 Is the display operational?

If so, return to the original Communication Port Assignment screen configuration and physical connection assignments. Go to Step 11.

6 Is Meridian MAX running on an IPE/IPE-E module?

If yes, go to Step 8.

7 Do any displays on other ports of the same MVME332XTS/XT card as the CC work?

If not, reseat the MVME332XTS/XT card. Go to Step 10.

If yes, the port is faulty. Go to Step 9.

8 Do any displays on ports other than the CC port work?

If yes, the port is faulty. Go to Step 9.

If not, go to Step 10.

9 Use another port, or replace the MVME332XTS/XT card in the AM, or replace the Meridian MAX IPE/IPE-E Option 11 or Option 21–81 unit. If you decide to use another port, replace the card or unit as soon as possible, since other ports may fail as well.

Return to the original Communication Port Assignment screen configuration and physical connection assignments. Go to Step 11.

Note: Refer to the *Meridian MAX 9 Installation Guide* (NTP 553-4001-111), “Hardware replacements” section of the “Hardware installation: Application Module (SNN/SNN-E)” chapter, for replacement procedures for the MVME332XTS/XT card, and the “Hardware installation: Intelligent Peripheral Equipment (IPE) module” chapter for the Meridian MAX - IPE Option 11 or Option 21–81 units.

10 Do the displays function now?

If not, the MVME332XTS/XT card in the AM or the Meridian MAX IPE/IPE-E Option 11 or Option 21–81 unit is faulty. Replace the unit, and perform Procedure 7-22 again. Go to Step 15.

Note: Refer to the *Meridian MAX 9 Installation Guide* (NTP 553-4001-111), “Hardware replacements” section of the “Hardware installation: Application Module (SNN/SNN-E)” chapter, for replacement procedures for the MVME332XTS/XT card, and the “Hardware installation: Intelligent Peripheral Equipment (IPE) module” chapter for the Meridian MAX - IPE Option 11 or Option 21–81 units.

If so, return to the original Communication Port Assignment screen configuration and physical connection assignments (if desired). Go to Step 15.

11 Perform Procedure 7-13 again. At this point, it looks like a failure in one of the components tested in Procedure 7-13, so test again before calling Nortel.

12 Is the CC link up?

If the CC link is still not up, attach a terminal to the Load Management Link port on the switch using a null modem cable. At the terminal, enter ***$L*** *several times. If there is no response, the SDI port is faulty.*

Note: Refer to the *Meridian MAX 9 Installation Guide* (NTP 553-4001-111), “Workstation, HSL, and LML configuration” chapter, “Configuring the Load Management Link on the Option 11” and “Configuring the Load Management Link on the Option 21–81” sections, for configuration information.

13 Is the CC link up?

If not, contact Nortel support for further assistance. Go to Step 15.

14 Return to the original MPSA configuration and physical connection assignments (if desired).

15 End of Procedure 7-22.

Checking NAC network link

Procedure 7-23 describes how to isolate a problem with your NAC network link.

Procedure 7-23
To check NAC network link

1 Check the Network Link configuration and port assignment on the Port Assignment screen on NAC and Meridian MAX.

2 Is the Network Link configuration or assignment wrong at NAC or Meridian MAX?

If so, fix the configuration or assignment, and reboot the NAC or Meridian MAX. Proceed to Step 11.

3 Is the Network Link configured as a direct connection within 15 meters (50 feet)?

If so, perform Procedure 7-24. Proceed to Step 7.

4 Is the Network Link configured as a direct connection through a limited-distance modem?

If so, perform Procedure 7-25. Proceed to Step 7.

5 Is the Network Link configured as a direct connection through a T1 link?

If so, perform Procedure 7-26. Proceed to Step 7.

6 Is the Network Link configured as a modem connection?

If so, perform Procedure 7-27. Proceed to Step 7.

If not, verify that the Network Link is a supported configuration. See the Meridian MAX 9 Installation Guide *(NTP 553-4001-111). Proceed to Step 11.*

7 Is the Network Link up?

To verify the status of the Network Link, check for the following from the NAC and Meridian MAX:

From the NAC

- Check the status line on the supervisor workstation screen. If a network down message appears, one of the network links is down. If there is no such message, the network link is up.
- Select “Configuration Control” from the main menu of a logged on supervisor display terminal. Select the Miscellaneous menu. The network link is down if the node status is down.

- Log on as **maint**, and select the Diagnostics menu. Select “View Error Log,” and check for messages that indicate the network link is down.

From the Meridian MAX

- Log on as **maint**, and select the Diagnostics menu. Select “View MAX Error Log,” and check for messages that indicate the Network Link is down.

If the network link is up, proceed to Step 12.

8 Is the network link disabled on the NAC?

The network link is enabled or disabled in one of two places on the NAC:

- The Network Communication field indicates if the network link is enabled or disabled. This field is found in the “Network Definition” feature of the Parameter Administration feature in NAC.
- If logged on as **maint**, the Network Definition/Installation screen in the “Configure ACD-NAC Hardware” option has a Ntwk Link field that indicates either Enbl or Dsbl.

If the network link is disabled, have the NAC administrator enable the network link. Proceed to Step 11.

9 Does the message “Unsuccessful Log on by NAC” appear in the error log?

If so, perform Procedure 7-28. Proceed to Step 11.

10 Does the message “SIGHUP” appear in the error log?

If so, perform Procedure 7-29. Proceed to Step 11.

If not, perform Procedure 7-30.

11 Is the network link up?

To verify the status of the network link, check for the following from the NAC and Meridian MAX.

From the NAC

- Check the status line on the supervisor workstation screen. If a network down message appears, one of the network links is down. If there is no such message, the Network Link is up.
- Select “Configuration Control” from the main menu of a logged on supervisor display terminal. Select the Miscellaneous menu. The network link is down if the node status is down.

- Log on as **maint**, and select the Diagnostics menu. Select “View Error Log,” and check for messages that indicate the network link is down.

From the Meridian MAX

- Log on as **maint**, and select the Diagnostics menu. Select “View MAX Error Log,” and check for messages that indicate the network link is down.

If the network link is up, proceed to Step 12.

If the network link is down, proceed to Step 2.

12 End of Procedure 7-23.

Checking NAC network link—direct connection

Procedure 7-24 describes how to isolate a problem with your NAC network link if you are using a direct connection.

Procedure 7-24
To check NAC network link—direct connection

1 Verify that the correct cables are used, and that all cables are secured and work properly.

2 Verify that the cable between the Meridian MAX and the NAC is no greater than 15 meters (50 feet).

3 Verify that the network ports at the NAC and the Meridian MAX are configured as direct connections on the Communication Port Assignment screen.

4 Use a protocol analyzer or a similar device to monitor the Network Link traffic for further analysis.

5 End of Procedure 7-24.

Checking NAC network link—limited-distance modem

Procedure 7-25 describes how to isolate a problem with your NAC network link if you are using a limited-distance modem.

Procedure 7-25
To check NAC network link—limited-distance modem

1. Verify the limited-distance modem setting and programming. See the *Meridian MAX 9 Installation Guide* (NTP 553-4001-111).
2. Verify that the correct cables were used, and that all cables are secure and work properly.
3. Verify that the cable between the Meridian MAX and the limited-distance modem is no greater than 15 meters (50 feet), and the cable between the limited-distance modems is no greater than eight kilometers (five miles).
4. Verify that the connections between the limited-distance modems are secure and are connected correctly. The CD light on the faceplate of the modem should be lit.
5. Use a protocol analyzer or a similar device to monitor the Network Link traffic for further analysis.
6. Verify that the network ports at the NAC and the Meridian MAX are configured as direct connections on the Communication Port Assignment screen.
7. End of Procedure 7-25.

Checking NAC network link—T1 link

Procedure 7-26 describes how to isolate a problem with your T1 link.

Procedure 7-26
To check NAC network link—T1 link

1. Verify T1 port programming.

   See the Meridian MAX 9 Installation Guide *(NTP 553-4001-111), "Modems" chapter, "NAC connectivity" section, "T1 connection" subsection.*

2. Verify that the performance of the T1 link is within specifications.
3. Verify that the network ports at the NAC and the Meridian MAX are configured as direct connections on the Communication Port Assignment screen.
4. End of Procedure 7-26.

Checking NAC network link—modem connection

Procedure 7-27 describes how to isolate a problem with your NAC network link if you are using a modem connection.

Procedure 7-27
To check NAC network link—modem connection

1. Verify that the supported modems are used at both the NAC and the Meridian MAX ends of the link.
2. Verify that the modems used are the same type.
3. Verify the setup and jumper settings of the modems. See the *Meridian MAX 9 Installation Guide* (NTP 553-4001-111).
4. Verify the required modem programming. See the *Meridian MAX 9 Installation Guide* (NTP 553-4001-111).
5. Verify that the performance and stability of the trunk lines used are within normal operation specifications.
6. Power reset the modems at the NAC end and at the Meridian MAX. Check the modem settings, and reprogram them if necessary.
7. Verify that the network ports at the NAC and the Meridian MAX are both configured as dial-up connections (same baud) in the Port Assignment screen in Configure Meridian MAX System.
8. End of Diagnostics Procedure 7-27.

Checking NAC network link—unsuccessful logon by NAC

Procedure 7-28 describes how to isolate a problem with your NAC network link if there is an unsuccessful logon by NAC.

Procedure 7-28
To check NAC network link—unsuccessful logon by NAC

1. Does the logon message “Node xxx logon failed - Invalid Node Id/Password” appear in the NAC error log?

   If not, verify the hardware setup between the NAC and the Meridian MAX. Proceed to Step 3.

2. Do the NAC and Meridian MAX node address and password pairs match?

   The following are the address and password pairs:

- On NAC (logged on as **maint**, selecting “Configure ACD-NAC Hardware” to get to the Miscellaneous Options screen), the NAC to Node Logon Password should match the Network Administration Password of the Meridian MAX (logged on as **maint**, selecting “Configure ACD-NAC Hardware” to get to the System Administration screen).
- On NAC (logged on as **maint**, selecting “Configure ACD-NAC Hardware” to get to the Network Definition/Installation screen), the Node Addr should match the Network Node Address of the Meridian MAX (logged on as **maint**, selecting “Configure ACD-NAC Hardware” to get to the System Administration screen).

If the NAC and Meridian MAX node address and password pairs do not match, shut down the Meridian MAX, and reconfigure to match the NAC. Reboot the Meridian MAX 9. See the Meridian MAX 9 Installation Guide *(NTP 553-4001-111). Proceed to Step 3.*

If the NAC and Meridian MAX node address and password pairs match, contact Nortel support personnel for further assistance.

3 End of Procedure 7-28.

Checking NAC network link—SIGHUP appears

Procedure 7-29 describes how to isolate a problem with your NAC network link if SIGHUP appears.

Procedure 7-29
To check NAC network link—SIGHUP appears

1 Is the network link disabled on the NAC?

The network link is enabled or disabled in one of two places on the NAC:

- The Network Communication field indicates if the network link is enabled or disabled. This field is found in the “Network Definition” feature in the Parameter Administration feature of NAC.
- If logged on as **maint**, the Network Definition/Installation screen in the “Configure ACD-NAC Hardware” option has a Ntwk Link field that indicates either Enbl or Dsbl.

If the network link is disabled, have the NAC administrator enable the network link. Proceed to Step 5.

2 Is the NAC node down?

If so, wait for the NAC to come up. Proceed to Step 5.

3 Is the network link cable loose or disconnected?

If so, secure the cable. Proceed to Step 5.

4 Is there a bad dial-up line or T1 connection?

If so, fix the dial-up line or T1 link. Proceed to Step 5.

If not, perform Procedure 7-30.

5 End of Procedure 7-29.

Checking NAC network link—SIGHUP does not appear

Procedure 7-30 describes how to isolate a problem with your NAC network link if SIGHUP does not appear.

Procedure 7-30
To check NAC network link—SIGHUP does not appear

1 Use the Communication Port Assignment screen to reconfigure the network link to run on another port. Move the network link cable to that port. Is the network link up?

To verify the status of the network link, check for the following from the NAC and Meridian MAX.

From the NAC

- The Netlink Down indicator is ON from a logged on supervisor display terminal.
- Select “Configuration Control” from the main menu of a logged on supervisor display terminal. Select the Miscellaneous menu. The network link is down if the node status is DOWN.
- Log on as **maint** and select the Diagnostics menu. Select “View Error Log,” and check for messages that indicate the network link is down.

From the Meridian MAX

- Log on as **maint** and select the Diagnostics menu. Select “View MAX Error Log,” and check for messages that indicate the network link is down.

If the network link is up, the port is faulty. Use another port, or replace the MVME332XTS/XT card in the AM or the Meridian MAX IPE/IPE-E Option 11 or Option 21–81 unit. If another port is used, replace the card or unit as soon as possible.

Note: Refer to the *Meridian MAX 9 Installation Guide* (NTP 553-4001-111), “Hardware replacements” section of the “Hardware installation: Application Module (SNN/SNN-E)” chapter, for replacement procedures for the MVME332XTS/XT card, and the “Hardware installation: Intelligent Peripheral Equipment (IPE) module” chapter for the Meridian MAX IPE/IPE-E Option 11 or Option 21–81 units.

Return to the original Communication Port Assignment screen configuration and physical connection assignments, if desired. Proceed to Step 9.

If the network link is down, use the Communication Port Assignment screen to run a supervisor display on the original network link port. Connect a terminal to that port. Use a cable and terminal that have been verified on another port.

Note: NAC 1 and NAC 2 require different cables.

2 Is the display operational?

If so, return to the original Communication Port Assignment screen configuration and physical connection assignments. Proceed to Step 8.

3 Is Meridian MAX running on an IPE/IPE-E module?

If yes, go to Step 5.

4 Do any displays on other ports of the same MVME332XTS/XT card as the network link work?

If not, reseat the MVME332XTS/XT card. Go to Step 7.

If yes, the port is faulty. Go to Step 6.

5 Do any displays on ports other than the network link port work?

If yes, the port is faulty. Go to Step 6.

If not, go to Step 7.

6 Use another port, or replace the MVME332XTS/XT card in the AM or the Meridian MAX IPE/IPE-E Option 11 or Option 21–81 unit. If you decide to use another port, replace the card or unit as soon as possible since other ports may fail as well.

Return to the original MPSA configuration and physical connection assignments. Go to Step 8.

Note: Refer to the *Meridian MAX 9 Installation Guide* (NTP 553-4001-111), “Hardware replacements” section of the “Hardware installation: Application Module (SNN/SNN-E)” chapter, for replacement procedures for the MVME332XTS/XT card, and the “Hardware installation: Intelligent Peripheral Equipment (IPE) module” chapter for the Meridian MAX IPE/IPE-E Option 11 or Option 21–81 units.

7 Do the displays function now?

If so, return to the original MPSA configuration and physical connection assignments, if desired. Proceed to Step 9.

If not, the MVME332XTS/XT card in the AM or the Meridian MAX - IPE Option 11 or Option 21-81 unit is faulty. Replace the card or unit.

Note: Refer to the *Meridian MAX 9 Installation Guide* (NTP 553-4001-111), “Hardware replacements” section of the “Hardware installation: Application Module (SNN/SNN-E)” chapter, for replacement procedures for the MVME332XTS/XT card, and the “Hardware installation: Intelligent Peripheral Equipment (IPE) module” chapter for the Meridian MAX IPE/IPE-E Option 11 or Option 21–81 units.

Perform Procedure 7-23 again. Go to Step 9.

8 Is the network link up?

If so, proceed to Step 9.

If not, contact Nortel support personnel for further assistance.

9 End of Procedure 7-30.

Checking LAN connection

Procedure 7-31 describes how to isolate a problem with your LAN connection.

Procedure 7-31
To check LAN connection

1. Can you connect to Meridian MAX through the LAN connection?

   If not, perform Procedure 7-33.

2. Do you have slow response times?

   If so, perform Procedure 7-32.

3. End of Procedure 7-31.

Checking LAN connection—slow response from Meridian MAX through the LAN

Procedure 7-32 is used to diagnose problems when there is a slow response from the Meridian MAX through the LAN interface. This procedure assumes that you have your network operating software installed and operational, and that you can connect to the Meridian MAX (through the LAN).

It also assumes that you have access to a network analyzer, which is used to record and interpret network activity. An Ethernet network analyzer is required for the Meridian MAX. Depending on the application, an Ethernet or Token Ring analyzer is used for other applications such as MTE, MSI, or MEI. The analyzer is connected to the LAN segment causing the problem. If you believe the problem is being caused by the Meridian MAX, attach the analyzer to the segment where the Meridian MAX resides. The Meridian MAX only uses the TCP/IP protocol.

Procedure 7-32
To check LAN connection—slow response from Meridian MAX through the LAN

1. Consult your local LAN support personnel to see if there are problems with the LAN. It is possible the slow response is due to heavy traffic on the LAN.

2. Is there a LAN problem?

   If yes, have your LAN support personnel correct the problem.

   If no, go to Step 4.

3 Is the LAN response time poor?

If yes, go to Step 4.

If no, go to Step 10.

4 Check the response time in milliseconds across the LAN by using the network operating software's ping program on the Meridian MAX, the PC or the third-party system which is MSI or MEI connected and experiencing problems. Use the form 'ping <MAX IP address>'.

An extended ping response longer than normally experienced by your system could indicate a problem with the LAN.

If you are using the Meridian MAX, refer to the "LAN link diagnostic tools" chapter, "Ping" section.

If you are using a PC, you should ping from this PC to the Meridian MAX and to other PCs as well.

Refer to your network operating software manual for details on using ping.

5 Are there slow LAN response times as reported by the ping program?

If yes, isolate the bottleneck in the LAN with the help of your LAN support personnel or network analyzer. Go to Step 4.

If no, go to Step 6.

6 Are you using MSI or MEI?

If yes, go to Step 4.

If no, go to Step 8.

7 Using a direct connect terminal or direct connect PC running Reflection 4+ or MTE, check the response time. Is the response time poor? This could be indicated by slow screen updates.

If yes, there could be a problem with the Meridian MAX; call Nortel support for further assistance.

If no, go to Step 8.

8 Attempt tuning the network operating software on your workstation.

- Tune your central real-time load management system that is using MSI.
- Tune your PC that is using Reflection, MTE 5.32, MTE 6, MTE 7, MTE 8 or MTE 9.

Has the response time improved?

If yes, go to Step 10.

If no, go to Step 9.

9 If the problem reoccurs, continue tuning your network operating software until performance improves. Does this improve the response time?

If yes, go to Step 10.

If no, go to Step 1.

10 End of Procedure 7-32.

Checking LAN connection—no connection to Meridian MAX through the LAN

Procedure 7-33 is used to diagnose problems when connecting to the Meridian MAX through the LAN interface for either SNN/SNN-E or IPE/IPE-E systems. These steps attempt to assist you in isolating the problem with the LAN. If you have an on-site LAN administrator or LAN support person, he or she should be the first person who you contact for assistance.

Procedure 7-33
To check LAN connection—no connection to Meridian MAX through the LAN

1 Are all PCs or your central real-time load management system affected?

If yes, perform Procedure 7-34. If no, use the following steps to isolate the fault in each PC that is affected.

2 Do you have the appropriate hardware installed?

If no, install the hardware according to the instructions in the hardware manual.

If you are using MSI or MEI, go to Step 4.

3 Did you install the appropriate software for the network interface card (NIC)? Typically, this software adds device drivers to the PC's CONFIG.SYS file.

For details on viewing or changing the CONFIG.SYS file, refer to the MS-DOS user guide. For details on the device driver required, refer to the NIC user manual.

If no, install any software that was shipped with the NIC. This should update the CONFIG.SYS file automatically.

4 Using the NIC diagnostics software, run diagnostics on the NIC. Did these diagnostics pass?

If no, reconfigure the NIC. If the reconfiguration fails diagnostics, replace the NIC and repeat Step 4. If the card replacement fails, contact your NIC manufacturer. Go to Step 15.

If you are using MSI or MEI, go to Step 6.

5 If you have entered this procedure from Procedure 7-35, verify that the NIC card's configuration (I/O base address, IRQ setting, and DMA setting) does not conflict with other hardware in the PC. If you are unsure, try different settings, or contact the manufacturer of the NIC. Is there a conflict?

If yes, try different settings for the NIC. If this fails, contact your NIC manufacturer. Go to Step 15.

6 Is the TCP/IP network operating software installed on the PC?

If no, install the network operating software using the procedures outlined in your network operating software manual.

7 Is the TCP/IP network operating software configured properly?

Verify that the IP Address of your workstation is unique to that workstation alone. If you are unsure, contact your LAN administrator. If there is another workstation which is working on the LAN, compare the network operating software configuration of the working workstation with the configuration of this workstation.

If no, reconfigure the network operating software. Call your network operating software support group for assistance in configuring the network operating software.

8 Does the network operating software kernel load and initialize properly?

If yes, go to Step 10.

If no, go to Step 9, or refer to the troubleshooting section of the your network operating software manual.

9 Are you using the correct network operating software kernel and NIC in your workstation?

If no, refer to the network operating software for a list of supported NICs and their corresponding kernel. Install the correct kernel, and go to Step 8.

10 Is your NIC or your workstation connected to the LAN?

If no, connect the NIC to the LAN.

11 If there are status indicator lights on the back of the NIC card, check their status. Refer to the NIC manual for information on these lights. This can assist in determining that you have a valid LAN connection, and that data is being sent or received across the LAN.

12 Use Procedure 7-35 to determine if the Meridian MAX is reachable across the LAN.

13 Use Procedure 7-36 to verify that MTE can connect to the Meridian MAX.

14 Use Procedure 7-37 to verify that the MSI or MEI can connect and receive data from the Meridian MAX.

15 End of Procedure 7-33.

Checking LAN connection—LAN fault isolation (Meridian MAX side)

Procedure 7-34 provides some steps to isolate problems with the Ethernet LAN at the Meridian MAX.

Procedure 7-34
To check LAN connection—LAN fault isolation (Meridian MAX side)

1 Do you have the LAN option enabled on your Meridian MAX?

Refer to the "Maintenance and administration programs: system running" chapter, "View/Modify Meridian MAX options" section, "Current Options Display" subsection, for more details.

If no, order and install the LAN option from your Meridian MAX distributor.

2 Is the IP address of the Meridian MAX set correctly? Check that the IP address assigned to MAX does not conflict with any other devices on the LAN.

If no, obtain a unique IP address. Shut down the Meridian MAX, and modify the IP address in the System Parameters screen.

Refer to the "Maintenance and administration programs: system running" chapter, "Shut down the System" section, for information on shutting down the Meridian MAX.

Contact your LAN administrator to obtain your IP address.

3 Do you need to modify your Meridian MAX subnet mask and Meridian MAX default router/gateway address to improve system response time?

Consult your LAN administrator if you want to modify your subnet mask or default router/gateway.

4 If you are using an SNN/SNN-E, is the NT7D47EA external Ethernet cable securely connected to the Ethernet connector on the I/O panel?

If you are using an IPE/IPE-E, go to Step 6.

If no, secure the connection.

5 If you are using an SNN/SNN-E, is the Ethernet cable between the 712M transition module and the I/O panel connected securely? To check this, the back panel will need to be removed.

If no, secure the connection.

6 Are you using an MAU unit connected to the Meridian MAX, and does the unit have a light to indicate it is receiving power?

For an SNN/SNN-E, an NT7D47EA cable is used to connect the MAU to the Meridian MAX.

For an IPE/IPE-E, an NT1R03AA cable is used to connect the MAU to the Meridian MAX.

If no, go to Step 9.

7 Is the MAU power light on?

If no, check the operation of the MAU. Check that the internal cable between the MAU and CPU card is connected properly. Check that the CPU card is operational. If the MAU is still not operational, replace the MAU with one that is working correctly.

8 If there are indicators on the MAU to show receive and transmit, are they flashing to indicate LAN activity? For information on the meaning of the MAU indicators, refer to the MAU manual.

If no, replace the NT7D47EA (SNN) or NT1R03AA (IPE) cable. If the problem still exists, contact your MAX service representative.

9 For an SNN/SNN-E, check any cabling between the NT7D47EA cable and your PC or the third-party system (through MSI or MEI).

For an IPE/IPE-E, check any cabling between the NT1R03AA cable and your PC or the third-party system (through MSI or MEI). This could include cabling to equipment such as a bridge or router.

10 Attempt to ping the Meridian MAX from a PC that is known to work on the LAN.

On the Meridian MAX, use the ping utility to check the response time across the LAN to the PC or third-party equipment using MSI or MEI. For more information on the ping utility, refer to the “LAN link diagnostic tools” chapter, “Ping” section.

At the prompt on the PC experiencing problems, use the network operating software's ping program in the form 'ping <IP address>' to see the response time in milliseconds across the LAN.

Is there a response?

If no, the CPU card (SNN/SNN-E) or the IPE/IPE-E unit may need to be replaced. However, contact your MAX service representative for assistance first.

11 Has the response time improved?

If no, consult your local LAN support personnel.

12 End of Procedure 7-34.

Checking LAN connection—pinging a device from the PC or Meridian MAX

Procedure 7-35 describes how to isolate a problem with your LAN connection while pinging a device from the PC or the Meridian MAX.

Procedure 7-35
To check LAN connection—pinging a device from the PC or Meridian MAX

1 Locate two PCs with TCP/IP network operating software installed and functioning in your LAN environment.

2 Determine the IP addresses of each of these PCs.

3 Use the network operating software's ping program, on the PC experiencing problems, to ping from one of the PCs to the other. Refer to the network operating software manual for details on the ping command. Did the ping work, meaning, did the PC that you pinged respond?

If no, isolate the problem with either of these PCs using Procedure 7-34.

4 Determine the IP address of the Meridian MAX. This can be found in the Meridian MAX Hardware and System Parameters screen. Use the ping command from one of the PCs to test the connection to the Meridian MAX. Did the Meridian MAX respond?

You can also ping from the Meridian MAX. Determine the IP address of the PC that is experiencing a problem. Use the ping utility from the Meridian MAX to test the connection the the PC. Did the PC respond?

If no, isolate the problem using Procedure 7-34.

If yes, this means that you can communicate to the Meridian MAX over the LAN. Use Procedure 7-36 to test the Meridian MAX to MTE connection.

5 End of Procedure 7-35.

Checking LAN connection—connecting using MTE

Procedure 7-36 provides a set of steps to verify that MTE can connect to the Meridian MAX through the LAN. It is assumed that you have installed and tested the network operating software and are able to successfully 'ping' the Meridian MAX with this PC.

Procedure 7-36
To check LAN connection—connecting using MTE

1 Start the MTE on the PC which has the network operating software installed, configured, and tested. Does MTE connect to the Meridian MAX and display the login screen?

If yes, go to Step 6.

2 Access the MTE setup screen if you are using MTE for DOS or the MTE session options screen if you are using MTE for Windows.

If you are using MTE for DOS, press both left and right <Shift> keys simultaneously to access the MTE setup screen.

If you are using MTE 6 for Windows, refer to the MTE 6 User Guide *(P0815602), "Setting session options" section, to access the session option screen.*

If you are using MTE 7 for Windows, refer to the MTE 7 User Guide *(P0821303), "Setting session options" section, to access the session option screen.*

If you are using MTE 8 for Windows, refer to the MTE 8 User Guide *(P0853413), "Setting session options" section, to access the session option screen. If you are using MTE 9 for Windows, refer to the* MTE 9 User Guide *(P0881398), "Setting session options" section, to access the session option screen.*

3 Is the CONNECTION TYPE field set to LAN?

If no, set the field to LAN.

4 Is the HOST NAME or IP ADDRESS field set to the correct hostname or IP address for the Meridian MAX? For details on host names, refer to the network operating software manual.

If no, enter the IP address of the MAX in this field, save your changes, and exit. At this point, MTE attempts to connect to Meridian MAX.

5 Does the MTE connect to the Meridian MAX?

If no, refer to the network operating software manual's troubleshooting section for instructions on diagnosing LAN problems. Some tools are available with your network operating software for diagnosing network problems.

6 End of Procedure 7-36.

Checking LAN connection—connecting using MSI or MEI

Procedure 7-37 provides a set of steps to verify that the third-party application using MSI or MEI can connect to the Meridian MAX through the LAN. It is presumed that you have installed and tested the network operating system and that you can ping the Meridian MAX with the third-party application.

It is also presumed that you have access to a network analyzer, which is used to record and interpret network activity. An Ethernet network analyzer is required for the Meridian MAX. Depending on the application, an Ethernet or Token Ring analyzer is used for other applications such as MTE, MSI, or MEI. The analyzer is connected to the LAN segment causing the problem. If you believe the problem is being caused by the Meridian MAX, attach the analyzer to the segment where the Meridian MAX resides. The Meridian MAX only uses the TCP/IP protocol.

Procedure 7-37
To check LAN connection—connecting using MSI or MEI

1 Start the third-party application which has the network operating system installed, configured, and tested. Is the application connected to the Meridian MAX receiving any data from it?

If yes, go to Step 6.

2 Determine if the port number(s) for the MSI or MEI links are correct in the Meridian MAX External Interface Configuration display. For more information on this display, refer to the "Configuring the Meridian MAX" chapter, "External Interface Configuration" section.

If the port number(s) are not correct, shut down the Meridian MAX, assign the correct port numbers and enable the links on the Meridian MAX External Interface Configuration display.

3 Are data being passed from the Meridian MAX to the third-party application?

If data are not being passed, use a network analyzer to determine which messages, if any, are being passed to the third-party application. The network analyzer can also determine network bottlenecks.

The link trace can also be turned on from the MSI Link Trace menu or the MEI Link Trace menu. For more information, refer to the "LAN link diagnostic tools" chapter.

4 View the trace file from the MSI Link Trace menu or the MEI Link Trace menu.

Note: After the information is obtained, turn the link trace off. This prevents the link trace from filling up the hard disk.

5 Is the expected data shown on the trace file?

If data are not shown, determine if the High-Speed Link is functional by following the "Checking the High-Speed Link" procedure and the "Checking the High-Speed Link configuration" procedure in this chapter.

6 End of Procedure 7-37.

Chapter 8: Meridian MAX error messages

Overview

Meridian MAX error and informational messages are logged into the Meridian MAX error log. There are two groups of errors: operating system errors and task errors.

Accessing the error messages

The Meridian MAX System Diagnostics menu provides options to view, print, and search the error messages in the error log.

For more information, refer to the “Maintenance and administration program: system running” chapter, “Diagnostics” section, or the “Maintenance and administration program: system shutdown” chapter, “Diagnostics” section.

Understanding the error log

Error messages are retained in error logs. One error log can be created for each day, up to a maximum of 14 days.

Error log naming conventions

The file name of the current error log is

- usr/max/operations/mapa_err_log
- usr/max/operations/mapa_err2

The file name of the historical error log is

- usr/max/operations/mlog.<MAX day_number>
  For example, the file name for the error log on January 6, 1998 is usr/max/operations/mlog.10233

Each error log file can contain 500 Kbytes of messages. If it exceeds this limit, the overflow is stored in a file called

- usr/max/operations/mlog2.<MAX day_number>
  For example, the overflow file created on January 5, 1998 is named usr/max/operations/mlog2.10232

Creating an error log

A new error log is created only at midnight, or when the Meridian MAX time is changed (for example, it is set before or after the current day). When a new error log is created, the current log (usr/max/operations/mapa_err_log) is renamed usr/max/operations/mlog.<MAX day number>.

If there is a usr/max/operations/mapa_err2 file, it is renamed usr/max/operations/mlog2.<MAX day number>.

After a reboot, any additional error messages are appended to the current error log.

Maintaining an error log with older or future dates

Error logs with a date older than two weeks may exist if the Meridian MAX time is set forward. A future date may exist in the log if the time is set backwards. Any error logs beyond the two–week limit are removed whenever the Meridian MAX creates a new error log at 12 a.m. or when the time is set forward or backwards by more than one day.

Meridian MAX service representative

This document frequently refers to contacting your Meridian MAX service representative. This representative can be one of the following:

- an on-site technician
- a local distributor
- the Nortel support center

Database errors

Several messages in this document refer to problems with the Meridian MAX databases. There are a few general steps that can be taken to resolve these problems.

Check the error message for the task name, and refer to the “MAX Tasks” section for a description of the task which is reporting the problem. This will assist you in determining the effect of the error message.

If the error message contains a database table name, refer to “System database” and “Data database” to determine which database is affected. If the table is not listed, then it belongs to one of the language databases where English and the secondary language strings are stored as well as custom strings that users have defined such as report definition titles.

If the error message occurs only once, take note of all information in the error message for future reference.

If the error message occurs often or if there are several database error messages, follow the steps below:

- Shut down the Meridian MAX software.
- If the affected database is the data database, run “Data Database Check” from the Maintenance menu.
- Restart the Meridian MAX software.

If the problem still occurs, do the following:

- Shut down the Meridian MAX.
- Restore a recent version of the database backup tape through the Maintenance menu.
- Restart the Meridian MAX.

If the problem is still not corrected, and after consulting your Meridian MAX service representative, reinstall the Meridian MAX.

System database

The system database stores configuration information such as printer and display port definitions. This database also contains most of the information defined in Parameter Administration as well as custom report definitions and change order definitions.

The system database contains the following database tables.

Table 8-1
System database tables

sts_grps	formulae	tab_fmts	tab_elem
charts	grf_fmts	grf_elem	rpt_defn
langs	agentdat	personel	spvids
profile	hwPRTRS	LANPRTRS	acd_dns
routedat	dnisdat	actdat	scddef
scd_tims	scd_rpts	threshld	sys
sERDEVS	spectra	shifts	rpt_per
rpt_parm	chg_ordr	posn_co	thrsh_co
targt_co	listdefn	listelem	ran_co
nite_co	trunk_co	adhoc_co	co_queue
listtype	acdgroup	dnlist	vIDEO
grmems	pRINTERS	sCD_COS	mesg_co
dist_co	pRTMODEL	raw_dbf	cOMUNITS
cOMPORTS	iNSTUNIT	dTOF_CO	nTOF_CO
xIFSTAT	nODELIST	nACNODE	cdn_co
fcPARVAL	cdnmem	dSPMODEL	dISPLAYS
tbLock	tHRNAMES	fcAUDIT	dQUADS
dsp_DEFN	fcMASTER	qUADELEM	

Data database

The data database stores all of the historical reporting information. This database is accessed by several programs and includes the following database tables.

Table 8-2
Data database tables

sw_acddn	w_ovrflw	i_ovrflw	i_acddn
i_agent	i_dnis	i_actvy	i_route
i_trunk	d_acddn	d_ovrflw	d_agent
d_dnis	d_actvy	d_route	d_trunk
l_agent	w_agent	w_dnis	w_actvy
w_route	w_trunk	m_acddn	m_ovrflw
m_agent	m_dnis	m_actvy	m_route
m_trunk	i_cdn	i_cdntar	d_cdn
d_cdntar	w_cdntar	w_cdn	m_cdn
m_cdntar			

Meridian MAX tasks

The Meridian MAX is comprised of several software tasks (or programs). Each of these programs provide specific functionality. The messages throughout this document refer to ‘program.’

This section provides a basic description of each task. This will prove useful when reading the system messages descriptions.

If the task is not listed here, then it may be a generic task which is shared with several other tasks. If this is the case, refer to the “PROGRAM” field of the error message for more information.

age

This task manipulates the data stored in the data database into daily, weekly, and monthly information.

cclink

This task provides the communication between the Meridian MAX and the Meridian 1 for the Load Management Link.

cc_request
This task initiates scheduled change orders.

cc_sched
This task executes scheduled change orders.

chng_dow
This task runs when the “First Day of the Week” is changed in order to update the Meridian MAX configuration.

cron
This task is an operating system program which executes any supervisor defined schedules. This includes Meridian MAX maintenance routines such as the midnight “aging” process and backups.

cur_intvl
This task requests the HDC task to save the current interval information to the data database.

dbsizer
This task reconfigures the database as per changes in the Capacity Configuration screens. This task is executed during a new installation or upgrade.

display
This task provides the Supervisor Display to all supervisors. This includes all of the Real Time Displays. There is one program started for each Supervisor Display port.

dskaudit
This task cleans up files on the system periodically to prevent the disk from becoming full.

dsp_mngr
This task starts, stops, and monitors all display tasks for any hard-wired port or LAN session.

ft_server
This task transfers files between Meridian MAX and the Network Administration Center (NAC).

fxfr
This task transfers files between Meridian MAX and NAC.

grgen
This task generates graphical reports as requested by the user.

hdc
This task is the Historical Data Collection (HDC) task. It accumulates all the historical information that is later retrieved for historical reports.

hslink
This task provides the communication between Meridian MAX and the Meridian 1 for the High-Speed Link. It passes messages to both the HDC and stats tasks.

linkread
This task provides low-level access for the communication link to NAC.

mapa_ctl
This task is the program administration controller. It starts, stops, and monitors other Meridian MAX tasks.

mapa_logger
This task logs all FATAL, warning, and informational messages.

maxcc
This task is the Capacity Configuration task. It displays the Basic and Advanced Capacity Configuration screens.

meit
This task is the Meridian MAX Event Interface (MEI) task. It provides performance measurement and data to the MEI client.

mpsa
This task provides Port Assignment and System Parameters screens during maintenance and installation.

msit
This task is the Meridian MAX Status Interface (MSI) task. It provides performance measurement and data to the MSI client.

naclink
This task provides the communication between Meridian MAX and NAC.

netlnkini
This task sets up the physical connection to NAC.

nquery
This task provides historical information to NAC.

nstats
This task provides real-time statistical information to NAC.

ostt
This task provides the operating system time for other Meridian MAX tasks.

prt_mon
This task lists the status of the print jobs queued to all of the Meridian MAX printers.

rptgen
This task generates tabular reports as requested by the user.

stats
This task stores all of the real-time activity on the Meridian 1 in memory.

sys_rpts
This task generates system reports as requested by the user.

td
This task is the Time Daemon task. It handles synchronization of the clocks on Meridian MAX and the Meridian 1. It also activates and deactivates schedules by communicating with the cron task for use by display tasks.

Task error types

There are three types of task messages that may be encountered. These types are FATAL, WARNING, and INFORMATIONAL messages. Fatal errors will stop and (in most cases) restart the task that causes the error. Warning errors usually do not stop the task that generated the error as the problem usually clears itself. Informational messages do not stop the task that generated the error.

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

The format of a task message is shown below:

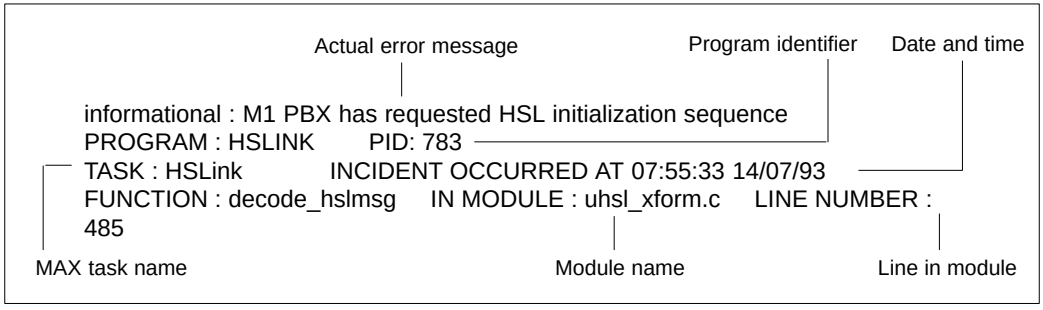
eeeeeeeee xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx
PROGRAM: ppppppppp PID: zzzz
TASK: ttttttttt INCIDENT OCCURRED AT hh:mm:ss dd/mm/yy
FUNCTION: ffff IN MODULE: mmmm LINE NUMBER: nn

where:

eeeeeeeeee	= error type (either FATAL or WARNING)
xxxxxxxxxx	= text of the error message
ppppppppp	= program name
ttttttttt	= task name
ffff	= function name
mmmm	= module name
nn	= line number in the module
zzzz	= unique program identifier

Note: Ignore the leading 'U' in any module names you see when reading messages in the error log.

Figure 8-1
Example of an error message



Note: Some of the fatal messages contain the characters “%s”, “%/d”, or “%d”. The message on the screen replaces these characters with the appropriate information.

Fatal messages

Table 8-3
Fatal messages

Error Message **Task** **Module** **Explanation and Error Recovery Procedure**
"Acckey failure [x]" <Task> <Module> This message indicates that the task in question has had a problem accessing the database. The number in parenthesis [x] is the return code from the Unify database call. Ask your Meridian MAX service representative to coordinate this message with any that may appear in the database error logs.
"alarms are not allowed in MAX" common signal.c A system error has occurred. Ignore the message if this is an isolated incident. Contact your Meridian MAX service representative if the problem persists.
"An internal system error has occurred. Please check the error log" <Task> <Module> This message will precede another message. Always refer to the explanation and error recovery procedures of the second message.
"An unknown error (number %d) was detected" ft_server ft_server.c A system error has occurred. Look for other recent messages relevant to this problem or scenario, and check their meanings. If these indicate other serious problems, contact your Meridian MAX service representative. Otherwise, no action is required.
"An unknown error (number %d) was detected" fxfr fxfr.c A system error has occurred. Look for other recent messages relevant to this problem or scenario, and check their meanings. If these indicate other serious problems, contact your Meridian MAX service representative. Otherwise, no action is required.
"Another "age" must be currently running – check cron" age age_init.c The age program is attempting to run more than once. This attempt will fail. Check that the first instance ran to completion by searching for messages referring to the midnight backup. If there are messages, then the ager ran to completion, and no action is required. If there are no such messages, contact your Meridian MAX service representative.
—continued—

Table 8-3 (continued)
Fatal messages

Error Message **Task**	**Module** **Explanation and Error Recovery Procedure**
"attach shared memory failed: READ" common	att_shm.c A system error has occurred. An earlier warning error message should clarify the reason for this error. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs, then contact your Meridian MAX service representative.
"attach shared memory failed: WRITE" common	att_shm.c A system error has occurred. An earlier warning error message should clarify the reason for this error. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs, then contact your Meridian MAX service representative.
"bad argument to system call" signal processor	signal.c A system error has occurred. An earlier warning error message should clarify the reason for this error. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs, then contact your Meridian MAX service representative.
"can not find path directory" naclink	app_send.c A system error has occurred. If there are other recent messages relevant to this program or scenario, check their meaning. If these indicate other serious problems, then contact your Meridian MAX service representative. Otherwise, no action is required.
"cannot access SM file" netlnkini	netlnkini.c A system error has occurred. If there are other recent messages relevant to this program or scenario, check their meaning. If these indicate other serious problems, then contact your Meridian MAX service representative. Otherwise, no action is required.
"cannot attach to MAPA public memory" MAPA Controller	ctl_main.c No available memory was found. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs, then shut down the system. Reboot the system to verify that the system is configured with the correct amount of memory. If no memory problem is uncovered and the problem persists, contact your Meridian MAX service representative.
"cannot create message queue" control	ctl_main.c A system error has occurred. An earlier warning error message should clarify the reason for this error. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs, then shut down the system, and contact your Meridian MAX service representative.

—continued—

Table 8-3 (continued)
Fatal messages

Error Message **Task** **Module** **Explanation and Error Recovery Procedure**
“Cannot create selection list - out of memory” rptgen sel_crit.c The system ran out of memory.
“cannot find destination pn” control ctl_master.c An internal system variable has reached an illegal state. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs, then shut down the system, and contact your Meridian MAX service representative.
“cannot find from pn” control ctl_master.c An internal system variable has reached an illegal state. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs, then shut down the system, and contact your Meridian MAX service representative.
“Cannot find path directory” naclink mis_sub.c A system error has occurred. If there are other recent messages relevant to this program or scenario, check their meaning. If these indicate other serious problems, then contact your Meridian MAX service representative. Otherwise, no action is required.
“cannot find the path directory” naclink app_error.c A system error has occurred. If there are other recent messages relevant to this program or scenario, check their meaning. If these indicate other serious problems, then contact your Meridian MAX service representative. Otherwise, no action is required.
“cannot find the path directory” naclink app_rcv.c A system error has occurred. If there are other recent messages relevant to this program or scenario, check their meaning. If these indicate other serious problems, then contact your Meridian MAX service representative. Otherwise, no action is required.
“cannot get key” control ctl_main.c A system error has occurred. An earlier warning error message should clarify the reason for this error. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs, then shut down the system, and contact your Meridian MAX service representative.

—continued—

Table 8-3 (continued)
Fatal messages

Error Message **Task** **Module** **Explanation and Error Recovery Procedure**
“cannot get memory” control ctl_main.c No available memory was found. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs, then shut down the system. Verify that the system is configured with the correct amount of memory. If no memory problem is uncovered and the problem persists, contact your Meridian MAX service representative.
“cannot get memory” control ctl_utils.c No available memory was found. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs, then shut down the system. Verify that the system is configured with the correct amount of memory. If no memory problem is uncovered and the problem persists, contact your Meridian MAX service representative.
“Cannot get rptgen message type” rptgen rptgen.c Rptgen is unable to get the message type for its task. This message type is required to send current interval dump requests to HDC. There should be a previous error message explaining the problem. Generate the report again. If the problem persists, contact your Meridian MAX service representative.
“Cannot open command pipe” ccsched cc_sched.c Installation failed, or the site has an improper version of the release materials. Check your release materials (that is, version number and system type). If they are correct, then reinstall the Meridian MAX. Otherwise, contact your Meridian MAX service representative.
“Cannot open configuration control command pipe” cclink ccl_main.c A system error has occurred. An earlier warning error message should clarify the reason for this error. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs, then shut down the system, and contact your Meridian MAX service representative.
“cannot open /etc/systemid” control ctl_main.c A system error has occurred. An earlier warning error message should clarify the reason for this error. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs, then shut down the system, and contact your Meridian MAX service representative.

—continued—

Table 8-3 (continued)
Fatal messages

Error Message **Task** **Module** **Explanation and Error Recovery Procedure**
"cannot open from_client pipe" MAPA Client client.c A system error has occurred. Check your release materials (that is, version number and system type). If they appear to be all right, reinstall the Meridian MAX release. If the problem persists, contact your Meridian MAX service representative.
"cannot open prog_list" control ctl_master.c MAPA cannot open the file which determines which tasks to start. the Meridian MAX software will not load. This could be due to a problem during installation. Reinstall the Meridian MAX software.
"Cannot open request pipe" ccsched cc_sched.c The task could not open the communication path (pipe) to cclink. This affects scheduled change orders. Shut down and restart the Meridian MAX. If the problem persists, contact your Meridian MAX service representative. A software reinstallation may be necessary.
"Cannot open response pipe" ccsched cc_sched.c The task could not open the communication path (pipe) to cclink. This affects scheduled change orders. Shut down and restart the Meridian MAX. If the problem persists, contact your Meridian MAX service representative. A software reinstallation may be necessary.
"cannot open sys_list" control ctl_main.c Installation failed, or the site has an improper version of the release materials. Check your release materials (that is, version number and system type). If they are correct, then reinstall the Meridian MAX. Otherwise, contact your Meridian MAX service representative.
"Cannot open terminal device in CLOCAL mode" display term_setup.c A system error has occurred when attempting to open a port configured for a dial-up display. An earlier warning error message should clarify the reason for this error. The task should recover without user intervention. If the problem reoccurs, then check the hardware configuration. If the problem still persists, contact your Meridian MAX service representative.
" Cannot open the file [%s] – task shut down" common intertask.c A system error has occurred when attempting to open the specified file. An earlier warning error message should clarify the reason for this error. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs, then shut down the system, and contact your Meridian MAX service representative.
—continued—

Table 8-3 (continued)
Fatal messages

Error Message **Task**	**Module** **Explanation and Error Recovery Procedure**
"Cannot open terminal device" display	term_setup.c A system error has occurred while attempting to open a device for a supervisor workstation. Shut down and restart the system. If this is a new installation, reinstall the software. If the problem persists, contact your Meridian MAX service representative.
"Cannot open the named pipe [%s]" ft_server	ft_server.c A system error has occurred. Ignore the message if this is an isolated incident. If the problem persists, contact your Meridian MAX service representative.
"Cannot redirect stderr" cclink	ccl_main.c A system error has occurred. An earlier Warning Message should clarify the reason for this error. The task should begin its recovery process and will start again without user intervention. If the problem persists, shut down the system, and contact your Meridian MAX service representative.
"Cannot redirect stderr" mpsa	mpsa.c A system error has occurred while trying to redirect standard error in 'mpsa.' Errors may not be visible to you. No action is required.
"Cannot start %s – execv failed" MAPA Controller	ctl_utils.c A system error has occurred. If the system was recently installed, make sure there were no installation errors. If installation errors are found, reinstall the system. If the problem persists, contact your Meridian MAX service representative. If no installation errors are found, shut down and restart the system. If the problem persists, contact your Meridian MAX service representative.
"can't find dependent" control	ctl_master.c An internal variable has reached an illegal state. Contact your Meridian MAX service representative.
"Can't find the MAX_DIR environment variable" display	login.c The software had a problem finding the environment variable MAX _DIR. Restart your Meridian MAX. If the problem persists, contact your Meridian MAX service representative.

—continued—

Table 8-3 (continued)
Fatal messages

Error Message **Task**	**Module**
Explanation and Error Recovery Procedure	
"Can't open config files file : access read" sys_rpts	rpt_init.c
A system error has occurred. An earlier warning error message should clarify the reason for this error. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs, then shut down the system, and contact your Meridian MAX service representative.	
"Can't open input pipe %s for NAC msgs" stats	stsmgr.c
A system error has occurred. Verify that the Meridian MAX installation has no errors. If no errors exist, then contact your Meridian MAX service representative. Otherwise, reinstall the Meridian MAX software. Contact your Meridian MAX service representative if the problem persists.	
"Can't open output pipe %s for NAC msgs" stats	stsmgr.c
A system error has occurred. Verify that the Meridian MAX installation has no errors. If no errors exist, then contact your Meridian MAX service representative. Otherwise, reinstall the Meridian MAX software. Contact your Meridian MAX service representative if the problem persists.	
"Corrupted system ID file – task shutdown" HSLink	hsl_inilnk.c
This program is in the process of validating the serial number received from the Meridian 1 but could not open the serial number file on MAX. The High-Speed Link will not initialize, and this program will be shut down and restarted. This could be a result of an installation problem. Contact your Meridian MAX service representative.	
"could not attach shared memory" MAPA Monitor	monitor.c
A problem was detected while attempting to attach the shared memory. If the problem reoccurs, shut down the system, and contact your Meridian MAX service representative.	
"Could not initialize" mpsa	mpsa.c
A system error has occurred while trying to initialize 'mpsa.' Contact your Meridian MAX service representative for assistance.	
"Could not open %s" ager	ag_setup.c
This message indicates that the file '%s' could not be opened by the 'ager' program . You can shut down the system and restart it. Should the problem persist, contact your Meridian MAX service representative.	

—continued—

Table 8-3 (continued)
Fatal messages

Error Message **Task**	**Module** **Explanation and Error Recovery Procedure**
"Could not open %s for input" nstats	nstats.c The pipe could not be opened for read messages from the Netlink task. Check your release materials (version number, and system type), and reinstall the system if they are incorrect. If the problem persists, contact your Meridian MAX service representative.
"Could not open SUPMSG_DIR dir!" display	supmsg.c A system error has occurred. If the system was recently installed, make sure there were no installation errors. If installation errors are found, reinstall the system. If the problem persists, contact your Meridian MAX service representative. If no installation errors are found, shut down and restart the system. If the problem persists, contact your Meridian MAX service representative.
"Could not open SUPMSG_IN dir!" display	supmsg.c A system error has occurred. If the system was recently installed, make sure there were no installation errors. If installation errors are found, reinstall the system. If the problem persists, contact your Meridian MAX service representative. If no installation errors are found, shut down and restart the system. If the problem persists, contact your Meridian MAX service representative.
"Could not open system ID file – task shutdown" HSLink	hsl_inilnk.c The HSLink program could not open the encrypted Meridian 1 serial number file. The program will shut down and be restarted. If this message occurs again, contact your Meridian MAX service representative.
"Could not set Load Management Link into raw mode" cclink	ccl_sl1if.c A problem was detected when attempting to set up the Load Management Link port. A system error has occurred. An earlier warning error message should clarify the reason for this error. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs, then shut down the system, and contact your Meridian MAX service representative.
"Could not set terminal into raw mode" display	term_setup.c A system error has occurred. Review the Supervisor Displays defined in the hardware configuration, and make sure they are correct. If they are, shut down the system, and run Test I/O Ports from the System Diagnostics menu. If the problem persists, contact your Meridian MAX service representative.

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Table 8-3 (continued)
Fatal messages

Error Message **Task**	**Module**
Explanation and Error Recovery Procedure	
"Could not set terminal into raw mode" lib_usrif	uicommon.c
A system error has occurred. Review the Supervisor Displays defined in the hardware configuration, and make sure they are correct. If they are, shut down the system, and run Test I/O Ports from the System Diagnostics menu. If the problem persists, contact your Meridian MAX service representative.	
"Could not turn off sanity check" ager	ag_init.c
This message indicates that the Meridian MAX experienced a communication problem. The 'ager' program will be restarted automatically. Should you see the same message again later, contact your Meridian MAX service representative.	
"Could not turn off sanity check" DBAUDIT	dbaudit.c
MAPA's sanity check was not turned off for this task. Contact your Meridian MAX service representative. Your Meridian MAX should function normally except that the auditing message on the Meridian MAX Capacity Configuration screen may not be accurate.	
"Could not turn off sanity check" mpsa	mpsa.c
A system error has occurred while trying to turn off sanity checking in 'mpsa.' Exit and reenter the maintenance program.	
"Database access failure –– table: langs" display	<Module>
A database error occurred. Reinstall the hardware and software if there were errors during the most recent installation/upgrade of the Meridian MAX. If there were no errors during the installation/upgrade, or if the problem persists after reinstallation, contact your Meridian MAX service representative.	
"Database access failure –– table: profile" display	<Module>
A database error occurred. Reinstall the hardware and software if there were errors during the most recent installation/upgrade of the Meridian MAX. If there were no errors during the installation/upgrade, or if the problem persists after reinstallation, contact your Meridian MAX service representative.	
"Database access failure –– table: spvids" display	login.c
A database error occurred. Reinstall the hardware and software if there were errors during the most recent installation/upgrade of the Meridian MAX. If there were no errors during the installation/upgrade, or if the problem persists after reinstallation, contact your Meridian MAX service representative.	

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Table 8-3 (continued)
Fatal messages

Error Message **Task** **Module** **Explanation and Error Recovery Procedure**
"Database access failure [%d] –– table: profile" cclink ccl_main.c A database error occurred. Reinstall the hardware and software if there were errors during the most recent installation/upgrade of the Meridian MAX. If there were no errors during the installation/upgrade, or if the problem persists after reinstallation, contact your Meridian MAX service representative.
"Database access initialization failed – task shutdown" HDC hdc_start.c This could be due to a problem during installation. If the system was recently installed, then re-install the software. Otherwise, contact your Meridian MAX service representative.
"Database access initialization failed" msit msi.c A system error has occurred. The task should begin its recovery process and will start again without user intervention. If the problem persists, shut down the system, and contact your Meridian MAX service representative.
"database initialization failed" RPT del_old.c Installation failed, or the site has an improper version of the release materials. Check your release materials (version number and system type), and reinstall the system if they are correct. Contact your Meridian MAX service representative if the problem persists.
"Database paths not defined" <Task> <Module> A database error has occurred while trying to set the current database to the system database. Contact your Meridian MAX service representative for assistance.
"Database read failure : %s" <Task> <Module> A database error occurred while trying to read from the table specified (%s). Check the error message for the <Task> and <Module> reporting the problem. See the "Database errors" section for further instructions.
"Database read failure [%d] –– table : %s" <Task> <Module> A database error occurred while trying to read from the table specified (%s). Check the error message for the <Task> and <Module> reporting the problem. See the "Database errors" section for further instructions.

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Table 8-3 (continued)
Fatal messages

Error Message **Task**	**Module** **Explanation and Error Recovery Procedure**
"Database record creation failure [%d] –– table: %s"	
LangServer	lang.c
A database error (%d) occurred while trying to add information to the specified table (%s). See the "Database errors" section for further instructions.	
"Database record deletion failure [%d] –– table: %s"	
LangServer	lang.c
A database error (%d) occurred while trying to delete information from the specified table (%d). See the "Database errors" section for further instructions.	
"Database selection failure –– table: listdefn"	
display	cc_lists.c
A database error occurred while trying to access information in the "listdefn" table. See the "Database errors" section for further instructions.	
"Database table is full –– table: %s"	
LangServer	lang.c
A database error occurred. Contact your Meridian MAX service representative for assistance.	
"Database write failure [%d] –– table: %s"	
LangServer	lang.c
A database error (%d) occurred while trying to write information to the specified table (%s). See the "Database errors" section for further instructions.	
"db_man_init failed"	
<Task>	<Module>
The software had a problem finding the Meridian MAX databases due to problems with the environment variables. This is an internal problem, and the Meridian MAX will not operate properly. Restart the Meridian MAX. If this does not correct the problem, you may have to reinstall the Meridian MAX software.	
"db_switch to %s failed"	
<Task>	<Module>
An attempt to open a database (%s) failed. See the "Database errors" section for further instructions.	
"db_switch to system failed"	
stats	stsmgr.c
A database path cannot be set to the system database. The stats task will automatically be restarted. Check the installation error messages. If the installation had a problem, reinstall the system. If the problem persists, shut down the system, and contact your Meridian MAX service representative.	

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Table 8-3 (continued)
Fatal messages

Error Message **Task** **Module** **Explanation and Error Recovery Procedure**
"Device port (file descriptor # %d) could not be set" HSLink hsl_setty.c This program was in the process of setting up the physical port which connects the High-Speed Link to the Meridian 1, but this failed. The port is set when this program is initializing the High-Speed Link. This program will be shut down and restarted. If the link does not initialize, check the physical connection to the switch. If the problem persists, contact your Meridian MAX service representative.
"Device write error – LM link, rc=[%d], errno=[%d]" cclink ccl_sl1if.c A system error has occurred. An earlier warning error message should clarify the reason for this error. The task should begin its recovery process and will start again without user intervention. If the problem persists, shut down the system, and contact your Meridian MAX service representative.
"Device write error – Load Management Link" cclink ccl_sl1if.c A system error has occurred. An earlier warning error message should clarify the reason for this error. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs, then shut down the system, and contact your Meridian MAX service representative.
"Error getting data from %s Table" <Task> <Module> A database error occurred while trying to retrieve information from the specified table (%s). Check the error message for the <Task> and <Module>. See the "Database errors" section for further instructions.
"Error getting data from %s record" <Task> <Module> A database error occurred while trying to retrieve information from a record in the specified table (%s). Check the error message for the <Task> and <Module>. See the "Database errors" section for further instructions.
"Error getting data from ACD_DNS Table" display listman.c A database error occurred when attempting to read an ACD-DN Name Definition from the database. Use Parameter Administration – ACD-DN Definition and verify that all ACD-DN/CDN names can be read. If the problem persists, delete all the ACD-DN/CDN name definitions, and reenter them. If this does not resolve the problem, contact your Meridian MAX service representative.
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Table 8-3 (continued)
Fatal messages

Error Message **Task**	**Module** **Explanation and Error Recovery Procedure**
"Error getting data from display model record" mpsa	dev_info.c A database error has occurred while building the display items. Contact your Meridian MAX service representative for assistance.
"Error getting data from list definition record" display	listman.c A database error occurred when attempting to read a list definition from the database. Use Configuration Control – Create or Modify Lists to review the list definition. If the problem persists, contact your Meridian MAX service representative.
"Error getting data from list element record" display	listman.c A database error occurred when attempting to read a list definition from the database. Use Configuration Control – Create or Modify Lists to review the list definition. If the problem persists, contact your Meridian MAX service representative.
"Error getting data from list type record" display	listman.c An error occurred reading a record from the "listtype" table. This table is loaded during system installation. Check whether any errors occurred during installation. Reinstall the hardware and software if there were errors during the most recent installation/upgrade of the Meridian MAX. If there were no errors during the installation/upgrade, or if the problem persists after reinstallation, contact your Meridian MAX service representative.
"Error getting data from printer model record" mpsa	dev_info.c A database error has occurred while building the printer items. Contact your Meridian MAX service representative for assistance.
"Error opening Netlink pipe." nstats	nstats.c The pipe for writing messages to the Netlink task could not be opened. Check your release materials (version number and system type), and reinstall the system if they are incorrect. If the problem persists, contact your Meridian MAX service representative.
"error reading from named pipe" MAPA Client	client.c A system error has occurred. An earlier warning error message should clarify the reason for this error. The task should begin its recovery process and will start again without user intervention. If the problem persists, shut down the system, and contact your Meridian MAX service representative.

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Table 8-3 (continued)
Fatal messages

Error Message **Task** **Module** **Explanation and Error Recovery Procedure**
"Error reading keyboard description file" lib_usrif keyboard.c An error occurred while trying to read the keyboard information for the device from the Keyboard Description file. Try using a different terminal type. Report the problem to your Meridian MAX service representative.
"Error reading special characters file" lib_usrif pscreen.c Installation failed, or the site has an improper version of the release materials. Check your release materials (version number and system type)and reinstall the system if they are correct. Contact your Meridian MAX service representative if the problem persists.
"Error reading video attributes file" lib_usrif pscreen.c An error occurred while trying to read the video attribute information for the device. Try using a different terminal type. Report the problem to your Meridian MAX service representative.
"Error releasing semaphore for report generation" rptgen rptgen.c An internal variable has reached an illegal state. Generate the report again. Contact your Meridian MAX service representative if the problem persists.
"Error requesting semaphore for report generation" rptgen rptgen.c An internal variable has reached an illegal state. Generate the report again. Contact your Meridian MAX service representative if the problem persists.
"Error selecting %s" <Task> <Module> A database error occurred. See the "Database errors" section for further instructions.
"Error selecting list definitions" display listman.c A database error occurred when attempting to read the "listdefn" table. Reinstall the hardware and software if there were errors during the most recent installation/upgrade of the Meridian MAX. If there were no errors during the installation/upgrade, or if the problem persists after reinstallation, contact your Meridian MAX service representative.
"Error setting Netlink pipe threshold." nstats nstats.c The threshold could not be set on the pipe. Check recent error messages and their meaning. If these indicate a serious problem, contact your Meridian MAX service representative.
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Table 8-3 (continued)
Fatal messages

Error Message **Task** **Module** **Explanation and Error Recovery Procedure**
"Error setting remote port in raw mode" linkread setty.c A system error has occurred. Review the Supervisor Display defined in the hardware configuration, and make sure they are correct. If they are, shut down the system, and make sure the hardware connection and cable type are correct. Restart the system. If the problem persists, contact your Meridian MAX service representative.
"Error writing page header to output file" rptgen pg_hd.c A system error has occurred. Check the definition to ensure that it was established properly. Perform the print function again. Contact your Meridian MAX service representative if the problem persists.
"Error writing to terminal device" display at_modem.c A system error has occurred. Review the Supervisor Display defined in the hardware configuration, and make sure they are correct. If they are, shut down the system, and run "Test I/O ports" from the System Diagnostics menu. If the problem persists, contact your Meridian MAX service representative.
"Error writing to terminal device" linkread setty.c A system error has occurred. Review the Supervisor Display defined in the hardware configuration, and make sure they are correct. If they are, shut down the system, and run "Test I/O ports" from the System Diagnostics menu. If the problem persists, contact your Meridian MAX service representative.
"execv failed" MAPA Controller ctl_utils.c Either insufficient memory was installed in the system, irregular system activities occurred, or a software error was detected. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs, then shut down the system, and contact your Meridian MAX service representative.
"Expected record not found –– table: %s" <Task> <Module> A database error occurred while retrieving information from the specified table (%s). Check the error message for the <Task> and <Module>. See the "Database errors" section for further instructions.

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Table 8-3 (continued)
Fatal messages

Error Message **Task**	**Module** **Explanation and Error Recovery Procedure**
"Failed of process initialization" ostt	ostt.c This message indicates that the Meridian MAX experienced a communication problem. The task will be restarted. Should you see the same message again, contact your Meridian MAX service representative.
"Failed of turning off sanity check" ostt	ostt.c This message indicates that the Meridian MAX experienced a communication problem. The task will be restarted. Should you see the same message again, contact your Meridian MAX service representative.
"Failed to access list elements key" display	listman.c A database error occurred while trying to access the system database. See the "Database errors" section for further instructions.
"Failed to allocate %d bytes for compressed data" ager	ag_sndpg.c This message indicates that the OS experienced a problem allocating memory for the 'ager' program. Shut down and restart the system in order to resolve this problem. Should the problem persist, contact your Meridian MAX service representative.
"Failed to allocate %d bytes for tree nodes" ager	ag_sndpg.c This message indicates that the OS experienced a problem allocating memory for the 'ager' program. Shut down and restart the system in order to resolve this problem. Should the problem persist, contact your Meridian MAX service representative.
"Failed to ask MAPA to initialize this task." DBAUDIT	dbaudit.c An initialization request to MAPA failed. Contact your Meridian MAX service representative. Your Meridian MAX should function normally except that the auditing message on the Meridian MAX Capacity Configuration screen may not be accurate.
"Failed to attch the shared memory" ostt	ostt.c This message indicates that the OS experienced some problem. You can shut down and restart the system in order to resolve this problem. Should the problem persist, contact your Meridian MAX service representative.

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Table 8-3 (continued)
Fatal messages

Error Message **Task**	**Module** **Explanation and Error Recovery Procedure**
"Failed to get age limit for %s from fcPARVAL" ager	ag_init.c This message indicates that there is a problem with the database. In particular, 'ager' is attempting to read system limits for the database table '%s.' Contact your Meridian MAX service representative for assistance.
"Failed to get expected record count for %s from fcPARVAL" ager	ag_init.c This message indicates that there is a problem with the database. In particular, 'ager' is attempting to read record counts for the database table '%s.' Contact your Meridian MAX service representative for assistance.
"Failed to get os time" ostt	ostt.c This message indicates that the OS experienced some problem. You can reboot the machine to get rid of the problem. Should the problem persist, contact your Meridian MAX service representative.
"Failed to get shared memory id" ostt	ostt.c This message indicates that the OS experienced some problem. You can shut down and restart the system in order to resolve this problem. Should the problem persist, contact your Meridian MAX service representative.
"Failed to malloc local memory" stats	stsmgr.c A system error has occurred. The stats task will automatically be restarted. If your system was recently installed, check the installation error messages. Reinstall the system if there are errors. If the problem persists, shut down the system, and contact your Meridian MAX service representative.
"Failed to notify MAPA of this task's ending." DBAUDIT	dbaudit.c MAPA was not notified of the completion of DBAUDIT. Contact your Meridian MAX service representative. Your Meridian MAX should function normally except that the auditing message on the Meridian MAX Capacity Configuration screen may not be accurate.
"Failed to obtain key combinations" ager	ag_init.c This message indicates that there is a problem with the database. Contact your Meridian MAX service representative for assistance.

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Table 8-3 (continued)
Fatal messages

Error Message **Task**	**Module** **Explanation and Error Recovery Procedure**
"Failed to open file %s", (tt.log) ostt	ostt.c This message indicates that the OS experienced a problem. This message can be ignored.
"Failed to open Load Management Link" cclink	ccl_sl1if.c A system error has occurred. An earlier warning error message should clarify the reason for this error. Determine whether the Load Management Link was defined using the maintenance terminal. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs, then shut down the system, and contact your Meridian MAX service representative.
"Failed to reassign I/O device to '%s'" display	display.c A failure occurred while the system attempted to set up the indicated device. Shut down the system, and run Test I/O Ports from the System Diagnostics menu. If the test fails, contact your Meridian MAX service representative. If all devices fail to correct the problem, then restart the system.
"Failed to reassign I/O device to '%s'" mpsa	mpsa.c A system error has occurred while trying to reassign the standard I/O devices. Contact your Meridian MAX representative for assistance.
"Failed to set up selection table" <Task>	<Module> A database error occurred while trying to retrieve information from a database. Check the <Task> and <Module> to determine which program had the problem. See the "Database errors" section for further instructions.
"File write failure – CC transaction log index file" cclink	ccl_txlog.c A system error has occurred. An earlier warning error message should clarify the reason for this error. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs, then shut down the system, and contact your Meridian MAX service representative.
"File write failure – CC transaction log master file" cclink	ccl_txlog.c A system error has occurred. An earlier warning error message should clarify the reason for this error. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs, then shut down the system, and contact your Meridian MAX service representative.

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Table 8-3 (continued)
Fatal messages

Error Message **Task**	**Module** **Explanation and Error Recovery Procedure**
"File write failure – CC transaction log text file" cclink	ccl_txlog.c A system error has occurred. An earlier warning error message should clarify the reason for this error. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs, then shut down the system, and contact your Meridian MAX service representative.
"floating–point exception" signal_processor	signal.c Either insufficient memory was installed in the system, irregular system activities occurred, or a software error was detected. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs, then shut down the system, and contact your Meridian MAX service representative.
"fork failed" MAPA Controller	ctl_utils.c Either insufficient memory was installed in the system, irregular system activities occurred, or a software error was detected. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs, then shut down the system, and contact your Meridian MAX service representative.
"fork of watcher fails" MAPA Controller	ctl_main.c Either insufficient memory was installed in the system, irregular system activities occurred, or a software error was detected. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs, then shut down the system, and contact your Meridian MAX service representative.
"fstat check failed on pipe from cclink" cc_sched	cc_sched.c Either insufficient memory was installed in the system, irregular system activities occurred, or a software error was detected. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs, then shut down the system, and contact your Meridian MAX service representative.
"fstat check failed on pipe from cc_request" cc_sched	cc_sched.c Either insufficient memory was installed in the system, irregular system activities occurred, or a software error was detected. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs, then shut down the system, and contact your Meridian MAX service representative.

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Table 8-3 (continued)
Fatal messages

Error Message **Task** **Module** **Explanation and Error Recovery Procedure**
"hangup signal received" signal_processor signal.c Either insufficient memory was installed in the system, irregular system activities occurred, or a software error was detected. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs, then shut down the system, and contact your Meridian MAX service representative.
"HDC seems out of sync with HSLink – task shutdown" HDC hdc_msg.c Three consecutive invalid MAX messages were received by the HDC task. This suggests that a problem occurred in the data stream passed by the HSLink task to HDC. The HDC task should begin its recovery process and will start again without user intervention and without loss of any already collected ACD call historical data. If this problem persists, shut down the system, and contact your Meridian MAX service representative.
"header not found in input pipe" MAPA Client client.c A system error has occurred. The task should begin its recovery process and will start again without user intervention. If the problem persists, shut down the system, and contact your Meridian MAX service representative.
"Highest protocol [%d] is too low – task shutdown" HSLink hsl_inilnk.c The Meridian 1 is asking MAX to initialize with an invalid release. This indicates a possible problem with the Meridian 1. Contact your Meridian MAX service representative.
"Home path of user is not set correctly" sys_rpts rpt_init.c Installation failed, or the site has an improper version of the release materials. Check your release materials (version number and system type), and reinstall the system if they are correct. Contact your Meridian MAX service representative if the problem persists.
"illegal instruction" signal_processor signal.c Either insufficient memory was installed in the system, irregular system activities occurred, or a software error was detected. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs, then shut down the system, and contact your Meridian MAX service representative.
"Improper access to database file." LangServer lang.c A database error occurred. Check your release materials (version number and system type), and reinstall the system if they are correct. Contact your Meridian MAX service representative if the problem persists.
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Table 8-3 (continued)
Fatal messages

Error Message **Task**	**Module** **Explanation and Error Recovery Procedure**
"INCORRECT arguments passed" stats	stsmgr.c The options provided to the stats task on startup are invalid. This is a system problem, and MAX will not operate properly. This could be caused by problems during installation. If you recently installed the system, reinstall the software. Otherwise, contact your Meridian MAX service representative.
"interrupt signal received" signal_processor	signal.c Either insufficient memory was installed in the system, irregular system activities occurred, or a software error was detected. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs, then shut down the system, and contact your Meridian MAX service representative.
"INVALID arguments passed" stats	stsmgr.c An internal system error has occurred. The stats task will automatically be restarted. Check the installation error messages. If the installation had a problem, reinstall the system. If the problem persists, shut down the system, and contact your Meridian MAX service representative.
"Invalid arguments passed" <Task>	<Module> A system error has occurred caused by passing invalid arguments to this task. Contact your Meridian MAX service representative for assistance.
"Invalid arguments used to invoke rptgen" rptgen	rptgen.c An internal system error has occurred. Generate the report again. If the problem persists, reboot the Meridian MAX. Contact your Meridian MAX service representative if the problem still persists.
"invalid argument to db_switch" sys_rpts	rpt_utils.c Installation failed, or the site has an improper version of the release materials. Check your release materials (that is, version number and system type). If they are correct, then reinstall the Meridian MAX. Otherwise, contact your Meridian MAX service representative.
"Invalid arguments used to invoke %s" <Task>	<Module> The options provided to the program (%s) are incorrect. This is a system problem, and Meridian MAX will not operate properly. The effect can vary depending on the task. This could be caused by problems during installation. If you recently installed the system, reinstall the software. Otherwise, contact your Meridian MAX service representative.

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Table 8-3 (continued)
Fatal messages

Error Message **Task**	**Module** **Explanation and Error Recovery Procedure**
"Invalid baud rate" display	display.c An attempt to start the display task with an invalid baud rate was made. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs, then shut down the system, and contact your Meridian MAX service representative.
"Invalid baud rate specified" cclink	ccl_main.c An internal system variable has reached an illegal state. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs, then shut down the system, and contact your Meridian MAX service representative.
"Invalid HSL port baud rate [%d] in sys table – task ends" HSLink	hsl_initsk.c When the master program (MAPA) started this program, an incorrect baud rate was provided. This program will shut down and be restarted and will likely have the same problem once restarted. Contact your Meridian MAX service representative for assistance.
"Invalid HSL port baud rate [%d] in sys table – task ends" HSLink	hsl_initsk.c The baud rate specified in the database is incorrect. This program will shut down and be restarted and will likely have the same problem again. Contact your Meridian MAX service representative.
"Invalid logical key name in keyboard file" lib_usrif	keyboard.c A key name specified inside the Keyboard Description file is invalid. Specify a different keyboard language or a different terminal type. Report the problem to your Meridian MAX service representative.
"Invalid month number %d" libcommon	<Module> The month number %d is out of range (0–11). Contact your Meridian MAX service representative.
"Invalid rpt defn grouping key" rptgen	rpt_utils.c An internal system variable has reached an illegal state. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs, then shut down the system, and contact your Meridian MAX service representative.

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Table 8-3 (continued)
Fatal messages

Error Message **Task** **Module** **Explanation and Error Recovery Procedure**
"Invalid task state [%d] – task shutdown" HDC hdc_msg.c An internal HDC task inconsistency was detected. The task is an illegal state while the High-Speed Link initialization messages are about to be passed. The task should begin its recovery process and will start again without user intervention. If the problem persists, this may suggest a memory problem, and your Meridian MAX service representative should be contacted.
"Invalid time unit %d" libcommon <Module> The time unit %d is out of range (0–3). Contact your Meridian MAX service representative.
"ioctl error setting device" linkread setty.c A system error has occurred. The task should begin its recovery process and will start again without user intervention. If the problem persists, shut down the system, and contact your Meridian MAX service representative.
"IPC environment variable not found" <Task> <Module> The program <Task> was unable to determine certain information required to operate normally. If this error occurs often, shut down and restart the Meridian MAX. If it continues to appear, contact your Meridian MAX service representative. A reinstallation of the software may be necessary.
"IPC not defined" netlnkini netlnkini.c Installation failed, or the site has an improper version of the release materials. Check your release materials (version number and system type). If they are correct, then reinstall the Meridian MAX. Otherwise, contact your Meridian MAX service representative.
"Keyboard description file is empty" lib_usrif keyboard.c The key definitions inside the Keyboard Description file are invalid or do not exist. Specify a different keyboard language or a different terminal type. Report the problem to your Meridian MAX service representative.
"Linkreader is not active, restarts" naclink com_hdl.c A system error has occurred. The task should begin its recovery process and will start again without user intervention. If the problem persists, shut down the system, and contact your Meridian MAX service representative.

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Table 8-3 (continued)
Fatal messages

Error Message **Task**	**Module** **Explanation and Error Recovery Procedure**
"List is empty, type=%d, number=%d" rptgen	sel_crit.c A list definition has no list elements.
"Listdefn number %d greater than maximum allowed (%d)" rptgen	rptgen.c A report parameter definition has an incorrect list in a selection key.
"Listdefn type %d not valid - should be %d for selection key %d" rptgen	rptgen.c A report parameter definition has an incorrect list in a selection key.
"Lowest protocol [%d] is too high – task shutdown" HSLink	hsl_inilnk.c The Meridian 1 is asking MAX to initialize with an invalid release. This indicates a problem with the Meridian 1. Contact your Meridian MAX service representative.
"Makeset failure [%d] –– relation: chg_order –> co_queue" cclink	ccl_co.c A database error occurred. Reinstall the software if there were errors during the most recent installation or upgrade of the Meridian MAX. If there were no errors during the installation or upgrade, or if the problem persists after reinstallation, contact your Meridian MAX service representative.
"Makeset failure [%d] –– relation: chg_order –> %s" cclink	ccl_co.c A database error occurred. Reinstall the software if there were errors during the most recent installation or upgrade of the Meridian MAX. If there were no errors during the installation or upgrade, or if the problem persists after reinstallation, contact your Meridian MAX service representative.
"Makeset failure [%d] –– relation: listdefn –> listelem" lib_lists	lists.c A database error occurred. Reinstall the software if there were errors during the most recent installation or upgrade of the Meridian MAX. If there were no errors during the installation or upgrade, or if the problem persists after reinstallation, contact your Meridian MAX service representative.
"Makeset failure [%d] –– relation : %s –> %s" cclink	ccl_co.c A database error has occurred. Reinstall the software if there were errors during the most recent installation or upgrade of the Meridian MAX. If there were no errors during the installation or upgrade, or if the problem persists after reinstallation, contact your Meridian MAX service representative.

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Table 8-3 (continued)
Fatal messages

Error Message **Task**	**Module** **Explanation and Error Recovery Procedure**
"Makeset failure [%d] –– relation : %s –> %s"	
lib_lists	lists.c
A database error has occurred. Reinstall the software if there were errors during the most recent installation or upgrade of the Meridian MAX. If there were no errors during the installation or upgrade, or if the problem persists after reinstallation, contact your Meridian MAX service representative.	
"malloc failed"	
control	ctl_utils.c
No available memory was found. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs, then shut down the system. Reboot the system to verify that the system is configured with the correct amount of memory. If no memory problem is uncovered and the problem persists, contact your Meridian MAX service representative.	
"max number of lines exceeded for rpt template"	
sys_rpts	rpt_tmpl.c
An internal system variable has reached an illegal state. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs, then shut down the system, and contact your Meridian MAX service representative.	
"MAX Time drifted from day %d back to day %d"	
ager	ag_lstdmp.c
This message indicates that the time on the Meridian 1 has changed significantly. The '%d' indicates a day number since January 1970. Simply subtract the two values to determine the number of days in the time change. Check the time on the Meridian 1 to confirm that the time change is valid.	
"Memory Allocation Failure."	
<Task>	<Module>
A task attempted to dynamically allocate memory, but the request failed. Either insufficient memory was installed in the system, irregular system activities occurred, or a software error was detected. The task should begin its recovery process and will start again without user intervention. If the problem persists, shut down the system, and contact your Meridian MAX service representative.	
"Memory allocation failure."	
<Task>	<Module>
No available memory was found. The task should begin its recovery process and will start again without user intervention. if the problem reoccurs, shut down the system. Verify that the system is configured with the correct amount of memory.	

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Table 8-3 (continued)
Fatal messages

Error Message **Task**	**Module** **Explanation and Error Recovery Procedure**
"Memory attach failure" td	TD_init.c The attach to a shared memory region failed. the Meridian MAX memory and/or file system could be corrupted. Restart the Meridian MAX. Contact your Meridian MAX service representative if the problem reoccurs.
"Menu does not contain any menu items" lib_usrif	menu.c The user interface layer is attempting to display a menu for which there have been no menu items defined. This is a problem with the application and should be reported to your Meridian MAX service representative.
"message is invalid" LangServer	lang.c An internal system variable has reached an illegal state. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs, then shut down the system, and contact your Meridian MAX service representative.
"Message send failed, rc %d" stats	st_utils.c An error occurred while sending a message to the HSLINK task. The return code (rc) –1 means an error occurred while sending a message. A previous error message should specify the error. Stats will automatically restart. If the problem persists, shut down the Meridian MAX, and contact your Meridian MAX service representative.
"Mismatch of M1 and MAX IDs – task shutdown" HSLink	hsl_inilnk.c The serial numbers of the Meridian MAX and the Meridian 1 do not match. During the High-Speed Link initialization process, MAX performs a security check to ensure the serial numbers of both systems are identical. The authentication failed and Meridian MAX will not initialize. Contact your Meridian MAX service representative for assistance.
"Missing LML device specification" cclink	ccl_main.c Installation failed, or the site has an improper version of the release materials. Check your release materials (that is, version number and system type). If they are correct, then reinstall the Meridian MAX. Otherwise, contact your Meridian MAX service representative.
"mknod fails" MAPA Controller	ctl_main.c Either insufficient memory was installed in the system, irregular system activities occurred, or a software error was detected. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs, then shut down the system, and contact your Meridian MAX service representative.

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Table 8-3 (continued)
Fatal messages

Error Message **Task** **Module** **Explanation and Error Recovery Procedure**
"mknod for queue fails" MAPA Controller ctl_main.c Either insufficient memory was installed in the system, irregular system activities occurred, or a software error was detected. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs, then shut down the system, and contact your Meridian MAX service representative.
"MPSA request failed." mpsa mpsa_req.c A system error has occurred while trying to request port assignment online. Online port assignment will not be available. Shut down the system and perform the necessary changes, then restart the system.
"MQA enabled on M1 but disabled on MAX – task shutdown" hslink hsl_inilnk.c The MQA option on the Meridian 1 is enabled but the option is disabled on the Meridian MAX. The Meridian MAX cannot proceed with this configuration as it cannot properly process multiple queue messages. Contact your Meridian MAX service representative.
"msgrcv failed" MAPA Controller ctl_main.c Either insufficient memory was installed in the system, irregular system activities occurred, or a software error was detected. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs, then shut down the system, and contact your Meridian MAX service representative.
"msgsnd failed" MAPA Controller ctl_utils.c Either insufficient memory was installed in the system, irregular system activities occurred, or a software error was detected. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs, then shut down the system, and contact your Meridian MAX service representative.
"msgsnd failed, type =%lx, size=%d" MAPA Controller ctl_utils.c A system error has occurred. Ignore the message if this is an isolated incident. If the problem persists, contact your Meridian MAX service representative.
"Network message with bad type field." nstats nstats.c A message was received from netlink with an unknown message type. The message was within a CHNL_XFR message from netlink. There may have been transmission problems when sending the message from the NAC. Nstats will restart itself automatically. If the problem persists, contact your Meridian MAX service representative.

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Table 8-3 (continued)
Fatal messages

Error Message **Task**	**Module**
Explanation and Error Recovery Procedure	
"new supervisor %ld not added to SUPV_CBLK" stats	st_msg.c
Verify that the expected number of Supervisors does not exceed the measured number of Supervisors defined in the Meridian MAX Capacity Configuration screens. If it does, either reconfigure the Meridian MAX correctly, or turn Report Control (RPRT, LD 23) off on queues in order to reduce the number of supervisors that MAX reports on. If the problem reoccurs, restart the Meridian MAX. If the problem persists, contact your Meridian MAX service representative.	
"nil mem ptr returned" netlnkini	netlnkini.c
Either insufficient memory was installed in the system, irregular system activities occurred, or a software error was detected. The task should begin its recovery process and will start again without user intervention. If the problem persists, shut down the system, and contact your Meridian MAX service representative.	
"no access to the shared memory name file." libcommon	att_shm.c
Installation failed, or the site has an improper version of the release materials. Check your release materials (version number and system type), and reinstall the system if they are correct. Contact your Meridian MAX service representative if the problem persists.	
"no data in /etc/systemid" MAPA Controller	ctl_main.c
A system error has occurred. An earlier warning error message should clarify the reason for this error. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs, then shut down the system, and contact your Meridian MAX service representative.	
"No default printers are defined" rptgen	rpt_utils.c
There are no default printers defined. Generate the report to a physical printer. Through the Maintenance console, enter the Port Assignment screen, and assign a default printer.	
"No entry found in ACDTERMCAP file for '%s'." lib_usrif	pscreen.c
The user interface could not locate the terminal-specific information for this device in the Terminal Capabilities file. Specify a different terminal type or keyboard language. This is a problem with the application and should be reported to your Meridian MAX service representative.	

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Table 8-3 (continued)
Fatal messages

Error Message Task	Module Explanation and Error Recovery Procedure
"No language(s) enabled" display	login.c There are no languages installed on the system. Reinstall the hardware and software if there were errors during the most recent installation/upgrade of the Meridian MAX. If there were no errors during the installation/upgrade, or if the problem persists after reinstallation, contact your Meridian MAX service representative.
"No list menu has been built" display	cc_lists.c An internal system variable has reached an illegal state. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs, then shut down the system, and contact your Meridian MAX service representative.
"No list types selected" display	listman.c An internal system variable has reached an illegal state. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs, then shut down the system, and contact your Meridian MAX service representative.
"no master node specified" MAPA Controller	ctl_main.c An internal system variable has reached an illegal state. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs, then shut down the system, and contact your Meridian MAX service representative.
"no PN data found in sys_list" MAPA Controller	ctl_main.c Installation failed, or the site has an improper version of the release materials. Check your release materials (that is, version number and system type). If they are correct, then reinstall the Meridian MAX. Otherwise, contact your Meridian MAX service representative.
"No printers selected" display	prtmenu.c An internal system variable has reached an illegal state. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs, then shut down the system, and contact your Meridian MAX service representative.
"no programs in prog_list" MAPA Controller	ctl_master.c Installation failed, or the site has an improper version of the release materials. Check your release materials (that is, version number and system type). If they are correct, then reinstall the Meridian MAX. Otherwise, contact your Meridian MAX service representative.

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Table 8-3 (continued)
Fatal messages

Error Message **Task**	**Module** **Explanation and Error Recovery Procedure**
"No raw data base fields in desired statistics group" display	fmladef.c There are no records found for a statistics group in the "raw_dbf" table. This table is loaded during system installation. Check whether any errors occurred during installation. Reinstall the hardware and software if there were errors during the most recent installation/upgrade of the Meridian MAX. If there were no errors during the installation/upgrade, or if the problem persists after reinstallation, contact your Meridian MAX service representative.
"No terminal models selected" display	term_setup.c There are no records found in the dSP_MODEL table. This table is loaded during system installation. Check whether any errors occurred during installation. Reinstall the hardware and software if there were errors during the most recent installation/upgrade of the Meridian MAX. If there were no errors during the installation/upgrade, or if the problem persists after reinstallation, contact your Meridian MAX service representative.
"num read not equal to num in header" LangServer	lang.c Either insufficient memory was installed in the system, irregular system activities occurred, or a software error was detected. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs, then shut down the system, and contact your Meridian MAX service representative.
"num read not equal to num requested" LangServer	lang.c Either insufficient memory was installed in the system, irregular system activities occurred, or a software error was detected. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs, then shut down the system, and contact your Meridian MAX service representative.
"number of read tries exceeded" MAPA Client	client.c An internal system variable has reached an illegal state. The task should begin its recovery process and will start again without user intervention. If the problem persists, shut down the system, and contact your Meridian MAX service representative.
"Number of records exceeds system defined limit." LangServer	lang.c System-defined limit exceeded. Contact your Meridian MAX service representative.

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Table 8-3 (continued)
Fatal messages

Error Message **Task**	**Module** **Explanation and Error Recovery Procedure**
"Number of windows is inconsistent" lib_usrif	window.c An internal system variable has reached an illegal state. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs, then shut down the system, and contact your Meridian MAX service representative.
"Only physical devices are supported" display	display.c Either insufficient memory was installed in the system, irregular system activities occurred, or a software error was detected. Contact your Meridian MAX service representative.
"Only physical devices are supported" display	login.c Either insufficient memory was installed in the system, irregular system activities occurred, or a software error was detected. Contact your Meridian MAX service representative.
"Out of memory." LangServer	lang.c No available memory was found. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs, then shut down the system. Verify that the system is configured with the correct amount of memory. If no memory problem is uncovered and the problem persists, contact your Meridian MAX service representative.
"Pathname of keyboard description file is unknown" lib_usrif	keyboard.c The user interface could not locate the Keyboard Description file. No login sessions will work. If this is a new installation, and problems existed during the installation, reinstall the system. This problem should be reported to your Meridian MAX service representative.
"Pathname of video attributes file is unknown" lib_usrif	pscreen.c The user interface could not locate the Video Attributes file. No login sessions will work. If this is a new installation, and problems existed during the installation, reinstall the system. This problem should be reported to your Meridian MAX service representative.
"Potential key table mixup" rptgen	sel_crit.c An internal variable has reached an illegal state. Generate the report again. Contact your Meridian MAX service representative if the problem persists.

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Table 8-3 (continued)
Fatal messages

Error Message **Task**	**Module** **Explanation and Error Recovery Procedure**
"Problem reading options file to check NACD option" rptgen	rptgen.c An internal system error has occurred. Generate the report again. If the problem persists, reboot the Meridian MAX. Contact your Meridian MAX service representative if the problem persists.
"Problems closing output file." LangServer	lang.c A system error has occurred. Ignore the message if this is an isolated incident. Contact your Meridian MAX service representative if the problem persists.
"Process initialization failed" ager	ag_init.c This message indicates that the Meridian MAX experienced a communication problem. The 'ager' program will be restarted automatically. Should you see the same message again later, contact your Meridian MAX service representative.
"process terminated by sigterm" msit	msi.c This is informative only. No user actions are required. This message occurs when the MSI option is disabled through the Parameter Administration screen while the MSI program is running.
"prog_table is full" MAPA Controller	ctl_utils.c Either insufficient memory was installed in the system, irregular system activities occurred, or a software error was detected. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs, then shut down the system, and contact your Meridian MAX service representative.
"read error on pipe to MAINTENANCE CONSOLE" naclink	com_hdl.c An internal system variable has reached an illegal state. The task should begin its recovery process and will start again without user intervention. If the problem persists, shut down the system, and contact your Meridian MAX service representative.
"Read error on the HSL port to M1 PBX – task shutdown" HSLink	hsl_main.c This program could not read information from the physical connection to the Meridian 1. This program will shut down and be restarted. If the High-Speed Link does not initialize, check the physical connection to the Meridian 1. If there is no cabling problem, shut down and restart the Meridian MAX.

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Table 8-3 (continued)
Fatal messages

Error Message **Task**	**Module** **Explanation and Error Recovery Procedure**
"read error(%d) : read %d instead of %d" <Task>	<Module> This is typical when the network connection to the second module is lost. This should recover. If this problem reoccurs, restart the system, and contact your Meridian MAX service representative.
"Read failed" query	qr_utils.c A system error has occurred. Look for other recent messages relevant to this program or scenario, and check their meaning. If these indicate other serious problems, then contact your Meridian MAX service representative.
"Read failure on main input pipe – task shutdown" HDC	hdc_start.c/hdc_main.c The HDC task detected an internal operating system error while trying to read the data stream passed by the HSLink task. The HDC task should begin its recovery process and will start again without user intervention. If the problem persists, contact your Meridian MAX service representative.
"Read error on main input pipe – whole msg not read – msg [%s]" stats	receive.c A system error occurred. The stats task will automatically restart. If the problem persists, contact your Meridian MAX service representative.
"Read failure on the task's main input pipe" stats	receive.c A system error has occurred. The task should begin its recovery process and will start again without user intervention. If the problem persists, shut down the system, and contact your Meridian MAX service representative.
"Report control semaphore initialization failed" ReportControl	rpt_ctl.c Either insufficient memory was installed in the system, irregular system activities occurred, or a software error was detected. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs, then shut down the system, and contact your Meridian MAX service representative.
"Report control semaphore key creation failed" ReportControl	rpt_ctl.c Either insufficient memory was installed in the system, irregular system activities occurred, or a software error was detected. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs, then shut down the system, and contact your Meridian MAX service representative.

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Table 8-3 (continued)
Fatal messages

Error Message **Task** **Module** **Explanation and Error Recovery Procedure**
“Report definition is invalid” rptgen rptgen.c An internal variable has reached an illegal state. Generate the report again. Contact your Meridian MAX service representative if the problem persists.
“request for graph failed” rptgen rpt_mapaif.c Too many processes are running currently. Try running the graphic report again later. If the problem persists, contact your Meridian MAX service representative.
“Request for prog_table entry failure” <Task> <Module> The transient <Task> could not register with the Meridian MAX control subsystem (that is, MAPA), and thus terminated. This error can occur if there are over 100 tasks already registered with MAPA and the new transient task either could not be registered right away or waited too long to be registered. (For example, the standard end-of-interval HDC dumping task will terminate after two hours if it cannot register with MAPA). Thus, this error may occur only under a heavily loaded system. It is recommended to reduce the number of transient tasks (by, for example, reducing the number of reports being generated). If this problem still persists, call your NT service representative. If this error occurred when the Meridian MAX was being shut down, ignore this message.
“Request for report failed. System is too busy.” rptgen rpt_mapaif.c Too many processes are running currently. Try running the report again later. If the problem persists, contact your Meridian MAX service representative.
“Seek failed” query qr_utils.c An internal variable has reached an illegal state. Contact your Meridian MAX service representative.
“segmentation or IOT trap” signal processor signal.c A system error has occurred. If there are other recent messages relevant to this program or scenario, check their meaning. If these indicate other serious problems, then contact your Meridian MAX service representative. Otherwise, no action is required.
“**Selection table setup failure [%d] –– table: %s”** <Task> <Module> A database error occurred while trying to read from the table specified (%s). Check the error message for the <Task> and <Module> reporting the problem. See the “Database errors” section for further instructions.

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Table 8-3 (continued)
Fatal messages

Error Message **Task** **Module** **Explanation and Error Recovery Procedure**
"Selection table setup failure [%d] –– table: %s" mpsa dev_info.c A system database error occurred while building the selection table for the table '%s.' Contact your Meridian MAX service representative for assistance.
"Selsort failure [%d] –– table: %s" <Task> <Module> A database error has occurred while the system performed a selection and sort from the table '%s.' Contact your Meridian MAX service representative for assistance.
"Semaphore (id %d) get failed" libcommon stats_sema.c A system error has occurred. An earlier warning error message should clarify the reason for this error. The task should begin its recovery process and will start again without user intervention. If the problem persists, shut down the system, and contact your Meridian MAX service representative.
"Semaphore (id %d) release failed" libcommon stats_sema.c A system error has occurred. An earlier warning error message should clarify the reason for this error. The task should begin its recovery process and will start again without user intervention. If the problem persists, shut down the system, and contact your Meridian MAX service representative.
"Semaphore (key %d) initialization failed" libcommon stats_sema.c A system error has occurred. An earlier warning error message should clarify the reason for this error. The task should begin its recovery process and will start again without user intervention. If the problem persists, shut down the system, and contact your Meridian MAX service representative.
"Set traversal failure [%d] –– table: listelem" lib_lists lists.c A database error occurred. Reinstall the hardware and software if there were errors during the most recent installation/upgrade of the Meridian MAX. If there were no errors during the installation/upgrade, or if the problem persists after reinstallation, contact your Meridian MAX service representative.
"Switch to DB %d cannot be done – task shutdown" HDC hdc_util.c An internal program error was detected. If this error persists, there could be a memory failure. Contact your Meridian MAX service representative.

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Table 8-3 (continued)
Fatal messages

Error Message **Task** **Module** **Explanation and Error Recovery Procedure**
"Switch to the Hist. Data DB failed – task shutdown" HDC hdc_util.c A Historical Data database access error occurred. Reinstall the hardware and software if there were errors during the most recent installation/upgrade of the Meridian MAX. If there were no errors during the installation/upgrade, or if the problem persists after reinstallation, shut down the Meridian MAX, and contact your Meridian MAX service representative.
"Switch to the System DB failed – task shutdown" HDC hdc_util.c A system database access error occurred. Reinstall the hardware and software if there were errors during the most recent installation/upgrade of the Meridian MAX. If there were no errors during the installation/upgrade, or if the problem persists after reinstallation, shut down the Meridian MAX, and contact your Meridian MAX service representative.
"System error occurred while extracting data" rptgen rptgen.c A problem occurred while extracting data for tabular or graphic reports. Generate the report again. If the problem persists, contact your Meridian MAX service representative.
"Terminal control block attach failed" display term_cntrl.c No available memory was found. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs, then shut down the system. Verify that the system is configured with the correct amount of memory. If no memory problem is uncovered and the problem persists, contact your Meridian MAX service representative.
"Terminal control semaphore initialization failed" display disp_sema.c Either insufficient memory was installed in the system, irregular system activities occurred, or a software error was detected. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs, then shut down the system, and contact your Meridian MAX service representative.
"Terminal control semaphore key creation failed" display disp_sema.c Either insufficient memory was installed in the system, irregular system activities occurred, or a software error was detected. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs, then shut down the system, and contact your Meridian MAX service representative.

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Table 8-3 (continued)
Fatal messages

Error Message **Task**	**Module** **Explanation and Error Recovery Procedure**
"Terminal control semaphore 'release' operation failed" display	disp_sema.c Either insufficient memory was installed in the system, irregular system activities occurred, or a software error was detected. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs, then shut down the system, and contact your Meridian MAX service representative.
"terminating" MAPA Controller	ctl_main.c This message appears after a system shut down. No further action is required provided the shut down was intended (that is, it was requested by a user). If no request was issued by a user, contact your Meridian MAX service representative.
"this node not in sys_list" MAPA Controller	ctl_main.c An internal system variable has reached an illegal state. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs, then shut down the system, and contact your Meridian MAX service representative.
"Time–out on acknowledgment input pipe – task shutdown" HDC	hdc_start.c An error was detected in the HSLink and HDC communication mechanism: the HDC task was waiting two seconds for an acknowledgment from the HSLink task, but none was received. The HDC task is restarted without user intervention. If the problem persists, contact your Meridian MAX service representative.
"Time–out on ack. input pipe – task shutdown" stats	receive.c A system error has occurred. The task should begin its recovery process and will start again without user intervention. If the problem persists, shut down the system, and contact your Meridian MAX service representative.
"Token granting semaphore initialization failed" display	token.c Either insufficient memory was installed in the system, irregular system activities occurred, or a software error was detected. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs, then shut down the system, and contact your Meridian MAX service representative.

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Table 8-3 (continued)
Fatal messages

Error Message **Task** **Module** **Explanation and Error Recovery Procedure**
“Token granting semaphore key creation failed” display token.c Either insufficient memory was installed in the system, irregular system activities occurred, or a software error was detected. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs, then shut down the system, and contact your Meridian MAX service representative.
“Token granting semaphore ‘release’ operation failed” display token.c Irregular system activities occurred, and a software error was detected. If the process does not recover and the problem persists, shut down the system, and contact your Meridian MAX service representative.
“Too many transaction log strings” cclink ccl_main.c A system error occurred. An earlier warning error message should clarify the reason for this error. The task should begin its recovery process and will start again without user intervention. If the problem persists, shut down the system, and contact your Meridian MAX service representative.
“Too many virtual screens” lib_usrif vscreen.c An internal system variable has reached an illegal state. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs, then shut down the system, and contact your Meridian MAX service representative.
“Too many windows” lib_usrif window.c An internal system variable has reached an illegal state. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs, then shut down the system, and contact your Meridian MAX service representative.
“Transfer of file ‘%s’ to display node failed” rptgen rpt_mapaif.c Either insufficient memory was installed in the system, irregular system activities occurred, or a software error was detected. Generate the report again. If the problem persists, contact your Meridian MAX service representative.
“ULANGDB field semaphore ‘get’ operation failed” libcommon lang_sema.c A problem occurred when someone was trying to get exclusive access to the User Language Database (ULANGDB). This is a serious error and indicates that users will not have access to any of the text they have defined in the system such as report titles. Shut down and restart the Meridian MAX. If the problem persists, contact your Meridian MAX service representative.
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Table 8-3 (continued)
Fatal messages

Error Message **Task** **Module** **Explanation and Error Recovery Procedure**
"ULANGDB field semaphore initialization failed" libcommon lang_sema.c A problem occurred when trying to initialize the User Language Database (ULANGDB). This error most likely occurred during system startup and indicates that users will not have access to any of the text they have defined in the system such as report titles. Shut down and restart the Meridian MAX. If the problem persists, contact your Meridian MAX service representative.
"ULANGDB semaphore initialization failed" libcommon lang_sema.c A problem occurred when trying to initialize the User Language Database (ULANGDB). This error most likely occurred during system startup and indicates that users will not have access to any of the text they have defined in the system such as report titles. Shut down and restart the Meridian MAX. If the problem persists, contact your Meridian MAX service representative.
"ULANGDB semaphore 'release' operation failed" libcommon lang_sema.c A problem occurred when someone was trying to release access to the User Language Database (ULANGDB). This is a serious error and indicates that users will not have access to any of the text they have defined in the system such as report titles. Shut down and restart the Meridian MAX. If the problem persists, contact your Meridian MAX service representative.
"ULANGDB shared memory semaphore key creation failed" libcommon lang_sema.c A problem occurred when trying to initialize the User Language Database (ULANGDB). This error most likely occurred during system startup and indicates that users will not have access to any of the text they have defined in the system such as report titles. Shut down and restart the Meridian MAX. If the problem persists, contact your Meridian MAX service representative.
"unable to access App. in pipe" naclink com_hdl.c Installation failed, or the site has an improper version of the release materials. Check your release materials (that is, version number and system type). If it is correct, then reinstall the Meridian MAX. Otherwise, contact your Meridian MAX service representative.
"Unable to associate a device with SWS proc., rc=[%d]" rptgen mkgrpt.c A system error has occurred. Check the definition to ensure that it was established properly. Perform the print function again. Contact your Meridian MAX service representative if the problem persists.

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Table 8-3 (continued)
Fatal messages

Error Message **Task**	**Module** **Explanation and Error Recovery Procedure**
“Unable to attach segment.” LangServer	lang.c No available memory was found. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs, then shut down the system. Verify that the system is configured with the correct amount of memory. If no memory problem is uncovered and the problem persists, contact your Meridian MAX service representative.
“Unable to attach to CC queue memory segment” cclib	get_cc_mem.c No available memory was found. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs, then shut down the system. Verify that the system is configured with the correct amount of memory. If no memory problem is uncovered and the problem persists, contact your Meridian MAX service representative.
“unable to attach to shared memory data region” cur_intvl	ci_main.c No available memory was found. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs, then shut down the system. Verify that the system is configured with the correct amount of memory. If no memory problem is uncovered and the problem persists, contact your Meridian MAX service representative.
“unable to access network profile record” naclink	mis_sub.c A database error has occurred. Check your release materials (that is, version number and system type). If they appear to be all right, reinstall the Meridian MAX release. If the problem persists, contact your Meridian MAX service representative.
“Unable to calloc memory for msg” display	supmsg.c Either insufficient memory was installed in the system, irregular system activities occurred, or a software error was detected. The task should begin its recovery process and will start again without user intervention. If the problem persists, shut down the system, and contact your Meridian MAX service representative.
“Unable to change database context: DATADB” rptgen	rptgen.c A database error occurred. Check your release materials (version number and system type), and reinstall the system if they are correct. Contact your Meridian MAX service representative if the problem persists.

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Table 8-3 (continued)
Fatal messages

Error Message **Task**	**Module** **Explanation and Error Recovery Procedure**
"Unable to change database context: SYSDB"	
rptgen	rptgen.c
A database error occurred. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs, then shut down the system, and contact your Meridian MAX service representative.	
"Unable to close file: stdout"	
rptgen	rptgen.c
A system error has occurred. Look for recent messages relevant to this program or scenario, and check their meaning. If these indicate serious problems, then contact your Meridian MAX service representative. Otherwise, no action is required.	
"Unable to close file: stdout"	
sys_rpts	rpt_main.c
A system error has occurred. Look for recent messages relevant to this program or scenario, and check their meaning. If these indicate serious problems, then contact your Meridian MAX service representative. Otherwise, no action is required.	
"Unable to create CC queue memory segment"	
cclib	get_cc_mem.c
Either insufficient memory was installed in the system, irregular system activities occurred, or a software error was detected. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs, then shut down the system, and contact your Meridian MAX service representative.	
"Unable to create error message virtual screen"	
lib_usrif	keyboard.c
The user interface is attempting to create a window at the bottom of the screen where error messages can be displayed. This operation failed and indicates a serious problem with the application. Report this problem to your Meridian MAX service representative.	
"Unable to create output data file for query"	
libquery	query.c
A system error has occurred. Look for other recent messages relevant to this program or scenario, and check their meaning. If these indicate other serious problems, then contact your Meridian MAX service representative. Otherwise, no action is required.	
"Unable to create page head buffer with malloc()"	
rptgen	tabgen.c
Either insufficient memory was installed in the system, irregular system activities occurred, or a software error was detected. Check the report definition and tabular format to ensure that it was defined properly. Generate the report again. Contact your Meridian MAX service representative if the problem persists.	

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Table 8-3 (continued)
Fatal messages

Error Message **Task** **Module** **Explanation and Error Recovery Procedure**
“Unable to create period table with malloc()” rptgen query_tf.c Either insufficient memory was installed in the system, irregular system activities occurred, or a software error was detected. Check the report definition to ensure that it was established properly. Generate the report again. Contact your Meridian MAX service representative if the problem persists.
“Unable to create segment.” LangServer lang.c Either insufficient memory was installed in the system, irregular system activities occurred, or a software error was detected. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs, then shut down the system, and contact your Meridian MAX service representative.
“Unable to create temporary selection file” query qr_utils.c A system error has occurred. Look for other recent messages relevant to this program or scenario, and check their meaning. If these indicate other serious problems, then contact your Meridian MAX service representative. Otherwise, no action is required.
“Unable to detach segment.” LangServer lang.c Either insufficient memory was installed in the system, irregular system activities occurred, or a software error was detected. Ignore the message if this is an isolated incident. Contact your Meridian MAX service representative if the problem persists.
“Unable to draw graph with SWS proc., RC=[%D]” rptgen mkgrpt.c A system error has occurred. Check the definition to ensure that it was established properly. Perform the print function again. Contact your Meridian MAX service representative if the problem persists.
“Unable to find delimiter character” rptgen mkgrpt.c A system error has occurred. Check the definition to ensure that it was established properly. Perform the print function again. Contact your Meridian MAX service representative if the problem persists.
“Unable to get segment.” LangServer lang.c Either insufficient memory was installed in the system, irregular system activities occurred, or a software error was detected. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs, then shut down the system, and contact your Meridian MAX service representative.

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Table 8-3 (continued)
Fatal messages

Error Message **Task**	**Module**
Explanation and Error Recovery Procedure	
"Unable to initialize MAX database manager" rptgen	rptgen.c
A system error has occurred. An earlier warning error message may clarify the reason for this error. Generate the report again. If the problem persists, contact your Meridian MAX service representative.	
"Unable to initialize query engine global parameters" rptgen	query_tf.c
An internal variable has reached an illegal state. Contact your Meridian MAX service representative.	
"Unable to listen to the MSI port" msit	msi.c
The software had a problem setting up TCP listening port for MSI service. If the problem persists, restart the Meridian MAX. If this does not correct the problem, contact your Meridian MAX service representative.	
"Unable to lock the Historical Data database for writing" HDC	hdc_dump.c
The HDC child (dumping) task failed to obtain table lock(s) in a predefined time-out period (currently set to be 24 hours). Consequently, the dump is being terminated. This problem indicates that access to the Historical Data database is seriously backed up. This should never occur even with the currently largest allowed database. Contact your Meridian MAX service representative.	
"Unable to obtain database READ lock" LangServer	lang.c
The system has problems with the database lock. Look for other recent messages relevant to this program or scenario, and check their meaning. If these indicate other serious problems, then contact your Meridian MAX service representative. Otherwise, no action is required.	
"Unable to obtain database WRITE lock" LangServer	lang.c
The system has problems with the database lock. Look for other recent messages relevant to this program or scenario, and check their meaning. If these indicate other serious problems, then contact your Meridian MAX service representative. Otherwise, no action is required.	
"Unable to open ACD–MIS termcap file." lib_usrif	pscreen.c
The user interface could not open the terminal capabilities file. No login sessions will work. If this is a new installation, and problems existed during the installation, reinstall the system. This problem should be reported to your Meridian MAX service representative.	

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Table 8-3 (continued)
Fatal messages

Error Message **Task** **Module** **Explanation and Error Recovery Procedure**
“Unable to open file ‘%s’” rptgen <Module> A system error has occurred. An earlier warning error message should clarify the reason for this error. Generate the report again. If the problem persists, contact your Meridian MAX service representative.
“Unable to open file: graphic report data intermediate file” rptgen gr_utils.c A system error occurred while trying to generate a graphic report. The report will fail. Try to print the report again. If the problem persists, contact your Meridian MAX service representative.
“Unable to open file: graphic report intermediate file” rptgen mkgrpt.c A system error occurred while trying to generate a graphic report. The report will fail. Try to print the report again. If the problem persists, contact your Meridian MAX service representative.
“Unable to open file: graphic report intermediate file” rptgen gr_utils.c A system error occurred while trying to generate a graphic report. The report will fail. Try to print the report again. If the problem persists, contact your Meridian MAX service representative.
“Unable to open file: graphic report page file” rptgen grg_utils.c A system error occurred while trying to generate a graphic report. The report will fail. Try to print the report again. If the problem persists, contact your Meridian MAX service representative.
“Unable to open file: graphic report preview file” rptgen grg_utils.c A system error occurred while trying to generate a graphic report. The report will fail. Try to print the report again. If the problem persists, contact your Meridian MAX service representative.
“Unable to open file: graphic report temp print file” rptgen grg_utils.c A system error occurred while trying to generate a graphic report. The report will fail. Try to print the report again. If the problem persists, contact your Meridian MAX service representative.
“Unable to open file: graphic report temporary file” rptgen gr_utils.c A system error occurred while trying to generate a graphic report. The report will fail. Try to print the report again. If the problem persists, contact your Meridian MAX service representative.

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Table 8-3 (continued)
Fatal messages

Error Message **Task**	**Module** **Explanation and Error Recovery Procedure**
"Unable to open file: query engine output file" rptgen	gr_utils.c A system error occurred while trying to generate a graphic report. The report will fail. Try to print the report again. If the problem persists, contact your Meridian MAX service representative.
"Unable to open file:rptgen information output file" rptgen	rpt_utils.c A system error occurred while trying to generate a tabular report. The report will fail. Try to print the report again. If the problem persists, contact your Meridian MAX service representative.
"Unable to open keyboard description file" lib_usrif	keyboard.c The user interface could not open the Keyboard Description file. No login sessions will work. If this is a new installation, and problems existed during the installation, reinstall the system. This problem should be reported to your Meridian MAX service representative.
"Unable to open output file for writing." LangServer	lang.c A system error has occurred. Ignore the message if this is an isolated incident. Contact your Meridian MAX service representative if the problem persists.
"Unable to open pipe to CCSCHED" cc_request	cc_req.c A system error has occurred. An earlier warning error message should clarify the reason for this error. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs, then shut down the system, and contact your Meridian MAX service representative.
"Unable to open SWS graphic template, rc=[%d]" rptgen	mkgrpt.c A system error has occurred. Check the definition to ensure that it was established properly. Perform the print function again. Contact your Meridian MAX service representative if the problem persists.
"Unable to open tabular report preview file" rptgen	rpt_utils.c Either insufficient memory was installed in the system, irregular system activities occurred, or a software error was detected. Check the report definition to ensure that it was established properly. Generate the report again. Contact your Meridian MAX service representative if the problem persists.

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Table 8-3 (continued)
Fatal messages

Error Message **Task**	**Module** **Explanation and Error Recovery Procedure**
"Unable to open tabular report preview file" sys_rpts	rpt_utils.c A system error has occurred. Ignore this message if this is an isolated incident. If the problem persists, contact your Meridian MAX service representative.
"Unable to open video attributes file" lib_usrif	pscreen.c The user interface could not open the Video Attributes file. No login sessions will work. If this is a new installation, and problems existed during the installation, reinstall the system. This problem should be reported to your Meridian MAX service representative.
"unable to read App–in pipe" naclink	com_hdl.c Either insufficient memory was installed in the system, irregular system activities occurred, or a software error was detected. The task should begin its recovery process and will start again without user intervention. If the problem persists, shut down the system, and contact your Meridian MAX service representative.
"unable to read common header from APP–in pipe" naclink	com_hdl.c Either insufficient memory was installed in the system, irregular system activities occurred, or a software error was detected. The task should begin its recovery process and will start again without user intervention. If the problem persists, shut down the system, and contact your Meridian MAX service representative.
"Unable to read data from Request pipe (cc_sched main line)" cc_sched	cc_sched.c Either insufficient memory was installed in the system, irregular system activities occurred, or a software error was detected. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs, then shut down the system, and contact your Meridian MAX service representative.
"Unable to read data from Response pipe (cc_sched main line)" cc_sched	cc_sched.c Either insufficient memory was installed in the system, irregular system activities occurred, or a software error was detected. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs, then shut down the system, and contact your Meridian MAX service representative.
"Unable to read file: gr report intermediate file" rptgen	mkgrpt.c A system error has occurred. Check the definition to ensure that it was established properly. Perform the print function again. Contact your Meridian MAX service representative if the problem persists.

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Table 8-3 (continued)
Fatal messages

Error Message **Task**	**Module** **Explanation and Error Recovery Procedure**
"Unable to read file: graphic report intermediate file"	
rptgen	mkgrpt.c
A system error has occurred. Check the definition to ensure that it was established properly. Perform the print function again. Contact your Meridian MAX service representative if the problem persists.	
"Unable to release database READ lock"	
LangServer	lang.c
The system has problems with the database lock. Look for other recent messages relevant to this program or scenario, and check their meaning. If these indicate other serious problems, then contact your Meridian MAX service representative. Otherwise, no action is required.	
"Unable to release database WRITE lock"	
LangServer	lang.c
The system has problems with the database lock. Look for other recent messages relevant to this program or scenario, and check their meaning. If these indicate other serious problems, then contact your Meridian MAX service representative. Otherwise, no action is required.	
"Unable to re–open temporary data file"	
query	qr_secsel.c
A system error has occurred. Look for other recent messages relevant to this program or scenario, and check their meaning. If these indicate other serious problems, then contact your Meridian MAX service representative. Otherwise, no action is required.	
"Unable to re–open temporary key file"	
query	qr_secsel.c
A system error has occurred. Look for other recent messages relevant to this program or scenario, and check their meaning. If these indicate other serious problems, then contact your Meridian MAX service representative. Otherwise, no action is required.	
"Unable to replace legend strings, rc=[%d]"	
rptgen	mkgrpt.c
A system error has occurred. Check the definition to ensure that it was established properly. Perform the print function again. Contact your Meridian MAX service representative if the problem persists.	
"Unable to replace text strings, rc=[%d]"	
rptgen	mkgrpt.c
A system error has occurred. Check the definition to ensure that it was established properly. Perform the print function again. Contact your Meridian MAX service representative if the problem persists.	

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Table 8-3 (continued)
Fatal messages

Error Message **Task**	**Module** **Explanation and Error Recovery Procedure**
"Unable to send data to SWS proc., rc=[%d]" rptgen	mkgrpt.c A system error has occurred. Check the definition to ensure that it was established properly. Perform the print function again. Contact your Meridian MAX service representative if the problem persists.
"Unable to set axis label and scaling, rc=[%d]" rptgen	mkgrpt.c A system error has occurred. Check the definition to ensure that it was established properly. Perform the print function again. Contact your Meridian MAX service representative if the problem persists.
"Unable to start SWS graphic processor, rc=[%d]" rptgen	mkgrpt.c A system error has occurred. Check the definition to ensure that it was established properly. Perform the print function again. Contact your Meridian MAX service representative if the problem persists.
"Unable to switch to %s database" mpsa	config.c A system database error occurred when trying to save the configuration for port assignment. Try the operation again.
"Unable to terminate SWS proc., rc=[%d]" rptgen	mkgrpt.c A system error has occurred. Check the definition to ensure that it was established properly. Perform the print function again. Contact your Meridian MAX service representative if the problem persists.
"unexpected signal" signal processor	signal.c An internal system variable has reached an illegal state. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs, then shut down the system, and contact your Meridian MAX service representative.
"Unknown arguments" tools	day.c The argument to invoke the conversion between Julian dates and Meridian MAX's internal day numbers is not recognizable. Try your previous operation again. If the problem reoccurs, then shut down the system, and contact your Meridian MAX service representative.

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Table 8-3 (continued)
Fatal messages

Error Message **Task**	**Module** **Explanation and Error Recovery Procedure**
"Unknown error message %d" ft_server	ft_server.c An unknown error has occurred. Look for other recent messages relevant to this problem or scenario, and check their meanings. If these indicate other serious problems, contact your Meridian MAX service representative. Otherwise, no action is required.
"Unknown error message %d" fxfr	fxfr.c An unknown error has occurred. Look for other recent messages relevant to this problem or scenario, and check their meanings. If these indicate other serious problems, contact your Meridian MAX service representative. Otherwise, no action is required.
"unknown message type" LangServer	lang.c An internal system variable has reached an illegal state. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs, then shut down the system, and contact your Meridian MAX service representative.
"Unknown message type received – stats terminating" stats	receive.c A system error has occurred. The task should begin its recovery process and will start again without user intervention. If the problem persists, shut down the system, and contact your Meridian MAX service representative.
"Unknown option on cmd line." nstats	nstats.c When initiating, the task nstats received an unknown option. Check your release materials (version number and system type), and reinstall the system if they are incorrect. If the problem persists, contact your Meridian MAX service representative.
"Unknown type of list to be deleted" stats	bnsrch.c A system error has occurred. The task should begin its recovery process and will start again without user intervention. If the problem persists, shut down the system, and contact your Meridian MAX service representative.
"Unknown type of list to be updated" stats	bnsrch.c A system error has occurred. The task should begin its recovery process and will start again without user intervention. If the problem persists, shut down the system, and contact your Meridian MAX service representative.

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Table 8-3 (continued)
Fatal messages

Error Message **Task**	**Module** **Explanation and Error Recovery Procedure**
"Unrecognized message %d from link" <Task>	<Module> This task received an invalid High-Speed Link message from the HSLink task. The task will restart and begin its recovery process. No action is required. If this occurs again, contact your Meridian MAX service representative.
"Usage: dba_req [–dp]" DBA_REQ	dba_req.c The DBA_REQ task was called with incorrect arguments. Contact your Meridian MAX service representative. Your Meridian MAX should function normally except that the auditing message on the Meridian MAX Capacity Configuration screen may not be accurate.
"Video attributes file is empty" lib_usrif	pscreen.c Installation failed, or the site has an improper version of the release materials. Check your release materials (version number and system type), and reinstall the system if they are correct. Contact your Meridian MAX service representative if the problem persists.
"Write error on HSL port to M1 PBX – task shutdown" HSLink	hsl_main.c This program was attempting to communicate with the Meridian 1 but could not write to the physical port. The program will shut down and be restarted automatically. If the High-Speed Link does not initialize, shut down and restart the Meridian MAX.
"Write error on pipe to linkreader %d" naclink	com_hdl A system error has occurred. Ignore this message if this is an isolated incident. If the problem persists, contact your Meridian MAX service representative.
"Write error to CCSCHED pipe" cc_request	cc_req.c Either insufficient memory was installed in the system, irregular system activities occurred, or a software error was detected. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs, then shut down the system, and contact your Meridian MAX service representative.
"write fails" MAPA Client	client.c A system error has occurred. An earlier warning error message should clarify the reason for this error. The task should begin its recovery process and will start again without user intervention. If the problem persists, shut down the system, and contact your Meridian MAX service representative.

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Table 8-3 (continued)
Fatal messages

Error Message **Task** **Module** **Explanation and Error Recovery Procedure**
“write to pipe with no read process” signal processor signal.c A system error has occurred. Look for other recent messages relevant to this program or scenario, and check their meaning. If these indicate other serious problems, then contact your Meridian MAX service representative. Otherwise, no action is required.
—end—

Warning messages

Table 8-4
Warning messages

Error Message **Task** **Module** **Explanation and Error Recovery Procedure**
"Date and time of error (for example, Fri Mar 26 00:12:33 1995) **Daily DB backup failed**" Investigate the error and replace the backup tape.
"l_agent buffer: NumRecs (%d) > BufLim (%d)" hdc hdc_write.c The number of l_agent records is greater than the buffer limit. The memory could be corrupted by now.
"%s environment variable not found" mpsa prt_info.c A system error has occurred when trying to find the environment variable for removing printer(s) from the UNIX lp subsystem. Contact your Meridian MAX service representative for assistance.
"%s is close to overflow" ager ag_setup.c This message indicates the database table '%s' is close to being full. A reconfiguration of the system may be required. Contact your Meridian MAX service representative.
"–d and –p are not compatible" DBA_REQ dba_req.c The DBA_REQ task was called with incorrect arguments. Contact your Meridian MAX service representative. The system should function normally, except that the auditing message on the Meridian MAX Capacity Configuration screen may not be accurate.
"–g options must be used with –v." MAXCC mcc_init.c An invalid argument was supplied to MAXCC. Contact your Meridian MAX service representative. The system should continue to function normally except for MAXCC.
"–n option can not be used with MAX 3/4" MAXCC mcc_init.c An invalid argument was supplied to MAXCC. Contact your Meridian MAX service representative. The system should continue to function normally except for MAXCC.
"accept connection failed" msit comm.c The software failed to accept a TCP connection from the MSI client. If the problem persists, restart the Meridian MAX. If this does not correct the problem, contact your Meridian MAX service representative.
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Table 8-4 (continued)
Warning messages

Error Message **Task**	**Module**
Explanation and Error Recovery Procedure	
"Accept connection failed for link %d on port %ld, errno = %d" meit	msg.c
This message indicates that a Meridian MAX MEI task internal error has occurred. Contact your Meridian MAX service representative.	
"Accept failed for fmte service" dsp_mngr	Udsp_mngr.c
The accept system call has failed. To clear the error, perform a maintenance and diagnostics restart. For more information, refer to the "Maintenance and administration programs: system shutdown" chapter, "Restart and Power Down Utilities" section. If the problem persists, contact your Meridian MAX service representative.	
"acckey failed for pRINTERS table" nmsys_rpts	rpt_init.c
An error occurred while attempting to access the default tabular printer in the pRINTERS table when requesting a Meridian MAX Capacity Configuration report. In maintenance, go to the Port Assignment screen. Verify that there is a system default tabular printer defined. If there is no printer defined, define one. Otherwise, try to redefine the printer by reentering the printer model and printer description, and save it. Retry printing the report.	
"acckey failed for %s table – defaults used" sys_rpts	rpt_init.c
A database error occurred. See the "Database errors" section for further instructions.	
"acckey to sys failed" int_route	int_route.c
A system database error has occurred while trying to modify the internal route number through Maintenance. See the "Database errors" section for further instructions.	
"acd_dn set is not currently defined" display	pa_acddn.c
Meridian MAX is trying to close a selection of records from the acd_dn table but cannot find it. No user intervention is required, but if the problem persists, contact your Meridian MAX service representative.	
"ACD-DN %ld Ntwk Calls Waiting Out value [%d] exceeds the Calls Waiting value [%d] – correcting" stats	receive.c or st_msg.c
An internal error has been found. The number of outgoing network calls waiting must be less than or equal to the total number of calls waiting at this ACD-DN. This check is done when the last agent logs out of this ACD-DN or at midnight.	

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Table 8-4 (continued)
Warning messages

Error Message **Task**	**Module** **Explanation and Error Recovery Procedure**
"Agt Key record in use, cannot delete, rec ndx=%d." HDC	hdc_util.c HDC detected that a record in the Agent Key Table stored internally in HDC might have been corrupted. This message simply flags that some historical ACD statistics may be lost. If the problem persists, contact your Meridian MAX service representative.
"Agt. ID %d [posn. ID %d] is in an invalid state [%d]" HDC	<Module> An internal HDC task error was detected. In the process of registering a new agent event into the Historical Data database buffer, HDC detected that the given agent ID (on the given position ID) is in an invalid state as shown in the error message. If the problem persists, contact your Meridian MAX service representative.
"Agt. ID %d [posn %d] is invalid – changing to logged off" HDC	hdc_event.c While doing the midnight cleanup of all the agent events, HDC detected an internal inconsistency. The given agent ID was found to be logged in to the given position ID even though that position has an undefined state (such as it does not indicate that any agent is logged into it). HDC attempts to correct the situation and flags that agent as being logged out. If this error persists, contact your Meridian MAX service representative.
"Agt. ID %d [posn. ID %d] is logged in but has state [%d]" HDC	hdc_close.c An internal HDC task inconsistency was detected. While doing an audit of the given position ID (and its agent ID), the position state indicates that an agent is logged in, but the given agent state tells otherwise. This error might occur if there is a problem with memory or the Meridian 1 message stream. No user intervention is required if this is an isolated event. If the problem persists, contact your Meridian MAX service representative.
"Agt. ID %d [posn. ID %d] is logged out but has state [%d]" HDC	hdc_close.c An internal HDC task inconsistency was detected. While doing an audit of the given position ID (and its agent ID), the position state indicates that an agent is logged out, but the given agent state tells otherwise. This error might occur if there is a problem with memory or the Meridian 1 message stream. No user intervention is required if this is an isolated event. If the problem persists, contact your Meridian MAX service representative.
"Already Logged on–Logging Out" naclink	cmis_opdu.c NAC is already logged on to the Meridian MAX. It is going to log off from the system. The task should begin its recovery process and will start again without user intervention. If the problem persists, shut down the system, and contact your Meridian MAX service representative.

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Table 8-4 (continued)
Warning messages

Error Message **Task** **Module** **Explanation and Error Recovery Procedure**
"An entry defined in %s is too long" td td_sched.c A schedule entry defined in the file %s contains more than 750 characters and is ignored by MAX. This should be reported to your Meridian MAX service representative.
"An internal system error has occurred. Please check the error log" <Task> <Module> This message will precede another message. Always refer to the explanation and error recovery procedures of the second message.
"An invalid entry is defined in %s" td td_sched.c A schedule entry defined in the file %s contains an invalid date/time specification and is ignored by MAX. This should be reported to your Meridian MAX service representative.
"An unknown error (number %d) was detected" ft_server ft_server.c A system error has occurred. Look for other recent messages relevant to this message. If the messages found are serious, shut down the system, and contact your Meridian MAX service representative. Otherwise, ignore this message.
"An unknown error (number %d) was detected" ft_server ft_server.c A system error has occurred. The task should begin its recovery process and will start again without user intervention. If the problem persists, shut down the system, and contact your Meridian MAX service representative.
"An unknown error (number %d) was detected" ft_server fxfr.c A system error has occurred. The task should begin its recovery process and will start again without user intervention. If the problem persists, shut down the system, and contact your Meridian MAX service representative.
"An unknown error (number %d) was detected" fxfr fxfr.c A system error has occurred. The task should begin its recovery process and will start again without user intervention. If the problem persists, shut down the system, and contact your Meridian MAX service representative.
"An unknown Network Message was detected" ft_server fxfr.c A system error has occurred. Look for other recent messages relevant to this message. If the messages found are serious, shut down and contact your Meridian MAX service representative. Otherwise, ignore this message.

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Table 8-4 (continued)
Warning messages

Error Message **Task** **Module** **Explanation and Error Recovery Procedure**
“application directory not found” MAPA Controller ctl_main.c A file cannot be found. Verify that the Meridian MAX installation has no errors. If no errors exist, then contact your Meridian MAX service representative. Otherwise, reinstall the Meridian MAX software. Contact your Meridian MAX service representative if the problem persists.
“Application unknown (pn %d; pid %d)” MAPA Controller ctl_utils.c An internal variable has reached an illegal state. The task should begin its recovery process and will start again without user intervention. If the problem persists, shut down the system, and contact your Meridian MAX service representative.
“asked to kill pidless program” MAPA Controller ctl_main.c A variable has reached an illegal state. Ignore the message if this is an isolated incident. Contact your Meridian MAX service representative if the problem persists.
“At least one day of valid data is deleted to make room for new data” ager ag_setup.c This message warns that some data has to be deleted in order to make room for new data. It is a follow-up to a previous message.
“atime contains a nonnumeric” libcommon timecvt.c Unrecognized date and time sent by Meridian 1. Check that the Meridian 1 has the proper time and date defined.
“atime must contain 12 chars” libcommon timecvt.c Unrecognized date and time sent by Meridian 1. Check that the Meridian 1 has the proper time and date defined.
“attach shared memory failed: ATTACH” libcommon att_shm.c There is irregular system activity, a shortage of memory installed in the system, or a software error. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs, then shut down the system, and contact your Meridian MAX service representative.
“Attempted to activate MEI performance trace when it is already active” meit msg.c Turn the trace off and on. Contact your Meridian MAX service representative if the problem persists.

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Table 8-4 (continued)
Warning messages

Error Message **Task**	**Module** **Explanation and Error Recovery Procedure**
"attempted to change non_existent entry" stats	st_msgN.c An entry in the Day/Night table does not exist in shared memory. Choose Run Configuration Update from the Configuration Control menu. If the problem persists, contact your Meridian MAX service representative.
"Attempted to delete an un–created form" lib_usrif	form.c The application is attempting to delete a form (screen) which was never created. The impact of this problem could vary depending on the user's context and indicates a problem with the application. This should be reported to your Meridian MAX service representative.
"Attempted to delete an un–created menu" lib_usrif	menu.c The application is attempting to delete a user-menu which was never created. The impact of this problem could vary depending on the user's context and indicates a problem with the application. This should be reported to your Meridian MAX service representative.
"Attempted to delete an un–created table form" lib_usrif	table.c The application is attempting to delete a table (screen) which was never created. The impact of this problem could vary depending on the user's context and indicates a problem with the application. This should be reported to your Meridian MAX service representative.
"attempted to delete non_existent entry" stats	st_msgN.c An entry in the Day/Night table does not exist in shared memory. Choose Run Configuration Update from the Configuration Control menu. If the problem persists, contact your Meridian MAX service representative.
"Auditing posn=%d, agt =%d, state=%d, dstQ=%d, but dstqP=(null)" HDC	hdc_close.c This message provides further diagnostic information relating to the "BUG: Que Lookup..." error message, which also appears in this warning messages table. This may be caused by assigning live agents to an IVR queue. To solve this problem, the live agents should be removed from that queue.
"Authentication failure" cclink	ccl_main.c There is a mismatch between the Meridian 1 and the Meridian MAX serial numbers. Verify that there were no errors during the Meridian MAX installation procedures. Provided there were no errors, contact your Meridian MAX service representative. If there were errors, reinstall the Meridian MAX software. If the problem persists after the reinstallation, contact your Meridian MAX service representative.

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Table 8-4 (continued)
Warning messages

Error Message **Task** **Module** **Explanation and Error Recovery Procedure**
"Authentication failure" cc_sched cc_sched.c There is a mismatch between the Meridian 1 and the Meridian MAX serial numbers. Verify that there were no errors during the Meridian MAX installation procedures. Provided there were no errors, contact your Meridian MAX service representative. If there were errors, reinstall the Meridian MAX software. If the problem persists after the reinstallation, contact your Meridian MAX service representative.
"Authentication failure" linkread linkread.c A system error has occurred. Verify that the Meridian MAX installation has no errors. If no errors exist, then contact your Meridian MAX service representative. Otherwise, reinstall the Meridian MAX software. If the problem persists, contact your Meridian MAX service representative.
"Authentication failure" naclink naclink.c A system error has occurred. Verify that the Meridian MAX installation has no errors. If no errors exist, then contact your Meridian MAX service representative. Otherwise, reinstall the Meridian MAX software. If the problem persists, contact your Meridian MAX service representative.
"Backup system call possibly not completed" age age_main.c A system error has occurred. The 'age' program was performing the midnight backup, but the backup system call did not finish in the allocated amount of time (approximately 30 minutes) and 'age' terminated. If the "Daily DB Backup successful" appears before this message, the backup was completed. If it appears after this message, there may be inconsistencies in the database. If this message appears the following midnight, contact your Meridian MAX service representative.
"Backup system call not completed" age age_main.c The 'age' program was performing the midnight backup, but the backup system call was interrupted by operating system abnormalities. The backup may complete; however, there may be inconsistencies. If this message appears with the next midnight backup, contact your Meridian MAX service representative.
"Backup system call not completed" age ag_backup This message indicates that the system backup did not complete. This problem may be caused by the backup tape not being in the tape drive, the backup tape being defective, or the tape drive experiencing problems. If the tape drive is the cause of the problem, contact your Meridian MAX service representative for assistance.

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Table 8-4 (continued)
Warning messages

Error Message **Task**	**Module** **Explanation and Error Recovery Procedure**
"Bad ACD-DN state received [%d], ignoring msg" hslink	<Module> The Meridian MAX has received a Meridian 1 message which specifies an illegal value for the position state. If the problem persists, contact your Meridian MAX service representative.
"Bad ACDTERMCAP parameter: Illegal escape character." lib_usrif	pscreen.c There is a problem in the terminal capabilities file for this device. The escape sequence specified after the '=' is not in the correct format. The user interface will continue reading the file. If you experience problems with your terminal, specify a different terminal type. This should be reported to your Meridian MAX service representative.
"Bad ACDTERMCAP parameter: missing '#' for numeric parameter." lib_usrif	pscreen.c There is a problem in the terminal capabilities file for this device. The numeric capability specified does not contain a '#.' The user interface will continue reading the file. If you experience problems with your terminal, specify a different terminal type. This should be reported to your Meridian MAX service representative.
"Bad ACDTERMCAP parameter: string parameter lacks '='." lib_usrif	pscreen.c There is a problem in the terminal capabilities file for this device. The string capability specified does not contain an '=.' The user interface will continue reading the file. If you experience problems with your terminal, specify a different terminal type. This should be reported to your Meridian MAX service representative.
"Bad day in atime" libcommon	timecvt.c An unrecognized date and time were sent by Meridian 1. Check that the Meridian 1 has the proper time and date defined.
"Bad DN index [%d], but num DNs = %d, ignoring msg" hslink	<Module> The Meridian MAX has received a Meridian 1 MQA message which specifies an illegal queue index. Valid indices are from 0 to (number of queues -1). If the problem persists, contact your Meridian MAX service representative.
"bad DYNA_PIPE record" MAPA Controller	ctl_utils.c An internal variable has reached an illegal state. Ignore the message if this is an isolated incident. Contact your Meridian MAX service representative if the problem persists.

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Table 8-4 (continued)
Warning messages

Error Message **Task** **Module** **Explanation and Error Recovery Procedure**
“Bad hour in atime” libcommon timecvt.c An unrecognized date and time were sent by Meridian 1. Check that the Meridian 1 has the proper time and date defined.
“bad message type” MAPA Controller ctl_main.c An internal variable has reached an illegal state. Ignore the message if this is an isolated incident. Contact your Meridian MAX service representative if the problem persists.
“Bad minute in atime” libcommon timecvt.c An unrecognized date and time were sent by Meridian 1. Check that the Meridian 1 has the proper time and date defined.
“Bad number of DNs, got %d, ignoring msg” hslink <Module> The Meridian MAX has received a Meridian 1 MQA message which specifies an illegal number of queues. If the problem persists, contact your Meridian MAX service representative.
“Bad option [%c]. Use a d p r t x y (I O M P R)” ft_server ft_server.c A system error has occurred. Repeat the operation. If the problem persists, shut down and restart the system. Repeat the operation again. If the problem persists, contact your Meridian MAX service representative.
“Bad option [%c]. Use a d p r t x y (I O M P R)” ft_server fxfr.c A system error has occurred. Repeat the operation. If the problem persists, shut down and restart the system. Repeat the operation again. If the problem persists, contact your Meridian MAX service representative.
“bad prog defn” MAPA Controller ctl_master.c An internal variable has reached an illegal state. Ignore the message if this is an isolated incident. Contact your Meridian MAX service representative if the problem persists.
“bad rc from req_prog_status %d” MAPA Client client.c An internal variable has reached an illegal state. The task should begin its recovery process and will start again without user intervention. If the problem persists, shut down the system, and contact your Meridian MAX service representative.

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Table 8-4 (continued)
Warning messages

Error Message **Task** **Module** **Explanation and Error Recovery Procedure**
"Bad second in atime" libcommon timecvt.c An unrecognized date and time were sent by Meridian 1. Check that the Meridian 1 has the proper time and date defined.
"bad time given" MAPA Controller ctl_utils.c An unrecognized date and time were sent by Meridian 1. Look for other recent messages related to this program or scenario, and check their meaning. If these indicate other serious problems, contact your Meridian MAX service representative. Otherwise, no action is required.
"bin directory not found" MAPA Controller ctl_master.c A file cannot be found. Verify that the Meridian MAX installation has no errors. If no errors exist, then contact your Meridian MAX service representative. Otherwise, reinstall the Meridian MAX software. Contact your Meridian MAX service representative if the problem persists.
"Binary search failed for help tag '%s' " display help.c A Meridian MAX supervisor has changed screens but the corresponding help screen could not be found. Each help screen has tag (name) associated with it. Contact your Meridian MAX service representative.
"bseqacc failure [%d] –– table: %s, direction: %d" age age_update.c During the aging of the specified database table (%s), there was a problem accessing a record. This could be caused by database corruption. Shut down the Meridian MAX, and run a data database check. Restart the system. If the problem persists, contact your Meridian MAX service representative.
"BUG: Invalid agent ID [%ld] specified" HDC hdc_search.c An internal HDC task inconsistency error was detected: a request was made to find the state of an agent with the given ID (if taken in absolute), but that agent no longer appears to be logged into any Meridian 1 set (that is, its ID is less than 0). Ignore this message if it is an isolated incident. If the problem persists, contact your Meridian MAX service representative.
"BUG: Invalid Free Info. table index %d; recs active %d, ACD key %d" HDC hdc_util.c An internal HDC task inconsistency error was detected: while adding a new ACD queue or position to an internal Info. table, the HDC task detected that the new key cannot be inserted due to a mixed up Free Info. table map. The task simply ignores the new ACD key. This problem may be due to a memory problem or HDC code bug, and should be reported to your Meridian MAX service representative as soon as possible.
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Table 8-4 (continued)
Warning messages

Error Message **Task**	**Module**
Explanation and Error Recovery Procedure	
“BUG: Invalid value for ACD-DN queue index = %d; max. used”	
HDC	hdc_util.c
An internal HDC task inconsistency error was detected: while adding a new ACD-DN/CDN queue to an internal ACD-DN info. table, the HDC task detected that the new queue would be inserted outside the size of this table. The task simply uses the last table record and continues. This problem may be due to a memory problem, and should be reported to your Meridian MAX service representative as soon as possible.	
“BUG: Lookup index key %d @#%d != Info table key %d @#%d”	
HDC	hdc_search.c
An internal HDC task inconsistency error was detected: while searching for the given ACD key (namely the Meridian 1 Pos. ID) in a Lookup Index table, the associated record (of given number) in the Info table had a different key. This indicates memory corruption and thus your Meridian MAX service representative should be called right away.	
“Bug: MIS msg type %d is too large (%d) & thus ignored”	
HSLink	hsl_xform.c
A software error has occurred in this program. Self-validation of this program failed: it was about to send a MAX message to ‘hdc’ or ‘stats’, but the message was too large. This message will be discarded and may affect statistics. This error message should never occur. Contact your Meridian MAX service representative.	
“BUG: NACD call index key (%d,%d,%d) @#%d != Info tab. (%d, %d, %d) @#%d”	
HDC	hdc_search.c
An internal HDC task inconsistency error was detected: while searching for the given outgoing NACD call in the NACD call Lookup Index table, the associated record (of given number) in the Info table had a different key (given in the format: source ACD queue, outgoing route, and route member). This indicates memory corruption, and thus your NT representative should be called right away.	
“Bug: No neighbouring task requested HSL initialization”	
HSLink	hsl_inilnk.c
A software error has occurred within this program. The HSLink program was about to send a Finished Initialization or a Security Request message to the Meridian 1, but the other programs did not request initialization. This error message should never occur. Contact your Meridian MAX service representative.	

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Table 8-4 (continued)
Warning messages

Error Message **Task** **Module** **Explanation and Error Recovery Procedure**
"BUG: Que Lookup index ID %d (type %d) @#%d != Info table ID %d (type %d) @#%d – HSL msg ID %d is ignored" HDC hdc_search.c An internal HDC task inconsistency error was detected: while searching for the given ACD Queue number in the Queue Lookup Index table, the associated record (of given number) in the Info table had a different queue number or queue type. The ACD queue can be either of type 0 (=ACD-DN), 1 (=CDN) or 2 (=IVR) – as defined by the given received HSL message. This either suggests a problem with the Meridian 1 HSL message stream (especially if an earlier HSL message indicated that the given ACD queue was of one type, and now it indicates another type), or a MAX memory corruption. In either case, contact your Meridian MAX service representative.
"Bug: Sent NAK even if no or unknown error?" HSLink hsl_main.c A software error has occurred within this program: MAX was about to send a NAK even though it should not. This error message should never occur. Contact your Meridian MAX service representative.
"Bug: Task is in the wrong state [%d]" HSLink hsl_inilnk.c A software error has occurred within this program. This error message should never occur. Contact your Meridian MAX service representative.
"Can not close APPL pipe – %s" <Task> <Module> A system error has occurred. Ignore this message if this is an isolated incident. Otherwise, shut down and restart the system. If the problem persists, contact your Meridian MAX service representative.
"Can not open APPL pipe – %s" <Task> <Module> A file was not found for the operation. If this system was recently installed, reinstall the software to make sure there were no installation errors. Otherwise, shut down and restart the system. If the problem persists, contact your Meridian MAX service representative.
"Can not open APPL pipe – %s %d" <Task> <Module> A file was not found for the operation. If this system was recently installed, reinstall the software to make sure there were no installation errors. Otherwise, shut down and restart the system. If the problem persists, contact your Meridian MAX service representative.

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Table 8-4 (continued)
Warning messages

Error Message **Task** **Module** **Explanation and Error Recovery Procedure**
“Can not open trace file” naclink com_hdl.c The trace log file cannot be opened. Repeat the operation. Shut down and restart the Meridian MAX if the problem persists and contact your Meridian MAX service representative.
“Can not write to APPL pipe – %s” <Task> <Module> A file was not found for the operation. If this system was recently installed, reinstall the software to make sure there were no installation errors. Otherwise, shut down and restart the system. If the problem persists, contact your Meridian MAX service representative.
“Can not write to APPL pipe – %s %d” <Task> <Module> A file was not found for the operation. If this system was recently installed, reinstall the software to make sure there were no installation errors. Otherwise, shut down and restart the system. If the problem persists, contact your Meridian MAX service representative.
“Cannot access acd_name field for CDN %d” stats ipd.c The stats task failed to retrieve the CDN name from the system database. The CDN ID will be displayed by default. A database error has occurred. Contact your Meridian MAX service representative if the problem persists.
“Cannot access Sys. DB ‘profile’ table (default node used)” HDC hdc_init.c While trying to read the Meridian MAX definition of the attached Meridian 1 node address or location code, the HDC task failed to access the given table in the system database. Thus, the default value of 0 had to be used. Ensure there were no errors in the previous installation/ upgrade of the Meridian MAX, and reinstall the system if necessary. If the problem persists, contact your Meridian MAX service representative.
“Cannot access Sys. DB ‘sys’ table (could not read Baud Rate)” HSLink hsl_initsk.c The HSLink failed to access the given system database table while trying to read the baud rate from it. Ensure there are no errors in the previous Meridian MAX installation or upgrade. Reinstall, if necessary. Contact your Meridian MAX service representative if the problem persists.
“Cannot access Sys. DB ‘sys’ table (M1 Rls. # not saved)” HDC hdc_msg.c HDC failed to access the given system database table while trying to write the Meridian 1 software release number into it. Ensure there were no errors in the previous installation/ upgrade of the Meridian MAX, and reinstall the system if necessary. If the problem persists, contact your Meridian MAX service rep.

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Table 8-4 (continued)
Warning messages

Error Message **Task**	**Module**
Explanation and Error Recovery Procedure	
"Cannot acknowledge pipe: %s, rc = %d" display	supmsg.c
An internal variable has reached an illegal state. The task should begin its recovery process and will start again without user intervention. If the problem persists, shut down the system, and contact your Meridian MAX service representative.	
"Cannot add records past system defined limit" LangServer	lang.c
A task has attempted to add a string to the User Language Database, but the database already contains the maximum number of strings for that type. This can be caused by a corruption of the database. Try shutting down and restarting the system. If the problem persists, this suggests instead that the problem is due to a software error, and your Meridian MAX service representative should be contacted.	
"Cannot allocate (%d * %d) + %d bytes of memory for [%s]" libcommon	memalloc.c
The task could not allocate the specified number of bytes of system memory (RAM) ask requested. The internal section of memory '%s' is for debugging purposes only. Shut down and restart the system. Write down this error, and contact your Meridian MAX service representative for assistance if the problem persists.	
"Cannot change name of a STATIC program %s" MAPA Controller	ctl_utils.c
An internal variable has reached an illegal state. The task should begin its recovery process and will start again without user intervention. If the problem persists, shut down the system, and contact your Meridian MAX service representative.	
"Cannot change task name – out of memory" MAPA Controller	ctl_utils.c
Either insufficient memory was installed in the system, irregular system activities occurred, or a software error was detected. The task should begin its recovery process and will start again without user intervention. If the problem persists, shut down the system, and contact your Meridian MAX service representative.	
"Cannot check size of the output pipe with index %d" HSLink	hsl_main.c
This program was trying to determine how much data was remaining to be read by the 'hdc' (index 0) or by the 'stats' (index 1) program. This indicates an operating system problem. Contact your Meridian MAX service representative.	
"Cannot close /etc/max_config" age	dbsizer.c
A system error has occurred. Ignore the message if this is an isolated incident. Contact your Meridian MAX service representative if the problem persists.	

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Table 8-4 (continued)
Warning messages

Error Message **Task** **Module** **Explanation and Error Recovery Procedure**
“Cannot close file %s” age age_init.c An internal variable has reached an illegal state. The task should begin its recovery process and will start again without user intervention. If the problem persists, shut down the system, and contact your Meridian MAX service representative.
“Cannot close file %s” mpsa lp_setup.c A system error has occurred while trying to close the Lock_File file. Contact your Meridian MAX service representative for assistance.
“Cannot close file /etc/max_config” libcommon print_job.c The file /etc/max_config cannot be closed. This should not affect normal operation. If the system does not function properly, shut down and restart the system. If the problem persists, contact your Meridian MAX service representative.
“Cannot close pipe: %s” display supmsg.c An internal variable has reached an illegal state. The task should begin its recovery process and will start again without user intervention. If the problem persists, shut down the system, and contact your Meridian MAX service representative.
“Cannot close the named pipe with descriptor %d” ft_server <Module> A system error has occurred. Ignore this message if this is an isolated incident. Otherwise, shut down and restart the system.
“Cannot create CC response pipe” display cc_send.c There is irregular system activity, a shortage of memory was installed in the system, or a software error was detected. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs, then shut down the system, and contact your Meridian MAX service representative.
“Cannot delete report information file” rptgen rptgen.c This warning will always be accompanied by the Fatal Error message: “System error occurred while extracting data”. Refer to that error message’s explanation for more information.

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Table 8-4 (continued)
Warning messages

Error Message **Task** **Module** **Explanation and Error Recovery Procedure**
"Cannot determine grafcap for %s" libcommon print_job.c An internal variable has reached an illegal state. The task should begin its recovery process and will start again without user intervention. If the problem persists, shut down the system, and contact your Meridian MAX service representative.
"Cannot determine grafcap for %s" Print_Admin prt_admin.c The task is attempting to read the Grafsman's grafcap device for the NAC printer. This is an invalid request and will be ignored. If this is an isolated incident, ignore this message. Otherwise, report this problem to your Meridian MAX service representative.
"Cannot empty pipe (file descriptor %d)" common intertask.c An internal error occurred when attempting to empty a pipe. An earlier warning error message should clarify the reason for this error. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs, shut down the system, and contact your Meridian MAX service representative.
"Cannot find ACD key ID %d of type %s – HSL msg ID %d is ignored" HDC hdc_search.c A High-Speed Link (HSL) message was received from the attached Meridian 1 with an ACD system "key" of type %s (namely either Spv., Agt., Rte., DNIS, or Act. Code) with ID %d that was not previously defined in the HDC task. Generally, this problem could be due to lost HSL messages earlier, which can happen either due to the Meridian MAX reaching the ACD limit of the given key type, or due to an overloaded MAX, and resulting HSL message throttling. In rare cases, this problem can be also due to faulty HDC code or faulty Meridian 1 HSL messages. In any case, this problem causes loss of some of the ACD historical data and should be diagnosed further. First verify (via MAXCC in the Maintenance menu or via the "Meridian MAX Configuration" System report in the Meridian MAX Supervisor's Parameter Admin. menu) that the Meridian MAX is not under-configured for the incoming ACD system workload. If this is the case, either reduce the ACD system limits on the Meridian 1 (for example, by disabling some unused ACD "keys", such as the Spv. IDs, in the appropriate Meridian 1 Overlays), or increase the Meridian MAX system limits (via MAXCC). If the problem persists, contact your Meridian MAX service representative.

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Table 8-4 (continued)
Warning messages

Error Message **Task** **Module** **Explanation and Error Recovery Procedure**
"Cannot find ACD queue %d – HSL msg ID %d is ignored" HDC hdc_search.c A High-Speed Link message was received from the Meridian 1 with a local ACD queue number not previously known to HDC. Generally, this problem could be due to lost initialization messages such as the Init. Position Data (IPD*) HSL message. This can occur either due to reaching the Meridian MAX ACD queue limit, or due to an overloaded Meridian MAX which can lead to HSL message throttling. This could also be caused by problems with the HSL messages. This problem causes loss of some of the ACD historical data. First, verify via the Meridian MAX Configuration System report in Parameter Administration that the Meridian MAX is not under-configured for the incoming ACD data. If this is the case, either reduce the ACD system limits on the Meridian 1 (for example, by disabling reporting on some basic ACD queues in the appropriate Meridian 1 Overlays), or increase the Meridian MAX system limits via Meridian MAX Capacity Configuration. If the problem persists, contact your Meridian MAX service representative.
"Cannot find DEFAULTGATE line in the inti.d.conf file" mpsa lan_config.c The /usr/etc/init.d.conf file does not contain the DEFAULTGATE. This indicates a possible problem with the network interface. Contact your Meridian MAX service representative.
"Cannot find en596 line in the tpid.conf file." mpsa lan_config.c The /usr/etc/tpid.conf file does not contain the en596 interface. This indicates a possible problem with the network interface. Contact your Meridian MAX service representative.
"Cannot find NACD call (que %d, trk %d–%d) – HSL msg ID %d is ignored" HDC hdc_search.c An outgoing "NACD Call Release" High-Speed Link message was received from the Meridian 1 with the given originating ACD queue and outgoing trunk numbers (specified as route and member numbers) that was not previously defined in the HDC task. This problem could be due to lost HSL msgs earlier. This problem causes loss of some of the ACD Historical Statistics. Verify via the "Meridian MAX Configuration" System report in Parameter Administration that the Meridian MAX is not under-configured for the incoming Meridian 1 ACD system workload. If this is the case, either reduce the ACD system limits on the Meridian 1 (for example, by disabling some unused ACD "keys", such as trunks, in the appropriate Meridian 1 Overlays), or by increasing the Meridian MAX system limits (via MAXCC). If the problem persists, contact your Meridian MAX service representative.

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Table 8-4 (continued)
Warning messages

Error Message **Task** **Module** **Explanation and Error Recovery Procedure**
"Cannot find pos. ID %d – HSL msg ID %d is ignored" HDC hdc_search.c A High-Speed Link (HSL) message was received from the attached Meridian 1 with a Position ID (%d) not previously defined in the HDC task. In most cases, this problem could be due to a lost Init. Position Data (IPD*) HSL msg earlier, which can happen either due to reached MAX ACD position limit, or due to an overloaded MAX and resulting in HSL msg throttling. This could also indicate a problem with the Meridian 1 HSL messages. This problem causes loss of some of the ACD historical data. Verify via the "Meridian MAX Configuration" System report in the Parameter Administration menu that the Meridian MAX is not under- configured for the incoming ACD system data. If this is the case, either reduce the ACD system limits on the Meridian 1 (for example, by disabling some unused ACD positions in the Meridian 1 Overlays), or increase the Meridian MAX system limits (via MAXCC). If the problem persists, contact your Meridian MAX service representative.
"cannot find program" MAPA Controller ctl_main.c An internal variable has reached an illegal state. Ignore the message if this is an isolated incident. Contact your Meridian MAX service representative if the problem persists.
"cannot find program" MAPA Controller ctl_master.c An internal variable has reached an illegal state. Ignore the message if this is an isolated incident. Contact your Meridian MAX service representative if the problem persists.
"cannot find prog_table entry" MAPA Controller ctl_utils.c An internal variable has reached an illegal state. Ignore the message if this is an isolated incident. Contact your Meridian MAX service representative if the problem persists.
"Cannot fdopen %s" age age_init.c The 'age' task could not open the specified file which it uses to determine if another 'age' is currently running. The task should begin its recovery process and will start again without user intervention. If the problem persists, shut down the system, and contact your Meridian MAX service representative.
"Cannot find program %s" MAPA Controller ctl_main.c A system error has occurred. The task should begin its recovery process and will start again without user intervention. If the problem persists, shut down the system, and contact your Meridian MAX service representative.

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Table 8-4 (continued)
Warning messages

Error Message **Task**	**Module**
Explanation and Error Recovery Procedure	
“Cannot find trunk [i_idx=%d, o_idx=%d, sdn=%d, irt=%d–%d, ort=%d–%d]” HDC	Uhdc_msg.c
There is a missing or bad High-Speed Link (HSL) message. This indicates a possible problem with the Meridian 1. Contact your Meridian MAX service representative.	
“cannot get options file” msit	msi.c
The software has a problem reading MSI option in the Meridian MAX option file. The MSI option was defaulted to disabled. Contact your Meridian MAX service representative.	
“Cannot lock file %s” age	age_init.c
There is irregular system activity, a shortage of memory installed in the system, or a software error. The task should begin its recovery process and will start again without user intervention. If the problem persists, shut down the system, and contact your Meridian MAX service representative.	
“Cannot lock file %s” mpsa	lp_setup.c
A system error has occurred while trying to obtain the lock for the Lock_File file. Contact your Meridian MAX service representative for assistance.	
“Cannot lock pipe (file descrip.%d) – request ignored” common	intertask.c
An internal error occurred when attempting to lock a pipe for emptying. An earlier warning error message should clarify the reason for this error. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs, shut down the system, and contact your Meridian MAX service representative.	
“Cannot make model file” mpsa	lp_setup.c
A system error has occurred when creating the model file for the printer. Contact your Meridian MAX service representative for assistance.	
“Cannot match NCRL [sdn=%d, ddn=%d, irt=%d–%d, ort=%d–%d]” HDC	Uhdc_msg.c
There is a missing or bad High-Speed Link (HSL) message. This indicates a possible problem with the Meridian 1. Contact your Meridian MAX service representative.	
“Cannot match string from max system maint_state file” libcommon	max_mode.c
An invalid mode was read from the system state file. The system defaults to training mode. Reboot the Meridian MAX. If the problem persists, contact your Meridian MAX service representative.	

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Table 8-4 (continued)
Warning messages

Error Message **Task**	**Module**
Explanation and Error Recovery Procedure	
"Cannot match string from max system state file"	
libcommon	max_mode.c
A database error occurred. Verify that the Meridian MAX installation has no errors. If no errors exist, contact your Meridian MAX service representative. Otherwise, reinstall the Meridian MAX software. If the problem persists, contact your Meridian MAX service representative .	
"Cannot match string from module configuration file"	
display	display.c
A database error occurred. Verify that the Meridian MAX installation has no errors. If no errors exist, contact your Meridian MAX service representative. Otherwise, reinstall the Meridian MAX software. Contact your Meridian MAX service representative if the problem persists.	
"Cannot match string from tower configuration file"	
display	term_setup.c
The display task attempted to read the data file containing the module identifier. Verify that the Meridian MAX installation has no errors. If no errors exist, contact your Meridian MAX service representative. Otherwise, reinstall the Meridian MAX software. Contact your Meridian MAX service representative if the problem persists.	
"Cannot open %s"	
display	supmsg.c
A file/directory was not found for the operation. If the system was recently installed, reinstall the software to make sure there were no installation errors. Otherwise, shut down and restart the system. If the problem persists, contact your Meridian MAX service representative.	
"Cannot open /etc/max_config"	
age	dbsizer.c
A system error has occurred. Ignore the message if this is an isolated incident. Contact your Meridian MAX service representative if the problem persists.	
"Cannot open CC command pipe"	
display	cc_send.c
Irregular system activity, a shortage of memory installed in the system, or a software error was detected. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs, then shut down the system, and contact your Meridian MAX service representative.	
"Cannot open CC response pipe"	
display	cc_send.c
Irregular system activity, a shortage of memory installed in the system, or a software error was detected. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs, then shut down the system, and contact your Meridian MAX service representative.	

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Table 8-4 (continued)
Warning messages

Error Message **Task** **Module** **Explanation and Error Recovery Procedure**
“cannot open db_list” MAPA Controller ctl_master.c A database error occurred. Verify that the Meridian MAX installation has no errors. If no errors exist, contact your Meridian MAX service representative. Otherwise, reinstall the Meridian MAX software. Contact your Meridian MAX service representative if the problem persists.
“Cannot open file %s” age age_init.c A file/directory was not found for the operation. If the system was recently installed, reinstall the software to make sure there were no installation errors. Otherwise, shut down and restart the system. If the problem persists, contact your Meridian MAX service representative.
“Cannot open file %s” mpsa lp_setup.c A system error has occurred while trying to open the Lock_File file to shut down the printer scheduler. Contact your Meridian MAX service representative for assistance.
“Cannot open max system maint_state file” libcommon max_mode.c An error has occurred while trying to read the current state of the Meridian MAX. Shut down and restart the system. If the problem persists, contact your Meridian MAX service representative for assistance.
“Cannot open max system state file” libcommon max_mode.c A system error has occurred. Reboot the Meridian MAX. Contact your Meridian MAX service representative if the problem persists.
“Cannot open MEI initialization file %s” stats st_msg.c A system error has occurred when trying to open the file. Contact your Meridian MAX service representative if the problem persists.
“cannot open pipe_list” MAPA Controller ctl_main.c Irregular system activity, a shortage of memory installed in the system, or a software error was detected. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs, then shut down the system, and contact your Meridian MAX service representative.

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Table 8-4 (continued)
Warning messages

Error Message **Task**	**Module** **Explanation and Error Recovery Procedure**
"cannot open remote_list" MAPA Controller	ctl_master.c A file/directory was not found for the operation. If this system was recently installed, reinstall the software to make sure there were no installation errors. Otherwise, shut down and restart the system. If the problem persists, contact your Meridian MAX service representative.
"Cannot open the named pipe [%s]" ft_server	ft_server.c A system error has occurred. Repeat the operation. If the problem reoccurs, shut down and restart the system. Repeat the operation again. If the problem persists, contact your Meridian MAX service representative.
"Cannot open max release file" naclink	mis_sub.c A file/directory was not found for the operation. If the system was recently installed, reinstall the software to make sure there were no installation errors. Otherwise, shut down and restart the system. If the problem persists, contact your Meridian MAX service representative.
"Cannot open NETMSG_PIPE: %s" display	supmsg.c A file/directory was not found for the operation. If the system was recently installed, reinstall the software to make sure there were no installation errors. Otherwise, shut down and restart the system. If the problem persists, contact your Meridian MAX service representative.
"Cannot open network port" linkread	link.c The specified network port is not configured properly. Choose review hardware configuration through MAINT. Make sure the port is configured as a network port. If it is configured properly, shut down the system. If the problem persists, contact your Meridian MAX service representative.
"Cannot open SUPMSG_DIR" display	supmsg.c A file/directory was not found for the operation. If the system was recently installed, reinstall the software to make sure there were no installation errors. Otherwise, shut down and restart the system. If the problem persists, contact your Meridian MAX service representative.
"Cannot open SUPMSG_IN" display	supmsg.c A file/directory was not found for the operation. If the system was recently installed, reinstall the software to make sure there were no installation errors. Otherwise, shut down and restart the system. If the problem persists, contact your Meridian MAX service representative.

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Table 8-4 (continued)
Warning messages

Error Message **Task**	**Module**
Explanation and Error Recovery Procedure	
"Cannot open the file %s for reading." hw_detect	hw_detect.c
A system error has occurred while opening the file '%s' for reading. Try running hardware detect again.	
"Cannot open the file %s for reading." mpsa	prt_info.c
A system error has occurred when trying to open a file which stores the number of printers administered in the system. Contact your Meridian MAX service representative for assistance.	
"Cannot open the named pipe [%s]" ft_server	fxfr.c
A system error has occurred. Look for other recent error messages relevant to this message. If the messages found are serious, shut down the system, and contact your Meridian MAX service representative. Otherwise, ignore this message.	
"Cannot open trace file" HSLink	hsl_main.c
This program received a request from someone to enable the High-Speed Link trace option, but the trace file could not be opened. This can be caused by the user having inadequate access rights to a directory or if the disk capacity was exceeded. Contact your Meridian MAX service representative.	
"Cannot open trace file in '/usr/max/tmp' dir." HDC	hdc_main.c
Someone has requested to start tracing the of events in the HDC task for debugging purposes. HDC could not open the "hdc.trc" file in the "/usr/max/tmp" directory. This could indicate a lack of disk space or faulty hardware, and thus your Meridian MAX service representative should be contacted.	
"Cannot read from file /etc/max_config" libcommon	print_job.c
The file /etc/max_config could not be read. The system cannot determine the number of modules on the system. The system will assume it is a single module. Shut down and restart the system. If the problem persists, contact your Meridian MAX service representative.	
"Cannot read from max release file" naclink	mis_sub.c
A system error has occurred. Look for other recent error messages relevant to this message. If the messages found are serious, shut down the system, and contact your Meridian MAX service representative.	

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Table 8-4 (continued)
Warning messages

Error Message **Task**	**Module** **Explanation and Error Recovery Procedure**
“Cannot read max system maint_state file” libcommon	max_mode.c An error has occurred while trying to read the current state of the Meridian MAX. Shut down and restart the system. If the problem persists, contact your Meridian MAX service representative for assistance.
“**Cannot read max system state file”** libcommon	max_mode.c A system error has occurred. Reboot the Meridian MAX. Contact your Meridian MAX service representative if the problem persists.
“Cannot read the Baud Rate field” HSLink	hsl_initsk.c The HSLink failed to read the baud rate from the system database table. Shut down and restart the Meridian MAX. Contact your Meridian MAX service representative if the problem persists.
“Cannot read the system’s default router” mpsa	lan_config.c The software has problems reading the system’s router address. The system’s router address has been reset to default.
“Cannot read the system’s hostname” mpsa	lan_config.c A system error has occurred when trying to read the LAN hostname for the system. Try the operation again.
“Cannot read the system’s IP address.” mpsa	lan_config.c A system error has occurred when trying to read the IP address of the Meridian MAX. Repeat the operation.
“Cannot read the system’s subnet mask.” mpsa	lan_config.c The software has problems reading the system’s subnet mask. The system’s subnet mask has been reset to default.
“cannot remove message queue” MAPA Controller	ctl_main.c A system error has occurred. Look for other recent messages, and check their meaning. If these indicate other serious problems, contact your Meridian MAX service representative. Otherwise, no action is required.

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Table 8-4 (continued)
Warning messages

Error Message **Task** **Module** **Explanation and Error Recovery Procedure**
“Cannot reopen %s” libcommon msgapi.c This message indicates that the file ‘%s’ could not be reopened. This may be caused by an operating system problem. Shut down and restart the system. If the problem persists, contact your Meridian MAX service representative.
“Cannot set threshold [%d] – continuing” cclink ccl_main.c A system error has occurred. It failed to set the threshold on communication to NAC. The task should begin its recovery process and will start again without user intervention. If the problem persists, shut down the system, and contact your Meridian MAX service representative.
“Cannot set threshold %d” naclink app_rcv.c A system error has occurred. Failed to set thresholds on communication to NAC. The task should begin its recovery process and will start again without user intervention. If the problem persists, shut down the system, and contact your Meridian MAX service representative.
“Cannot set threshold %d” naclink app_send.c A system error has occurred. Failed to set thresholds on communication to NAC. The task should begin its recovery process and will start again without user intervention. If the problem persists, shut down the system, and contact your Meridian MAX service representative.
“Cannot set threshold %s” naclink mis_sub.c A system error has occurred. Failed to set thresholds on communication to NAC. The task should begin its recovery process and will start again without user intervention. If the problem persists, shut down the system, and contact your Meridian MAX service representative.
“Cannot set threshold at %s” naclink cmis_sub.c A system error has occurred. Look for other recent error messages relevant to this message. If the messages found are serious, shut down the system, and contact your Meridian MAX service representative. Otherwise, ignore this message.
“Cannot switch to data database” rptgen log_gen.c A database error occurred. Try generating the report again. Contact your Meridian MAX service representative if the problem persists.

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Table 8-4 (continued)
Warning messages

Error Message **Task**	**Module**
Explanation and Error Recovery Procedure	
"Cannot threshold pipe %s [%d]" nquery	nquery.c
A system error has occurred. Failed to set thresholds on communication to NAC. The task should begin its recovery process and will start again without user intervention. If the problem persists, shut down the system, and contact your Meridian MAX service representative.	
"Cannot turn on threshold checking with descriptor %d" ft_server	fxfr.c
A system error has occurred. Look for other recent error messages relevant to this message. If the messages found are serious, shut down the system, and contact your Meridian MAX service representative. Otherwise, ignore this message.	
"Cannot unlock file %s" age	age_init.c
Either insufficient memory was installed in the system, irregular system activities occurred, or a software error was detected. The task should begin its recovery process and will start again without user intervention. If the problem persists, shut down the system, and contact your Meridian MAX service representative.	
"Cannot unlock pipe (file descriptor %d)" common	intertask.c
An internal error occurred when attempting to unlock a pipe after it has been emptied. An earlier warning error message should clarify the reason for this error. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs, then shut down the system, and contact your Meridian MAX service representative.	
"Cannot use the same task name – out of memory" MAPA Controller	ctl_utils.c
Either insufficient memory was installed in the system, irregular system activities occurred, or a software error was detected. The task should begin its recovery process and will start again without user intervention. If the problem persists, shut down the system, and contact your Meridian MAX service representative.	
"Cannot write the Protocol field" HSLink	hsl_initsk.c
HSLink failed to write the protocol number to the system database table. Shut down and restart the Meridian MAX. Contact your Meridian MAX service representative if the problem persists.	
"Cannot write to file %s" age	age_init.c
Either insufficient memory was installed in the system, irregular system activities occurred, or a software error was detected. The task should begin its recovery process and will start again without user intervention. If the problem persists, shut down the system, and contact your Meridian MAX service representative.	

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Table 8-4 (continued)
Warning messages

Error Message **Task** **Module** **Explanation and Error Recovery Procedure**
"Cannot write to pipe index %d: msg ID %d/0x%x discarded" HSLink hsl_xform.c This program is encountering problems communicating with the 'hdc' (index 0) or 'stats' (index 1) program. This message also contains the ID of the message HSLink is trying to send to the task. This indicates an operating system problem. Contact your Meridian MAX service representative.
"Can't access the source file #%d = [%s]" ft_server fxfr.c A system error has occurred. If this is a recently installed MAX software, reinstall the system and make sure there are no installation errors. Otherwise, shut down and restart the system. Repeat the relevant operation. If the problem persists, contact your Meridian MAX service representative.
"Can't do file read or write of %d bytes" ft_server fxfr.c A system error has occurred. Look for other recent messages relevant to this message. If the messages found are serious, shut down and restart the system. This task should recover by itself. If the problem persists, contact your Meridian MAX service representative. Otherwise, ignore this message.
"Can't expend the destination work file by %ld bytes" ft_server fxfr.c A system error has occurred. Repeat the relevant operation. If the problem persists, shut down and restart the system. Repeat the operation again, if the problem persists, contact your Meridian MAX service representative.
"Can't find CURR. FCC Parm. ID %d (type %x, class %d)" common <Module> An internal error has occurred. If this is an isolated instance the message can be ignored. However, if there are multiple instances, contact your Meridian MAX service representative.
"Can't fork a child process for FT request %05ld" ft_server ft_server.c A system error has occurred. The task should be able to recover by itself. Repeat the operation. If the problem persists, contact your Meridian MAX service representative.
"Can't fork a child process for FT request %05ld" ft_server fxfr.c A system error has occurred. The task should be able to recover by itself. Repeat the operation. If the problem persists, contact your Meridian MAX service representative.
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Table 8-4 (continued)
Warning messages

Error Message **Task** **Module** **Explanation and Error Recovery Procedure**
"Can't get a channel for node id %d" ft_server fxfr.c A system error has occurred. Logon to the NAC system with parameter administration privilege. Enter Parameter Administration, choose Network Definition menu. Disable the corresponding node %d and exit the menu. Reenter Network Definition menu; enable the same node and exit the menu. The channels should all be reset. If the problem persists, contact your Meridian MAX service representative.
"Can't get a channel for node id %d" ft_server fr_server.c A system error has occurred. Logon to the NAC system with parameter administration privilege. Enter Parameter Administration, choose Network Definition menu. Disable the corresponding node %d and exit the menu. Reenter Network Definition menu; enable the same node and exit the menu. The channels should all be reset. If the problem persists, contact your Meridian MAX service representative.
"Can't link/copy the file [%s] as [%s]" ft_server fxfr.c A system error has occurred. If this is a recently installed system, reinstall the system and make sure there are no installation errors. Otherwise, shut down and restart the system. Repeat the relevant operation. If the problem persists, contact your Meridian MAX service representative.
"Can't open file %s" display login.c The software had a problem finding the file. Contact your Meridian MAX service representative.
"Can't open message file!" display supmsg.c Either insufficient memory was installed in the system, irregular system activities occurred, or a software error was detected. The task should begin its recovery process and will start again without user intervention. If the problem persists, shut down the system, and contact your Meridian MAX service representative.
"Can't open the work file [%s]" ft_server fxfr.c A system error has occurred. Look for other recent messages and check their meaning. If these indicate other serious problems, then contact your Meridian MAX service representative. Otherwise, no action is required.
"Can't pre–process the file [%s] with [%s]" ft_server fxfr.c A system error has occurred. Look for other recent messages and check their meaning. If these indicate other serious problems, then contact your Meridian MAX service representative. Otherwise, no action is required.

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Table 8-4 (continued)
Warning messages

Error Message **Task** **Module** **Explanation and Error Recovery Procedure**
“Can’t post–process the file [%s] with [%s]” ft_server fxfr.c A system error has occurred. Look for other recent messages and check their meaning. If these indicate serious problems, then contact your Meridian MAX service representative. Otherwise, no action is required.
“Can’t open file %s” display login.c The software had a problem reading the file. Contact your Meridian MAX service representative.
“Can’t remove the file [%s]” ft_server fxfr.c A system error has occurred. Look for other recent messages and check their meaning. If these indicate other serious problems, then contact your Meridian MAX service representative. Otherwise, no action is required.
“Can’t rename child task as [%s]” ft_server fxfr.c A system error has occurred. Repeat the relevant operation. If the problem persists, the shut down and restart the system. Repeat the operation again, if the problem persists, contact your Meridian MAX service representative.
“Can’t reset the work file to byte %ld” ft_server fxfr.c A system error has occurred. Look for other recent messages and check their meaning. If these indicate other serious problems, then contact your Meridian MAX service representative. Otherwise, no action is required.
“Can’t spawn child (pid %d) for FT request %05ld” ft_server fxfr.c Either insufficient memory was installed in the system, irregular system activities occurred, or a software error was detected. The task should begin its recovery process and will start again without user intervention. If the problem persists, shut down the system, and contact your Meridian MAX service representative.
“Can’t xfr supmsg %s, rc = %d” display supmsg.c Either insufficient memory was installed in the system, irregular system activities occurred, or a software error was detected. The task should begin its recovery process and will start again without user intervention. If the problem persists, shut down the system, and contact your Meridian MAX service representative.

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Table 8-4 (continued)
Warning messages

Error Message **Task** **Module** **Explanation and Error Recovery Procedure**
"CDN %ld Ntwk Calls In Queue value [%d] exceeds the Calls Waiting value [%d] – correcting" stats receive.c An internal error has been found. The number of Network CCR calls waiting must be less than or equal to the total number of calls waiting at this CDN. This check is done at midnight.
"CH_XFR error – invalid channel/status" naclink app_rcv.c A system error has occurred. The system should begin its recovery process and will start again without user intervention. If the problem persists, shut down the system, and contact your Meridian MAX service representative.
"channel number out of range" naclink app_send.c An internal variable has reached an illegal state. The task should begin its recovery process and will start again without user intervention. If the problem persists, shut down the system, and contact your Meridian MAX service representative.
"Channel out of range" naclink app_send.c An internal variable has reached an illegal state. The task should begin its recovery process and will start again without user intervention. If the problem persists, shut down the system, and contact your Meridian MAX service representative.
"Channel out of range %d" naclink app_rcv.c An internal variable has reached an illegal state. The task should begin its recovery process and will start again without user intervention. If the problem persists, shut down the system, and contact your Meridian MAX service representative.
"chdir fails for remote" MAPA Controller ctl_master.c A file/directory was not found for the remote operation. The task should begin its recovery process and will start again without user intervention. If the problem persists, shut down the system, and contact your Meridian MAX service representative.
"chnl sts invalid on free chnl" naclink app_send.c An internal variable has reached an illegal state. The task should begin its recovery process and will start again without user intervention. If the problem persists, shut down the system, and contact your Meridian MAX service representative.

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Table 8-4 (continued)
Warning messages

Error Message **Task** **Module** **Explanation and Error Recovery Procedure**
"Command '%s' failed, status: %d, errno: %d" <Task> cmd_exec.c This UNIX shell command '%s' was executed, but returned a failure status of '%d.' Look for other error messages from this 'Task' around the same time and refer to their description(s). If you cannot isolate the cause of the problem, contact your Meridian MAX service representative.
"Communication link to the ACD MIS node ID %d failed." ft_server ft_server.c A system error has occurred. Choose review hardware configuration through MAINT. Make sure the port is configured as a network port. If it is configured properly, shut down the system. Check the hardware connection and make sure the right cables are used following the Meridian MAX Installation Guide. Enter MPSA and configure it. Restart the system. If the problem persists, contact your Meridian MAX service representative.
"Communication link to the ACD MIS node ID %d failed." ft_server fxfr.c A system error has occurred. Choose review hardware configuration through MAINT. Make sure the port is configured as a network port. If it is configured properly, shut down the system. Check the hardware connection and make sure the right cables are used following the Installation NTP. Enter MPSA and configure it. Restart the system. If the problem persists, contact your Meridian MAX service representative.
"config paths file open failure –– access: write" display sysrpts.c A system error has occurred. Look for other recent messages and check their meaning. If these indicate other serious problems, then contact your Meridian MAX service representative. Otherwise, no action is required.
"Configuration control transaction log is corrupted" cclink ccl_txlog.c The transaction log is corrupt. The system will delete the corrupt file and create a new one. No user action is required.
"Corrupt M1 HSL block – length [%d] exceeds maximum (1st msg ID %d)" HSLink hsl_main.c Meridian MAX has received a message block with invalid length. Meridian MAX will request that this message block be transmitted again. If the problem persists, there may be a communication problem to the Meridian 1. Verify the cabling is correct and secure. If the problem persists, contact your Meridian MAX service representative.

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Table 8-4 (continued)
Warning messages

Error Message **Task** **Module** **Explanation and Error Recovery Procedure**
"Corrupt M1 HSL block – read checksum [%d] <> [%d] (1st msg ID %d)" HSLink hsl_main.c Meridian MAX MAX has received a corrupted High-Speed Link message block. Meridian MAX will request that this message block be transmitted again. If this message occurs often, there is most likely a communication problem on the link. Check the cabling and if the problem persists, contact your Meridian MAX service representative.
"could not access sTORAGE table, rc % ** data_type %d" age age_annex.c A database error has occurred. Verify that the Meridian MAX installation has no errors. If no errors exist, then contact your Meridian MAX service representative. Otherwise, reinstall the Meridian MAX software. Contact your Meridian MAX service representative if the problem persists.
"Could not add printer %s to printer subsystem" Print_Admin prt_admin.c The task was attempting to add printer maxprt '%d' to the UNIX lp subsystem using the 'lp_setup' program, but the addition failed. Look for error messages from 'lp_setup' to diagnose the problem further. Try adding the printer again. If the problem persists, shut down and restart the Meridian MAX in order to reset the UNIX lp subsystem, then try adding the printer again.
"could not attach MAPA memory" libmapa mapa_lib.c Irregular system activity, a shortage of memory installed in the system, or a software error. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs, then shut down the system, and contact your Meridian MAX service representative.
"Could not change attributes for supv %d video=%d rc=%d" Attrs attrs.c A supervisor (supv %d) was changing the color customization settings from the Supervisor Profile. The task was attempting to update the video attributes in the vIDEO table in the system database, but the operation failed (database error is rc=%d). The '%d' value for video could be 0 for monochrome, 1 for color (PC with MTE), 2 for devices supporting logical attributes (currently unused), 3 for Reflection 4+ with black background, or 4 for Reflection 4+ with blue background. Ask the supervisor to try changing the color settings again. If the problem persists, contact your Meridian MAX service representative.

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Table 8-4 (continued)
Warning messages

Error Message **Task**	**Module** **Explanation and Error Recovery Procedure**
"Could not create attributes for supv %d video=%d rc=%d" Attrs	attrs.c A supervisor (supv %d) was saving new color customization settings from their Supervisor Profile. The task was attempting to add the video attributes to the vIDEO table in the system database, but the operation failed (database error is rc=%d). The '%d' value for video could be 0 for monochrome, 1 for color (PC with MTE), 2 for devices supporting logical attributes (currently unused), 3 for Reflection 4+ with black background, or 4 for Reflection 4+ with blue background. Ask the supervisor to try changing the color settings again. If the problem persists, contact your Meridian MAX service representative.
"Could not create file /'%s/'" libcommon	msgapi.c This message indicates that the specified file could not be created. This may be caused by an operating system problem. Shut down and restart the system. If the problem persists, contact your Meridian MAX service representative.
"Could not delete attributes for supv %d video=%d rc=%d" Attrs	attrs.c A supervisor (supv %d) was being deleted which causes the color customization settings to be removed from the system. The task was attempting to delete the video attribute settings from the vIDEO table in the system database, but the deletion failed (database error is rc=%d). The '%d' value for video could be 0 for monochrome, 1 for color (PC with MTE), 2 for devices supporting logical attributes (currently unused), 3 for Reflection 4+ with black background, or 4 for Reflection 4+ with blue background. Try adding a supervisor with the same MIS ID and then delete the supervisor. If this error reappears, contact your Meridian MAX service representative.
"could not find locked DB" MAPA Controller	ctl_master.c An internal variable has reached an illegal state. Ignore the message if this is an isolated incident. Contact your Meridian MAX service representative if the problem persists.
"Could not find printer %d in pRINTERS table" Print_Admin	prt_admin.c The task was attempting to read all of the information for printer maxprt '%d' from the pRINTERS table in the system database, but the printer could not be found. If '%d' is greater than the total number of printers in your system (including local printers and system printers), then this could be a software problem. Otherwise, this could be a problem with the system database. Locate the affected printer by sending a report to each printer and then delete and re-add that printer.

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Table 8-4 (continued)
Warning messages

Error Message **Task** **Module** **Explanation and Error Recovery Procedure**
"Could not find printer model %d in pRTMODEL table" Print_Admin prt_admin.c The task is attempting to retrieve the model information (for example, printer type) for printer model '%d', but the model could not be found. If the Meridian MAX was recently installed or upgraded, find out if there were any problems encountered during this procedure. If problems did occur, the reinstall the Meridian MAX software. Otherwise, contact your Meridian MAX service representative.
"could not find program" MAPA Controller ctl_master.c An internal variable has reached an illegal state. Ignore the message if this is an isolated incident. Contact your Meridian MAX service representative if the problem persists.
"could not find queued DB" MAPA Controller ctl_master.c An internal variable has reached an illegal state. Ignore the message if this is an isolated incident. Contact your Meridian MAX service representative if the problem persists.
"could not find queued program" MAPA Controller ctl_master.c An internal variable has reached an illegal state. Ignore the message if this is an isolated incident. Contact your Meridian MAX service representative if the problem persists.
"Could not find supervisor %d in spvids table" Supv_Admin spv_admin.c This task was attempting to read information for supervisor '%d' from the system database table 'spvids', but the operation failed. Try reading in this supervisor in Parameter Administration – Supervisor Definition. If the supervisor profile can be read, save the profile and try the original operation again. If the problem persists, try to delete this supervisor from the system, and read it.
"Could not find unallocated display table slot." mpsa dsp_info.c A system database error has occurred when adding a new supervisor workstation to the system database. Repeat the operation.
"Could not find unallocated printer table slot." mpsa prt_info.c A system error occurred while trying to add a printer record to system database. Contact your Meridian MAX service representative for assistance.

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Table 8-4 (continued)
Warning messages

Error Message **Task** **Module** **Explanation and Error Recovery Procedure**
"Could not link pos %ld into DN %ld thread" stats st_utils.c An internal error has occurred. An attempt to link a position to a queue could not completed in the Meridain MAX internal tables. If the problem persists, contact your Meridian MAX service representative.
"Could not link pos %ld into Supv %d thread" stats st_utils.c An internal error has occurred. An attempt to link a position to a supervisor could not be completed in the Meridan MAX internal tables. If the problem persists, contact your Meridian MAX service representative.
"Could not locate attributes for supv %d video=%d rc=%d" Attrs attrs.c Someone is trying to read the color customization settings for supv '%d.' This can occur when logging in to the system or when reading in another supervisor's settings in color customization. The task was attempting to read from the video vIDEO table in the system database, but the operation failed (database error is rc=%d). The '%d' value for video could be 0 for monochrome, 1 for color (PC with MTE), 2 for devices supporting logical attributes (currently unused), 3 for Reflection 4+ with black background, or 4 for Reflection 4+ with blue background. Ask the supervisor to try the operation again. If the problem persists, contact your Meridian MAX service representative.
"Could not open CC response pipe" cclink ccl_main.c The task was attempting to open a file but failed. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs, then shut down the system, and contact your Meridian MAX service representative.
"Could not read options file [%d]" mpsa mpsa.c A system error has occurred when mpsa tries to read the options file. Contact your Meridian MAX service representative for assistance.
"Could not remove DN %ld cross reference for Supv %d" stats st_utils.c An internal error has occurred. An attempted supervisor reassignment could not be completed in the Meridian MAX internal tables. If the problem persists, contact your Meridian MAX service representative.
"Could not undo printer additions in System Database" mpsa prt_info.c An error occurred while trying to reassign a local printer to a direct printer. Contact your Meridian MAX service representative for assistance.

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Table 8-4 (continued)
Warning messages

Error Message **Task** **Module** **Explanation and Error Recovery Procedure**
"Could not undo printer additions in System Database" Print_Admin prt_admin.c An error occurred while attempting to add a printer to the UNIX lp subsystem. To find out why the addition failed, look for other related error messages around the same time. The printer is added to the Meridian MAX database before it is added to the UNIX lp subsystem. This error message indicates that another error occurred while attempting to undo the addition to the Database. Attempt the printer addition again. If the problem persists, contact your Meridian MAX service representative.
"Creating Static Language Segment..." LangServer lang.c The shared memory segment for the static strings displayed on the supervisor workstation is being created.
"Creating User Language Segment..." LangServer lang.c The shared memory segment for the user-defined strings is being created.
"Customer num. %d is invalid – HSL msg type %d is ignored" HSLink hsl_xform.c The Meridian 1 has sent MAX information for a customer on the switch which MAX does not know about. The information will be ignored. This can be caused by the incorrect customer number being programmed on the Meridian MAX or can be caused by a communication problem on the High-Speed Link. Verify that the Customer Number is correctly defined on MAX.
"Customer profile record not found" display pa_misc.c A database error occurred. Verify that the Meridian MAX installation has no errors. If no errors exist, contact your Meridian MAX service representative. Otherwise, reinstall the Meridian MAX software. Contact your Meridian MAX service representative if the problem persists.
"Customer profile record not found" mpsa mpsa_net.c A system error occurred when reading the system parameters. Contacat your Meridian MAX service representative for assistance.
"Customer system record not found" mpsa mpsa_net.c A system error has occurred when reading the system parameters. Contact your Meridian MAX service representative for assistance.

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Table 8-4 (continued)
Warning messages

Error Message **Task**	**Module** **Explanation and Error Recovery Procedure**
"data base unknown" MAPA Controller	ctl_master.c A database error has occurred. Check your materials (that is, version number and system type). If they appear to be all right, reinstall the Meridian MAX release. If the problem persists, contact your Meridian MAX service representative.
"Data exceeding interval maximum [%d] –– table: number:%d" age	age_index.c Meridian 1 definitions exceeded its limit. Ensure that the Meridian 1 is configured for the parameters that Meridian MAX supports. If the Meridian 1 is configured correctly, contact your Meridian MAX service representative.
"Data exceeding interval maximum [%d] –– table : %s" ager	ag_index.c This message indicates that the real operation does not match the system configuration. In particular, the maximum of '%d' for table '%s' has been exceeded. Reconfiguration of the system may be required. Contact your Meridian MAX service representative.
"database access failure – current capacity configuration" <Task>	rpt_proc.c There was an error accessing the current capacity configuration parameter in the system database. Repeat the print report request. Attempt to view the configuration parameters in the Meridian MAX Capacity Configuration screen in maintenance. If you encounter problems, then system database problems may exist. Refer to the database problems section at the beginning of this chapter.
"Database access failure –– table: %s" <Task>	<Module> A database error occurred. Verify that the Meridian MAX installation has no errors. If no errors exist, contact your Meridian MAX service representative. Otherwise, reinstall the Meridian MAX software. Contact your Meridian MAX service representative if the problem persists.
"Database access failure [%d] –– table: %s" <Task>	<Module> A database error occurred. Verify that the Meridian MAX installation has no errors. If no errors exist, contact your Meridian MAX service representative. Otherwise, reinstall the Meridian MAX software. Contact your Meridian MAX service representative if the problem persists.
"Database access initialization failed" meit	msg.c The system was unable to access the database for MEI task initialization. Disable MEI in the Miscellaneous Options screen in Parameter Administration. Save and exit the screen before reentering it and reenabling the MEI links. Contact your Meridian MAX service representative if the problem persists.

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Table 8-4 (continued)
Warning messages

Error Message **Task**	**Module** **Explanation and Error Recovery Procedure**
"Database initialization failed" DBSizer	dbsizer.c Failed to read database related environment variables for database switching. Restore the database backup and contact your Meridian MAX service representative for assistence.
"database on too many nodes" MAPA Controller	ctl_master.c An internal variable has reached an illegal state. Ignore the message if this is an isolated incident. Contact your Meridian MAX service representative if the problem persists.
"Database read failure –– table: %s" <Task>	<Module> A database error occurred while trying to read information from the specified table (%s). See the "Database errors" section for further instructions.
"Database read failure [%d] –– table: %s" <Task>	<Module> The given task failed to read the given table's record either from the Meridian MAX Historical Data or system database. Verify that the Meridian MAX installation had no errors. If there were errors, reinstall the Meridian MAX software. Otherwise, if the problem persists, contact your Meridian MAX service representative.
"Database record access failure [%d] –– table: %s" mpsa	cust_dft.c Access to the system database has failed while reassigning a printer. Try to reassign the printer again in the Port Assignment screen.
"Database record creation failure –– table %s" <Task>	<Module> The given task failed to create a new record in the given Hist. Data or system database table due to the given internal failure number. Verify that the Meridian MAX installation had no errors. If all seems fine but the problem persists (even after reinstall), contact your Meridian MAX service representative.
"Database record creation failure [%d] –– table: %s" <Task>	<Module> A database error (%d) occurred while trying to create a record in the specified table (%s). Check the error message for the <Task> and <Module> names. See the "Database errors" section for further instructions.

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Table 8-4 (continued)
Warning messages

Error Message **Task** **Module** **Explanation and Error Recovery Procedure**
“Database record deletion failure –– table: %s” <Task> <Module> A database error occurred while trying to remove a record from the specified table (%s). Check the error message for the <Task> and <Module> names. See the “Database errors” section for further instructions.
“Database record deletion failure [%d] –– table: %s” <Task> <Module> A database error (%d) occurred while trying to remove a record from the specified table (%s). Check the error message for the <Task> and <Module> names. See the “Database errors” section for further instructions.
“Database record limits not initialized” age age_init.c A database error occurred. Verify the limits for the database table, for example, the maximum of records., have not been defined. Default values are used and the aging process continues. If this problem occurs again, contact your Meridian MAX service representative.
“Database table is full –– table: %s” <Task> <Module> The given database table (either in the Hist. Data or system database) is full and no more records can be added to it. Verify that the Meridian MAX limits are set appropriately to match the ACD configuration on the Meridian 1. If the limits appear correct and the problem persists, contact your Meridian MAX service representative.
“database unknown” MAPA Controller ctl_master.c An internal variable has reached an illegal state. Ignore the message if this is an isolated incident. Contact your Meridian MAX service representative if the problem persists.
“database update fails” MAPA Controller ctl_master.c A system error has occurred. Look for other recent messages and check their meaning. If these indicate other serious problems, then contact your Meridian MAX service representative. Otherwise, no action is required.
“Database write failure –– table: %s” <Task> <Module> A database error occurred while trying to write to the specified database table (%s). See the “Database errors” section for further instructions.

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Table 8-4 (continued)
Warning messages

Error Message **Task**	**Module** **Explanation and Error Recovery Procedure**
"Database write failure [%d] –– table: %s" <Task>	<Module> While trying to update a record in the given Hist. Data or system database table, the specified error was detected. Verify that there were no errors encountered during the Meridian MAX installation. If all seems fine but the problem persists (even after reinstalling the Meridian MAX software), contact your Meridian MAX service representative.
"Datagram not responded" naclink	opdu_hdl.c The link is not responding. The task should begin its recovery process and will start again without user intervention. If the problem persists, shut down the system, and contact your Meridian MAX service representative.
"DATAGRAM status error %s %d" naclink	app_rcv.c A system error has occurred. Look for other recent messages relevant to this message. If the messages found are serious, shut down the system, and contact your Meridian MAX service representative. Otherwise, ignore this message.
"DATAGRAM NAK received for %s" naclink	app_send.c A system error has occurred. Look for other recent messages relevant to this message. If the messages found are serious, shut down the system, and contact your Meridian MAX service representative. Otherwise, ignore this message.
"DB read failure –– table: %s" <Task>	<Module> A database error has occurred while trying to read from the specified table (%s). Check the error message for <Task> and <Module> name. See the "Database errors" section for further instructions.
"dba_request cannot get queue ID." DBAUDIT	dbaudit.c Failed to execute function dba_request(). the Meridian MAX may have reached the limit of the number of processes. If this happens frequently, you may have to reduce the load of the Meridian MAX or reconfigure it to a larger capacity. If the problem persists, consult your Meridian MAX service representative. However, your Meridian MAX should function normally except that the auditing message on the Meridian MAX Capacity Configuration screen may not be accurate.
"delete failed" display	fmladef.c An internal database error occurred while attempting to write a formula definition. Look for other recent messages and check their meaning. Attempt to write the formula definition again. If the problem persists, contact your Meridian MAX service representative.

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Table 8-4 (continued)
Warning messages

Error Message **Task**	**Module**
Explanation and Error Recovery Procedure	
"Deleted ACD-DN %ld from multiple queue position %ld"	
stats	st_msg.c
If MQA is enabled, no queues should be deleted or have report control turned off if they have been assigned to a position with multiple queues. The system may in an unstable state. If problems do occur, they may be corrected by shutting down and restarting the Meridian MAX. If the problem persists, contact your Meridian MAX service representative.	
"Deletion of printer maxprt%d failed caused by database problem"	
mpsa	dsp_info.c
A system error has occurred while attempting to delete the printer references in the system database. Try to delete the device that has a printer attached to it again.	
"Deletion of printer maxprt%d failed caused by UNIX lp problem"	
mpsa	dsp_info.c
A system error has occurred while attempting to delete the printer from the UNIX subsystem. Try to delete the device that has a printer attached to it again.	
"Dest path for APPL does not match in table –"	
naclink	app_send.c
A file/directory was not found for the operation. If this system was recently installed, reinstall the software to make sure there were installation errors. Otherwise, shut down and restart the system. If the problem persists, contact your Meridian MAX service representative.	
"Dest path for APPL does not match in table – %s"	
naclink	cmis_sub.c
A database error has occurred. Verify that the Meridian MAX installation has no errors. If no errors exist, then contact your Meridian MAX service representative. Otherwise, reinstall the Meridian MAX software. Contact your Meridian MAX service representative in the problem persists.	
"Detected time change (%ld sec.) in M1 clocks – resynchronizing"	
HSLink	hsl_utils
Meridian MAX received an HSL *TIM message from an Meridian 1 running X11 Release 16 or lower with date-time that indicates someone changed the Meridian 1 clock without restarting the Meridian MAX. Consequently, the Meridian MAX tries to recover from this error by requesting the Meridian 1 to reinitialize the HSL again. Note that on later releases of the Meridian 1 software, Meridian 1 clock changes are handled transparently by the Meridian MAX. With the older Meridian 1 releases the Meridian MAX detects time changes that are over 60 seconds and that span at least one interval boundary – the most common time changes usually done on the Meridian 1. For other time changes on the older Meridian 1 systems, MAX still needs to be restarted in order to receive the correct ACD time.	

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Table 8-4 (continued)
Warning messages

Error Message **Task** **Module** **Explanation and Error Recovery Procedure**
"Dev_in pipe threshold set failed" linkread linkread.c A system error has occurred. Look for other recent messages relevant to this message. If the messages found are serious, shut down and contact your Meridian MAX service representative. Otherwise, ignore this message.
"Dev_in pipe threshold set failed %d" linkread linkread.c A system error has occurred. Look for other recent messages relevant to this message. If the messages found are serious, shut down and contact your Meridian MAX service representative. Otherwise, ignore this message.
"Device port (file descriptor # %d) could not be reset" HSLink hsl_setty.c This program was in the process of resetting the physical port which connects the High-Speed Link to the Meridian 1 to its original settings but this failed. The port is reset when this program is terminating. If, on system restart, the High-Speed Link does not initialize, check the physical connection to the Meridian 1.
"Did not received requested msg %lx, got %lx" libmapa mapa_lib.c Incorrect messages received. The task should begin its recovery process and will start again without user intervention. If the problem persists, shut down the system, and contact your Meridian MAX service representative.
"Dir name too long in env SIZERTMP='%s'" DBSizer devmgr.c A name in the environment variable SIZERTMP is too long (>25). Shut down the Meridian MAX, restart the system, and then try again.
"Dir '%s' duplicated in env SIZERTMP='%s'" DBSizer devmgr.c Duplicate partitions found in the environment variable SIZERTMP. Shut down the Meridian MAX, restart the system, and then try again.
"Display LAN session (pid %d) has been terminated'" display display.c A display session connected through a LAN has been terminated. The purpose of this error message is to help Meridian MAX service representatives to diagnose LAN-related problems. If none of the directly-connected display sessions are dying, there is a high probability that the problem is LAN related.

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Table 8-4 (continued)
Warning messages

Error Message **Task** **Module** **Explanation and Error Recovery Procedure**
"dn config data file open failure –– access: write" display sysrpts.c A system error has occurred. Look for other recent messages and check their meanings. If these indicate other serious problems, then contact your Meridian MAX service representative. Otherwise, no action is required.
"DN index %10.0f can not be found from Dn_xlist" stats st_msg.c Verify that expected number of Queues does not exceed the measured number of Queues defined in the Meridian MAX Capacity Configuration screens. If it does, either reconfigure the Meridian MAX correctly or turn Report Control (RPRT, LD 23) off on queues in order to reduce the number of Queues that MAX reports on. If the problem persists, restart the Meridian MAX. If the problem still persists, contact your Meridian MAX service representative.
"DN reassign failed: posn %ld old %ld new %ld" stats st_msg.c An internal error has occurred. An attempted queue reassignment could not be completed in the Meridian MAX internal tables. If the problem persists, contact your Meridian MAX service representative.
"DNIS number %d not defined – default delay threshold used" HDC hdc_util.c A DNIS definition does not exist for the indicated DNIS number. The default delay threshold will be used. Check the desired DNIS definitions exist by viewing the appropriate Parameter Administration screen.
"Don't know where to make space" DBSizer spacemgr.c The list of disk partitions where DBSizer stores temporary files is empty. Restore the database backup. Shut down and restart the Meridian MAX. Try the operation again.
"Duplicate Agt. Event Log record [id=%, event=%d, tod=%d, day=%d]" HDC hdc_dump.c A database write error occurred. The Agent Event Log record (with agent ID 'id' and event type 'event' occurring at the time-of-day 'tod' (secs.) on day number 'day') already has been saved in the database and therefore is redundant. This WARNING message may generally occur if the Meridian 1 time/date is changed backwards and there are a lot of agent events (that is, logging in and out from Meridian 1 sets, or "walkaways" and "returns") thus increasing the probability that an identical agent event that was already logged in the database will happen again at the same time and day. If this error message persists and if no time changes occurred, it may indicate a problem with the Meridian 1. In that case, contact your Meridian MAX service representative.

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Table 8-4 (continued)
Warning messages

Error Message **Task** **Module** **Explanation and Error Recovery Procedure**
"Duplicate video attribute" lib_usrif pscreen.c There is a problem in the Video Attributes file for this device. A video attribute map has been specified more than once in the file. The user interface will continue reading the file. If you experience problems, specify a different terminal type. This should be reported to your Meridian MAX service representative.
"Emulating TIM msg – new time %ld (interval %d)\n\t\t– old time %ld (interval %d, day %d)" HSLink hsl_utils.c This is an error correcting mechanism within the HSLink program. This task is attempting to resynchronize the internal HSLink clock to the delays found in the High-Speed Link messages. No action is required. However, if it occurs often, contact your Meridian MAX service representative.
"entsitm failed [%d]" age age_comp.c A database error occurred. The previous day's database records will not be compacted (a procedure which reduces the size of the information for more efficient storage). If the problem persists, contact your Meridian MAX service representative.
"entsitm failed [%d] –– table num: %d, sel field: %d, day: %ld" age age_del.c A database error occurred. Certain database records will not be deleted. If the problem persists, contact your Meridian MAX service representative.
"Error %d attaching shared memory segment" meit msg.c This message indicates a Meridian MAX MEI task internal error. Contact your Meridian MAX service representative.
"Error %d creating shared memory segment" meit msg.c This message indicates a Meridian MAX MEI task internal error. Contact your Meridian MAX service representative.
"Error %d getting shared memory segment" meit msg.c This message indicates a Meridian MAX MEI task internal error. Contact your Meridian MAX service representative.

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Table 8-4 (continued)
Warning messages

Error Message **Task** **Module** **Explanation and Error Recovery Procedure**
“Error accessing rpt_parm table” ager ag_fdowchk.c This message indicates that there is a problem with the database. Please contact your Meridian MAX service representative.
“Error accessing %s” display listman.c A system database error occurred. See the “Database errors” section for further instructions.
“Error adding list definition record” display listman.c A system database error occurred. See the “Database errors” section for further instructions.
“Error adding list element field” display listman.c A system database error occurred. See the “Database errors” section for further instructions.
“Error closing file for list info page.” display listman.c A system database error occurred. See the “Database errors” section for further instructions.
“Error closing file for list output.” display listman.c A system database error occurred. See the “Database errors” section for further instructions.
“Error closing local tty port” linkread setty.c A system error has occurred. The task should begin its recovery process and will start again without user intervention. If the problem persists, shut down the system, and contact your Meridian MAX service representative.

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Table 8-4 (continued)
Warning messages

Error Message **Task**	**Module**
Explanation and Error Recovery Procedure	
"Error code %d from snd_acddata." nstats	nstats.c
There are various reasons for this error to occur depending on the error code (%d). If the error code is –1 the message failed to be written to the pipe. If the error code is –2 the pipe descriptor was not known. If the error code is –3 too much data was being sent. If the error code is –4 the nstats task does not recognize the type of message being sent. If the error code is –5 the pipe has reached the threshold size. Check the number of queues that data is requested for from the NAC. If the number of queues is greater than 16, then reduce the number of queues. Also check that the NAC link is still up. If the error code is –6 the pipe is full. Check the number of queues that data is requested for from the NAC. If the number of queues is greater than 16, then reduce the number of queues. Also check that the NAC link is still up. If the problem persists, contact your Meridian MAX service representative.	
"Error deleting list definition record" display	listman.c
A system database error occurred. See the "Database errors" section for further instructions.	
"Error during makeset." display	listman.c
A system database error occurred. See the "Database errors" section for further instructions.	
"error encountered when unlinking config file" sys_rpts	rpt_end.c
A system error has occurred. Look for other recent messages and check their meaning. If these indicate other serious problems, then contact your Meridian MAX service representative. Otherwise, no action is required.	
"error encountered when unlinking RPT_Scripts" sys_rpts	rpt_end.c
A system error has occurred. Look for other recent messages and check their meaning. If these indicate other serious problems, then contact your Meridian MAX service representative. Otherwise, no action is required.	
"Error executing sys_rpts rc=%d, errno=%d" MAXCC	mcc_utils.c
Failed to print a report on the Meridian MAX capacity configuration. Make sure the disk is not full and try again. If that is not the problem, then shut down the Meridian MAX, restart it with a cold reboot, and try again.	
"Error getting data from list definition record" display	listman.c
A database error occurred. See the "Database errors" section for further instructions.	

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Table 8-4 (continued)
Warning messages

Error Message **Task** **Module** **Explanation and Error Recovery Procedure**
"Error initializing Network modem (hangup)" linkread setty.c An error occurred during the initialization sequence to the Network Modem. Ensure the modem in use is one of the supported modems. Check the connection between the modem and the corollary terminal concentrator. If the problem persists, contact your Meridian MAX service representative.
"Error initializing Network modem (reset)" linkread setty.c An error occurred during the initialization sequence to the Network Modem. Ensure the modem in use is one of the supported modems. Check the connection between the modem and the corollary terminal concentrator. If the problem persists, contact your Meridian MAX service representative.
"Error initializing Network modem (setup)" linkread setty.c An error occurred during the initialization sequence to the Network Modem. Ensure the modem in use is one of the supported modems. Check the connection between the modem and the corollary terminal concentrator. If the problem persists, contact your Meridian MAX service representative.
"error in decoding NOP message" process_OPDU opdu_hdl.c An unknown NOP message has been received. The task should begin its recovery process and will start again without user intervention. If the problem persists, shut down the system, and contact your Meridian MAX service representative.
"error opening /dev/clock" MAPA Controller ctl_utils.c A system error has occurred. Look for other recent messages and check their meaning. If these indicate other serious problems, then contact your Meridian MAX service representative. Otherwise, no action is required.
"Error opening file for list info page." display listman.c A system error has occurred. Look for other recent messages and check their meaning. If these indicate other serious problems, then contact your Meridian MAX service representative. Otherwise, no action is required.
"Error opening file for list output." display listman.c A system error has occurred. Look for other recent messages and check their meaning. If these indicate other serious problems, then contact your Meridian MAX service representative. Otherwise, no action is required.

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Table 8-4 (continued)
Warning messages

Error Message **Task** **Module** **Explanation and Error Recovery Procedure**
"Error opening file: %s" display supmsg.c A file/directory was not not found for the operation. If this system was recently installed, reinstall the software and make sure that no installation errors occurred. Otherwise, shut down and restart the system. If the problem persists, contact your Meridian MAX service representative.
"error opening read pipe" LangServer lang.c A system error has occurred. Look for other recent messages and check their meaning. If these indicate other serious problems, then contact your Meridian MAX service representative. Otherwise, no action is required.
"Error opening write pipe" LangServer lang.c A system error has occurred. Look for other recent messages and check their meaning. If these indicate other serious problems, then contact your Meridian MAX service representative. Otherwise, no action is required.
"Error reading /etc/max_release file" dsp_mngr max_mode.c The Meridian MAX release number could not be determined. The file containing the Meridian MAX release number could not be read. Contact your Meridian MAX service representative.
"Error reading from high speed data link" naclink com_hdl.c A system error has occurred. The task should begin its recovery process and will start again without user intervention. If the problem persists, shut down the system, and contact your Meridian MAX service representative.
"Error reading from network link" naclink com_hdl.c A system error has occurred. The task should begin its recovery process and will start again without user intervention. If the problem persists, shut down the system, and contact your Meridian MAX service representative.
"Error reading graphic page file name" display grf_view.c A system error has occurred. Ignore the message if this is an isolated incident. However, if the problem occurs several times, contact your Meridian MAX service representative.

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Table 8-4 (continued)
Warning messages

Error Message **Task** **Module** **Explanation and Error Recovery Procedure**
"Error reading LAN info for printer %d in lANPRTRS" Print_Admin prt_admin.c There was either a problem finding the printer maxprt '%d' in the lANPRTRS system database table, or there was a problem retrieving the IP address for this printer. If there were problems adding a a local printer connected via a workstation on the LAN recently, remove the affected printer and re-add it. If the problem persists, contact your Meridian MAX service representative.
"Error reading model info from pRTMODEL table" Print_Admin prt_admin.c The application was attempting to read the printer model from the pRTMODEL table in the system database. Check for other error messages around the same time to determine the problem. If someone was performing an operation with a printer, ask them to try the operation again. If the problem persists, contact your Meridian MAX service representative.
"Error reading nac pipe" cclink ccl_ckpipe.c An internal variable has reached an illegal state. The task should begin its recovery process and will start again without user intervention. If the problem persists, shut down the system, and contact your Meridian MAX service representative.
"Error reading printer info from pRINTERS table" Print_Admin prt_admin.c There was a problem reading printer information from the pRINTERS table in the system database. The specific printer is unknown since this routine is reading from the current record in that table. Look for other printer related error messages around the same time. If the problem persists, contact your Meridian MAX service representative.
"Error reading pRTMODEL record for printer %d" Print_Admin prt_admin.c A database error occurred while attempting to read the model information for printer maxprt '%d' from the pRTRMODEL table in the system database. Try the operation again. If the problem persists, contact your Meridian MAX service representative.
"Error reading sERDEVS device info for printer %d" Print_Admin prt_admin.c There was a problem reading the physical device ('/dev/ttyxx') for the printer maxprt '%d' from the system database sERDEVS table. If there were problems adding a printer recently, remove the affected printer and re-add it. If the problem persists, contact your Meridian MAX service representative.

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Table 8-4 (continued)
Warning messages

Error Message **Task**	**Module** **Explanation and Error Recovery Procedure**
"Error reading special characters file" lib_usrif	pscreen.c There is a problem with the Special Characters file for this device. The user interface will continue reading the file. Characters displayed on the screen may not appear correct. If you experience problems, specify a different terminal type. This should be reported to your Meridian MAX service representative.
"Error reading supervisor info from spvids table" Supv_Admin	spv_admin.c This task was attempting to read information for a supervisor from the system database table 'spvids', but the operation failed. Look for other error messages related to supervisors. Try reading in each supervisor in Parameter Administration – Supervisor Definition to locate the problem. If you find the supervisor definition causing this problem, try to delete the supervisor from the system, and re-add it.
"Error receiving message for rptgen" rptgen	rpt_utils.c Rptgen was unable to receive a message from the message queue. There should be previous error messages to explain the reason. Try generating the report again. If the problem persists, reboot the Meridian MAX. Contact your Meridian MAX representative if the problem persists.
"Error receiving network message" meit	msg.c This message appears whenever a LAN error occurs. This may be a serious problem. However, it can also appear if the MEI client disconnects, which is not a problem. If the message appears when the MEI client is not disconnecting from Meridian MAX at the expected time, contact your Meridian MAX service representative.
"Error receiving network message" msit	msi.c This message appears whenever a LAN error occurs. This may be a serious problem, but it can also appear if the MEI client disconnects, which is not a problem. If the message appears when the MEI client is not disconnecting from the Meridian MAX at expected times, contact your Meridian MAX service representative.
"Error reopening local tty port" linkread	setty.c A system error has occurred. The task should begin its recovery process and will start again without user intervention. If the problem persists, shut down the system, and contact your Meridian MAX service representative.

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Table 8-4 (continued)
Warning messages

Error Message **Task** **Module** **Explanation and Error Recovery Procedure**
"Error selecting list definitions" display listman.c A database error occurred. Verify that the Meridian MAX installation has no errors. If no errors exist, contact your Meridian MAX service representative. Otherwise, reinstall the Meridian MAX software. Contact your Meridian MAX service representative if the problem persists.
"Error send message to node" cclink ccl_send.c An error has occurred when a message was sent to a node. The task should begin its recovery process and will start again without user intervention. If the problem persists, shut down the system, and contact your Meridian MAX service representative.
"Error sending file to the printer." display listman.c A system error has occurred. Look for other recent messages and check their meaning. If these indicate other serious problems, then contact your Meridian MAX service representative. Otherwise, no action is required.
"Error sending message to nac" stats st_msgN.c An error has occurred when a message was sent to the Network Administration Center. The change in the Day or Night Routing table will not be updated on the NAC. Try executing the change again or restart the Meridian MAX or the NAC. If the problem persists, contact your Meridian MAX service representative.
"Error sending network message" meit msg.c An internal Meridian MAX MEI error has caused the Meridian MAX to miss sending a message to the MEI client. Contact your Meridian MAX service representative.
"Error sending network messages" msit msi.c An internal MEI error has caused the Meridian MAX to miss sending a message to the MEI client. Please contact your Meridian MAX service representative.
"Error sending request for adhoc dump" rptgen rpt_utils.c Rptgen was unable to send a message into the message queue. There should be previous error messages to explain the reason. Try generating the report again. If the problem persists, shut down and restart the Meridian MAX. Contact your Meridian MAX representative if the problem persists.

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Table 8-4 (continued)
Warning messages

Error Message Task	Module Explanation and Error Recovery Procedure
"Error setting Network tty port" linkread	setty.c A system error has occurred while attempting to set up the connection to the Network Administration Center. The task should begin its recovery process and will start again without user intervention. If the problem persists, shut down the system, and contact your Meridian MAX service representative.
"Error while computing the number of elements in list def." display	listman.c A database error occurred. Verify that the Meridian MAX installation has no errors. If no errors exist, contact your Meridian MAX service representative. Otherwise, reinstall the Meridian MAX software. Contact your Meridian MAX service representative if the problem persists.
"Error while reading M1 node # in Sys DB – default used" HDC	hdc_init.c the Meridian MAX defined node address (or location code) of the attached Meridian 1 could not be extracted from the system database. No user action is required. But it should be noted that a default value of 0 will be used. If the problem persists, contact your Meridian MAX service representative.
"error writing to /dev/clock" MAPA Controller	ctl_utils.c A system error has occurred. Look for other recent messages and check their meaning. If these indicate other serious problems, then contact your Meridian MAX service representative. Otherwise, no action is required.
"Error %d sending init request to NAC." nstats	nstats.c There are various reasons for this error to occur depending on the error code (%d). If the error code is –1 the message failed to be written to the pipe. If the error code is –2 the pipe descriptor was not known. If the error code is –3 too much data was being sent. However, the initialization message does not exceed the limit. If the error code is –4 the nstats task does not recognize the type of message being sent. If the error code is –5 the pipe has reached the threshold size. The pipe should be empty at initialization. If the problem persists, contact your Meridian MAX service representative.
"/etc/max_release file does not exist" dsp_mngr	max_mode.c The Meridian MAX release number could not be determined. The file containing the Meridian MAX release number is missing. Contact your Meridian MAX service representative.

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Table 8-4 (continued)
Warning messages

Error Message **Task** **Module** **Explanation and Error Recovery Procedure**
“exec of new_cron fails” MAPA Controller ctl_utils.c A system error has occurred. Look for other recent messages and check their meaning. If these indicate other serious problems, then contact your Meridian MAX service representative. Otherwise, no action is required.
“exceeded maximum outstanding datagrams” naclink opdu_hdl.c An internal variable has reached an illegal state. The task should begin its recovery process and will start again without user intervention. If the problem persists, shut down the system, and contact your Meridian MAX service representative.
“execv failed: argv[%d]=’%s’” MAPA Controller ctl_utils.c A system error has occurred. Shut down and restart the system. If the problem persists, contact your Meridian MAX service representative.
“Expected record not found –– table: %s” <Task> <Module> A database error occurred in the specified table (%s). See the “Database errors” section for further instructions.
“Extra temp dirs ‘%s’ in env SIZERTMP=‘%s’ ignored” DBSizer devmgr.c Too many (> 4) names in the environment variable SIZERTMP. Shut down the Meridian MAX, restart the system, and then try again.
“Extraneous GRAPH_REQ message received, status = %d” display rptdef.c An internal variable has reached an illegal state. Ignore the message if this is an isolated incident. Contact your Meridian MAX service representative if the problem persists.
“Extraneous MAP_REQ_GRAPH message received, status = %d” display rptdef The specified message is received with status %d. The task should begin its recovery process and will start again without user intervention. If the problem persists, shut down the system, and contact your Meridian MAX service representative.
“Extraneous REPORT_REQ message received, status = %d” display rptdef.c An internal variable has reached an illegal state. Ignore the message if this is an isolated incident. Contact your Meridian MAX service representative if the problem persists.

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Table 8-4 (continued)
Warning messages

Error Message **Task**	**Module** **Explanation and Error Recovery Procedure**
"Extraneous SYSRPT_REQ message received, status = %d"	
display	sysrpts.c
An internal variable has reached an illegal state. Ignore the message if this is an isolated incident. Contact your Meridian MAX service representative if the problem persists.	
"Failed [%d] to read %s limit: param ID %d")	
mcc_lib	<Module>
Failed (return code %d) to get limit information of type %s with parameter ID %d. Shut down the Meridian MAX. Ask your NT service representative to perform a database check on the system database. The system should function normally except for MAXCC.	
"Failed [%d] to read new system configuration"	
DBAUDIT	dba_adj.c
Failed to read the disk space and memory usage limit information.Shut down the Meridian MAX. Ask your Meridian MAX service representative to perform a database check on the system database. The system should function normally except that the auditing message on the Meridian MAX Capacity Configuration screen may not be accurate.	
"Failed [%d] to read option file %s"	
mcc_lib	<Module>
Failed (return code %d) to read the Meridian MAX options file %s. Shut down the Meridian MAX and restart it with a cold reboot, then try again. The system should function normally except for MAXCC.	
"Failed in getting performance data"	
msit	msi.c
The software failed to obtain performance measurement data. A shutdown message was sent to the MSI client.	
"failed in malloc"	
msit	comm.c
A system error has occurred. This indicates a possible problem with the Meridian MAX. Contact your Meridian MAX service representative.	
"Failed to allocate %d by malloc()"	
DBSizer	dbmgr.c
An attempt to allocate '%d' many bytes of memory failed. Make sure no other processes except absolutely necessary are running during a database reconfiguration (shutting down the Meridian MAX and rebooting it with a cold start should suffice). Restore the database backup and try again.	

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Table 8-4 (continued)
Warning messages

Error Message **Task** **Module** **Explanation and Error Recovery Procedure**
“failed to allocate memory” age age_annex.c Either insufficient memory was installed in the system, irregular system activities occurred, or a software error was detected. The task should begin its recovery process and will start again without user intervention. If the problem persists, shut down the system, and contact your Meridian MAX service representative.
“Failed to allocate memory” meit msg.c This message indicates a Meridian MAX MEI task internal error. Contact your Meridian MAX service representative.
“failed to bind the socket” meit msg.c This message indicates a Meridian MAX MEI task internal error. Contact your Meridian MAX service representative.
“failed to bind the socket” msit comm.c The software failed to bind socket for MSI service. If the problem persists, restart the Meridian MAX. If this does not correct the problem, contact your Meridian MAX service representative.
“Failed to close file %s” libcommon msgapi.c This message indicates that the file ‘%s’ could not be closed. This may be caused by an operating system problem. Shut down and restart the system. If the problem persists, contact your Meridian MAX service representative.
Failed to create a new database” DBSizer dbmgr.c Failed to create a new empty Historical Database. Make sure there is enough free space in the root partition (> 6000 blocks) and the /usr partition (> 3000 blocks), restore the database backup, and try again.
“Failed to create a new database schema” DBSizer dbmgr.c Failed to create a new database schema for the Historical Database. Restore the database backup. Contact your Meridian MAX service representative.
“Failed to create file for CC queue shared memory” cclib get_cc_mem.c An internal variable has reached an illegal state. Ignore the message if this is an isolated incident. Contact your Meridian MAX service representative if the problem persists.

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Table 8-4 (continued)
Warning messages

Error Message **Task**	**Module** **Explanation and Error Recovery Procedure**
"Failed to create message queue with key %d"	
libcommon	msgapi.c
This message indicates that the message queue cannot be created with the given key. This may be caused by an operating system problem. Shut down and restart the system. If the problem persists, contact your Meridian MAX service representative for assistance.	
"failed to create socket"	
meit	msg.c
This message indicates a Meridian MAX MEI task internal error. Contact your Meridian MAX service representative.	
"failed to create socket"	
msit	comm.c
The software failed to create socket for MSI service. If the problem persists, restart the Meridian MAX. If this does not correct the problem, contact your Meridian MAX service representative.	
"Failed to determine pipe status"	
lib_cc	rcv_packet.c
An internal variable has reached an illegal state. Ignore the message if this is an isolated incident. Contact your Meridian MAX service representative if the problem persists.	
"Failed to execute DBAUDIT script"	
DBA_REQ	<Module>
Failed to execute DBAUDIT shell script. Contact your Meridian MAX service representative. The system should function normally except that the auditing message on the Meridian MAX Capacity Configuration screen may not be accurate.	
"Failed to execute DBAUDIT script"	
DBAUDIT	<Module>
Failed to execute DBAUDIT shell script. Contact your Meridian MAX service representative. The system should function normally except that the auditing message on the Meridian MAX Capacity Configuration screen may not be accurate.	
"Failed to execute local commands correctly"	
display	save_cmd.c
A system error has occurred. Look for other recent messages and check their meaning. If these indicate other serious problems, then contact your Meridian MAX service representative. Otherwise, no action is required.	
"failed to extract fields from tab_elem"	
display	fmladef.c
A database error has occurred. See the "Database errors" section for further instructions.	

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Table 8-4 (continued)
Warning messages

Error Message **Task** **Module** **Explanation and Error Recovery Procedure**
"Failed to generate print file banner page" libcommon print_job.c A system error has occurred. Perform the print function again. Contact your Meridian MAX service representative if the problem persists.
"Failed to get %s HistDB Data Duration limit" DBSizer getlimits.c The system database appears to have problems. The data storage duration information is not available for the table '%s.' Restore the database backup. Ask your Meridian MAX service representative to perform a database check on the system database, and try again. If the problem remains, shut down the Meridian MAX, and secure for power down. Power off and on the system. Try the operation again.
"Failed to get current expected rec count of %s" DBSizer getlimits.c The current table size information is not available for table '%s.' Restore the database backup. Ask your Meridian MAX service representative to perform a database check on the system database. Try the operation again. If the problem remains, shut down the Meridian MAX and secure for power down. Power off and on the system. Try the operation again.
"failed to get current time" MAPA Controller ctl_utils.c A system error has occurred. The previous time string is used as default.
"Failed to get DB reconfiguration time estimate." MAXCC mcc_init.c Failed to execute DBSizer to forecast the worst time required to reconfigure the database on the Meridian MAX. Make sure the disk is not full and try again. If that is not the problem, contact your Meridian MAX service representative. The system should function normally except MAXCC.
"Failed to get expected rec count of l_agent" DBSizer getlimits.c The new and/or current expected table size information for the 'l_agent' table is not available. Restore the database backup. Ask your Meridian MAX service representative to perform a database check on the system database. Try the operation again.
"Failed to get oldest day number of %s" DBSizer getlimits.c The day number of the oldest data is not available for the table '%s.' Restore the database backup. Ask your Meridian MAX service representative to perform a Database check on the system database, and try again. If the problem persists, shut down the Meridian MAX, secure the system for power down. Power off and on the system. Try the operation again.

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Table 8-4 (continued)
Warning messages

Error Message **Task** **Module** **Explanation and Error Recovery Procedure**
"Failed to get space avail on DB partition" DBSizer devmgr.c Failed to get available disk space on the disk partition where the database resides. Make sure the root partition of the disk is not full, restore the database backup, and try again. If that is not the cause, shut down and restart the Meridian MAX. Restore the database backup, and try again.
"Failed to initialize database paths" <Task> <Module> Failed to initialize database path environment. Shut down the Meridian MAX and restart it with a cold reboot, then try again.
"failed to listen to the socket" meit msg.c This message indicates a Meridian MAX MEI task internal error. Contact your Meridian MAX service representative.
"failed to listen to the socket" msit comm.c The software failed to listen to the created socket for MSI service. If the problem persists, restart the Meridian MAX. If this does not correct the problem, contact your Meridian MAX service representative.
"Failed to load table %s to DB from disk" DBSizer dbmgr.c Failed to reload table '%s' from disk to Historical Database. Examine the error log for other messages.
"Failed to locate current record –– table %s" DBSizer putlimits.c Failed to execute "loc()" function on the table '%s.' Restore the database backup. Ask your Meridian MAX service representative to perform a database check on the system database, and try again. If the problem remains, shut down and restart the Meridian MAX. Restore the database backup, and try again.
"Failed to locate record in pRINTERS table" libcommon print_job.c A system database error occurred. See the "Database errors" section for further instructions.

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Table 8-4 (continued)
Warning messages

Error Message **Task** **Module** **Explanation and Error Recovery Procedure**
"Failed to locate record with key %d\n" libcommon tblock.c This message means that the lock table (tbLock) could not be accessed in the system database. The program is attempting to find the record with key '%d.' This problem may be caused by either a software error or a system database corruption. Refer to the Database Errors section for more information on diagnosing this problem.
"Failed to lock %s database" DBAUDIT dbaudit.c A request to MAPA to lock the '%s' database failed. Contact your Meridian MAX service representative. The system should function normally except that the auditing message on the Meridian MAX Capacity Configuration screen may not be accurate.
"Failed to lock file %s" libcommon msgapi.c This message indicates that the file '%s' could not be locked. This may occur when the file is locked by another process. If this error reappears, shut down and restart the system. If the problem persists, contact your Meridian MAX service representative.
"failed to make shared memory writable by all" netlnkini netlnkini.c Either insufficient memory was installed in the system, irregular system activities occurred, or a software error was detected. The task should begin its recovery process and will start again without user intervention. If the problem persists, shut down the system, and contact your Meridian MAX service representative.
"Failed to malloc more local memory" stats st_utils.c Check the amount of memory configured on the Meridian MAX is correct. Check that the number of Dest. Qs per ACD-DN and the Rem. Src. Qs per ACD-DN is correct by printing the Meridian MAX Configuration Report from System Reports. Reconfigure the system if necessary. If the problem persists, shut down the Meridian MAX, and contact your Meridian MAX service representative.
"failed to malloc space" msit msg.c A system error has occurred. This indicates a possible problem with the Meridian MAX. Contact your Meridian MAX service representative.

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Table 8-4 (continued)
Warning messages

Error Message **Task**	**Module**
Explanation and Error Recovery Procedure	
“Failed to open ‘%s’ for read” DBAUDIT	dbaudit.c
Failed to open file ‘%s’ for reading. There may be too many files open or the disk is full. Shut down and restart the Meridian MAX with a cold reboot. The system should function normally except that the auditing message on the Meridian MAX Capacity Configuration screen may not be accurate.	
“failed to open /usr/max/operations/MSI_trace” msit	comm.c
The software had a problem opening MSI link trace file for writing. If the problem persists, contact your Meridian MAX service representative.	
“failed to open /usr/max/operations/MSI_tracemode” msit	comm.c
The software had a problem opening the file for update. The file contains the current status of the MSI link trace. If the problem persists, contact your Meridian MAX service representative.	
“Failed to open command file %s for write” DBSizer	dbmgr.c
The command temporary file of DBSizer cannot be opened for writing. There may be too many files open or the disk is full. Make sure there is enough free space in the root partition (> 6000 blocks) and the /usr partition (> 3000 blocks). Restore the database backup, and try again. If the problem persists, shut down and restart the Meridian MAX. Restore the database and try again.	
“Failed to open/create file %s” DBSizer	logmr.c
Failed to open or create a file. This may be caused by too many open files or zero disk space on the partition where the file resides. If not, restore the database backup.	
“Failed to open file %s” libcommon	msgapi.c
This message indicates that the file ‘%s’ could not be opened. This may be caused by an operating system problem. Shut down and restart the system. If this error appears again, contact your Meridian MAX service representative.	
“failed to put fields into tab_elem” display	fmladef.c
A database error has occurred. See the “Database errors” section for further instructions.	

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Table 8-4 (continued)
Warning messages

Error Message **Task** **Module** **Explanation and Error Recovery Procedure**
"Failed to read audit of %s dn %d" DBSizer calcage.c The auditing information of table '%s' for day number '%d' is not available. Restore the database backup, perform a Restore the database backup. Ask your Meridian MAX service representative to perform a database check on the system database. Try the operation again.
"Failed to read current customer base information [%d]" mcc_lib <Module> Failed (return code %d) to read the current configuration limit of type customer and class base. Shut down the Meridian MAX. Ask your Meridian MAX service representative to perform a database check on the system database. The system should function normally except for MAXCC.
"Failed to read current customer measured information [%d]" mcc_lib <Module> Failed (return code %d) to read the current configuration limit of type customer and class measured. Shut down the Meridian MAX. Ask your Meridian MAX service representative to perform a database check on the system database. The system should function normally except for MAXCC.
"Failed to read file %s"c MAXCC mcc_init.c Failed to read the output of DBSizer's time estimate. Make sure the disk is not full and try again. If that is not the problem, contact your Meridian MAX service representative. The system should function normally except for MAXCC.
"Failed to read new customer base information [%d]") mcc_lib <Module> Failed (return code %d) to read the new configuration limit of type customer and class base. Shut down the Meridian MAX. Ask your Meridian MAX service representative to perform a database check on the system database. The system should function normally except for MAXCC.
"Failed to read new expected rec count of %s" DBSizer getlimits.c The new table size information for table '%s' could not be read from the system database. Restore the database backup. Ask your Meridian MAX service representative to perform a database check on the system database. If the problem remains, shut down the Meridian MAX, and secure for power down. Power off and on the system. Try the operation again.

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Table 8-4 (continued)
Warning messages

Error Message **Task** **Module** **Explanation and Error Recovery Procedure**
"Failed to read new system base information [%d]" mcc_lib <Module> Failed (return code %d) to read the new configuration limit of type system and class base. Shut down the Meridian MAX. Ask your Meridian MAX service representative to perform a database check on the system database. The system should function normally except for MAXCC.
"Failed to read output of %s" DBSizer <Module> Failed to read the output of a UNIX command. It may be caused by a full root partition. If so, ask your Meridian MAX service representative to delete unwanted files. Restore the database, and try again. If the problem still occurs, shut down the Meridian MAX and secure for power down. Power off and then on the system. Restore the database backup, and try again.
"Failed to read SQL pipe output" DBSizer calcage.c Failed to read the result of an SQL command. This may be caused by a full root partition or too many processes. Shut down the Meridian MAX, restart the system, restore the database backup, and try again.
"Failed to read table %s from tape" DBSizer dbmgr.c Failed to read table '%s' from tape where it was unloaded to. Examine the error log for other messages.
"Failed to read tape" DBSizer devmgr.c Failed to read from the tape. Check the tape, restore the database backup, and try again. Also make sure that the tape and/or tape drive is not defective. If this does not solve the problem, shut down the Meridian MAX and secure for power down. Power off and then on the system. Restore the database backup, and then try again.
"Failed to read the oldest day number for duration %d" DBAUDIT dbaudit.c Failed to read the oldest day number of data with time granularity interval (%d = 0), daily (%d = 1), weekly (%d = 2), monthly (%d = 3), agent event log (%d = 4). Shut down the Meridian MAX. Ask your Meridian MAX service representative to perform a database check on the system database. The system should function normally except that the auditing message on the Meridian MAX Capacity Configuration screen may not be accurate.

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Table 8-4 (continued)
Warning messages

Error Message **Task**	**Module** **Explanation and Error Recovery Procedure**
"Failed to read the System database access file" HDC	hdc_util.c An internal operating system error has occurred while trying to see if the system database was recently updated. This prevents HDC from reading the latest ACD-DN/CDN threshold values, thus causing some historical data not to be properly pegged. Look for any earlier error messages relevant to HDC or to this scenario, and check their meaning. If these messages indicate other serious problem, contact your Meridian MAX service representative.
"Failed to receive message" libcommon	msgapi.c This message indicates an inter-process message cannot be retrieved from a message queue. Shut down and restart the system. If the problem persists, contact your Meridian MAX service representative.
"Failed to reload table %s from disk" DBSizer	dbmgr.c Failed to reload table '%s' from the HistDB database to disk. Examine the error log for other messages.
"Failed to remove file %s" DBSizer	devmgr.c Failed to delete a file from the disk. Ask your Meridian MAX service representative to check the permission of the file or whether the file system is corrupted. If the problem still occurs, shut down the Meridian MAX, and secure for power down. Restore the database backup, and try again.
"Failed to resync cron [%d] – suggest reboot" MAPA Controller	ctl_utils.c There is a problem resynchronizing the time with the cron. It is recommended to reboot the system for the time accuracy. If the problem occurs again, contact your Meridian MAX service representative.
"Failed to send message to NAC [%d]" cclink	ccl_send.c Failed to send the specified message to NAC. The task should begin its recovery process and will start again without user intervention. If the problem persists, shut down the system, and contact your Meridian MAX service representative.
"Failed to send INIT_BEGIN_MSG" cclink	ccl_nacin.c Could not send initialization message to NAC. No user intervention is necessary, NAC will request again. If the problem persists, calls your Meridian MAX service representative.

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Table 8-4 (continued)
Warning messages

Error Message **Task** **Module** **Explanation and Error Recovery Procedure**
"Failed to send INIT_END_MSG" cclink ccl_nacin.c Could not send initialization message to NAC. No user intervention is necessary, NAC will request again. If the problem persists, calls your Meridian MAX service representative.
"Failed to send INIT_DAY_TBL_MSG [acd=%d]" cclink ccl_nacin.c Could not send initialization message to NAC. No user intervention is necessary, NAC will request again. If the problem persists, calls your Meridian MAX service representative.
"Failed to send INIT_NITE_TBL_MSG [acd=%d]" cclink ccl_nacin.c Could not send initialization message to NAC. No user intervention is necessary, NAC will request again. If the problem persists, calls your Meridian MAX service representative.
"Failed to send INIT_TBL_MSG [acd=%d]" cclink ccl_nacin.c A system error has occurred: problems sending day/night table information to the NAC. To verify the problem, request 'Configuration Update' from CC_Link menu. If the problem persists, shut down and restart the system. Examine the error messages carefully after the initialization. If the problem persists, contact your Meridian MAX service representative.
"Failed to send first 10 targets" cclink ccl_nacin.c A system error has occurred: problems sending day/night table information to the NAC. To verify the problem, request 'Configuration Update' from CC_Link menu. If the problem persists, shut down and restart the system. Examine the error messages carefully after the initialization. If the problem persists, contact your Meridian MAX service representative.
"Failed to send message" libcommon msgapi.c This message indicates an inter-process message cannot be sent to a message queue. The problem may occur when the message queue is full, or when the operating system experiences problems. Shut down and restart the system. If the problem persists, contact your Meridian MAX service representative.
"Failed to send part %d of target set." cclink ccl_nacin.c Could not send initialization message to NAC. No user intervention is necessary, NAC will request again. If the problem persists, calls your Meridian MAX service representative.

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Table 8-4 (continued)
Warning messages

Error Message **Task** **Module** **Explanation and Error Recovery Procedure**
"Failed to send second 10 targets" cclink ccl_nacin.c A system error has occurred. Problems sending day/night table information to the NAC. To verify the problem, request 'Configuration Update' from CC_Link menu. If the problem persists, shut down and restart the system. Examine the error messages carefully after the initialization. If the problem persists, contact your Meridian MAX service representative.
"Failed to send string update message" LangServer lang.c A system error has occurred. Look for other recent messages and check their meaning. If these indicate other serious problems, then contact your Meridian MAX service representative. Otherwise, no action is required.
"Failed to set current record [%d] –– table %s" DBSizer putlimits.c Failed to execute "setloc()" function on the table '%s' with return code %d. Restore the database backup. Ask your Meridian MAX service representative to perform a database check on the system database, and try again. If the problem remains, shut down and restart the Meridian MAX. Restore the database backup, and try again.
"Failed to set up selection table" display listman.c A database error occurred. See the "Database errors" section for further instructions.
"Failed to set up selection table" display scddef.c A database error occurred. See the "Database errors" section for further instructions.
"Failed to set up selection table, rc %d" query qr.main.c A database error occurred. See the "Database errors" section for further instructions.
"Failed to spool file in graphics printer queue – system=%d, errno=%d" common print_job.c A system error has occurred. Perform the print function again. Contact your Meridian MAX service representative if the problem persists.
"Failed to spool file in graphics printer queue – system=%d, errno=%d" libcommon print_job.c The UNIX lp command failed. Try printing the report again. If the problem persists, shut down and restart the Meridian MAX. If the problem still persists, contact your Meridian MAX service representative.
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Table 8-4 (continued)
Warning messages

Error Message **Task** **Module** **Explanation and Error Recovery Procedure**
"Failed to spool file in text printer queue – system=%d, errno=%d" common print_job.c A system error has occurred. Perform the print function again. Contact your Meridian MAX service representative if the problem persists.
"Failed to spool file in text printer queue – system=%d, errno=%d" libcommon print_job.c The UNIX lp command failed. Try printing the report again. If the problem persists, shut down and restart the Meridian MAX. If the problem still persists, contact your Meridian MAX service representative.
"Failed to spool to NAC graphic printer [%d]" libcommon print_job.c Failed to print a report remotely to the NAC. Shut down and restart the Meridian MAX. If the problem persists, contact your Meridian MAX service representative.
"Failed to spool to NAC tabular printer [%d]" libcommon print_job.c Failed to print a report remotely to the NAC. Shut down and restart the Meridian MAX. If the problem persists, contact your Meridian MAX service representative.
"Failed to unload table %s to disk" DBSizer dbmgr.c Failed to unload table '%s' from the HistDB database to disk. Examine the error log for other messages.
"Failed to unlock %s database" DBAUDIT dbaudit.c A request to MAPA to unlock the '%s' database failed. Contact your Meridian MAX service representative. The system should function normally except that the auditing message on the Meridian MAX Capacity Configuration screen may not be accurate.
"Failed to update HistDB schema" DBSizer dbmgr.c An attempt to update the Historical Database schema with a new configuration failed. Make sure there is enough free space in the root partition (> 6000 blocks) and the /usr partition (> 3000 blocks). Restore the database backup, and try again.
"Failed to update MAX clock" HSLink hsl_utils.c The HSLink program was in the process of informing the 'td' program of the new time and date; however, the communication failed. This indicates an operating system error. the Meridian MAX should be shut down and restarted. If the problem reappears, contact your Meridian MAX service representative.

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Table 8-4 (continued)
Warning messages

Error Message **Task** **Module** **Explanation and Error Recovery Procedure**
"Failed to write %s to tape" DBSizer spacemgr.c Failed to write the file '%s' to tape. Make sure the tape in the tape drive is properly inserted and writable. Also make sure the tape and/or tape drive is not defective. Restore the database backup and try again.
"Failed to write measured oldest day number of %s" DBSizer putlimits.c Failed to create/update the oldest day number of the data stored in the table '%s.' Restore the database backup. Ask your Meridian MAX service represntative to perform a database check on the system database, and try again. If the problem remains, shut down and restart the Meridian MAX. Restore the database backup, and try again.
"Failed to write measured record count of %s" DBSizer putlimits.c Failed to create/update the measured record count of the table '%s.' Restore the database backup. Ask your Meridian MAX service representative to perform a database check on the system database and try again. If the problem remains, shut down and restart the Meridian MAX. Restore the database backup, and try again.
"Failed to write tape" DBSizer devmgr.c Failed to write to the tape. Check the tape and make sure it is not write-protected, restore the database backup, and try again. Also make sure that the tape and/or tape drive is not defective. If this is not the problem, shut down the Meridian MAX and secure for power down. Power off and then on the system. Restore the database backup, and then try again.
"Failed to write to file %s" libcommon msgapi.c This message indicates that the file '%s' could not be written to. This may be caused by an operating system problem. Shut down and restart the system. If the problem persists, contact your Meridian MAX service representative.
"Failure to initialize modem" display term_setup.c An error occurred when attempting to initialize a modem for dial-in. Ensure the modem in use is one of the supported modems. Check the connection between the modem and the Meridian MAX I/O panel. If the problem persists, contact your Meridian MAX service representative.
"FCC limit of Parm.ID %d (type %x) can't be adjusted" common flexcfg.c The Database is corrupted. Contact your Meridian MAX service representative.

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Table 8-4 (continued)
Warning messages

Error Message **Task** **Module** **Explanation and Error Recovery Procedure**
"FCC Status PREVIOUS is not valid" common limits.c An internal error has occurred. If this is an isolated instance the message can be ignored. However, if there are multiple instances, contact your Meridian MAX service representative.
"FCC Type number 0x%x is not valid" common <Module> An internal error has occurred. If this is an isolated instance the message can be ignored. However, if there are multiple instances, contact your Meridian MAX service representative.
"Fewer pages than expected in graphic preview file" display grf_view.c An internal variable has reached an illegal state. Default maximum to existing number of pages. Ignore the message if this is an isolated incident. However, if the problem occurs several times, contact your Meridian MAX service representative.
"Field list empty for %s" DBSizer dbmgr.c The field list of table '%s' is empty. The Historical Database seems corrupted. Restore the database backup. Perform a Historical Database check, and try again.
"Field name empty for %s" DBSizer dbmgr.c A field name of table '%s' is empty. HistDB seems corrupted. Restore the database backup, perform a "dbcheck" on HistDB, and try again. If the problem persists, contact your Meridian MAX service representative.
"File %s not found" DBSizer devmgr.c The file '%s' could not be found. The file system may have problems. Shut down and restart the system. Restore the database backup, and try again.
"File %s open failure" td td_sched.c TD failed to open one of its files due to a file system problem or a software bug. Restart the Meridian MAX. Contact your Meridian MAX service representative, if the problem reoccurs.
"File create failure – CC transaction log %s file" cclink <Module> The 'cclink' task could not create the configuration control transaction log file. Shut down and restart the Meridian MAX. If the error reoccurs, contact your Meridian MAX service representative.

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Table 8-4 (continued)
Warning messages

Error Message **Task** **Module** **Explanation and Error Recovery Procedure**
"File descriptor %d has not been open for input" <Task> <Module> A system error has occurred. The task should begin its recovery process and will start again without user intervention. If the problem persists, shut down the system, and contact your Meridian MAX service representative.
"File doesn't exist: /etc/max_config" libcommon print_job.c The file /etc/max_config does not exist. The system cannot determine the number of modules on the system. The system will assume it is a single module. Shut down and restart the system. If the problem persists, contact your Meridian MAX service representative.
"File link error: SRC=%s, DST=%s" display tab_view.c A system error occurred linking the SRC file to the DST file. Look for other recent warning messages and check their meaning. If these indicate other serious problems, then contact your Meridian MAX service representative. Otherwise, no action is required.
"File lock failed –– file '%s'" DBAUDIT dbaudit.c An error occurred when attempting to lock the auditing file in order to start a "dbaudit" session. Consequently, database auditing cannot be performed. The OS appears to have some problems. Shut down the Meridian MAX and restart it with a cold reboot. If the problem persists, consult your Meridian MAX service representative. However, your Meridian MAX should function normally except that the auditing message on the Meridian MAX Capacity Configuration screen may not be accurate.
"File open error: mode=write, path=/tmp/ccl.nfo.XXXXXX" display tab_view.c A system error occurred opening the indicated file. Look for other recent warning messages and check their meaning. If these indicate other serious problems, then contact your Meridian MAX service representative. Otherwise, no action is required.
"File open error: snapshot report banner file" display realtime.c A system error has occurred. Perform the print function again. Contact your Meridian MAX service representative if the problem persists.
"File open error: snapshot report text file" display realtime.c A system error has occurred. Perform the print function again. Contact your MAX service representative if the problem persists.

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Table 8-4 (continued)
Warning messages

Error Message **Task**	**Module** **Explanation and Error Recovery Procedure**
"File open failure" display	cron_gen.c A system error occurred while attempting to delete a file. If this is an isolated incident then ignore the message. Contact your Meridian MAX service representative if the problem persists.
"File open failure –– access: read" display	preview.c A system error has occurred. Ignore the message if this is an isolated incident. Contact your Meridian MAX service representative if the problem persists.
"File open failure – CC transaction %s data file" cclink	<Module> The 'cclink' task could not open the transaction log file. Supervisors may encounter problems viewing the cc transaction log. Shut down and restart the system off-hours. If the problem still occurs, contact your Meridian MAX service representative.
"File write error – file: %s" hw_detect	hw_detect.c A system error has occurred while trying to write to the file '%s.' Try runing hardware detect again.
"find_node_name : Unknown_dn :" display	Usupmsg.c An error occurred in supervisor messaging while trying to locate the specified DN (%d) in the local node list. Try reading the message again or delete the message. If the problem persists, contact your Meridian MAX representative.
"First ACD-DN in HSL msg type %d is zero – msg ignored" HSLink	hsl_xform.c MAX received information from the Meridian 1 for ACD-DN 0 however this is an invalid Directory Number (DN). There may be a problem communication to the Meridian 1 or with the Meridian 1 itself. Contact your Meridian MAX service representative.
"For ACD-DN %d, #pos. staffed = %d – cannot reduce by %d" HDC	hdc_util.c An internal HDC inconsistency was detected while trying to decrement the 'number of staffed positions' counter for the given ACD-DN by the given amount. The ACD queue does not have enough positions staffed, and thus the counter cannot be reduced by the needed amount. It will be set to 0, however. If this problem persists, contact your Meridian MAX service representative.

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Table 8-4 (continued)
Warning messages

Error Message **Task** **Module** **Explanation and Error Recovery Procedure**
"For ACD-DN %d, active time = %ld [%ld–%ld] –> %ld (secs)" HDC hdc_close.c An internal HDC task inconsistency was detected while trying to find out the number of seconds, such as the "active time", of at least one agent logged into the given ACD-DN %d. A value outside the valid range of 0 to 1800 was detected for ACD-DN %d. This value should be equal to either • the difference of subtracting the second %ld from the first %ld enclosed in the valid range, if the queue is staffed now but unstaffed previously (in the current interval) • the value of the third %ld in the valid range, if the queue was staffed in this interval but not currently • the sum of the two bullets above, if the queue was staffed in the current interval, was unstaffed for a period of time, and then was staffed again The three values enclosed in the valid range are • the current ACD time kept by HDC • the start time that the ACD-DN is staffed by at least one agent (in the current interval) • the total time that the ACD-DN is previously staffed (in the current interval) The value is corrected the last %ld (in seconds) in the message. This error might occur if there is a problem with memory or the Meridian 1 HSL message stream. No user intervention is required if this is an isolated event. If the problem persists, contact your Meridian MAX service representative.
"For ACD-DN %d; agt. ID %d; duration = %d –> 1800" HDC hdc_close.c An internal HDC inconsistency was detected while trying to update the necessary ACD historical statistics timers. The duration of a call for the given agent ID up to the current ACD time (based on the internal HDC clock) exceeded the maximum allowed value of 1800 seconds. This suggests that the start of the call for the given agent ID was not correct which may happen if Meridian 1 requests MAX to change the ACD time/date. It could also suggest that the internal ACD clock drifted too far from the times passed in the incoming Meridian 1 message stream. HDC attempts to recover from this error by resetting the call's duration to 1800 seconds. If this error persists, contact your Meridian MAX service representative for further diagnosis.

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Table 8-4 (continued)
Warning messages

Error Message **Task** **Module** **Explanation and Error Recovery Procedure**
"For ACD-DN %d, num_posn_staffed = %d but audit_staffed = %d – correcting" HDC hdc_close.c An internal HDC inconsistency was detected. While doing an audit of all the Meridian 1 positions, HDC found a discrepancy between the number of positions staffed in the given ACD-DN and automatically corrected it. This error might occur if there is a problem with memory or with the Meridian 1 message stream. No user intervention is required if this is an isolated event. If the problem persists, contact your Meridian MAX service representative.
"For ACD-DN %d, num_posn_staffed = %d but agent_activity is FALSE" HDC hdc_close.c An internal HDC task inconsistency was detected while doing an audit of all the Meridian 1 positions. HDC found that there were some positions staffed for the given ACD-DN but the internal 'agent_activity' flag indicates that there are no agents logged into the ACD queue. This error might occur if there is a problem with memory or with the Meridian 1 HSL message stream. No user intervention is required if this is an isolated event. If the problem persists, contact your Meridian MAX service representative.
"For ACD-DN %d, start act time=%ld (tot %ld, cur %ld) but #staffed=%d" HDC hdc_close.c An internal HDC inconsistency was detected while HDC was calculating the active time for the ACD-DN in the current interval. The queue %d is staffed with the number of agents logged in, represented by "#staffed". The starting time, represented by "start act time", that the ACD-DN is staffed by at least one agent (in the current interval) is undefined. The two values enclosed in the starting time are • the total time that the ACD-DN is staffed previously (in the current interval) • the current ACD time kept by HDC The total time that the ACD-DN is previously staffed (in the current interval) is used as the active time for the ACD-DN. This error might occur if there is a problem with memory, or the Meridian 1 HSL message stream. No user intervention is required if this is an isolated event. If the problem persists, contact your Meridian MAX service representative.
"fork failed" MAPA Controller ctl_utils.c A system error has occurred. Ignore the message if this is an isolated incident. However, if the problem occurs again, contact your Meridian MAX service representative.
"Fork failed" td TD_child.c TD failed to write into its file due to a file system problem or a software bug. Restart the Meridian MAX. Contact your Meridian MAX service representative if the problem reoccurs.

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Table 8-4 (continued)
Warning messages

Error Message **Task** **Module** **Explanation and Error Recovery Procedure**
"Fork failed – latest historical interval data are lost" HDC hdc_dump.c There were not enough operating system resources available to save the latest ACD historical data into the Hist. Data database causing all of the current interval data to be discarded. Contact your Meridian MAX service representative.
"fork of new_cron fails" MAPA Controller ctl_utils.c A system error has occurred. Look for other recent messages and check their meaning. If these indicate other serious problems, then contact your Meridian MAX service representative. Otherwise, no action is required.
"Form has already been created" lib_usrif form.c The application is attempting to recreate a form which was already created. This is a problem with the application and should be reported to your Meridian MAX service representative.
"freopen of stdout fails" MAPA Controller ctl_main.c A system error has occurred. Look for other recent messages and check their meaning. If these indicate other serious problems, then contact your Meridian MAX service representative. Otherwise, no action is required.
"fstat failed [%d]" libcommon nacd_msg.c A system error has occurred. The task should begin its recovery process and will start again without user intervention. If the problem persists, shut down the system, and contact your Meridian MAX service representative.
"ftok fails" libmapa mapa_lib.c A system error has occurred. Look for other recent messages and check their meaning. If these indicate other serious problems, then contact your Meridian MAX service representative. Otherwise, no action is required.
"ftok fails, queue %s" libcommon msgapi.c This message indicates that the operating system cannot create the inter-process message queue with the name '%s.' This may be caused by an operating system problem. If the problem persists, contact your Meridian MAX service representative.

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Table 8-4 (continued)
Warning messages

Error Message **Task** **Module** **Explanation and Error Recovery Procedure**
"FT request %05ld (session %d) rejected: limit reached" ft_server fxfr.c The number of deferred messages has reached the system limit, specified file transfer has been rejected. Look for other recent messages relevant to this message. If the messages found are serious, shut down and restart the system. This task should recover by itself. If the problem persists, contact your Meridian MAX service representative. Otherwise, ignore this message.
"Ft Usage: ft f1/d1...fn/dn dx (/fx iff '–a' option)" ft_server fxfr.c A system error has occurred. Repeat the operation. If the problem persists, shut down and restart the system. Repeat the operation again. If the problem persists, contact your Meridian MAX service representative.
"Full Hist. DB table '%s' buffer of size %d is increased to %d (recs)" HDC hdc_util.c The pre-allocated Hist. Data database table buffer (with name %s) was found to be of insufficient size and is being increased to the new projected size. This situation can occur only for the buffers that have records with several ACD "keys" (namely the 'i_ovrflw', 'i_trunk', 'i_actvy', 'i_cdntar' and 'l_agent' Hist. DB table buffers) and the "expected" MAX limits (especially those given in the MAXCC "Advanced" screen) have been exceeded. The HDC task tries to accept these unexpected records, while indicating that the Meridian MAX is under-configured for the current incoming Meridian 1 ACD workload. As soon as possible, the Meridian MAX should be shut down and its "expected" limits reconfigured. Note that the "measured" limits in the "Meridian MAX Configuration" System report can be used in more realistically specifying the "expected" limits.
"Full Hist. DB '%s' %s cannot be increased (lack of memory)" HDC hdc_util.c HDC tried to increase the pre-allocated Historical Data database table buffer (or buffer index), but it failed due to lack of memory space. This situation can occur only for buffers that have records with several ACD "keys" (namely the 'i_ovrflw', 'i_trunk', 'i_actvy', 'i_cdntar' and 'l_agent' Hist. DB table buffers) and the "expected" MAX system limits (esp. those given in the MAXCC "Advanced" screen) have been exceeded. HDC tries to accept these unexpected records, but since the given buffer (or index) could not be increased, some ACD data will be lost (as indicated in subsequent error message). As soon as possible, the Meridian MAX should be shut down and its "expected" limits reconfigured. Note that the "measured" limits in the "Meridian MAX Configuration" System report can be used in more realistically specifying the "expected" limits.

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Table 8-4 (continued)
Warning messages

Error Message **Task**	**Module**
Explanation and Error Recovery Procedure	
“Full Hist. DB ‘%s’ buffer – rec. (%d, %d, %d, %d) is lost”	
HDC	hdc_search.c
The HDC task either could no longer extend the given Hist. Data Database table buffer (due to memory limitations), or could not filter the “extra” ACD system keys received from the Meridian 1. Even under overloaded circumstances this error should not occur. It indicates the loss of some of the ACD historical data (esp. those with given ACD “keys”) and should be reported as soon as possible to your Meridian MAX service representative. For best results, the Meridian MAX should be shut down and reconfigured so it matches the Meridian 1 ACD workload (using the MAXCC screens in the Maintenance menu and the “measured” limits in the “Meridian MAX Configuration” System report).	
“Future data found (younger than %d)”	
DBSizer	dbsizer.c
Future data is found in the historical database being reconfigured or upgraded. Check the date of the database backup, set the Meridian MAX time, and try again.	
“fwrite () failed”	
stats	st_msg.c
A system error has occurred when trying to write to the file. Contact your Meridian MAX service representative.	
“fwrite fails for 2nd select data”	
query	qr_secsel.c
A system error has occurred. Look for other recent messages relevant to this program or scenario, and check their meaning. If these indicate other serious problems, then contact your Meridian MAX service representative.	
“getenv failed for type of lock requested – value defaulted”	
lock	lock.c
Installation failed, or the site has an improper version of the release materials. Check your release materials (that is, version number and system type). If they appear to be all right, reinstall the Meridian MAX release. If it continues to fail, contact your Meridian MAX service representative.	
“gfield failed”	
RPT	cv_exp.c
A database error occurred. Ignore the message if this is an isolated incident. However, if the problem occurs several times, contact your Meridian MAX service representative.	
“gfield failed”	
RPT	del_old.c
A database error occurred. Ignore the message if this is an isolated incident. However, if the problem occurs several times, contact your Meridian MAX service representative.	

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Table 8-4 (continued)
Warning messages

Error Message **Task** **Module** **Explanation and Error Recovery Procedure**
"gfield failed for a_DAILY" sizer dbsizer.c A database error occurred. Ignore the message if this is an isolated incident. However, if the problem occurs several times, contact your Meridian MAX service representative.
"gfield failed for a_DTYPE" sizer dbsizer.c A database error occurred. Ignore the message if this is an isolated incident. However, if the problem occurs several times, contact your Meridian MAX service representative.
"gfield failed for a_INTVL" sizer dbsizer.c A database error occurred. Ignore the message if this is an isolated incident. However, if the problem occurs several times, contact your Meridian MAX service representative.
"gfield failed for a_MNTHLY" sizer dbsizer.c A database error occurred. Ignore the message if this is an isolated incident. However, if the problem occurs several times, contact your Meridian MAX service representative.
"gfield failed for a_WEEKLY" sizer dbsizer.c A database error occurred. Ignore the message if this is an isolated incident. However, if the problem occurs several times, contact your Meridian MAX service representative.
"gfield failed for customer name" sys_rpts rpt_init.c A database error occurred. The report will still be produced but the space where the customer name usually appears will be left blank. Ignore the message if this is an isolated incident. However, if the problem occurs several times, contact your Meridian MAX service representative.
"gfield failed for default language – English used" sys_rpts rpt_init.c A system database error occurred. If there is trouble accessing the definition for the default language, then the default language of English will be used. Ignore the message if this is an isolated incident. However, if the problem occurs several times, contact your Meridian MAX service representative.

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Table 8-4 (continued)
Warning messages

Error Message **Task** **Module** **Explanation and Error Recovery Procedure**
“gfield failed for default printer name” nmsys_rpts rpt_init.c There was a database access error in obtaining system default tabular printer name when a MAX Capacity Configuration report was requested. In maintenance, go to Port Assignment screen. Verify that there is a system default tabular printer defined. If there is no printer defined, define one. Otherwise, try to redefine the printer by reentering the printer model, printer description and save it. Retry printing the report.
“gfield failed for default printer #” nmsys_rpts rpt_init.c There is an error in accessing the default tabular printer number field in profile database table when MAX Capacity Configuration requests to print MAX Capacity Configuration report. In maintenance, verify that there is a system default tabular printer defined in the Port Assignment screen. If there is no printer defined, define one. Otherwise, try to redefine the printer by reentering the printer model, printer description and save it. Retry printing the report.
“gfield failed for frstday in rpt_parm” ager ag_fdowchk.c This message indicates that there is a problem with the database. Contact your Meridian MAX service representative.
“gfield failed for nFRSTDAY in rpt_parm” ager ag_fdowchk.c This message indicates that there is a problem with the database. Contact your Meridian MAX service representative.
“gfield failed for frstday in rpt_parm – value defaulted” age age_init.c A database error occurred. Ignore the message if this is an isolated incident. However, if the problem occurs several times, contact your Meridian MAX service representative.
“gfield failed for nFRSTDAY in rpt_parm” age age_init.c A database error occurred. Ignore the message if this is an isolated incident. However, if the problem occurs several times, contact your Meridian MAX service representative.
“gfield failed for supervisor’s language” sys_rpts rpt_init.c A system database error occurred. See the “Database errors” section for further instructions.
“gfield of int_rte failed for sys record” int_route int_route.c A system database error occurred. See the “Database errors” section for further instructions.
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Table 8-4 (continued)
Warning messages

Error Message **Task** **Module** **Explanation and Error Recovery Procedure**
"gfield of selected profile failed" sizer dbsizer.c A system database error occurred. See the "Database errors" section for further instructions.
"Got stats end of init message for link %d on port %ld but link not in WAIT_INIT state" meit msg.c This message indicates a Meridian MAX MEI task internal error. Contact your Meridian MAX service representative.
"Graph rpt can't be sent to datastream output device %d" rptgen rpt_utils.c A graphic report is being sent to a Data Stream output device. Check the device either through the Maintenance console (Port assignment) or the local printer screen. Check the output device in the report definition is not a Data Stream output device. Try generating the report again. If the problem persists, contact your Meridian MAX service representative.
"grgen abnormal termination caused by SIGALRM" rptgen grgen.c A system error has occurred. Perform the print function again. If the problem persists, contact your Meridian MAX service representative.
"grgen abnormal termination caused by SIGIOT" rptgen grgen.c A system error has occurred. Perform the print function again. If the problem persists, contact your Meridian MAX service representative.
"grgen abnormal termination caused by signal %d" rptgen grgen.c A system error has occurred. Perform the print function again. If the problem persists, contact your Meridian MAX service representative.
"grgen abnormal termination caused by SIGSEGV" rptgen grgen.c A system error has occurred. Perform the print function again. If the problem persists, contact your Meridian MAX service representative.
"grgen abnormal termination caused by SIGTERM" rptgen grgen.c A system error has occurred. Perform the print function again. If the problem persists, contact your Meridian MAX service representative.
"grgen abnormal termination caused by SIGTRAP" rptgen grgen.c A system error has occurred. Perform the print function again. If the problem persists, contact your Meridian MAX service representative.

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Table 8-4 (continued)
Warning messages

Error Message **Task** **Module** **Explanation and Error Recovery Procedure**
"grgen is deferring sanity a second time" grgen grgen.c The report is taking a long time. If this problem persists for the current report, contact your Meridian MAX service representative.
"Grouping key specification error" query qr_main.c An internal variable has reached an illegal state. Contact your Meridian MAX service representative.
"Halt request received – shutdown starting" MAPA Controller ctl_main.c System is shutting down. No user action is required. If this message is received without a shut down being done via Maintenance then contact your Meridian MAX service representative.
"Hard disk partition %s was %d % full before, now is %d % full." dskaudit This warning message indicates that the disk usage percentage is extremely high. The name of the partition being processed is '%s.' The percentage of disk usage before (%d) and after (%d) the audit is shown in this message. The audit program will remove unnecessary files in an attempt to increase available disk space. If the disk usage percentage (%d) is continuously high, it could be the case that a task is using up the disk space fast. Contact your Meridian MAX service representative if you are unable to resolve this problem.
"Hash table pointer is undefined" <Task> hsearch.c A hash table pointer points to an invalid memory location. The is caused either by memory corruption or memory allocation failure. If problems with system memory (RAM) are occurring in other tasks, then the Meridian MAX might be experiencing memory failure or operating system problems. It is also possible that the <Task> might have corrupted memory pointers. Shut down and restart the system. If the problem persists, contact your Meridian MAX service representative.
"Hash table size %d is out of range [%d, %d)" <Task> hsearch.c The size of a hash table stored in the hash table header is either too small or too large than what is allowed. The Meridian MAX might be experiencing problems with system memory (RAM) or with the operating system. It could also be the case that the <Task> might have corrupted its own memory area. Shut down and restart the system. If the problem persists, contact your Meridian MAX service representative.

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Table 8-4 (continued)
Warning messages

Error Message **Task** **Module** **Explanation and Error Recovery Procedure**
"Hash table size %d is not a prime number" <Task> hsearch.c The size of a hash table stored in the hash table header is not a prime number as it should be. This can be caused by memory corruption. The system might be experiencing problems with system memory (RAM) or with the operating system. It could also be the case that the <Task> may have corrupted its own memory area. Shut down and restart the system. If the problem persists, contact your Meridian MAX service representative.
"Hash table record size %d is not positive" <Task> hsearch.c The record size of a hash table is not valid. This can be caused either by memory corruption or a memory allocation failure. The system might be experiencing problems with system memory (RAM) or with the operating system. It is also possible that the <Task> might have corrupted its own memory area. Shut down and restart the system. If the problem persists, contact your Meridian MAX service representative.
"hdc is not responding to event flush request" cur_intvl ci_main.c An internal timeout occurred. Check the error log for recent messages from the HDC task. If these indicate other serious problems, then contact your Meridian MAX service representative. Otherwise, no action is required.
"hdc is not responding to interval dump request" cur_intvl ci_main.c An internal timeout occurred. Check the error log for recent messages from the HDC task. If these indicate other serious problems, then contact your Meridian MAX service representative. Otherwise, no action is required.
"HSL initializing – request to dump interval data ignored" HDC hdc_msg.c HDC received a request to flush all of its historical data buffers into the Hist. Data database, but it was in a state when it should not do any dumps such as when it was still receiving the High-Speed Link initialization messages. HDC ignores this request but proceeds to update its internal timers. If this error persists, contact your Meridian MAX service representative.
"HSL is out of sync – searching for SOH byte" HSLink hsl_main.c There is a temporary communication problem on the High-Speed Link. The HSLink program is in the process of resynchronizing the link. If this message appears often, there may be a problem with the physical connection to the Meridian 1. Verify all cabling is correct and secure.

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Table 8-4 (continued)
Warning messages

Error Message **Task** **Module** **Explanation and Error Recovery Procedure**
"HSL msg type %d is invalid (not in range [%d, %d])" HSLink hsl_xform.c MAX received an invalid High-Speed Link message from the Meridian 1 which will be ignored. If this happens once, record the problem. If this message reappears, contact your Meridian MAX service representative.
"HSL seems down – no activity on link in last %d mins." HSLink hsl_main.c The Meridian 1 has not sent any information across the High-Speed Link for a certain period of time (currently five minutes). Check the physical connection to the Meridian 1 and also check the status of the Meridian 1 HSL.
"I_AM_DONE from static program" MAPA Controller ctl_main.c An internal variable has reached an illegal state. Ignore the message if this is an isolated incident. Contact your Meridian MAX service representative if the problem persists.
"I_AM_DONE from static program" MAPA Controller ctl_master.c An internal variable has reached an illegal state. Ignore the message if this is an isolated incident. Contact your Meridian MAX service representative if the problem persists.
"I_AM_DONE from unknown program" MAPA Controller ctl_main.c An internal variable has reached an illegal state. Ignore the message if this is an isolated incident. Contact your Meridian MAX service representative if the problem persists.
"I_AM_INIT from unknown program" MAPA Controller ctl_main.c An internal variable has reached an illegal state. Ignore the message if this is an isolated incident. Contact your Meridian MAX service representative if the problem persists.
"ICCN msg has %d targets (> max. %d) – msg is ignored" HSLink hsl_p7msg.c A CCR Call Cancelled (ICCN) message was received from the Meridian 1 but the number of ACD-DNs (targets) was greater than the number allowed. This message will be ignored but may have a minor impact on statistics. This can indicate a problem with the Meridian 1.
"Ignoring halt request received on slave module" MAPA Controller ctl_main.c Informational only. No user action is required.

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Table 8-4 (continued)
Warning messages

Error Message **Task** **Module** **Explanation and Error Recovery Procedure**
"Ignoring non–responding neigbouring task (index %d)" HSLink hsl_main.c The HSLink program is attempting to initialize either 'hdc' (index 0) or 'stats' (index 1) but that program is not responding. If 'stats' is not responding, you will not see any Real Time Statistics on your Supervisor displays. If 'hdc' is not responding, then you may lose historical data coming from the Meridian 1. Shut down and restart the Meridian MAX.
"ILLEGAL message on NET MAINTENANCE CONSOLE" naclink com_hdl.c An unknown message is received. The task should begin its recovery process and will start again without user intervention. If the problem persists, shut down the system, and contact your Meridian MAX service representative.
"Illegal state %d in IPD message" stats st_msg.c Received invalid information in an IPD message. If the problem persists, contact your Meridian MAX service representative.
"Illegal state %d in PSC message" stats st_msg.c Received invalid information in a PSC message. If the problem persists, contact your Meridian MAX service representative.
"Illegal value: acd_index = %d" display rt_agent.c An internal error has occurred. An internal value is out of range. Contact your Meridian MAX service representative.
"Illegal value: posns_actual = %d" display rt_agent.c An internal error has occurred. An internal value is out of range. Contact your Meridian MAX service representative.
"Illegal value: pcb_index = %d (i = %d, pos = %d)" display rt_agent.c An internal error has occurred. An internal value is out of range. Contact your Meridian MAX service representative.
"Illegal value: lcl_flg_ndx = %d (i = %d, pos = %d)" display rt_agent.c An internal error has occurred. An internal value is out of range. Contact your Meridian MAX service representative.

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Table 8-4 (continued)
Warning messages

Error Message **Task** **Module** **Explanation and Error Recovery Procedure**
"Incoming NOP is rejected –" naclink opdu_hdl.c An incoming Network Operation Protocol (NOP) message is rejected. Look for other recent messages and check their meaning. If these indicate other serious problems, then contact your Meridian MAX service representative. Otherwise, no action is required.
"Incomplete Nos Logon" naclink mis_opdu.c The NOS Logon is not completed. The task should restart the logon without any user intervention. If the problem persists, contact your Meridian MAX service representative.
"Incomplete Nos Logon– Retrying" naclink mis_opdu.c The NOS Logon is not completed. The task should restart the logon without any user intervention. If the problem persists, contact your Meridian MAX service representative.
"Incorrect # of characters returned on stats init file read for link %d on port %ld" meit msg.c This message indicates a Meridian MAX MEI task internal error. Contact your Meridian MAX service representative.
"Incorrect arguments: no command found" mpsa lp_setup.c A syntax error has been detected while using the 'lp_setup' program for setting up a printer. Contact your Meridian MAX service representative for assistance.
"Input queue overflowed" meit msg.c An internal Meridian MAX MEI error has caused the Meridian MAX to miss a message from the MEI client. Contact your Meridian MAX service representative.
"Input queue overflowed" msit msi.c This indicates either the LAN traffic is congested or the Meridian MAX is under a heavy load. The oldest message in the input queue will be discarded.
"Input timeout on Load Management Link" cclink ccl_sl1if.c No response received from the Load Management Link (Configuration Control Link). Check the cable connection.
"InsertQ: posn=%d, agt=%d, old dstQ=%d, new dstQ=%d, dstqP=(null)" hdc hdc_util.c This message provides further diagnostic information relating to the "BUG: Que Lookup..." message, which also appears in this warning message table.

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Table 8-4 (continued)
Warning messages

Error Message **Task** **Module** **Explanation and Error Recovery Procedure**
"InsertQ: posn=%d, agt=%d, old posn state=%d, keytyp=%d" hdc hdc_util.c This message provides further diagnostic information relating to the "BUG: Que Lookup..." message, which also appears in this warning message table.
"InsertQ: posn=%d, agt=%d, old srcQ=%d, new srcQ=%d, srcqP=(null)" hdc hdc_util.c This message provides further diagnostic information relating to the "BUG: Que Lookup..." message, which also appears in this warning message table.
"Internal error!" DBSizer <Module> An internal error occurred. Restore the database backup. Contact your Meridian MAX service representative.
"Internal program error; invalid condition occurred" meit msg.c This message indicates a Meridian MAX MEI task internal error. Contact your Meridian MAX service representative.
"Interrupt received while writing to Dev_out_pipe" naclink com_hdl.c An interrupt was received while writing to the specified pipe. The task should begin its recovery process and will start again without user intervention. If the problem persists, shut down the system, and contact your Meridian MAX service representative.
"Invalid age or oldest day for %s: age cur %d lim %d, dn oldest %d 1st %d" DBSizer calcage.c The oldest day or age information for table '%s' does not match its auditing information, where "age cur %d" is the current data age (that is, data duration) in the table, "lim %d" is the data duration limit, "1st %d" is the day number of the most recent data in the table. Restore the database backup, and contact your Meridian MAX service representative.
"Invalid Agent Event received – XPEV msg is ignored" HSLink hsl_p3msg.c MAX received an invalid event type for a position. The event type is not understood by MAX and this message will be ignored. This indicates a problem with the Meridian 1. If this error occurs again, contact your Meridian MAX service representative.

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Table 8-4 (continued)
Warning messages

Error Message **Task** **Module** **Explanation and Error Recovery Procedure**
“Invalid agt event type %d (agt=%d, pos=%d, num_dns=%d, tod=%d), dst Q [%d]=%d” HDC hdc_event.c While trying to register an agent event into an internal buffer for the Agent Event Log Hist. Data database table, HDC detected that the event is invalid. This suggests a problem with the Meridian 1 HSL message stream, namely the “Position Event” HSL message with the given parameters. Contact your Meridian MAX service representative.
“Invalid argument on command line” td TD_init.c TD received an invalid argument on a command line. Restart the Meridian MAX. Contact your Meridian MAX service representative, if the problem reoccurs.
“invalid argument ‘%c’” MAPA Client client.c An internal system variable has reached an illegal state. Ignore this message if this is an isolated incident, otherwise, shut down and restart the system. If the problem persists, shut down the system, and contact your Meridian MAX service representative.
“Invalid argument [%s] given” ft_server ft_server.c A system error has occurred. Repeat the operation. If the problem persists, shut down and restart the system. If the problem persists, contact your Meridian MAX service representative.
“Invalid argument [%s] given” ft_server fxfr.c A system error has occurred. Repeat the operation. If the problem persists, shut down and restart the system. If the problem persists, contact your Meridian MAX service representative.
“Invalid argument [%s] given” fxfr fxfr.c A system error has occurred. Repeat the operation. If the problem persists, shut down and restart the system. If the problem persists, contact your Meridian MAX service representative.
“Invalid attribute name in video attribute file” lib_usrif pscreen.c There is a problem in the Video Attributes file for this device. A monochrome or color video attribute has been specified which is invalid. The user interface will continue reading the file. If you experience problems, specify a different terminal type. This should be reported to your Meridian MAX service representative.
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Table 8-4 (continued)
Warning messages

Error Message **Task**	**Module** **Explanation and Error Recovery Procedure**
"Invalid background color specification" lib_usrif	pscreen.c There is a problem in the Video Attributes file for this device. A background color has been specified which is invalid. The user interface will continue reading the file. If you experience problems, specify a different terminal type. This should be reported to your Meridian MAX service representative.
"Invalid call to end_session() for link %d on port %ld" meit	msg.c This message indicates that a Meridian MAX MEI task internal error has occurred. Contact your Meridian MAX service representative.
"Invalid CC message received" cclink	ccl_main.c An internal variable has reached an illegal state. If the problem persists, contact your Meridian MAX service representative.
"Invalid character following '^'" lib_usrif	uicommon.c An internal variable has reached an illegal state. Contact your Meridian MAX service representative.
"Invalid data duration (%d): %ld" DBAUDIT	dbaudit.c The audited data duration is inconsistent with the Meridian MAX time, where %d = 0 is for interval data, 1 for daily, 2 for weekly, 3 for monthly, and 4 for agent event log. Contact your Meridian MAX service representative. The system should function normally except that the auditing message on the Meridian MAX Capacity Configuration screen may not be accurate.
"invalid database name for read" lock	lock.c An internal variable has reached an illegal state. Contact your Meridian MAX service representative.
"invalid database name for write" lock	lock.c An internal variable has reached an illegal state. Contact your Meridian MAX service representative.
"invalid database type specified" lock	lock.c An internal variable has reached an illegal state. Contact your Meridian MAX service representative.

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Table 8-4 (continued)
Warning messages

Error Message **Task** **Module** **Explanation and Error Recovery Procedure**
“Invalid datagram return result” naclink app_error.c A system error has occurred. The task should begin its recovery process and will start again without user intervention. If the problem persists, shut down the system, and contact your Meridian MAX service representative.
“Invalid Datagram return result” naclink app_error.c An internal system variable has reached an illegal state. The task should begin its recovery process and will start again without user intervention. If the problem persists, shut down the system, and contact your Meridian MAX service representative.
“Invalid descriptor %d used” ft_server ft_server.c A system error has occurred. Repeat the operation. If the problem persists, shut down and restart the system. Repeat the operation again. If the problem persists, contact your Meridian MAX service representative.
“Invalid descriptor %d used” ft_server fxfr.c A system error has occurred. Look for other recent messages relevant to this message. If the messages found are serious, shut down and contact your Meridian MAX service representative. Otherwise, ignore this message.
“Invalid display status = %d” mpsa dsp_info.c A system error has occurred due to invalid status of display. Repeat the operation and if the problem persists, contact your Meridian MAX service representative.
“invalid file name – first letter” RPT del_old.c An internal variable has reached an illegal state. Ignore the message if this is an isolated incident. Contact your Meridian MAX service representative if the problem persists.
“invalid file name – seventh letter” RPT del_old.c An internal variable has reached an illegal state. Ignore the message if this is an isolated incident. Contact your Meridian MAX service representative if the problem persists.
“Invalid file type found in CC log file” display preview.c An internal variable has reached an illegal state. Ignore the message if this is an isolated incident. Contact your Meridian MAX service representative if the problem persists.

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Table 8-4 (continued)
Warning messages

Error Message **Task** **Module** **Explanation and Error Recovery Procedure**
"Invalid file type found in preview file" display preview.c An internal variable has reached an illegal state. Ignore the message if this is an isolated incident. Contact your Meridian MAX service representative if the problem persists.
"Invalid foreground color specification" lib_usrif pscreen.c There is a problem in the Video Attributes file for this device. A foreground color has been specified which is invalid. The user interface will continue reading the file. If you experience problems, specify a different terminal type. This should be reported to your Meridian MAX service representative.
"invalid FLAG passed" libcommon att_shm.c An internal variable has reached an illegal state. Contact your Meridian MAX service representative.
"Invalid HistDB table group %d" DBSizer <Module> DBSizer encounted an unknown table group. Restore the database backup and contact your Meridian MAX service representative.
"invalid internal route number" int_route int_route.c An internal variable has reached an illegal state. Contact your Meridian MAX service representative.
"Invalid Language Number" LangServer lang.c An internal system variable has reached an illegal state. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs, shut down the system, and contact your Meridian MAX service representative.
"Invalid link number: %d" meit msg.c This message indicates a Meridian MAX MEI task internal error. Contact your Meridian MAX service representative.
"Invalid list, type=%d, number=%d" rptgen rpt_utils.c A list definition could not be found in the database.

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Table 8-4 (continued)
Warning messages

Error Message **Task** **Module** **Explanation and Error Recovery Procedure**
"Invalid log.field [%d}" query qr_reads.c An internal variable has reached an illegal state. Contact your Meridian MAX service representative.
"Invalid MAX version %d" MAXCC mcc_init.c An invalid MAX version number was supplied to MAXCC. Contact your Meridian MAX service representative. The system should continue to function normally except for MAXCC.
"Invalid MEI message ID" meit msg.c This message indicates a Meridian MAX MEI task internal error. Contact your Meridian MAX service representative.
"Invalid MIS msg type %d received" HDC hdc_main.c This is an internal MAX problem. HDC received an MIS message on the operating system message queue which it does not understand. The message is ignored. If this error message reappears, contact your Meridian MAX service representative.
"Invalid MIS msg type %d received from task ID %ld" HSLink hsl_main.c This is an internal MAX problem. The HSLink task received an MIS message on the operating system message queue which it does not understand. The message will be ignored. If this message reappears, contact your Meridian MAX service representative.
"invalid message id from APP–in pipe" naclink com_hdl.c An unknown message ID is received from the specified pipe. The task should begin its recovery process and will start again without user intervention. If the problem persists, shut down the system, and contact your Meridian MAX service representative.
"Invalid monochrome attribute specification" lib_usrif pscreen.c There is a problem in the Video Attributes file for this device. The file contains a monochrome attribute which is unknown to the user interface. The user interface will continue reading the file. If you experience problems, specify a different terminal type. This should be reported to your Meridian MAX service representative.
"Invalid month in atime" libcommon timecvt.c. Unrecognized date and time sent by Meridian 1. Check that the Meridian 1 has the proper time and date defined.

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Table 8-4 (continued)
Warning messages

Error Message **Task** **Module** **Explanation and Error Recovery Procedure**
"Invalid msg type %d" stats receive.c Stats has received a message that has an unknown type. If the problem persists, reboot the Meridian MAX. If the problem still occurs, contact your Meridian MAX service representative.
"Invalid msg type %d" td TD_init.c TD received an invalid message type from the system. Contact your Meridian MAX service representative, if the problem reoccurs.
"Invalid number of data values in record" rptgen log_gen.c An internal variable has reached an illegal state. Ignore the message if this is an isolated incident. Contact your Meridian MAX service representative if the problem persists.
"Invalid option combination. Using basic form." display spvdef.c This message indicates that the combination of purchasable options is not valid. For this reason, the Supervisor Profile will show only the basic fields. Contact your NT service representative to verify your options.
"Invalid option passed and is ignored" HDC hdc_start.c During the HDC task's startup, an invalid optional argument was detected and discarded. No intervention is needed; but the problem should be reported to your Meridian MAX service representative.
"Invalid performance trace action requested" meit msg.c This message indicates a Meridian MAX MEI task internal error. Contact your Meridian MAX service representative.
"Invalid period definition table" rptgen query_tf.c A database error occurred. Check your release materials (that is, version number and system type). If they appear to be all right, reinstall the Meridian MAX release. If it continues to fail, contact your Meridian MAX service representative.
"Invalid PM id" msit msg.c The software received invalid performance measurement numbers from the MSI client. The MSI service request from the MSI client was rejected due to the unknown PM id.

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Table 8-4 (continued)
Warning messages

Error Message **Task** **Module** **Explanation and Error Recovery Procedure**
“invalid polling interval %ld” libmapa mapa_lib.c An internal system variable has reached an illegal state. The task should begin its recovery process and will start again without user intervention. If the problem persists, shut down the system, and contact your Meridian MAX service representative.
“Invalid printer status = %d” mpsa prt_info.c An error has occurred while trying to delete a printer. Contact your Meridian MAX service representative for assistance.
“Invalid Primary group parameter %d” common flexcfg.c An internal error has occurred. If this is an isolated instance the message can be ignored. However, if there are multiple instances, contact your Meridian MAX service representative.
“Invalid process name, %s” libcommon msgapi.c This message indicates that an invalid process name ‘%s’ was used. If the error message appears again, If the problem persists, contact your Meridian MAX service representative.
“Invalid queue %10.0f received for posn %ld – correct queue is %10.0f” stats st_msg.c The position is assigned to a different ACD-DN on the Meridian 1 than on the Meridian MAX. Using configuration control, change the assignment of the position to the ACD-DN that the Meridian 1 has the position assigned. The problem may have been caused by loss of messages from the Meridian 1. If the problem persists, restart the Meridian MAX. If the problem still persists, contact your Meridian MAX service representative.
“invalid range type” sys_rpts rpt_scan.c An internal variable has reached an illegal state. Contact your Meridian MAX service representative.
“Invalid report number requested” sys_rpts rpt_proc.c An internal variable has reached an illegal state. Contact your Meridian MAX service representative.
“Invalid return code” meit msg.c This message indicates a Meridian MAX MEI task internal error. Contact your Meridian MAX service representative.

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Table 8-4 (continued)
Warning messages

Error Message **Task**	**Module** **Explanation and Error Recovery Procedure**
"Invalid return code" msit	msi.c The software encountered an internal error. Contact your Meridian MAX service representative.
"invalid return from compare keys" search	search.c An internal variable has reached an illegal state. Contact your Meridian MAX service representative.
"invalid selection key %d" query	qr_crit.c An internal variable has reached an illegal state. Contact your Meridian MAX service representative.
"Invalid state for dumping interval data – dumping anyways" HDC	hdc_msg.c The task was requested to re-initialize itself during normal operation but was not allowed to dump data into the Data database for some reason. HDC notes this abnormality and continues saving the existing historical data before accepting anymore new data. If this error persists, it may indicate a memory problem, and your Meridian MAX service representative should be consulted for further diagnosis.
"Invalid statistic group passed %d\n" libcommon	tblock.c This message indicates that an invalid statistic group '%d' identifier is used. The problem may be caused by a software error. If the error persists,contact your Meridian MAX service representative.
"Invalid supervisor id (%d)" cclink	ccl_posn.c A system error has occurred. The task should begin its recovery process and will start again without user intervention. If the problem persists, shut down the system, and contact your Meridian MAX service representative.
"Invalid table name (%s) in storage profile %d" age	dbsizer.c An internal variable has reached an illegal state. Contact your Meridian MAX service representative.
"Invalid Table number %d" common	flexcfg.c An internal error has occurred. If this is an isolated instance the message can be ignored. However, if there are multiple instances, contact your Meridian MAX service representative.

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Table 8-4 (continued)
Warning messages

Error Message **Task**	**Module** **Explanation and Error Recovery Procedure**
"Invalid temp dir name '%s' in env SIZERTMP='%s'"	
DBSizer	devmgr.c
Syntax error detected for the names defined in the environment variable SIZERTMP. Shut down the Meridian MAX, restart the system, and then try again.	
"Invalid Time group parameter %d"	
common	flexcfg.c
An internal error has occurred. If this is an isolated instance the message can be ignored. However, if there are multiple instances, contact your Meridian MAX service representative.	
"Invalid token"	
lib_usrif	uicommon.c
An internal variable has reached an illegal state. Contact your Meridian MAX service representative.	
"invalid type of lock requested"	
lock	lock.c
An internal variable has reached an illegal state. Contact your Meridian MAX service representative.	
"Invalid user command"	
meit	msg.c
This message can appear if the Meridian MAX receives an invalid message from another program, such as the send program. For example, it could appear if the user enters incorrect parameters on the send program command line. Verify that the parameters are entered correctly and repeat the command. Contact your Meridian MAX representative if the problem persists.	
"Invalid user command"	
msit	msi.c
The software received an invalid user command from an external source. If the problem persists, contact your Meridian MAX service representative.	
"Invalid window number"	
lib_usrif	menu.c
The user interface is attempting to redraw a menu which has an invalid window number. Report this problem to your Meridian MAX service representative.	
"IPC not defined"	
<Task>	<Module>
An internal variable is undefined. An earlier warning error message should clarify the reason for this error. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs, then shut down the system, and contact your Meridian MAX service representative.	

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Table 8-4 (continued)
Warning messages

Error Message **Task**	**Module** **Explanation and Error Recovery Procedure**
"IS_INIT for unknown program" MAPA Controller	ctl_master.c An internal variable has reached an illegal state. Ignore the message if this is an isolated incident. Contact your Meridian MAX service representative if the problem persists.
"IS_INSANE for unknown program" MAPA Controller	ctl_master.c An internal variable has reached an illegal state. Ignore the message if this is an isolated incident. Contact your Meridian MAX service representative if the problem persists.
"Keep alive timer expired" msit	msg.c The software did not receive the keep alive message from the MSI client. The MSI connection would be terminated.
"Keep alive timer for link %d on port %ld expired" meit	msg.c The MEI client connected to the specified port did not send a P_TIME or P_TIME_ACK message within the previous two–minute period. This is likely a problem with the MEI client. Contact the client's service representative.
"Keystroke sequence missing" lib_usrif	keyboard.c A problem was encountered while reading the Keyboard Description file for this device. Try using a different terminal type. Report the problem to your Meridian MAX service representative.
"kill fails" <Task>	<Module> This task was attempting to terminate another task in the system, but failed. Look for other recent messages in the error log. If there is no impact and the message appears only once, ignore the message. If the problem reoccurs, contact your Meridian MAX service representative.
"kill for unknown program" MAPA Controller	ctl_master.c This task was attempting to terminate a program that was not currently running. Ignore the message if this is an isolated incident. Contact your Meridian MAX service representative if the problem persists.

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Table 8-4 (continued)
Warning messages

Error Message **Task** **Module** **Explanation and Error Recovery Procedure**
"LAN is no longer busy. While the LAN was busy, %d message units were discarded for link %d on port %ld." meit msg.c This message appears if more than one message was discarded due to a LAN busy condition. It indicates that the LAN is no longer busy, and shows the number of MEI messages that were discarded. It also shows the port and link numbers for the link on which the messages were discarded. For help on LAN busy conditions, refer to the "Unable to send %s" warning error messages.
"LAN is no longer busy. While the LAN was busy, 1 message unit was discarded for link %d on port %ld." meit msg.c This message appears if only one MEI message was discarded due to a LAN busy condition. It indicates that the LAN is no longer busy, and shows the port and link numbers for the link on which the messages were discarded. For help on LAN busy conditions, refer to the "Unable to send %s" warning error messages.
"LAN was busy. Discarded %d message units for link %d on port %ld." meit msg.c This message appears if more than one message unit was discarded due to a LAN busy condition. (A message unit refers to each message in the buffer of a P_INIT_DATA or P_EVENT_DATA message. P_INIT_DATA and P_EVENT_DATA generally have more than one message unit per message. P_CONFIRM, P_TIME, P_TIME_ACK, and P_SHUTDOWN each count as one message unit.) The message indicates that the LAN is no longer busy, and shows the number of MEI messages that were discarded as well as the port and link numbers for the link on which the messages were discarded. For help on correcting LAN busy conditions, refer to the "Unable to send %s" warning error messages.
"LAN was busy. Discarded 1 message unit for link %d on port %ld." meit msg.c This message appears if only one MEI message unit was discarded due to a LAN busy condition. (A message unit refers to each message in the buffer of a P_INIT_DATA or P_EVENT_DATA message. P_INIT_DATA and P_EVENT_DATA generally have more than one message unit per message. P_CONFIRM, P_TIME, P_TIME_ACK, and P_SHUTDOWN each count as one message unit.) The message indicates that the LAN is no longer busy, and shows the port and link numbers for the link on which the messages were discarded. For help on correcting LAN busy conditions, refer to the "Unable to send %s" warning error messages.
"lang_add str number does not match that of the peer" LangServer lang.c An internal variable has reached an illegal state. Ignore the message if this is an isolated incident. Contact your Meridian MAX service representative if the problem persists.

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Table 8-4 (continued)
Warning messages

Error Message **Task**	**Module**
Explanation and Error Recovery Procedure	
“lang_add fails” LangServer	lang.c
An attempt to add a user-defined string to the User Language Database failed. Ignore the message if this is an isolated incident. Contact your Meridian MAX service representative if the problem persists.	
“lang_del fails” LangServer	lang.c
An attempt to delete a user-defined string in the User Language Database failed. Ignore the message if this is an isolated incident. Contact your Meridian MAX service representative if the problem persists.	
“lang_mod fails” LangServer	lang.c
An attempt to modify a user-defined string in the User Language Database failed. Ignore the message if this is an isolated incident. Contact your Meridian MAX service representative if the problem persists.	
“lang_statfind fails” display	fmladef.c
An internal variable has reached an illegal state. Ignore the message if this is an isolated incident. Contact your Meridian MAX service representative if the problem persists.	
“Language record exists –– type=%d, numb=%d, LangServer=%d” LangServer	lang.c
An internal variable has reached an illegal state. Ignore the message if this is an isolated incident. Contact your Meridian MAX service representative if the problem persists.	
“Language record not found –– type=%d, numb=%d, LangServer=%d” LangServer	lang.c
An internal variable has reached an illegal state. Ignore the message if this is an isolated incident. Contact your Meridian MAX service representative if the problem persists.	
“LCCN msg has %d targets (> max. %d) – msg is ignored” HSLink	hsl_p5msg.c
A Local Call Cancelled (LCCN) message was received from the Meridian 1 but there were too many target ACD-DNs inside the message. This message will be ignored and there will be a minor affect to statistics. If this message reappears, contact your Meridian MAX service representative.	

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Table 8-4 (continued)
Warning messages

Error Message **Task** **Module** **Explanation and Error Recovery Procedure**
"LCCN msg has %d targets (> max. %d) – msg is ignored" HSLink hsl_p5msg.c A Local Call Cancelled (LCCN) message was received from the Meridian 1 but there were too many target ACD-DNs inside the message. This message will be ignored and there will be a minor affect to statistics. If this message reappears, contact your Meridian MAX service representative.
"length requested exceeds maximum" rptgen data_ln.c An internal variable has reached an illegal state. Ignore the message if this is an isolated incident. However, if the problem occurs several times, contact your Meridian MAX service representative. The maximum report line length is used if the maximum is exceeded.
"List element selection failed" display listman.c A database error occurred. Ignore the message if this is an isolated incident. However, if the problem occurs several times, contact your Meridian MAX service representative.
"List name "%s" too long [%d]" rptgen rpt_utils.c A list definition name is too long.
"Load Management Link is DOWN" cclink ccl_sl1if.c The communication on the Load Management Link was lost. Check the cable connections between the Meridian MAX server and the Meridian 1.
"Loc failed –– table: %s" mcc_lib <Module> The loc() function failed on table '%s.' Shut down the Meridian MAX. Ask your Meridian MAX service representative to perform a database check on the system database. The system should function normally except for MAXCC.
"Logical character code is invalid" lib_usrif pscreen.c An invalid character code was encountered while reading the Special Characters file for this device. This problem can occur if the code is negative or greater than 255. Try using a different terminal type. This is a problem with the application and should be reported to your Meridian MAX service representative.

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Table 8-4 (continued)
Warning messages

Error Message **Task** **Module** **Explanation and Error Recovery Procedure**
"Logical function key definition is missing" lib_usrif keyboard.c One of the function keys is missing from the Keyboard Description file for this device. Some softkeys may not work properly. Try using a different terminal type or a different keyboard language. This is a problem with the application and should be reported to your Meridian MAX service representative.
"Logical video attribute definition is missing" lib_usrif pscreen.c One of the video attribute maps is missing from the Video Attributes file for this device. Certain colors or monochrome information may not be displayed correctly. Try using a different terminal type. Report this problem to your Meridian MAX service representative.
"Lost a P_CONFIRM message for link %d on port %ld" meit msg.c This message appears in conjunction with "output queue overflowed." It helps you determine which type of message was lost on the specified link.
"Lost a P_CONFIRM message with error code %d for MEI link %d on port %ld" meit msg.c This message appears in conjunction with "output queue overflowed." It helps you determine which type of message was lost on the specified link.
"Lost a P_INIT_DATA or P_EVENT_DATA message for link %d on port %ld" meit msg.c This message appears in conjunction with "output queue overflowed." It helps you determine which type of message was lost on the specified link.
"Lost a P_SHUTDOWN message for MEI link %d on port %ld" meit msg.c This message appears in conjunction with "output queue overflowed." It helps you determine which type of message was lost on the specified link.
"Lost a P_TIME_ACK message for link %d on port %ld" meit msg.c This message appears in conjunction with "output queue overflowed." It helps you determine which type of message was lost on the specified link.
"Lost synchronization on configuration control pipe" lib_cc rcv_packet.c Informative only. No user action required.

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Table 8-4 (continued)
Warning messages

Error Message **Task** **Module** **Explanation and Error Recovery Procedure**
"M1 PBX does not have the security option (114) enabled" HSLink hsl_xform.c During initialization, MAX is expecting a message from the Meridian 1 indicating the Meridian 1 serial number. MAX did not receive this message and the High-Speed Link will not initialize. Ensure that the Security Package is enabled on the Meridian 1.
"Makeset failed" <Task> <Module> A database error occurred. See the "Database errors" section for further instructions.
"Makeset failure –– parent: %s –– child: %s" <Task> <Module> A database error occurred. See the "Database errors" section for further instructions.
"Makeset failure [%d] –– relation: %s –> %s" <Task> <Module> A database error (%d) occurred. See the "Database errors" section for further instructions.
"makeset for report records failed" display cron_gen.c A system database error occurred. See the "Database errors" section for further instructions.
"malloc failed for rpt template" sys_rpts rpt_tmpl.c Irregular system activity, a shortage of memory installed in the system, or a software error was detected. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs, then shut down the system, and contact your Meridian MAX service representative.
"malloc failed for sql template" sys_rpts rpt_tmpl.c Irregular system activity, a shortage of memory installed in the system, or a software error was detected. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs, then shut down the system, and contact your Meridian MAX service representative.
"MAPA Controller is dead" MAPA Controller ctl_main.c The system has failed. It will automatically restart itself. Check any preceding error message to determine the cause for the system failure and contact your Meridian MAX service representative.

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Table 8-4 (continued)
Warning messages

Error Message **Task**	**Module** **Explanation and Error Recovery Procedure**
"master does not know about pipe" MAPA Controller	ctl_main.c An internal variable has reached an illegal state. Ignore the message if this is an isolated incident. Contact your Meridian MAX service representative if the problem persists.
"MAX '%s' customer limit %d reached – key %d in HSL msg ID %d lost" HDC	hdc_search.c The HDC task tried to add the given ACD key to its internal ACD key control (or Lookup) table, but it would have exceeded the given Meridian MAX customer limit as defined in the Capacity Configuration screens in the Maintenance menu. This problem indicates a mismatch between the Meridian MAX and the Meridian 1 ACD system and, consequently, a loss of some ACD data. As soon as possible, the Meridian MAX should be shut down and its limits reconfigured. Alternately, the Meridian 1 ACD system capacity limits could be decreased by disabling some basic ACD "keys", such as unused positions or ACD queues. The "measured" values in the "Meridian MAX Configuration" system report can be used to more accurately set the Meridian MAX system limits.
"MAX '%s (%s)' customer limit %d reached – key %d in HSL msg ID %d lost" HDC	hdc_search.c The HDC task tried to add the given route/trunk to its internal key control (or Lookup) table, but it would have exceeded the given Meridian MAX customer limit as defined in the Capacity Configuration screens in the Maintenance menu. This problem indicates a mismatch between the Meridian MAX and the Meridian 1 ACD system and, consequently, a loss of some ACD data. As soon as possible, the Meridian MAX should be shut down and its limits reconfigured. The "measured" values in the "Meridian MAX Configuration" system report can be used to more accurately set the Meridian MAX system limits.
"MAX '%s' hard limit %d (used %d) reached – key %d in HSL msg ID %d lost" HDC	hdc_search.c HDC tried to add the given ACD key to its internal ACD key control (or Lookup) table of the given size, but the table was full. This indicates a MAJOR mismatch between the Meridian MAX and the Meridian 1 ACD system, and consequently loss of some ACD data. In addition, if the "used" record number is not equal to the table size given by the "limit" value, this suggests problem with the Meridian MAX software. This problem indicates that MAX can no longer register the extra ACD "keys" (such as those not only exceeding the Meridian MAX customer defined limits, but also those exceeding the Meridian MAX platform limits – even when further increased by about 40%). the Meridian MAX should be shut down and its limits reconfigured as soon as possible. Preferably, the Meridian 1 ACD system capacity limits should be decreased by disabling some basic ACD "keys" such as unused positions or ACD queues. The "measured" values in the "Meridian MAX Configuration" System report can be used to more accurately specify the Meridian MAX system limits.

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Table 8-4 (continued)
Warning messages

Error Message **Task**	**Module** **Explanation and Error Recovery Procedure**
"Max Logons Exceeded" naclink	cmis_opdu.c The maximum number of logons has been tried by NAC without success. The task should restart another sequence of logons without any user intervention. If the problem persists, contact your Meridian MAX service representative.
"max. number of records is zero" age	age_annex.c An internal system variable has occurred. Look for other recent messages and check their meaning. If these indicate other serious problems, then contact your Meridian MAX service representative. Otherwise, no action is required.
"Max. number of Supervisors exceeded (%d), %ld ignored" stats	<Module> The number of supervisors defined on the Meridian 1 exceeds the expected number defined in the Meridian MAX Capacity Configuration. Check that the Meridian 1 is configured for the parameters configured in the Meridian MAX Capacity Configuration screens. If it is correct, reboot the Meridian MAX. Otherwise, increase the expected number of Supervisors defined in the Meridian MAX Capacity configuration, and reconfigure or turn Report Control (RPRT, LD 23) off on some Queues. The real-time and historical reporting might be inconsistent.
"MAX_RESTARTS exceeded" MAPA Controller	ctl_master.c An internal variable has reached an illegal state. Ignore the message if this is an isolated incident. Contact your Meridian MAX service representative if the problem persists.
"Maximum number of ACD-DNs (%d) exceeded, %d ignored" stats	bnsrch.c The number of Queues defined on the Meridian 1 exceeds the expected number defined in the Meridian MAX Capacity Configuration. Either increase the expected number of Queues defined in the Meridian MAX Capacity configuration, and reconfigure, or turn Report Control (RPRT, LD 23) off on some Queues. The real-time and historical reporting might be inconsistent.
"Maximum number of CDNs (%d) exceeded, %ld ignored" stats	bnsrch.c Number of CDN queues received during initialization is over the limit specified in the Meridian MAX Capacity Configuration screens. The real-time and historical reporting might be inconsistent. Check the switch configuration matches the Meridian MAX Capacity Configuration. Print the Meridian MAX Configuration Report from System Reports to check the number of CDNs that are configured. If the number of CDNs is within the configured Meridian MAX configuration limits reboot the Meridian MAX. If the problem persists, contact your Meridian MAX service representative.

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Table 8-4 (continued)
Warning messages

Error Message **Task** **Module** **Explanation and Error Recovery Procedure**
"Maximum number of positions (%d) exceeded" stats <Module> The number of positions defined on the Meridian 1 exceeds the expected number defined in the Meridian MAX Capacity Configuration. Either increase the expected number of positions defined in the Meridian MAX Capacity Configuration, and reconfigure, or turn Report Control (RPRT, LD 23) off on some Queues. The real-time and historical reporting might be inconsistent.
"Maximum number of trunks (%d) exceeded" stats bnsrch.c The Meridian 1 definitions exceed allowable limit. Check that the Meridian 1 is configured for the parameters that Meridian MAX supports. If it is correct, then contact your Meridian MAX service representative. If it is not correct, reduce the number of supervisors defined in the Meridian 1.
"MEI Link Trace timer expired for link %d on port %ld" meit msg.c The MEI task closed the MEI link trace because the trace was active for more than 24 hours on the specified link. This helps to avoid filling the disk with link trace files. If the trace is restarted, it will be appended to the existing trace.
"MEI-Network link %d is enabled in database, but the MEI-Network option is disabled" meit msg.c This message indicates a Meridian MAX MEI internal error. Contact your Meridian MAX service representative.
"MEI-Observe link %d is enabled in database, but the MEI-Observe option is disabled" meit msg.c This message indicates a Meridian MAX MEI internal error. Contact your Meridian MAX service representative.
"MEI option is disabled. MEI performance trace cannot be enabled" HSLink hsl_main.c The MEI performance trace can only be turned on when the MEI option is enabled in the Meridian MAX.
"MEIT was stopped gracefully" meit msg.c This message appears when the MEI task is stopped by a request from the Meridian MAX. This occurs when a Meridian MAX supervisor disables the MEI links through the Miscellaneous Options screen in Parameter Administration. This message appears as a warning since stopping the MEI links can be done unintentionally from any supervisor workstation.
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Table 8-4 (continued)
Warning messages

Error Message **Task** **Module** **Explanation and Error Recovery Procedure**
"Memory allocation failure" <Task> <Module> Irregular system activity, a shortage of memory installed in the system, or a software error was detected. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs, then restart the Meridian MAX. Contact your Meridian MAX service representative.
"Menu is already created" lib_usrif menu.c The application is attempting to recreate a menu which was already defined. The impact to the user may vary. This is a problem with the application and should be reported to your Meridian MAX service representative.
"Message %s is not supported because the MEI option is disabled" HSLink hsl_main.c The message is not supported by Meridian MAX when the MEI option is disabled. Contact your Meridian MAX service representative.
"message (Defer_Sanity) from unknown program" MAPA Controller ctl_main.c An internal variable has reached an illegal state. Contact your Meridian MAX service representative.
"message from unknown program" MAPA Controller ctl_main.c An internal variable has reached an illegal state. Ignore the message if this is an isolated incident. Contact your Meridian MAX service representative if the problem persists.
"Message (DEFER_SANITY) from unknown program (pn %d, pid %d)" MAPA Controller ctl_main.c An internal variable has reached an illegal state. Ignore the message if this is an isolated incident. Contact your Meridian MAX service representative if the problem persists.
"Message is too long: %d, (max. is 1024)" libcommon msgapi.c This message indicates the inter-process message being sent is too long. Contact your Meridian MAX service representative should this problem persist.
"Message is too short: %d, (min. is 4)" libcommon msgapi.c This message indicates the inter-process message being sent is too short. Contact your Meridian MAX service representative should this problem persist.
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Table 8-4 (continued)
Warning messages

Error Message **Task**	**Module** **Explanation and Error Recovery Procedure**
"message must be >=0 and <=127" libmapa	mapa_lib.c A variable has reached an illegal state. Ignore the message if this is an isolated incident. Contact your Meridian MAX service representative if the problem persists.
"message recipient not running" MAPA Controller	ctl_master.c A system error has occurred. Check your release materials (that is, version number and system type). If they appear to be all right, reinstall the Meridian MAX release. If the problem persists, contact your Meridian MAX service representative.
"message recipient not running" MAPA Controller	ctl_main.c A system error has occurred. Restart the Meridian MAX. If the problem persists, contact your Meridian MAX service representative.
"message recipient unknown" <Task>	<Module> A system error has occurred. Restart the Meridian MAX. If the problem persists, contact your Meridian MAX service representative.
"message (Sick or Dead) from unknown program" MAPA Controller	ctl_main.c An internal variable has reached an illegal state. Ignore the message if this is an isolated incident. Contact your Meridian MAX service representative if the problem persists.
"Message (SICK OR DEAD) from unknown program (pn %d, pid %d)" MAPA Controller	ctl_main.c An internal variable has reached an illegal state. Ignore the message if this is an isolated incident. Contact your Meridian MAX service representative if the problem persists.
"Message size is too small: %d, (min. is 4)" libcommon	msgapi.c This message indicates that the size of the inter-process message is too small. If the problem persists, contact your Meridian MAX service representative.
"message type %d invalid" libmapa	mapa_lib.c A system error has occurred. Check your release materials (that is, version number and system type). If they appear to be all right, reinstall the Meridian MAX release. If the problem persists, contact your Meridian MAX service representative.
"MIS_NoMoreInformation" naclink	<Module> Informative. No action required.

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Table 8-4 (continued)
Warning messages

Error Message **Task** **Module** **Explanation and Error Recovery Procedure**
"MIS_NoMoreInformation–– No action" naclink <Module> Informative. No action required.
"Missing background color specification" lib_usrif pscreen.c There is a problem in the Video Attributes file for this device. A background color has been specified which is invalid. The user interface will continue reading the file. If you experience problems, specify a different terminal type. This should be reported to your Meridian MAX service representative.
"Missing definition for video attribute" lib_usrif pscreen.c An error was encountered while reading the Video Attributes file for this device. Certain information on the screen may not be displayed correctly. Try using a different terminal type. Report this problem to your Meridian MAX service representative.
"Missing foreground color specification" lib_usrif pscreen.c There is a problem in the Video Attributes file for this device. A foreground color has been specified which is invalid. The user interface will continue reading the file. If you experience problems, specify a different terminal type. This should be reported to your Meridian MAX service representative.
"Missing 'p' argument for –D command" mpsa lp_setup.c Arguments for 'lp_setup' are incorrect. Contact your Meridian MAX service representative for assistance.
"Missing 'p' argument for –F command" mpsa lp_setup.c Arguments for 'lp_setup' are incorrect. Contact your Meridian MAX service representative for assistance.
"Missing 'p', 'm', 'd' or 'c' argument for –A command" mpsa lp_setup.c Arguments for 'lp_setup' are incorrect. Contact your Meridian MAX service representative for assistance.
"Missing 'p', or 'm' argument for –C command" mpsa lp_setup.c Arguments for 'lp_setup' are incorrect. Contact your Meridian MAX service representative for assistance.

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Table 8-4 (continued)
Warning messages

Error Message **Task**	**Module** **Explanation and Error Recovery Procedure**
"mkdir fails for remote" MAPA Controller	ctl_master.c A file/directory was not found for the remote operation. The task should begin its recovery process and will start again without user intervention. If the problem persists, shut down the system, and contact your Meridian MAX service representative.
"mknod fails" MAPA Controller	<Module> A system error has occurred. Look for other recent messages and check their meaning. If these indicate other serious problems, then contact your Meridian MAX service representative. Otherwise, no action is required.
"MKNOD_REQ from unknown program" MAPA Controller	ctl_master.c An internal variable has reached an illegal state. Ignore the message if this is an isolated incident. Contact your Meridian MAX service representative if the problem persists.
"Modem initialization failure cleared" display	term_setup.c An modem initialize error has been cleared. No further action is required.
"Msg too short, need %d, got %d, ignoring msg" hslink	<Module> The Meridian MAX has received a Meridian 1 message which has specified a message length which is shorter than expected. If the problem persists, contact your Meridian MAX service representative.
"Msg type 0 at byte %d in HSL block – block ignored" HSLink	hsl_xform.c the Meridian MAX has received an invalid message from the Meridian 1. This message (and any others in the message block) will be ignored. This can indicate a communication problem on the High-Speed Link or a problem with the Meridian 1. If this message appears again, contact your Meridian MAX service representative.
"msgget fails" libcommon	msgapi.c This message indicates that the operating system could not get an inter-process message from a message queue. This may be caused by an operating system problem. Shut down and restart the system. If the problem persists, contact your Meridian MAX service representative.
"MSIT was stopped gracefully" msit	msi.c This is informative only. MSIT was requested for termination.

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Table 8-4 (continued)
Warning messages

Error Message **Task** **Module** **Explanation and Error Recovery Procedure**
"nACDNODE write field failed" naclink mis_sub.c A database error has occurred. Verify that the Meridian MAX installation has no errors. If no errors exist, then contact your Meridian MAX service representative. Otherwise, reinstall the Meridian MAX software. Contact your Meridian MAX service representative if the problem persists.
"nACDNODE write record failed" naclink mis_sub.c A database error has occurred. Verify that the Meridian MAX installation has no errors. If no errors exist, then contact your Meridian MAX service representative. Otherwise, reinstall the Meridian MAX software. Contact your Meridian MAX service representative if the problem persists.
"Names are not sorted as language not set" query qr_main.c A system error has occurred. Check that the report language is set in the report definition. Try to generate the report again. If the problem persists, contact your Meridian MAX service representative.
"NapTime process died – restarting" meit msg.c This message indicates a Meridian MAX MEI task internal error. Contact your Meridian MAX service representative. The Meridian MAX may recover by itself, but the error should still be reported because it is serious.
"NapTime counter is not being updated" meit msg.c This message occurs when the Meridian MAX timer is not being updated. This may result in P_EVENT_DATA messages not being sent every half–second when there is data to send. At worst, P_EVENT_DATA messages are sent when there are 512 bytes of P_EVENT_DATA units to send. Since this error is likely to occur only on busy systems, the 512 byte limit would likely be reached and the problem would have little effect on MEI clients. Contact your Meridian MAX service representative if the problem persists.
"Neigb. task (index %d) seems down – re–issuing request" HSLink hsl_main.c The HSLink program is attempting to communicate with the 'hdc' (index 0) or stats' (index 1) program but that program is not responding. HSLink is Trying again to establish communication with this program. A subsequent warning message will indicate if the program is assumed to be dead. If the Meridian MAX does not initialize, shut down and restart the system.
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Table 8-4 (continued)
Warning messages

Error Message **Task**	**Module** **Explanation and Error Recovery Procedure**
"Neighbouring task [%d] is not yet ready" HSLink	hsl_inilink.c The HSLink program was about to ask the Meridian 1 to start sending initialization data, but either the 'hdc' (task 0) or 'stats' (task 1) program was not ready to receive this data. This indicates an internal HSLink problem. If it persists, contact your Meridian MAX service representative.
"Network port is not a modem port – check MPSA %s" linkread	linkread.c The specified network port is not configured as a modem port. Shut down the system. Choose MPSA and change the network port as a modem port. Restart the system. If the problem persists, contact your Meridian MAX service representative.
"Never Received SVP UP Message from LINK LEADER" naclink	com_hdl.c A system error has occurred. The task should begin its recovery process and will start again without user intervention. If the problem persists, shut down the system, and contact your Meridian MAX service representative.
"New HistDB of zero expected number of records" DBSizer	dbsizer.c An empty new historical database of expected size zero is detected. Reconfigure the Meridian MAX capacity parameters through the Meridian MAX capacity configurator.
"New HistDB schema %s not found" DBSizer	dbsizer.c The Meridian MAX 9 historical database schema required for upgrades from MAX 3 to MAX 9 could not be found. Check the Application tape to make sure the schema is included on the tape and properly loaded on to the disk. Also, try using another application tape.
"new queue %10.0f not added to DN_CBLK" stats	st_msg.c The new DN to which the agent is being assigned is not known on the Meridian MAX and cannot be added. If Report Control is turned off the specified queue, it must be turned on in order to reassign a position to that queue. Verify that the measured number of queues does not exceed the expected number of queues in the Meridian MAX Capacity Configurator. If the measured number of queues exceeds the expected number of queues the Meridian MAX requires reconfiguring or turn Report Control off on some queues. If the problem persists, restart the Meridian MAX. If the problem still persists, contact your Meridian MAX service representative.

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Table 8-4 (continued)
Warning messages

Error Message **Task** **Module** **Explanation and Error Recovery Procedure**
"new supervisor %ld not added to SUPV_CBLK" stats st_msg.c The new Supervisor to which the agent is being assigned is not known on the Meridian MAX and cannot be added. If Report Control (RPRT, LD 23) is off for the queue to which the supervisor is assigned, it must be turned on in order to reassign a position to that Supervisor. Verify that the measured number of Supervisors does not exceed the expected number of Supervisors in the Meridian MAX Capacity Configurator. If the measured number of Supervisors exceeds the expected number of Supervisors the Meridian MAX requires reconfiguring or turn Report Control (RPRT, LD 23) off on some queues. If the problem persists, restart the Meridian MAX. If the problem still persists, contact your Meridian MAX service representative.
"nil mem_ptr" naclink app_smif.c Either insufficient memory was installed in the system, irregular system activities occurred, or a software error was detected. The task should begin its recovery process and will start again without user intervention. If the problem persists, shut down the system, and contact your Meridian MAX service representative.
"No '=' found in keyboard description entry" lib_usrif keyboard.c An error was encountered while reading the Keyboard Description file for this device. Some of the softkeys may not work properly. Try using a different terminal type. Report this problem to your Meridian MAX service representative.
"No '=' found in special character entry" lib_usrif pscreen.c An error was encountered while reading the Special Characters file for this device. Some characters may not be displayed correctly. Try using a different terminal type. Report this problem to your Meridian MAX service representative.
"No '=' found in video attribute entry" lib_usrif pscreen.c An error was encountered while reading the Video Attributes file for this device. Some information may not be displayed correctly on the screen. Try using a different terminal type. Report this problem to your Meridian MAX service representative.
"No Agent Priority Feature, no queues at pos %d" cclink ccl_sl1aud.c The Agent Priority feature is not set since there is no queues at the specified position.

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Table 8-4 (continued)
Warning messages

Error Message **Task** **Module** **Explanation and Error Recovery Procedure**
"No Buffers available–" naclink cmis_opdu.c Either insufficient memory was installed in the system, irregular activities occurred, or a software error was detected. The task should begin its recovery process and will start again without user intervention. If the problem persists, shut down the system, and contact your Meridian MAX service representative.
"No Buffers available" naclink mis_opdu.c Either insufficient memory was installed in the system, irregular activities occurred, or a software error was detected. The task should begin its recovery process and will start again without user intervention. If the problem persists, shut down the system, and contact your Meridian MAX service representative.
"No chnl left for net_link" naclink app_send.c Either insufficient memory was installed in the system, irregular activities occurred, or a software error was detected. The task should begin its recovery process and will start again without user intervention. If the problem persists, shut down the system, and contact your Meridian MAX service representative.
"no clean copies" MAPA Controller ctl_master.c A task failed while updating a database. Look for recent messages indicating database problems. If these indicate serious problems, then contact your Meridian MAX service representative. Otherwise, no user action is required.
"No daily acddn records to compact" age age_comp.c Informative only. No recorded activity was found for the previous day. If there was recorded activity, contact your Meridian MAX service representative.
"No daily activity records to compact" age age_comp.c Informative only. No recorded activity was found for the previous day. If there was recorded activity, contact your Meridian MAX service representative.
"No daily agent records to compact" age age_comp.c Informative only. No recorded activity was found for the previous day. If there was recorded activity, contact your Meridian MAX service representative.

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Table 8-4 (continued)
Warning messages

Error Message **Task** **Module** **Explanation and Error Recovery Procedure**
"No daily cdn records to compact" age age_comp.c Informative only. No recorded activity was found for the previous day. If there was recorded activity, contact your Meridian MAX service representative.
"No daily cdntar records to compact" age age_comp.c Informative only. No recorded activity was found for the previous day. If there was recorded activity, contact your Meridian MAX service representative.
"No daily dnis records to compact" age age_comp.c Informative only. No recorded activity was found for the previous day. If there was recorded activity, contact your Meridian MAX service representative.
"No daily overflow records to compact" age age_comp.c Informative only. No recorded activity was found for the previous day. If there was recorded activity, contact your Meridian MAX service representative.
"No daily route records to compact" age age_comp.c Informative only. No recorded activity was found for the previous day. If there was recorded activity, contact your Meridian MAX service representative.
"No daily trunk records to compact" age age_comp.c Informative only. No recorded activity was found for the previous day. If there was recorded activity, contact your Meridian MAX service representative.
"No element records associated with quadrant" display rt_queue.c A quadrant definition was found that contained no elements. Delete the quadrant definition and rebuild it using Display Definition. If the problem persists, contact your Meridian MAX service representative.
"No file to move to tape: table list empty" DBSizer devmgr.c There is not enough space to unload a database table. Furthermore there are no temporary files of DBSizer that can be moved to the tape to make space. Check the disk space. Ask your Meridian MAX service representative to delete unwanted files to have at least 6000 blocks in the root and 3000 blocks in the /usr partition. Restore the database backup, and try again.

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Table 8-4 (continued)
Warning messages

Error Message **Task** **Module** **Explanation and Error Recovery Procedure**
"No HSL initialization data were received – cannot proceed" HDC hdc_msg.c An End-of-Initialization High-Speed Link message was received by HDC, but HDC did not receive any initialization messages. This suggests a problem in the Meridian 1 HSL message stream. The Meridian 1 HSL should be reinitialized or the Meridian MAX shut down and re-started. If the problem persists, consult your Meridian MAX service representative.
"No master FCC record for config. status %d, type %x" common <Module> There was no previous customer configuration to overwrite. There are problems with the Database. Contact your Meridian MAX service representative.
"No MEI Port Number defined in xIFSTAT table" display pa_misc.c This message indicates that the MEI is enabled but there are no defined MEI port numbers. Shut down the Meridian MAX and define the MEI ports in the External Interface Configuration screen, described in the "Configuring the Meridian MAX" chapter. Contact your Meridian MAX service representative if the problem persists.
"no nodes in nODELIST!" display supmsg.c A database error has occurred. Verify that the Meridian MAX installation has no errors. If no errors exist, then contact your Meridian MAX service representative. Otherwise, reinstall the Meridian MAX software. If the problem persists, contact your Meridian MAX service representative.
"No primary ACD-DN for pos %ld, setting no thresholds" stats st_msg.c An internal error has occurred. Either a queue has been deleted from a multiple queue position, or the Meridian MAX internal tables have been corrupted. If a problem does occur, shut down and restart the system. If the problem persists, contact your Meridian MAX service representative.
"No reply from mapa for 2 mins" libmapa mapa_lib.c The system might be slow. Look for other recent messages and check their meaning. If these indicate other serious problems, then contact your Meridian MAX service representative. Otherwise, no action is required.

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Table 8-4 (continued)
Warning messages

Error Message **Task** **Module** **Explanation and Error Recovery Procedure**
"No response from CC_LINK (cc_sched main line)" cc_sched cc_sched.c The 'cc_sched' program has asked the 'cclink' program to perform a Configuration Control operation. The 'cclink' program did not respond within 1 minute as to whether the operation was complete. This could occur if you have scheduled a change order which takes more than one minute such as a configuration update on a system with many positions and queues.
"No such status in message" display supmsg.c The status of the supervisor messaging message may be incorrect. Look for other recent messages and check their meaning. If these indicate other serious problems, then contact your Meridian MAX service representative. Otherwise, no action is required.
"No terminating '\"' found for keyboard label" lib_usrif keyboard.c An error was encountered while reading the Keyboard Description file for this device. Some of the softkeys may not be labelled correctly. Try using a different terminal type. Report this problem to your Meridian MAX service representative.
"No working directory defined: SIZERTMP='%s'" DBSizer devmgr.c The environment variable SIZERTMP is not defined or empty. Shut down the Meridian MAX, restart the system, and then try again.
"Node %d is disabled, cannot connect to MAX" naclink naclink.c The specified node is currently disabled. The connection to the Meridian MAX node from NAC is not made. Choose Parameter Administration option (Network Definition) to ensure the node is enabled. Check that the hardware connection between the Meridian MAX and the modem/cable is correct and secure. If the problem persists, contact your Meridian MAX service representative.
"nODELIST write field failed" naclink mis_sub.c A database error has occurred. Verify that the Meridian MAX installation has no errors. If no errors exist, then contact your Meridian MAX service representative. Otherwise, reinstall the Meridian MAX software. Contact your Meridian MAX service representative if the problem persists.

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Table 8-4 (continued)
Warning messages

Error Message **Task**	**Module** **Explanation and Error Recovery Procedure**
"nODELIST write record failed" naclink	mis_sub.c A database error has occurred. Verify that the Meridian MAX installation has no errors. If no errors exist, then contact your Meridian MAX service representative. Otherwise, reinstall the Meridian MAX software. Contact your Meridian MAX service representative if the problem persists.
"NOP OPDU too long to be handled correctly" naclink	com_hdl.c The NOP OPDU message's length exceeds the system define limits. Look for other recent messages and check their meaning. If these indicate other serious problems, then contact your Meridian MAX service representative. Otherwise, no action is required.
"Not enough disk space in '%s' partition" DBSizer	devmgr.c The available disk space is too low in the disk partition '%s.' A minimum of 6000 blocks in root and 3000 blocks in /usr must be available for temporary working files. Ask your Meridian MAX service representative to delete unwanted files. Restore the database, and try again.
"Not enough disk space for new HistDB: req %d, avail %d (BLKs)" DBSizer	<Module> There is not enough disk space available to create a new Historical Database. At least "req %d" blocks are required in the disk partition where this database resides, while only "avail %d" blocks are available. Ask your Meridian MAX service representative to delete unwanted files and try again.
"Not enough disk space to reload HistDB: %ld + %ld BLKs required" DBSizer	dbsizer.c There is not enough disk space available to reload the Historical Database.The disk partition for the database must have (the first) "%ld" free blocks for the new database; and some partition must have (the second) "%ld" blocks to hold the largest unloaded database table, in addition to the free blocks required by the new Historical Database. Ask your Meridian MAX service representative to delete unwanted files and try again.
"Not enough memory to start transient program" MAPA Controller	ctl_master.c Not enough disk space is available to unload the Historical Database. The largest table requires "%ld" blocks on a single disk partition in addition to the required temporary disk space (6000 blocks in root, 3000 in/usr). Ask your Meridian MAX service representative to delete unwanted files and then try again.

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Table 8-4 (continued)
Warning messages

Error Message **Task** **Module** **Explanation and Error Recovery Procedure**
"Not enough disk space to unload HistDB (largest tbl %ld BLKs)" DBSizer dbsizer.c Not enough disk space is available to unload the Historical Database. The largest table requires "%ld" blocks on a single disk partition in addition to the required temporary disk space (6000 blocks in root, 3000 in/usr). Ask your Meridian MAX service representative to delete unwanted files and then try again.
"Not enough space to mv %s from tape to disk" DBSizer <Module> Not enough space is available to copy file '%s' from tape to the disk. Delete all unwanted files from the disk (at least 6000 blocks available in the root and 3000 in /usr partitions are required), restore the database backup, and try again.
"Not enough space to unload %s to disk" DBSizer dbmgr.c Failed to allocate enough space to unload table '%s' onto the disk. Ask your Meridian MAX service representative to delete all unwanted files from the disk (at least 6000 blocks available in the root and 3000 in /usr partitions are required), restore the database backup, and try again.
"Nquery file: Cannot create file" libquery query.c An internal system variable has reached an illegal state. Repeat the operation. If the problem persists, shut down and restart the system. If the problem persists, contact your Meridian MAX service representative.
"Nquery file: Cannot write data" query qr_main.c An internal system variable has reached an illegal state. Repeat the operation. If the problem persists, shut down and restart the system. If the problem persists, contact your Meridian MAX service representative.
"Nquery file: Cannot write header info" query qr_main.c An internal system variable has reached an illegal state. Repeat the operation. If the problem persists, shut down and restart the system. If the problem persists, contact your Meridian MAX service representative.
"Old (non–control) HSL msg type %d/0x%x is ignored" HSLink hsl_xform.c The Meridian 1 has sent a High-Speed Link message which is no longer supported by MAX. This indicates a problem with the Meridian 1. Contact your Meridian MAX service representative.

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Table 8-4 (continued)
Warning messages

Error Message **Task** **Module** **Explanation and Error Recovery Procedure**
"old queue %10.0f not found" stats st_msg.c The specified queue is no longer found in the Meridian MAX. Check the Configuration Control transaction log for any errors. Look for other recent messages and check their meaning. Verify that Report Control has not been turned off for the specified queue. If the problem persists, initialize the switch or restart MAX. If the problem still persists, contact your Meridian MAX service representative.
"open fails for to_client" MAPA Controller ctl_master.c A system error has occurred. The task should begin its recovery process and will start again without user intervention. If the problem persists, shut down the system, and contact your Meridian MAX service representative.
"Option –d is valid with MAX 5 or higher" DBAUDIT dbaudit.c Invalid argument was supplied to DBAUDIT task. Contact your Meridian MAX service representative. The system should function normally except that the auditing message on the Meridian MAX Capacity Configuration screen may not be accurate.
"Options –[P|p|b|d] must be used with –u." DBAUDIT dbaudit.c Invalid argument is supplied to DBAUDIT task. Contact your Meridian MAX service representative. The system should function normally except that the auditing message on the Meridian MAX Capacity Configuration screen may not be accurate.
"Options –b, –P, –p, and –d are not compatible." DBAUDIT dbaudit.c Invalid argument is supplied to DBAUDIT task. Contact your Meridian MAX service representative. The system should function normally except that the auditing message on the Meridian MAX Capacity Configuration screen may not be accurate.
"Options –m must be used with –b." DBAUDIT dbaudit.c Invalid argument is supplied to DBAUDIT task. Contact your Meridian MAX service representative. The system should function normally except that the auditing message on the Meridian MAX Capacity Configuration screen may not be accurate.
"orphan Comm Manager" MAPA Controller ctl_utils.c Informative only. No user action is required.

—continued—

Table 8-4 (continued)
Warning messages

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

"Output device is Datastream but, Data stream option is not purchased"
rptgen rpt_utils.c
A system error has occurred. Try generating the report again. If the problem persists, contact your Meridian MAX service representative.

"Output queue overflowed"
meit msg.c
An internal Meridian MAX MEI error has caused the Meridian MAX to miss sending a message to the MEI client. Contact your Meridian MAX service representative.

"Output queue overflowed"
msit msi.c
This indicates either the LAN traffic was congested or Meridian MAX was under a heavy load. The oldest message in the output queue was discarded.

"over size message is received"
msit comm.c
The software received a large message from the MSI client. This may indicate that a problem occurred in the MSI client.

"parent unknown"
MAPA Controller ctl_utils.c
An internal variable has reached an illegal state. Ignore the message if this is an isolated incident. Contact your Meridian MAX service representative if the problem persists.

"Partial CC message received – message discarded"
lib_cc rcv_packet.c
Informative only. No user action is required.

"Periodic function list is full"
lib_usrif keyboard.c
The application is attempting to add a callback function, however the maximum number of these functions has been exceeded. This is a problem with the application and should be reported to your Meridian MAX service representative.

"PEV Supb reassign failed: posn %ld old %ld new %ld"
stats st_msg.c
An internal error has occurred. An attempted supervisor reassignment at login could not be completed in the Meridian MAX internal tables. If the problem persists, contact your Meridian MAX service representative.

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Table 8-4 (continued)
Warning messages

Error Message **Task**	**Module** **Explanation and Error Recovery Procedure**
"pfield failed for int_rte in sys" int_route	int_route.c A database error occurred while trying to update a database table record. If this occurs often, shut down your Meridian MAX and perform a database check on the affected database. If this does not solve the problem, restore a recent version of the database backup tape. If the problem is still not corrected, contact your Meridian MAX service representative.
"pfield failed for selected profile" sizer	dbsizer.c A database error occurred while trying to update a system database table record. See the "Database errors" section for further instructions.
"pfield failure [%d] –– field number: %d" age	age_update.c A database error occurred while trying to update a database table record. If this occurs often, shut down your Meridian MAX and perform a database check on the affected database. If this does not solve the problem, restore a recent version of the database backup tape. If the problem is still not corrected, contact your Meridian MAX service representative.
"Physical character code is invalid" lib_usrif	pscreen.c An invalid character code was encountered while reading the Special Characters file for this device. This problem can occur if the code is negative or greater than 255. Try using a different terminal type. This is a problem with the application and should be reported to your Meridian MAX service representative.
"Pipe # %d is overflowing (lvl %d). So far %d msgs lost" HSLink	hsl_xform.c There was too much information being passed onto the 'hdc' (Pipe # 0) or to 'stats' (Pipe # 1) program. Some information will be lost and either historical data or real-time display will be affected. This may be caused by extremely high call traffic or bursts of High-Speed Link messages. If this message appears again, contact your Meridian MAX service representative.
"pipe directory not found" MAPA Controller	ctl_main.c A file cannot be found. Verify that the Meridian MAX installation has no errors. If no errors exist, then contact your Meridian MAX service representative. Otherwise, reinstall the Meridian MAX software. Contact your Meridian MAX service representative if the problem persists.
"Pipe (file descriptor %d) is not in Read–Only mode – request ignored" common	intertask.c An internal request was made to empty a pipe that was not in the correct mode and the request is ignored. No user action required.

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Table 8-4 (continued)
Warning messages

Error Message **Task**	**Module** **Explanation and Error Recovery Procedure**
"Pipe (index %d) is at level %d – lost MIS msg ID %d/0x%x (of threshold %d)" HSLink	hsl_xform.c There was too much information being passed onto the 'hdc' (index 0) or to 'stats' (index 1) program. Some information will be lost and either historical data or real-time display will be affected. This may be caused by extremely high call traffic or bursts of High-Speed Link messages. If this message appears again, contact your Meridian MAX service representative.
"Pipe (index %d) overflow disabled – discarded %d msgs" HSLink	hsl_main.c There was too much information being passed onto the 'hdc' (index 0) or to 'stats' (index 1) program. Some information will be lost and either historical data or real-time display statistics will be affected. This may be caused by extremely high call traffic or bursts of High-Speed Link messages. If this message appears again, contact your Meridian MAX service representative.
"PLS_MKNOD from unknown program" MAPA Controller	ctl_main.c An internal variable has reached an illegal state. Ignore the message if this is an isolated incident. Contact your Meridian MAX service representative if the problem persists.
"PLS_UNLINK from unknown program" MAPA Controller	ctl_main.c An internal variable has reached an illegal state. Ignore the message if this is an isolated incident. Contact your Meridian MAX service representative if the problem persists.
"Pos. %d [acd index, dstQ, agt ID] keys mismatch:[%d, %d, %d, %d, %d] != [%d, %d, %d, %d, %d] in HSL msg ID %d" HDC	hdc_util.c When the given HSL message with a Pos. ID was processed by HDC, it detected that one or more key's identifying the call do not match those stored internally in HDC. This could be due to lost HSL messages due to internal throttling between HDC and HSLink or in the incoming Meridian 1 HSL stream. This may not be a serious error since HDC task attempts to recover from this. The message simply flags that some historical ACD statistics may be lost. If this problem persists, contact your Meridian MAX service representative. Note that this error message will always appear if either the crucial Dest. ACD-DN or agent IDs do not match those stored in HDC. In order to see mismatch of the other keys, all of the informational messages need to be enabled.
"Pos. ID %ld: cannot find ACD-DN %ld for priority change to %d" stats	st_msg.c A priority change message has been received by the Meridian MAX from the Meridian 1 which specifies a queue which is not currently assigned to the position. If the problem persists, contact your Meridian MAX service representative.

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Table 8-4 (continued)
Warning messages

Error Message **Task**	**Module**
Explanation and Error Recovery Procedure	
"Pos. ID %ld: cannot find old ACD-DN, APR says %ld –> %ld" stats	st_msg.c
A position reassignment message has been received by the Meridian MAX from the Meridian 1 which specifies an old queue which is not currently assigned to the position. If the problem persists, contact your Meridian MAX service representative.	
"Pos id %d: current DN is %d, PSC says %d" stats	st_msg.c
The position is not assigned to the ACD-DN to which the MAX says it is assigned. This may have been caused by a loss of messages from the Meridian 1. Check the configuration control transaction log for error messages. Use configuration control to assign the position to the DN specified by the Meridian 1 or initialize the Meridian 1. If the problem persists, contact your Meridian MAX service representative.	
"Pos. ID %d: previous ACD-DN = %d, but APD says %d" HDC	hdc_msg.c
This error message will occur after the given position ID is deleted in Meridian 1 and the ACD-DN assumed by the HDC task for the position does not match the value received in the Agent Position Delete (APD) Meridian 1 message. This mismatch could be caused by loss of Meridian 1 HSL messages due to pipe throttling occurred or due to problems with the Meridian 1 message stream. No user intervention is required since HDC will correct itself. If the problem persists, contact your Meridian MAX service representative.	
"Pos. ID %d: previous ACD-DN = %d, but APR says %d –> %d" stats	st_msg.c
This error message occurs after agents are moved from one ACD-DN to another and the ACD-DN assumed by the stats task for the given position ID does not match the value received in the Agent Position Reassign (APR) Meridian 1 message. This mismatch could be due to a loss of Meridian 1 messages earlier (especially if any pipe throttling occurred), fault in the stats task or in the Meridian 1 message stream. No user intervention is required since the stats task corrects itself. If the problem persists, contact your Meridian MAX service representative.	
"Pos. Key [acd index, dst Q, agt ID] cannot be found for Pos. %d: [%d, %d, %d], msg id is %x" HDC	hdc_util.c
When the given HSL message with a Pos. ID was processed by HDC, it detected that one or more key's identifying the call do not match those stored internally in HDC. This could be due to lost HSL messages or due to internal throttling between HDC and HSLINK or in the incoming Meridian 1 stream. This may not be a serious error since HDC task attempts to recover from this. The message simply flags that some historical ACD statistics may be lost. If the problem persists, contact your Meridian MAX service representative. In order to see the mismatch of other keys, all of the informational messages need to be enabled.	

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Table 8-4 (continued)
Warning messages

Error Message **Task**	**Module** **Explanation and Error Recovery Procedure**
"Position %d not currently assigned to queue %d" stats	st_msg.c An internal error has occurred. A message has been received from the Meridian 1 which specifies that a position services a particular queue. The assignment does not agree with the Meridian MAX internal tables. If the problem persists, contact your Meridian MAX service representative.
"Position %d not currently assigned to supervisor %d" stats	<Module> An internal error has occurred. A message has been received from the Meridian 1 which specifies that a position has been assigned to particular supervisor. The assignment does not agree with the Meridian MAX internal tables. If the problem persists, contact your Meridian MAX service representative.
"position data open failure –– access: write" display	sysrpts.c A system error has occurred. Ignore the message if this is an isolated incident. However, if the problem occurs several times, contact your Meridian MAX service representative.
"Position ID %d [agt. ID %d] has wrong state [%d]" HDC	hdc_close.c An internal HDC task inconsistency was detected. While doing an audit of the given position ID (and its agent ID), the position had a state value (as shown) that was out of the valid range expected by the Meridian MAX. This error might occur if there is a problem with memory or the Meridian 1 message stream. No user intervention is required if this is an isolated event. If the problem persists, contact your Meridian MAX service representative.
"Position not found" stats	st_msg.c Tried to change the priority of a position not defined on Meridian MAX. Verify that Report Control (RPRT, LD 23) is on for the queue to which the position is assigned. Also verify that the expected number of positions does not exceed the measured number of positions. Reconfigure the Meridian MAX Capacity Configuration or turn Report Control (RPRT, LD 23) off for some queues if the measured number of positions exceeds the expected number of queues. If the problem persists, restart the Meridian MAX. If the problem still persists, contact your Meridian MAX service representative.
"Position %d not currently assigned to supervisor %10.0f" stats	st_msg.c The position is not assigned to the supervisor specified. This may be due to loss of messages from the Meridian 1. To clear the problem, initialize the Meridian 1 or restart the Meridian MAX.

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Table 8-4 (continued)
Warning messages

Error Message **Task**	**Module** **Explanation and Error Recovery Procedure**
"Position %d not currently assigned to supervisor %d" stats	st_msg.c The position is not assigned to the supervisor specified. This may be due to loss of messages from the Meridian 1. To clear the problem, restart the Meridian MAX.
"Position %ld not assigned to the queue %10.0f" stats	st_msg.c The position is not assigned to the queue specified. This may be due to loss of messages from the Meridian 1. To clear the problem, restart the Meridian MAX.
"Position %ld not currently assigned to queue %10.0f" stats	st_msg.c The position is not assigned to the ACD-DN to which the Meridian MAX says it is assigned. This may have been caused by a loss of messages from the Meridian 1. Check the configuration control transaction log for error messages. Use configuration control to reassign the position to the ACD-DN specified by the Meridian 1 or initialize the Meridian 1. If the problem persists, contact your Meridian MAX service representative.
"Potential memory corruption: string too long [%d]" libcommon	print_job.c This error message should only appear on a dual module system. The system command string length is too long. Shut down and restart the Meridian MAX. If the problem persists, contact your Meridian MAX service representative.
"Prime number flag map of size %d * %d bytes cannot be allocated" libcommon	primes.c The task was attempting to allocate (%d * %d) bytes of system memory (RAM) to create a map for prime numbers, but failed. Look for other error messages around the same time. The task will not restart due to this error message but it may run into problems later. Shut down and restart the system. If the problem persists, contact your Meridian MAX service representative.
"Printer type '%s' is not supported" display	rt_common.c An internal database error has occurred, and MAX is attempted to print using an unsupported printer type. The printer type is indicated in the error message text. An error message was also generated to the supervisor's screen indicating that a printer request failed. Check the Meridian MAX hardware configuration to ensure that the printers defined as default printers for the supervisor are correctly defined. If the problem persists, delete and re-add the printer. It this does not resolve the problem, contact your Meridian MAX service representative.

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Table 8-4 (continued)
Warning messages

Error Message **Task** **Module** **Explanation and Error Recovery Procedure**
"Process terminated by sigterm – finishing dump" HDC hdc_util.c The HDC task's child process received a signal to terminate. However, it will not honor this request since it must properly finish dumping all of the historical data from memory into the Hist. Data Database. Ignore the message if this is an isolated incident. If this message appears several times, contact your Meridian MAX service representative.
"Processing is taking a long time" grgen grgen.c Formatting of a graphical report is taking an unusually long time. This is not a problem unless other error messages occur at the same time.
"Processing time limit exceeded" grgen grgen.c Formatting of a graphical report overran a processing time limit. The report will be aborted. Contact your Meridian MAX service representative.
"Processing time limit exceeded" query qr_utils.c A system error has occurred. Contact your Meridian MAX service representative.
"Processing time limit exceeded for sort" rptgen log_gen.c An internal error has occurred. A requested report will fail to be generated. Print the report again. If the problem persists, contact your Meridian MAX service representative.
"Profile record not found" msit msi.c The software has a problem reading the MSI enabled/disabled field from the profile tabled in the Meridian MAX database. The MSI link was defaulted to disabled. Contact your Meridian MAX service representative.
"prog_table is full" MAPA Controller <Module> This error message indicates that 100 programs are running on the system and that the 101st program will not be started. Some degradation in service may be noticed depending on which program was attempting to start. This could be caused by too many reports scheduled at one time. It could also be caused by an extremely large database which takes many hours to 'age' which holds access to the data database until it completes. One scenario of this is with Trunk Level Reporting turned on. Check your system for either of these conditions.

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Table 8-4 (continued)
Warning messages

Error Message **Task**	**Module** **Explanation and Error Recovery Procedure**
"program did not have data base locked" MAPA Controller	ctl_master.c An internal variable has reached an illegal state. Ignore the message if this is an isolated incident. Contact your Meridian MAX service representative if the problem persists.
"Program display (pid xxxx) is insane" <Task>	<Module> The display task has terminated abnormally. This could be caused by a supervisor running the Meridian Terminal Emulator (MTE) under multitasking operating systems such as Microsoft Windows, which is not supported. Ensure the supervisor runs MTE directly from DOS. Another possible cause is MTE running on the LAN with an insufficient number of PC/TCP kernel packet buffers. This may cause the supervisor's LAN session to be disconnected. Refer to the PC/TCP User's Manual to increase the number of packet buffers. Contact your Meridian MAX service representative if the cause of the error is other than what is mentioned here.
"program hdc (%d) is insane" MAPA Controller	ctl_main.c The 'hdc' task has failed. Check for other error messages from the task. Logoff all users from the system and shut down the system (do not power down the system). Log on as 'maint' and select the Backup and Restore Utilities menu from the Maintenance and Administration menu. From the Backup and Restore Utilities menu, start the Data Database Check function. This function will check the Data database for internal errors and, if possible, correct them. The entire process takes about 40 minutes. For more information on this function, refer to the "Maintenance and administration programs: system running" and "Maintenance and administration programs: system shut down" chapters. If the problem persists, contact your Meridian MAX service representative.
"Program status error %s %d" naclink	app_send.c A system error has occurred. Look for other recent error messages relevant to this message. If the messages found are serious, shut down the system, and contact your Meridian MAX service representative. Otherwise, ignore this message.
"Program status error %s %d" naclink	app_rcv.c A system error has occurred. Look for other recent error messages relevant to this message. If the messages found are serious, shut down the system, and contact your Meridian MAX service representative. Otherwise, ignore this message.

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Table 8-4 (continued)
Warning messages

Error Message **Task**	**Module** **Explanation and Error Recovery Procedure**
"Program status error" naclink	app_rcv.c A system error has occurred. The task should begin its recovery process and will start again without user intervention. If the problem persists, shut down the system, and contact your Meridian MAX service representative.
"program %s (%d) is insane" MAPA Controller	ctl_main.c A task has failed. Check for error messages from the named task (%s). If the problem persists, contact your Meridian MAX service representative.
"program %s is insane" control	msg_functs.c A task has failed. Check for error messages from the named task (%s). If the problem persists, contact your Meridian MAX service representative.
"prog_table is full" MAPA Controller	<Module> This error message indicates that 100 programs are running on the system and that the 101st program will not be started. Some degradation in service may be noticed depending on which program was attempting to start. This could be caused by too many reports scheduled at one time. It could also be caused by an extremely large database which takes many hours to 'age' which holds access to the data database until it completes. One scenario of this is with Trunk Level Reporting turned on. Check your system for either of these conditions.
"Protocol violation (invalid primitive)" meit	msg.c This message indicates a Meridian MAX MEI task internal error. Some messages from the switch may not appear on the MEI link. Contact your Meridian MAX service representative.
"Protocol violation (invalid primitive)" msit	msi.c The software received an invalid message from the MSI client.
"Protocol violation (invalid state)" meit	msg.c This message indicates a Meridian MAX MEI task internal error. Some messages from the switch may not appear on the MEI link. Contact your Meridian MAX service representative.
"Protocol violation (invalid state)" msit	msi.c The software reach an invalid protocol state. This should never happen. Contact your Meridian MAX service representative.

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Table 8-4 (continued)
Warning messages

Error Message **Task**	**Module** **Explanation and Error Recovery Procedure**
"read err on pipe %s; errno:%d" MAPA Controller	<Module> A networking error has occurred between the two modules. Ignore the message if this is an isolated incident. Contact your Meridian MAX service representative if the problem persists.
"Read error on main input pipe – not the whole msg read" HDC	hdc_main.c The HDC task failed to extract (even after 1/2 second) a complete HSL message from its main input pipe. This is an internal operating system error and should be investigated further by your Meridian MAX service representative as soon as possible.
"read error while reading SOH" common	nacd_msg.c A system error has occurred. The task should begin its recovery process and will start again without user intervention. If the problem persists, shut down the system, and contact your Meridian MAX service representative.
"read error: read %d bytes instead of %d" common	nacd_msg.c A system error has occurred. The task should begin its recovery process and will start again without user intervention. If the problem persists, shut down the system, and contact your Meridian MAX service representative.
"read error while finding header" common	nacd_msg.c A system error has occurred. The task should begin its recovery process and will start again without user intervention. If the problem persists, shut down the system, and contact your Meridian MAX service representative.
"read error while reading message" common	nacd_msg.c A system error has occurred. The task should begin its recovery process and will start again without user intervention. If the problem persists, shut down the system, and contact your Meridian MAX service representative.
"READ: error decrementing semaphore value" lock	<Module> Irregular system activity, a shortage of memory installed in the system, or a software error was detected. Ignore the message if this is an isolated incident. However, if the problem occurs several times, contact your Meridian MAX service representative.

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Table 8-4 (continued)
Warning messages

Error Message **Task**	**Module** **Explanation and Error Recovery Procedure**
"READ: error getting semaphore value" lock	<Module> A system error has occurred. Look for other recent messages relevant to this program or scenario, and check their meaning. If these indicate other serious problems, then contact your Meridian MAX service representative. Otherwise, no action is required.
"Read of selected record failed" query	qr_secsel.c A system error has occurred. Look for other recent messages relevant to this program or scenario, and check their meaning. If these indicate other serious problems, then call you MAX service representative.
"Read invalid platform %s from platform file" meit	msg.c This message indicates a Meridian MAX MEI task internal error. Disable MEI in the Miscellaneous Options screen in Parameter Administration. Save and exit the screen before reentering it and reenabling the MEI links. Contact your Meridian MAX service representative if the problem persists.
"Reassign %d–%d from %10.0f to %10.0f failed (new unknown)" stats	st_msg.c Stats tried to reassign a trunk to another ACD-DN/CDN but the new ACD-DN/CDN is not known to stats. Verify that the unknown ACD-DN/CDN has Report Control (RPRT, LD 23) turned on. Also verify that the measured number of queues does not exceed the expected number of queues in the Meridian MAX Capacity Configuration. If the problem persists, restart the Meridian MAX. If the problem still persists, contact your Meridian MAX service representative.
"Reassign %d–%d from %10.0f to %10.0f failed (old unknown)" stats	st_msg.c Stats tried to reassign a trunk to another ACD-DN/CDN but the current ACD-DN/CDN is not known to stats. Verify that the unknown ACD-DN/CDN has Report Control (RPRT, LD 23) turned on. Also verify that the measured number of queues does not exceed the expected number of queues in the Meridian MAX Capacity Configuration. If the problem persists, restart the Meridian MAX. If the problem still persists, contact your Meridian MAX service representative.
"Reassignment of fewer ACD-DNs than expected for pos %ld" stats	st_msg.c An IPD message has been received for a position which was previously initialized. The new message specifies fewer queues than were previously initialized.
"Received an invalid message with day_no: %d" ager	ag_lstdmp.c This message indicates an invalid message is received from the 'hdc' program. You can ignore this problem. If it occurs often, however, contact your Meridian MAX service representative.

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Table 8-4 (continued)
Warning messages

Error Message **Task**	**Module** **Explanation and Error Recovery Procedure**
"Received bad date and time – MAX clock unchanged"	
HSLink	hsl_utils.c
MAX has received the time and date from the Meridian 1 but the time/date was invalid and will be ignored by MAX. If this occurs frequently there may be a problem with the Meridian 1 and the Meridian MAX service representative should be contacted.	
"Received invalid treatment [%d] in M1 CCR/EAR msg"	
HDC	hdc_msg.c
HDC detected an invalid treatment type value in the "CCR/EAR Call Modified" message received from the Meridian 1. The message is ignored. This suggests a fault in the Meridian 1 message stream passed to the HDC task. If this problem persists, contact your Meridian MAX service representative.	
"Received M1 year outside the range of valid years (1970 – 2037) – MAX clock unchanged. Check the M1 date and time."	
HSLink	Uhsl_utils.c
The Meridian MAX supports dates between 1970 and 2037. If the Meridian 1 date is set outside this range, it is rejected by the Meridian MAX. The information received from the Meridian 1 is than processed using the last valid Meridian MAX date. The time stamp on the Meridian 1 message is not used. The Meridian 1 date and time should be corrected.	
"Received oversize message"	
meit	msg.c
The Meridian MAX received an invalid message from an MEI client. Contact the MEI client's service representative.	
"Received P_REQUEST on link %d (port %ld) while sending init msg from prev P_REQ – terminating init"	
meit	msg.c
The MEI client sent a P_REQUEST while waiting for MEI initialization from a previous P_REQUEST to complete. If initialization takes too long (for example, longer than 10 minutes) before MEI init messages are sent to the client, contact your Meridian MAX service representative. Otherwise, contact the MEI client's service representative.	
"Received P_REQUEST on link %d (port %ld) while waiting for stats end init msg from prev P_REQ – ignoring msg"	
meit	msg.c
The MEI client sent a P_REQUEST while waiting for MEI initialization from a previous P_REQUEST to complete. If initialization takes too long (for example, longer than 10 minutes) before MEI init messages are sent to the client, contact your Meridian MAX service representative. Otherwise, contact the MEI client's service representative.	

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Table 8-4 (continued)
Warning messages

Error Message **Task** **Module** **Explanation and Error Recovery Procedure**
"Received unexpected msg ID [%d]=[0x%x] from HSLink" HDC hdc_msg.c HDC detected an unknown HSL message ID from the Meridian 1. The message will be discarded. The message ID is shown both in decimal and in hexadecimal (x) format. If this is an isolated event, no action is required. If up to three consecutive unknown message IDs are detected, HDC will be restarted and the FATAL error "HDC seems out of sync with HSLink – task shutdown" message will be displayed. See this error message for appropriate action.
"Receiving MEI_INIT_DATA msg but MEI option is disabled" stats receive.c This message is not supported by Meridian MAX when the MEI option is disabled. Contact your Meridian MAX service representative.
"Referenced record could not be deleted –– table: %s" <Task> <Module> A database error occurred. See the "Database errors" section for further instructions.
"Report control semaphore release failed" Report Control rpt_ctl.c A system error has occurred. Look for other recent messages and check their meaning. If these indicate other serious problems, then contact your Meridian MAX service representative. Otherwise, no action is required.
"Report control semaphore request failed" Report Control rpt_ctl.c A system error has occurred. Look for other recent messages and check their meaning. If these indicate other serious problems, then contact your Meridian MAX service representative. Otherwise, no action is required.
"report generation failed" sys_rpts rpt_proc.c the Meridian MAX tried to generate a System Report but failed. Ask the supervisor to print the report again. If it fails again, check for other related messages and contact your Meridian MAX service representative.
"Request for dow change failed" age age_init.c Either insufficient memory was installed in the system, irregular system activities occurred, or a software error was detected. Contact your Meridian MAX service representative if the problem persists.

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Table 8-4 (continued)
Warning messages

Error Message **Task** **Module** **Explanation and Error Recovery Procedure**
"request for graph failed" display mapaif.c A system error occurred. Repeat the print function. If the problem persists, shut down and restart the system. Repeat the print function again. If the problem persists, contact your Meridian MAX service representative.
"Request for prog_table entry failure" <Task> <Module> The transient task <Task> could not register with MAPA and is waiting to be registered before proceeding with its normal processing. This error can occur if there are over 100 tasks already registered with MAPA and the new transient task could not be registered right away. For example, the standard, end-of-interval HDC dumping task will wait if it cannot register with MAPA. This error may occur only under heavily load. It is recommended to reduce the number of transient tasks by, for example, reducing the number of reports being generated. If this problem still persists, contact your Meridian MAX service representative. If this error message appears during system shutdown, it can be ignored.
"request for report failed" display mapaif.c A system error occurred. Repeat the print function. If the problem persists, shut down and restart the system. Repeat the print function again. If the problem persists, contact your Meridian MAX service representative.
"request for system report failed" display mapaif.c A system error occurred. Repeat the print function. If the problem persists, shut down and restart the system. Repeat the print function again. If the problem persists, contact your Meridian MAX service representative.
"Request is not supported" HDC hdc_main.c HDC received an MIS message from the operating system message queue with an unknown request (that is, MIS msg sub-type), and thus ignored it. If this message reappears, contact your Meridian MAX service representative.
"Request (type %d from task ID %ld) is not supported" HSLink hsl_main.c The HSLink task received an MIS message from the operating system message queue with an unknown request (that is, the given MIS msg type) from the given MIS task and thus ignored it. If this message reappears, contact your Meridian MAX service representative.
"Requested supervisor (%d) is unknown" cclink ccl_posn.c Informative only. No user action is required.
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Table 8-4 (continued)
Warning messages

Error Message **Task**	**Module** **Explanation and Error Recovery Procedure**
"Requesting init data from CMSI"	
naclink	naclink.c
The system has requested an initialization from CMIS. No action required.	
"requestor unknown"	
MAPA Controller	ctl_master.c
An internal variable has reached an illegal state. Ignore the message if this is an isolated incident. Contact your Meridian MAX service representative if the problem persists.	
"Required keyboard label string is missing"	
lib_usrif	keyboard.c
An error was encountered while reading the Keyboard Description file for this device. Some of the softkeys may be labelled with '??.' Try using a different terminal type. Report this problem to your Meridian MAX service representative.	
"Required task for MEI not active"	
meit	msg.c
The HSLink or Stats tasks are not active. This may not be a problem, especifally during Meridian MAX installation. In that case, wait for the Meridian MAX tasks to come up before connecting any MEI clients. However, if this message appears when the Meridian MAX is running properly, contact your Meridian MAX service representative. The Meridian MAX is running properly when the High-Speed Link is properly connected and Meridian MAX statistics are appearing and changing in the Queue Statistics Display.	
"Restoring database on %s from %s"	
MAPA Controller	ctl_master.c
Informative only. No user action is required.	
"RO was rejected----"	
naclink	mis_opdu.c
A Remote Operation was rejected. Look for other recent messages and check their meaning. If these indicate other serious problems, then contact your Meridian MAX service representative. Otherwise, no action is required.	
"Rptdefn sel_key %d, low (%d) != high (%d)"	
rptgen	rpt_gen/rptgen.c
A report parameter definition has an incorrect list in the selection key.	
"rptgen has exceeded its allowable processing time"	
sys_rpts	rpt_proc.c
Irregular system activity, a shortage of memory installed in the system, or a software error was detected. Check the definition to ensure that it was established properly. Perform the print function again. Contact your Meridian MAX service representative if the problem persists.	

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Table 8-4 (continued)
Warning messages

Error Message **Task**	**Module** **Explanation and Error Recovery Procedure**
“sanity from unknown PN” MAPA Controller	ctl_master.c An internal variable has reached an illegal state. Ignore the message if this is an isolated incident. Contact your Meridian MAX service representative if the problem persists.
“sanity from unknown program (pn %d, pid %d)” MAPA Controller	ctl_main.c An internal variable has reached an illegal state. Ignore the message if this is an isolated incident. Contact your Meridian MAX service representative if the problem persists.
“sanity from unknown program %d” MAPA Controller	ctl_main.c An internal variable has reached an illegal state. Ignore the message if this is an isolated incident. Contact your Meridian MAX service representative if the problem persists.
“search fails” query	qr_main.c A system error has occurred. Look for other recent messages relevant to this program or scenario, and check their meaning. If these indicate other serious problems, then contact your Meridian MAX service representative.
“Second ACD-DN in HSL msg type %d is zero – msg ignored” HSLink	hsl_xform.c The Meridian 1 has sent a High-Speed Link message to MAX for DN “0”. This is an invalid ACD-DN and the message will be ignored. This indicates a problem with the Meridian 1. Contact your Meridian MAX service representative.
“semctl (GETPID) failed” ReportControl	rpt_ctl.c A system error has occurred. Repeat the print function. If the problem persists, shut down and restart the system. Repeat the print function again. If the problem persists, contact your Meridian MAX service representative.
“semctl (GETVAL) failed” ReportControl	rpt_ctl.c A system error has occurred. Repeat the print function. If the problem persists, shut down and restart the system. Repeat the print function again. If the problem persists, contact your Meridian MAX service representative.
“seqacc failure [%d] –– table: rptparm” chng_dow	chng_dow.c A database error occurred. Verify that the Meridian MAX installation has no errors. If there were errors, reinstall the Meridian MAX software. If the installation has no errors, or if the problem persists, contact your Meridian MAX service representative.

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Table 8-4 (continued)
Warning messages

Error Message **Task** **Module** **Explanation and Error Recovery Procedure**
"set_select fails, rc %d" query qr_secsel.c An internal variable has reached an illegal state. Contact your Meridian MAX service representative.
"Setloc failed [%d] –– table: %s"); mcc_lib <Module> The setloc() function failed on table '%s.' Shut down the Meridian MAX. Ask your Meridian MAX service representative to perform a database check on the system database. The system should function normally except for MAXCC.
"Should create acddn [%d] & overflow recs; agt. ID %d" HDC hdc_close.c An internal HDC task inconsistency was detected while trying to update the necessary ACD historical statistics timers. The given agent ID is shown to be logged into an Meridian 1 position of the given ACD-DN, but an internal ACD-DN info. table indicates that it has no staffed positions. This may indicate a problem with the Meridian 1 or with the HSL. It suggests that the PEV* (with Login status) HSL msg was not received for the agent before calls were handled by that agent. If this problem persists, contact your Meridian MAX service representative.
"SIGCLD handling corrected in procedure '%s'" display utils.c Informative only. No user action is required.
"SIGCLD handling was to trap to address %x" display utils.c Informative only. No user action is required.
"Signal [%d] received –– terminating HDC task gracefully" HDC hdc_util.c This HDC child process received a signal to terminate. This request is honored after all the ACD historical data collected in memory is properly stored in the Hist. Data Database. HDC will then recover by itself. If this is an isolated incident, ignore the message. Otherwise, contact your Meridian MAX service representative.
"Signal [%d] received –– terminating task gracefully" HSLink hsl_utils.c The HSLink task received the given signal (other than the SIGKILL signal) and is terminating. This error message may indicate unintentional termination of the task – such as, signals generated from the attached HSL port – and may indicate a hardware problem. If this error persists, contact your Meridian MAX service representative.

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Table 8-4 (continued)
Warning messages

Error Message **Task**	**Module** **Explanation and Error Recovery Procedure**
"Sort failed" rptgen	log_gen.c A system error has occurred. Ignore the message if this is an isolated incident. However, if the problem occurs several times, contact your Meridian MAX service representative.
"Stat failed on rpt template – no report" sys_rpts	rpt_tmpl.c A system error has occurred. Look for other recent messages relevant to this program or scenario, and check their meaning. If these indicate other serious problems, then contact your Meridian MAX service representative. Otherwise, no action is required.
"Stat failed on sql template – no report" sys_rpts	rpt_tmpl.c A system error has occurred. Look for other recent messages relevant to this program or scenario, and check their meaning. If these indicate other serious problems, then contact your Meridian MAX service representative. Otherwise, no action is required.
"Stats init timer for link %d on port %ld expired" meit	msg.c Meridian MAX did not create the initialization data for the MEI client connected to the specified port within a reasonable timeout period. The MEI client will not be connected to the Meridian MAX. Try connecting to the client again. If the problem persists, it may be related to the volume of traffic that the Meridian MAX is processing. Restarting the Meridian MAX may solve the problem. Contact your Meridian MAX service representative if the problem persists.
"status for unknown program" MAPA Controller	ctl_master.c A system error has occurred. The task should begin its recovery process and will start again without user intervention. If the problem persists, shut down the system, and contact your Meridian MAX service representative.
"status requested for unknown program" MAPA Controller	ctl_main.c A system error has occurred. The task should begin its recovery process and will start again without user intervention. If the problem persists, shut down the system, and contact your Meridian MAX service representative.
"stime fails" MAPA Controller	ctl_utils.c Informative only. No user actions required.

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Table 8-4 (continued)
Warning messages

Error Message **Task** **Module** **Explanation and Error Recovery Procedure**
"String not found [Type %d, Number %d]" LangServer lang.c A task has attempted to access a string in the User Language Database but the database does not contain a string with this type (%d) and number (%d). This can be caused by a corruption of the database. Shut down and restart the system. If the problen persists, this suggests instead that the problem is due to a software error and your Meridian MAX service representative should be contacted.
"Supv reassignment specifies same id %ld %ld" stats st_msg.c A supervisor reassignment message has been received by the Meridian MAX from the Meridian 1 which specifies the same supervisor ID. If the problem persists, contact your Meridian MAX service representative.
"system capacity datafile open failure –– access: write" <Task> rpt_proc.c The system experienced a problem opening the capacity data file which is to be used in generating a MAX Configuration Report. Repeat the print report request. If the problem persists, there could be a problem with the file system, and this should be reported to your Meridian MAX service representative.
"System error occurred" meit msg.c This message indicates a Meridian MAX MEI internal error. Contact your Meridian MAX service representative.
"System error occurred" msit msi.c A system error has occurred. This indicates a possible problem with the Meridian MAX. Contact your Meridian MAX service representative.
"System error! Cmd '%s' failed" DBSizer <Module> Failed to execute a UNIX command. This may be caused by zero disk space in the root partition or too many processes. Shut down the Meridian MAX, restart the system, restore the database, and then try again.
"system error:Arg list too long" liberror ACD_err.c Information only. No user action is required. Another error message will follow that will indicate the task that is generating the error.

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Table 8-4 (continued)
Warning messages

Error Message Task	Module Explanation and Error Recovery Procedure
"system error:Argument too large" liberror	ACD_err.c Information only. No user action is required. Another error message will follow that will indicate the task that is generating the error.
"system error:Bad address" liberror	ACD_err.c Information only. No user action is required. Another error message will follow that will indicate the task that is generating the error.
"system error:Bad file number" liberror	ACD_err.c Information only. No user action is required. Another error message will follow that will indicate the task that is generating the error.
"system error:Block device required" liberror	ACD_err.c Information only. No user action is required. Another error message will follow that will indicate the task that is generating the error.
"system error:Broken pipe" liberror	ACD_err.c Information only. No user action is required. Another error message will follow that will indicate the task that is generating the error.
"system error:Cross–device link" liberror	ACD_err.c Information only. No user action is required. Another error message will follow that will indicate the task that is generating the error.
"system error:Device busy" liberror	ACD_err.c Information only. No user action is required. Another error message will follow that will indicate the task that is generating the error.
"system error:Exec format error" liberror	ACD_err.c Information only. No user action is required. Another error message will follow that will indicate the task that is generating the error.
"system error:File exists" liberror	ACD_err.c Information only. No user action is required. Another error message will follow that will indicate the task that is generating the error.

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Table 8-4 (continued)
Warning messages

Error Message **Task** **Module** **Explanation and Error Recovery Procedure**
“system error:File table overflow” liberror ACD_err.c Information only. No user action is required. Another error message will follow that will indicate the task that is generating the error.
“system error:File too large” liberror ACD_err.c Information only. No user action is required. Another error message will follow that will indicate the task that is generating the error.
“system error:Identifier removed” liberror ACD_err.c Information only. No user action is required. Another error message will follow that will indicate the task that is generating the error.
“system error:Illegal seek” liberror ACD_err.c Information only. No user action is required. Another error message will follow that will indicate the task that is generating the error.
“system error:Initialization” liberror ACD_err.c Information only. No user action is required. Another error message will follow that will indicate the task that is generating the error.
“system error:Interrupted system call” liberror ACD_err.c Information only. No user action is required. Another error message will follow that will indicate the task that is generating the error.
“system error:Invalid argument” liberror ACD_err.c Information only. No user action is required. Another error message will follow that will indicate the task that is generating the error.
“system error:I/O error” liberror ACD_err.c Information only. No user action is required. Another error message will follow that will indicate the task that is generating the error.
“system error:Is a directory” liberror ACD_err.c Information only. No user action is required. Another error message will follow that will indicate the task that is generating the error.

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Table 8-4 (continued)
Warning messages

Error Message Task	Module Explanation and Error Recovery Procedure
"system error:Is a name file" liberror	ACD_err.c Information only. No user action is required. Another error message will follow that will indicate the task that is generating the error.
"system error:No children" liberror	ACD_err.c Information only. No user action is required. Another error message will follow that will indicate the task that is generating the error.
"system error:No locks available" liberror	ACD_err.c Information only. No user action is required. Another error message will follow that will indicate the task that is generating the error.
"system error:No message of desired type" liberror	ACD_err.c Information only. No user action is required. Another error message will follow that will indicate the task that is generating the error.
"system error:No more processes" liberror	ACD_err.c Information only. No user action is required. Another error message will follow that will indicate the task that is generating the error.
"system error:No space left on device" liberror	ACD_err.c Information only. No user action is required. Another error message will follow that will indicate the task that is generating the error.
"system error:No such device" liberror	ACD_err.c Information only. No user action is required. Another error message will follow that will indicate the task that is generating the error.
"system error:No such device or address" liberror	ACD_err.c Information only. No user action is required. Another error message will follow that will indicate the task that is generating the error.
"system error:No such file or directory" liberror	ACD_err.c Information only. No user action is required. Another error message will follow that will indicate the task that is generating the error.

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Table 8-4 (continued)
Warning messages

Error Message **Task** **Module** **Explanation and Error Recovery Procedure**
“system error:No such process” liberror ACD_err.c Information only. No user action is required. Another error message will follow that will indicate the task that is generating the error.
“system error:Not a character device” liberror ACD_err.c Information only. No user action is required. Another error message will follow that will indicate the task that is generating the error.
“system error:Not a directory” liberror ACD_err.c Information only. No user action is required. Another error message will follow that will indicate the task that is generating the error.
“system error:Not a name file” liberror ACD_err.c Information only. No user action is required. Another error message will follow that will indicate the task that is generating the error.
“system error:Not available” liberror ACD_err.c Information only. No user action is required. Another error message will follow that will indicate the task that is generating the error.
“system error:Not enough core” liberror ACD_err.c Information only. No user action is required. Another error message will follow that will indicate the task that is generating the error.
“system error:Not owner” liberror ACD_err.c Information only. No user action is required. Another error message will follow that will indicate the task that is generating the error.
“system error:Permission denied” liberror ACD_err.c Information only. No user action is required. Another error message will follow that will indicate the task that is generating the error.
“system error:Read–only file system” liberror ACD_err.c Information only. No user action is required. Another error message will follow that will indicate the task that is generating the error.

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Table 8-4 (continued)
Warning messages

Error Message **Task** **Module** **Explanation and Error Recovery Procedure**
“system error:Remote device” liberror ACD_err.c Information only. No user action is required. Another error message will follow that will indicate the task that is generating the error.
“system error:Remote i/o” liberror ACD_err.c Information only. No user action is required. Another error message will follow that will indicate the task that is generating the error.
“system error:Result too large” liberror ACD_err.c Information only. No user action is required. Another error message will follow that will indicate the task that is generating the error.
“system error:Structure needs cleaning” liberror ACD_err.c Information only. No user action is required. Another error message will follow that will indicate the task that is generating the error.
“system error:Text file busy” liberror ACD_err.c Information only. No user action is required. Another error message will follow that will indicate the task that is generating the error.
“system error:Too many links” liberror ACD_err.c Information only. No user action is required. Another error message will follow that will indicate the task that is generating the error.
“system error:Too many open files” liberror ACD_err.c Information only. No user action is required. Another error message will follow that will indicate the task that is generating the error.
“system error:Would deadlock” liberror ACD_err.c Information only. No user action is required. Another error message will follow that will indicate the task that is generating the error.
“Table %s does not exist” DBSizer <Module> The table ‘%s’ cannot be found in the system database. Restore the database backup. Restore the database backup. Ask your Meridian MAX service representative to perform a database check on the system database. Try the operation again.

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Table 8-4 (continued)
Warning messages

Error Message **Task**	**Module**
Explanation and Error Recovery Procedure	
“Table %s not saved”	
DBSizer	<Module>
Failed to unload table ‘%s’ on to disk. Examine the error log for other error messages.	
“Table form has already been created”	
lib_usrif	table.c
The application is attempting to create a table (screen) which was already defined. The impact to the user may vary. This is a problem with the application and should be reported to your Meridian MAX service representative.	
“Table form has not yet been created”	
lib_usrif	table.c
The application is attempting to display a table (screen) which has not as yet been defined. The user will not see the screen. This is a problem with the application and should be reported to your Meridian MAX service representative.	
“table full, cannot add entry”	
stats	st_msgN.c
The Day/Night table for this DN is full. No more entries are allowed. Choose Run Configuration Update from the Configuration Control menu. If the problem persists, contact your Meridian MAX service representative.	
“Tape not ready”	
DBSizer	devmgr.c
The tape in the tape drive may not be inserted properly. Check the tape, and try again. Also make sure that the tape and/or the tape drive is not defective. If this does not solve the problem, shut down the Meridian MAX and secure for power down. Power off and then on the system, and then try again.	
“Table tblock dose not have a record with key %d\n”	
libcommon	tblock.c
This message indicates that there is no record associated with the key ‘%d’ in the lock table (tbLock) in the system database. This problem may occur when an invalid key is used, or when the system database is corrupted. Contact your Meridian MAX service representative for assistance.	
“Tape write–protected”	
DBSizer	devmgr.c
The tape in the tape drive is not writable. Make sure the tape is not write-protected, and try again. Also make sure that the tape and/or the tape drive is not defective. If this does not solve the problem, shut down the Meridian MAX and secure for power down. Power off and then on the system, and then try again.	

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Table 8-4 (continued)
Warning messages

Error Message **Task**	**Module** **Explanation and Error Recovery Procedure**
"Task is being terminated" HSLink	hsl_utils.c This is the last message from HSLink when it is terminating. This indicates a problem with the High-Speed Link. Check for other messages from this program for an indication of why the program is terminating.
"TCP connection to remote client failed" meit	msg.c This message appears when an MEI client disconnects. Verify that the MEI client meant to disconnect. If not, contact your Meridian MAX service representative and MEI client's service representative.
"TCP connection to remote client failed" msit	comm.c An abrupt disconnection indication is received by the software. This may indicate a problem occurred in the communication link or the MSI client.
"Terminal Device not found in sERDEVS" display	term_setup.c A database error has occurred. Verify that the Meridian MAX installation had no errors. If no errors exist, then contact your Meridian MAX service representative. Otherwise, reinstall the Meridian MAX software. Contact your Meridian MAX service representative if the problem persists.
"The Agent Key record [index, dst Q, agt ID, spv ID] is found in the Agent Key Table but is not linked to the agent's Key Record list: [%d, %d, %d]. The Agent Key record is removed from the Agent Key Table anyways." HDC	hdc_util.c HDC detected that a record in the Agent ID Table stored internally in HDC might have been corrupted. If the problem persists, contact your Meridian MAX service representative.
"The Agent Key record [rec index=%d] for Pos. ID [Acddn Index=%d, AgtID=%d] has an undefined Agent ID" HDC	hdc_util.c HDC detected that a record in the Agent Key Table stored internally in HDC might have been corrupted. This message simply flags that some historical ACD statistics may be lost. If the problem persists, contact your Meridian MAX service representative.
"The FT request command is longer than maximum (%d)" ft_server	ft_server.c A system error has occurred. Repeat the operation, if the problem reoccurs, then shut down and restart the system. Repeat the operation again. If the problem persists, contact your Meridian MAX service representative.

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Table 8-4 (continued)
Warning messages

Error Message **Task**	**Module** **Explanation and Error Recovery Procedure**
"The FT request command is longer than maximum (%d)" ft_server	fxfr.c A system error has occurred. Repeat the operation, if the problem reoccurs, then shut down and restart the system. Repeat the operation again. If the problem persists, contact your Meridian MAX service representative.
"The given destination [%s] is not a directory" ft_server	fxfr.c A system error has occurred. Look for other recent messages and check their meaning. If these indicate serious problems, then contact your Meridian MAX service representative. Otherwise, no action is required.
"The given destination file [%s] is invalid" ft_server	fxfr.c A system error has occurred. Look for other recent messages and check their meaning. If these indicate serious problems, then contact your Meridian MAX service representative. Otherwise, no action is required.
"The internal Agent Key Table is full. The Agent Key record for Pos. %d [dst Q, agt ID, spv ID] cannot be created: [%d, %d, %d]" HDC	hdc_util.c HDC detected that the Agent Key Table stored internally in HDC is full. This could be due to a large volume of reassignment of agents to other positions. The message simply flags that some historical ACD statistics may be lost. If the problem persists, contact your Meridian MAX service representative.
"The msg has invalid header" display	supmsg.c A system error has occurred. Look for other recent messages and check their meaning. If these indicate serious problems, then contact your Meridian MAX service representative. Otherwise, no action is required.
"The named output pipe is full" ft_server	ft_server.c The specified pipe is full. Look for other recent messages and check their meaning. If these indicate serious problems, then contact your Meridian MAX service representative. Otherwise, no action is required.
"The named output pipe is at its threshold" ft_server	fxfr.c The named pipe is almost at its operational limit. Look for other recent messages relevant to this message. If the messages found are serious, shut down and contact your Meridian MAX service representative. Otherwise, ignore this message.

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Table 8-4 (continued)
Warning messages

Error Message **Task** **Module** **Explanation and Error Recovery Procedure**
"The named pipe [%s] cannot be removed" ft_server <Module> A system error has occurred. Repeat the operation, if the problem reoccurs, then shut down and restart the system. Repeat the operation again. If the problem persists, contact your Meridian MAX service representative.
"The named pipe [%s] does not exist nor be created" ft_server <Module> A system error has occurred. If this is a recently installed system, reinstall the system and make sure there are no installation errors. Otherwise, shut down and restart the system. Repeat the relevant operation, if the problem persists, contact your Meridian MAX service representative.
"The named output pipe is full" ft_server fxfr.c The named pipe is at its limit. Look for other recent messages relevant to this message. If the messages found are serious, shut down and contact your Meridian MAX service representative. Otherwise, ignore this message.
"The Network Message is too big" ft_server fxfr.c A system error has occurred. Look for other recent messages relevant to this message. If the messages found are serious, shut down and contact your Meridian MAX service representative. Otherwise, ignore this message.
"The node ID [%d] is invalid" ft_server ft_server.c A database error has occurred. Verify that the Meridian MAX installation has no errors. If no errors exist, then contact your Meridian MAX service representative. Otherwise, reinstall the Meridian MAX software. Contact your Meridian MAX service representative if the problem persists.
"The node ID [%d] is invalid" ft_server fxfr.c A database error has occurred. Verify that the Meridian MAX installation has no errors. If no errors exist, then contact your Meridian MAX service representative. Otherwise, reinstall the Meridian MAX software. Contact your Meridian MAX service representative if the problem persists.
"There may be double peggings on those days" ager ag_lstdmp.c This message is a follow-up to a previous message. It warns that some data will be counted twice because of the time drifting backwards.

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Table 8-4 (continued)
Warning messages

Error Message **Task**	**Module** **Explanation and Error Recovery Procedure**
"TimeLog File open failure" td	TD_init.c TD failed to open one of its files due to a file system problem or a software bug. Restart the Meridian MAX. Contact your Meridian MAX service representative, if the problem reoccurs.
"Time changed backwards by %1.1lf minutes – suggest reboot" MAPA Controller	ctl_utils.c The time sent from Meridian 1 does not match the current system time. However, the system time is changed forward by specified days comparing to old time. It is suggested to reboot the system for a proper time convention.
"Time changed by %ld sec; New Time Delta: %ld sec" td	TDm_time.c As a part of a standard protocol, TD received a new time from Meridian 1 switch. The new Time Delta should not be too large because a significant difference between MAX System Time and Meridian 1 time could indicate a problem, and should be investigated.
"Time changed forwards by %1.1lf minutes – suggest reboot" MAPA Controller	ctl_utils.c The time sent from Meridian 1 does not match the current system time. However, the system time is changed forward by specified days compared to old time. It is suggested to reboot the system for a proper time convention.
"Time Daemon failed to update cron entry" display	mainmenu.c A schedule definition was being processed and an error occurred. Check for other error messages from td that indicate time daemon problems. If the problem persists, contact your Meridian MAX service representative.
"Time was not changed – suggest reboot" MAPA Controller	ctl_utils.c The time sent from Meridian 1 does not match the current system time. However, the system time is changed forward by specified days comparing to old time. It is suggested to reboot the system for a proper time convention.
"Timed out waiting for Time Daemon to update cron entry" display	mainmenu.c A schedule definition was being processed and there was a timeout while waiting for the time daemon to respond. The schedule definition should be removed and re-added. If the problem persists, contact your Meridian MAX service representative.

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Table 8-4 (continued)
Warning messages

Error Message **Task**	**Module** **Explanation and Error Recovery Procedure**
"Timeout waiting for LM change to take effect" cclink	ccl_sl1if.c Information only. Ignore this message if this is an isolated incident. Message occurs when the switch is slow to respond to a Configuration Control command. It can also appear if the RPRT control is turned off on the switch for the ACD–DN on which a change order is performed. Check RPRT CONTROL on the switch. If the problem persists, check the load management connection between the Meridian MAX server and the Meridian 1.
"TOFlist numElems is incorrect, TOFlist contains more entries" display	getdata.c An internal inconsistency has been detected in the real-time statistics memory. The task is recovering without need of user intervention. If the problem persists, contact your Meridian MAX service representative.
"Too few args. Use: [options] –[<nam> [<src>...] <dst>" ft_server	fxfr.c A system error has occurred. Repeat the operation. If the problem persists, shut down and restart the system. Repeat the operation again. If the problem persists, contact your Meridian MAX service representative.
"Too many arguments! Last %d argument(s) are ignored" HDC	hdc_start.c During the HDC task's startup, unexpected arguments were detected and discarded. No intervention is needed; but the problem should be reported to your Meridian MAX service representative.
"Too many arguments! Last %d arguments are ignored" HSLink	hsl_initsk.c This indicates an internal problem with MAX. The master program (MAPA) has attempted to start the HSLink program with invalid arguments. Contact your Meridian MAX service representative.
"Too many help screens. Help will appear out of sync." lib_usrif	help.c The user interface is attempting to set a new context for help, however the maximum number of contexts have been entered. The user may see help text for the wrong screen if they press the Help softkey. This is a problem with the application and should be reported to your Meridian MAX service representative.

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Table 8-4 (continued)
Warning messages

Error Message **Task** **Module** **Explanation and Error Recovery Procedure**
"Too many (%d) retransmissions. Dest. Seems down/slow!" ft_server fxfr.c Indicates there have been many retransmissions to the destination node. Informative. The task should begin its recovery process and will start again without user intervention. If the problem persists, check your hardware connection. If this does not correct the problem, contact your Meridian MAX service representative.
"Too many ROs–– No action" naclink cmis_opdu.c Too many ROs received. No action is taken from MAX. The task should start its recovery process without any user interventions. If the problem persists, please contact your Meridian MAX service representative.
"Too many ROs" naclink mis_opdu.c Too many ROs received. No action is taken from MAX. The task should start its recovery process without any user interventions. If the problem persists, please contact your Meridian MAX service representative.
"Transaction log file could not be opened" libmapa mapa_db.c A system error has occurred. Look for other recent messages and check their meaning. If these indicate other serious problems, then contact your Meridian MAX service representative. Otherwise, no action is required.
"Transaction log file write error" libmapa mapa_db.c A system error has occurred. Look for other recent messages and check their meaning. If these indicate other serious problems, then contact your Meridian MAX service representative. Otherwise, no action is required.
"Transfer of file '%s' to grgen node failed" display mapaif.c The specified file supposed to transfer to another node has failed. The task should begin its recovery process and will start again without user intervention. If the problem persists, shut down the system, and contact your Meridian MAX service representative.
"Transfer of file '%s' to rptgen node failed" display mapaif.c A system error has occurred. Look for other recent messages and check their meaning. If these indicate other serious problems, then contact your Meridian MAX service representative. Otherwise, no action is required.

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Table 8-4 (continued)
Warning messages

Error Message **Task**	**Module**
Explanation and Error Recovery Procedure	
"Transfer of file '%s' to sys_rpts node failed" display	mapaif.c
A system error has occurred. Look for other recent messages and check their meaning. If these indicate other serious problems, then contact your Meridian MAX service representative. Otherwise, no action is required.	
"ULANGDB Shared Memory Segment Corrupted – Rebuild Segment" LangServer	lang.c
A region of shared memory has been corrupted. Shut down and restart the Meridian MAX. This should result in a full recovery of the affected memory.	
"unable to access data database" sys_rpts	rpt_proc.c
The system has problems with the database lock. Ignore the message if this is an isolated incident. However, if the problem occurs several times, contact your Meridian MAX service representative.	
"unable to access profile record" RPT	cv_exp.c
A database error occurred. Ignore the message if this is an isolated incident. However, if the problem occurs several times, contact your Meridian MAX service representative.	
"unable to access profile record" RPT	del_old.c
A database error occurred. Ignore the message if this is an isolated incident. However, if the problem occurs several times, contact your Meridian MAX service representative.	
"unable to access profile selection – default 0 used" RPT	<Module>
Irregular system activity, a shortage of memory installed in the system, or a software error was detected. If the problem reoccurs, then shut down and restart the system.	
"Unable to access storage table" age	age_del.c
Installation failed, or the site has an improper version of the release materials. Check your release materials.	
"Unable to acckey nODELIST" display	supmsg.c
A database error has occurred. Verify that the Meridian MAX installation has no errors. If no errors exist, then contact your Meridian MAX service representative. Otherwise, reinstall the Meridian MAX software. Contact your Meridian MAX service representative if the problem persists.	

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Table 8-4 (continued)
Warning messages

Error Message **Task**	**Module**
Explanation and Error Recovery Procedure	
"Unable to attach to CC queue memory segment" cclib	get_cc_mem.c
Irregular system activity, a shortage of memory installed in the system, or a software error was detected. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs, then shut down the system, and contact your Meridian MAX service representative.	
"Unable to attach to help shared memory." lib_usrif	help.c
The user interface is trying to setup the help system and encountered an error. Help screens will not be available to any users. Try shutting down the system and restarting it. If the problem persists, contact your Meridian MAX service representative.	
"Unable to bind address for fmte service" dsp_mngr	Udsp_mngr.c
The bind system call has failed. To clear the error, perform a maintenance and diagnostics restart. For more information, refer to the "Maintenance and administration programs: system shutdown" chapter, "Restart and Power Down Utilities" section. If the problem persists, contact your Meridian MAX service representative.	
"Unable to change printer model" Print_Admin	prt_admin.c
Someone has asked to change the model of a system printer or a local printer, but the operation failed. This message indicates that the problem occurred when the application asked the UNIX lp subsystem to change the printer model. Delete the affected printer and re-add it with the correct model. This operation may require you to reassign reports that were directed to this printer. If the problem persists, shut down and restart the Meridian MAX in order to reset the UNIX lp subsystem.	
"Unable to close file: graphic page file" rptgen	grg_utils.c
A system error has occurred. Perform the print function again. Contact your Meridian MAX service representative if the problem persists.	
"Unable to close file: graphic preview file" rptgen	grg_utils.c
A system error has occurred. Perform the print function again. Contact your Meridian MAX service representative if the problem persists.	
"Unable to close file: graphic report data intermediate file" rptgen	gr_utils.c
A system error has occurred. Perform the print function again. Contact your Meridian MAX service representative if the problem persists.	

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Table 8-4 (continued)
Warning messages

Error Message **Task** **Module** **Explanation and Error Recovery Procedure**
"Unable to close file: graphic report intermediate file" rptgen gr_utils.c A system error has occurred. Perform the print function again. Contact your Meridian MAX service representative if the problem persists.
"Unable to close file: graphic report temp intermediate file" rptgen gr_utils.c A system error has occurred. Perform the print function again. Contact your Meridian MAX service representative if the problem persists.
"Unable to close file: query engine output file" rptgen gr_utils.c A system error has occurred. Perform the print function again. Contact your Meridian MAX service representative if the problem persists.
"Unable to close file: rptgen info file" rptgen rpt_utils.c A system error has occurred. Try generating the report again. If the problem persists, contact your Meridian MAX service representative.
"Unable to close file: rptgen title page" <Task> rpt_utils.c A system error has occurred. Look for other recent messages relevant to this program or scenario, and check their meaning. If these indicate other serious problems, then contact your Meridian MAX service representative. Otherwise, no action is required.
"Unable to close file: sysrpt date/time" <Task> rpt_utils.c The system experienced a problem closing the temporary file in '/tmp' directory which stores the system report creation date and time. Print the report again. If this happens often, shut down and restart the system. This will perform a file-system check.
"Unable to close file: temporary graphic print file" rptgen grg_utils.c A system error has occurred. Perform the print function again. Contact your Meridian MAX service representative if the problem persists.
"Unable to close graphic report intermediate file" rptgen mkgrpt.c A system error has occurred. Generate the graphical report again. Perform the print function again. Contact your Meridian MAX service representative if the problem persists.

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Table 8-4 (continued)
Warning messages

Error Message **Task** **Module** **Explanation and Error Recovery Procedure**
"Unable to close preview file" rptgen rpt_utils.c A system error has occurred. Look for other recent messages relevant to this program or scenario, and check their meaning. If these indicate other serious problems, then contact your Meridian MAX service representative. Otherwise, no action is required.
"unable to copy transaction log file" MAPA Controller ctl_master.c A system error has occurred. Look for other recent messages and check their meaning. If these indicate other serious problems, then contact your Meridian MAX service representative. Otherwise, no action is required.
"Unable to create a new process" <Task> <Module> An attempt was made by <Task> to create a new process, but it failed. Look for other recent warning messages and check their meaning. If the problem persists, contact your Meridian MAX service representative.
"unable to create semaphore file" lock lock.c A system error has occurred. Look for other recent messages relevant to this program or scenario, and check their meaning. If these indicate other serious problems, then contact your Meridian MAX service representative. Otherwise, no action is required.
"unable to create semaphores for database locking" lock lock.c A system error has occurred. Look for other recent messages relevant to this program or scenario, and check their meaning. If these indicate other serious problems, then contact your Meridian MAX service representative. Otherwise, no action is required.
"unable to create sysrpt date/time file" <Task> rpt_utils.c The system experienced a problem in creating a file to store the report creation date and time in the '/tmp' directory. Print the report again. If this happens frequently, you should check the sanity of your file system by shutting down and restarting the system.
"unable to create sysrpt title page file" sys_rpts rpt_utils.c A system error has occurred. Look for recent messages about this program or scenario, and check their meaning. If these indicate other serious problems, then contact your Meridian MAX service representative. Otherwise, no action is required.

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Table 8-4 (continued)
Warning messages

Error Message **Task**	**Module** **Explanation and Error Recovery Procedure**
"Unable to determine system serial number" <Task>	<Module> A database error occurred. See the "Database errors" section for further instructions.
"Unable to find Link_ID field in xIFSTAT table" meit	msg.c The system was unable to read the Link ID field in the database. Disable MEI in the Miscellaneous Options screen in Parameter Administration. Save and exit the screen before reentering it and reenabling the MEI links. Contact your Meridian MAX service representative if the problem persists.
"Unable to find record in sys table" meit	msg.c The system was unable to read from the sys table in the database. Disable MEI in the Miscellaneous Options screen in Parameter Administration. Save and exit the screen before reentering it and reenabling the MEI links. Contact your Meridian MAX service representative if the problem persists.
"unable to initialize semaphores for database locking" lock	lock.c A system error has occurred. Look for recent messages relevant to this program or scenario, and check their meaning. If these indicate other serious problems, then contact your Meridian MAX service representative. Otherwise, no action is required.
"Unable to listen to MEI link %d on port %ld" meit	msg.c The system was unable to listen to the specified MEI LAN port. Verify that the MEI port configuration is correct in the External Interface Configuration screen described in the "Configuring the Meridian MAX" chapter. If the port configuration is incorrect, correct it and restart the Meridian MAX. If it is correct, disable MEI in the Miscellaneous Options screen in the Parameter Administration feature. Save and exit the screen before reentering it and reenabling the MEI links. Contact your Meridian MAX service representative if the problem persists.
"Unable to lock data database for writing" chng_dow	chng_dow.c The system has problems with the database lock. Look for recent messages relevant to this program or scenario, and check their meaning. If they indicate other serious problems, then contact your Meridian MAX service representative. Otherwise, no action is required.
"Unable to lock the Historical Data database for writing" HDC	hdc_dump.c The system has problems with the given database lock. Look for recent messages relevant to this program or scenario, and check their meaning. If they indicate other serious problems, contact your Meridian MAX service representative. Otherwise, no action is required.

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Table 8-4 (continued)
Warning messages

Error Message **Task**	**Module** **Explanation and Error Recovery Procedure**
"Unable to lock the System database" HDC	hdc_msg.c The system has problems with the given database lock. Look for recent messages relevant to this program or scenario, and check their meaning. If they indicate other serious problems, contact your Meridian MAX service representative. Otherwise, no action is required.
"Unable to lock the System database for reading" HSLink	hsl_initsk.c The system has problems with the database lock. Ignore the message if this is an isolated incident. Contact your Meridian MAX service representative if the problem persists.
"Unable to obtain database lock (attempt #%d) rc: %d" mpsa	dsp_info.c A system error has occurred due to a failure in acquiring the system database lock. Try the operation again.
"Unable to obtain database lock, rc: %d" meit	msg.c The system is unable to read from or write to the Meridian MAX database. Disable MEI in the Miscellaneous Options screen in Parameter Administration. Save and exit the screen before reentering it and reenabling the MEI links. Contact your Meridian MAX service representative if the problem persists.
"Unable to obtain file size – No report printed" sys_rpts	rpt_proc.c A system error has occurred. Look for other recent messages relevant to this program or scenario, and check their meaning. If these indicate other serious problems, then contact your Meridian MAX service representative. Otherwise, no action is required.
"Unable to obtain MAX platform number" meit	msg.c This message indicates a Meridian MAX MEI task internal error. Disable MEI in the Miscellaneous Options screen in Parameter Administration. Save and exit the screen before reentering it and reenabling the MEI links. Contact your Meridian MAX service representative if the problem persists.
"Unable to obtain MAX release number" msit	msi.c The software was unable to determine the Meridian MAX release number. The number is used to construct NT_ACD_ID for the MSI host identification purpose. The NT_ACD_ID is sent to the MSI client during the MSI connection setup. Contact your Meridian MAX service representative.

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Table 8-4 (continued)
Warning messages

Error Message **Task** **Module** **Explanation and Error Recovery Procedure**
"Unable to obtain MAX release number" meit msg.c The current Meridian MAX release number could not be determined. This will cause the MEI client to receive an incorrect release number in the P_CONFIRM message. Disable MEI in the Miscellaneous Options screen in Parameter Administration. Save and exit the screen before reentering it and reenabling the MEI links. Contact your Meridian MAX service representative if the problem persists.
"Unable to obtain super–user status" mpsa lp_setup.c A system error has occurred when trying to become super user. Contact your Meridian MAX service representative for assistance.
"Unable to open %s for write" mpsa mpsa_net.c A system error occurred while trying to open the file '%s' for writing. Contact your Meridian MAX service representative for assistance.
"Unable to open /etc/psttys for writing." mpsa prt_info.c An error has occurred while trying to open the file that stores the port hold open for printing purposes. Contact your Meridian MAX service representative for assistance.
"Unable to open CC log index file" display preview.c A system error has occurred while trying to view the CC transaction log. Look for other recent messages relevant to this program or scenario, and check their meaning. If these indicate other serious problems, then contact your Meridian MAX service representative. Otherwise, no action is required.
"Unable to open CC log text file" display preview.c A system error has occurred while trying to view the CC transaction log. Look for other recent messages relevant to this program or scenario, and check their meaning. If these indicate other serious problems, then contact your Meridian MAX service representative. Otherwise, no action is required.
"unable to open file: configuration listing" sizer dbsizer.c A system error has occurred. Look for other recent messages relevant to this program or scenario, and check their meaning. If these indicate other serious problems, then contact your Meridian MAX service representative. Otherwise, no action is required.
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Table 8-4 (continued)
Warning messages

Error Message **Task** **Module** **Explanation and Error Recovery Procedure**
“unable to open file: datafile for empty report title” sys_rpts rpt_utils.c A system error has occurred. Look for recent messages about this program or scenario, and check their meaning. If these indicate other serious problems, then contact your Meridian MAX service representative. Otherwise, no action is required.
“unable to open file: Temp_spool” sys_rpts rpt_proc.c A system error has occurred. Look for other recent messages relevant to this program or scenario, and check their meaning. If these indicate other serious problems, then contact your Meridian MAX service representative. Otherwise, no action is required.
“unable to open file: sysrpt date/time” RPT gettime.c A system error has occurred. Look for other recent messages relevant to this program or scenario, and check their meaning. If these indicate other serious problems, then contact your Meridian MAX service representative. Otherwise, no action is required.
“Unable to open file ‘%s’” meit msg.c This message appears if the Meridian MAX cannot open the specified file. This may be a link trace file or an MEI initialization file. Repeat the operation that caused the problem. Contact your Meridian MAX service representative if the problem persists.
“Unable to open file ‘%s’” rptgen <Module> A system error has occurred. Try generating the report again. If the problem persists, contact your Meridian MAX service representative.
“Unable to open graphic page file” display grf_view.c A system error has occurred. Ignore the message if this is an isolated incident. However, if the problem occurs several times, contact your Meridian MAX service representative.
“Unable to open help file.” lib_usrif help.c The user interface is trying to setup the help system and encountered an error. Help screens will not be available to any users. Try shutting down the system and restarting it. If the problem persists, contact your Meridian MAX service representative.

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Table 8-4 (continued)
Warning messages

Error Message **Task** **Module** **Explanation and Error Recovery Procedure**
"Unable to open LML trace file" cclink ccl_trace.c A system error occurred. An attempt was made to turn the load management links tracing function on, but the trace file could not be opened. Tracing will not be done. No user action is required.
"Unable to open MAX options file" meit msg.c The system was unable to determine which Meridian MAX options are enabled. Disable MEI in the Miscellaneous Options screen in Parameter Administration. Save and exit the screen before reentering it and reenabling the MEI links. Contact your Meridian MAX service representative if the problem persists.
"Unable to open MEI performance trace file" meit msg.c The Meridian MAX could not open the performance trace file. Turn the performance trace off and on. The performance trace is a diagnostic utility that should not be used by untrained personnel. Contact your Meridian MAX service representative if the problem persists.
"Unable to open MEI pipe" meit msg.c This message indicates a Meridian MAX MEI task internal error. Disable MEI in the Miscellaneous Options screen in Parameter Administration. Save and exit the screen before reentering it and reenabling the MEI links. Contact your Meridian MAX service representative if the problem persists.
"Unable to open message file" display supmsg.c A file/directory was not found for the operation. Look for other recent messages and check their meaning. If these indicate other serious problems, then contact your Meridian MAX service representative. Otherwise, no action is required.
"Unable to open preview index file" display preview.c A system error has occurred. Ignore the message if this is an isolated incident. However, if the problem occurs several times, contact your Meridian MAX service representative.
"Unable to open preview text file" display preview.c A system error has occurred. Ignore the message if this is an isolated incident. However, if the problem occurs several times, contact your Meridian MAX service representative.

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Table 8-4 (continued)
Warning messages

Error Message **Task** **Module** **Explanation and Error Recovery Procedure**
“unable to open printer spool file” sys_rpts rpt_proc.c A system error has occurred. Look for other recent messages relevant to this program or scenario, and check their meaning. If these indicate other serious problems, then contact your Meridian MAX service representative. Otherwise, no action is required.
“unable to open rpt script file” sys_rpts rpt_scan.c A system error has occurred. Look for other recent messages relevant to this program or scenario, and check their meaning. If these indicate other serious problems, then contact your Meridian MAX service representative. Otherwise, no action is required.
“unable to open rpt template file for reading” sys_rpts rpt_tmpl.c A system error has occurred. Look for other recent messages relevant to this program or scenario, and check their meaning. If these indicate other serious problems, then contact your Meridian MAX service representative. Otherwise, no action is required.
“Unable to open special characters file” lib_usrif pscreen.c The user interface is trying to open the Special Characters file for this device and encountered a problem. Information on the screen may be displayed incorrectly. Try using a different terminal type. If this is a new installation, and there were problems encountered during the reinstallation, try reinstalling the software. If problems persist, contact your Meridian MAX service representative.
“unable to open sql template file for reading” sys_rpts rpt_tmpl.c A system error has occurred. Look for recent messages about this program or scenario, and check their meaning. If these indicate other serious problems, then contact your Meridian MAX service representative. Otherwise, no action is required.
“Unable to open stats init file for link %d on port %ld” meit msg.c This message can appear if Meridian MAX cannot open the initialization file for the specified link. Try connecting to the MEI client again. If the problem persists, contact your Meridian MAX service representative.
“unable to open temporary SQL script file” sys_rpts rpt_scan.c A system error has occurred. Look for other recent messages relevant to this program or scenario, and check their meaning. If these indicate other serious problems, then contact your Meridian MAX service representative. Otherwise, no action is required.
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Table 8-4 (continued)
Warning messages

Error Message **Task**	**Module** **Explanation and Error Recovery Procedure**
"Unable to print: rptgen graphic output" rptgen	rptgen.c A system error has occurred. The printer may have been changed or deleted through maintenance while the report was generated. Generate the report again. Contact your Meridian MAX service representative if the problem persists.
"Unable to print: rptgen tabular output" rptgen	rptgen.c A system error has occurred. The printer may have been changed or deleted through maintenance while the report was generated. Generate the report again. Contact your Meridian MAX service representative if the problem persists.
"Unable to print: system report" <Task>	rpt_proc.c A system error has occurred. Look for other recent messages relevant to this program or scenario, and check their meaning. If these indicate other serious problems, then contact your Meridian MAX service representative. Otherwise, no action is required.
"Unable to process P_REQUEST message from link %d on port %ld. Returning code %d in P_CONFIRM and disconnecting link." meit	msg.c The MEI client on the specified link sent an invalid P_REQUEST message. The specified return code is sent back. Refer to the *MSI/MEI Protocol Reference Guide* (PO853414) for descriptions on the return codes. Restart the MEI client when the problem has been fixed.
"Unable to read entire message from mei_pipe, msg (%s)" meit	msg.c This message indicates a Meridian MAX MEI task internal error. Some messages from the switch may not appear on the MEI link. Contact your Meridian MAX service representative.
"Unable to read file: sysrpt date/time" RPT	gettime.c A system error has occurred. Look for other recent messages relevant to this program or scenario, and check their meaning. If these indicate other serious problems, then contact your Meridian MAX service representative. Otherwise, no action is required.
"Unable to read mei_pipe" meit	msg.c This message indicates a Meridian MAX MEI task internal error. Some messages from the switch may not appear on the MEI link. Contact your Meridian MAX service representative.

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Table 8-4 (continued)
Warning messages

Error Message **Task** **Module** **Explanation and Error Recovery Procedure**
"Unable to read ULANGDB string record" LangServer lang.c An error occurred while attempting to read from the User Language Database. A supervisor may not see the user-defined string on the screen. If this problem occurs again, contact your Meridian MAX service representative.
"Unable to release data database" <Task> <Module> The system has problems with the database lock. Ignore the message if this is an isolated incident. However, if the problem occurs several times, contact your Meridian MAX service representative.
"Unable to release database lock, rc: %d" meit msg.c The system is unable to read from or write to the Meridian MAX database. Disable MEI in the Miscellaneous Options screen in Parameter Administration. Save and exit the screen before reentering it and reenabling the MEI links. Contact your Meridian MAX service representative if the problem persists.
"Unable to remove file: %s" sys_rpts rpt_end.c A system error has occurred. Ignore the message if this is an isolated incident. However, if the problem occurs several times, contact your Meridian MAX service representative.
"unable to remove semaphore set" lock lock.c A system error has occurred. Look for recent messages about this program or scenario, and check their meaning. If these indicate other serious problems, then contact your Meridian MAX service representative. Otherwise, no action is required.
"Unable to re–open temporary data file" query qr_compr.c A database error has occurred. Verify that the Meridian MAX installation has no errors. If no errors exist, then contact your Meridian MAX service representative. Otherwise, reinstall the Meridian MAX software. Contact your Meridian MAX service representative if the problem persists.
"Unable to re–open temporary key file" query qr_compr.c A system error has occurred. Look for other recent messages relevant to this program or scenario, and check their meaning. If these indicate other serious problems, then contact your Meridian MAX service representative.

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Table 8-4 (continued)
Warning messages

Error Message **Task**	**Module**
Explanation and Error Recovery Procedure	
"Unable to restore %s on %s" MAPA Controller	ctl_master.c
A LAN problem has occurred. If this is an isolated incident then ignore this message. Otherwise, shut down and restart the system.	
"Unable to send %s message on link %d (port %ld) after %d attempts. Will discard messages until LAN is not busy." meit	msg.c
This message occurs when Meridian MAX attempts to send an MEI message to the client and the LAN is busy. The message indicates the message type, the link, and the port on which the message was sent out. It also indicates the number of times the Meridian MAX attempted to send the message before giving up. From this point on, the Meridian MAX discards all MEI messages on this port until the LAN is no longer busy. To solve this situation, reconfigure your LAN to provide sufficient bandwidth for the Meridian MAX to send data to the client. This situation may also be caused if the machine, on which the MEI client is running, is too slow or running too many programs to accept the LAN information from the Meridian MAX. In this case, the client machine must be reconfigured. If the problem persists, contact your Meridian MAX service representative.	
"Unable to send %s msg (1st unit's ID: %d) on link %d (port %ld) after %d attempts. Will discard msgs until LAN not busy." meit	msg.c
This message appears when the Meridian MAX attempts to send an MEI message to the client and the LAN is busy. The message indicates the message type, the ID of the first message in the message buffer, the link, and the port on which the message was sent out. It also indicates the number of times the Meridian MAX attempted to send the message before giving up. From this point on, the Meridian MAX discards all MEI messages on this port until the LAN is no longer busy. To solve this situation, reconfigure your LAN to provide sufficient bandwidth for the Meridian MAX to send data to the client. This situation may also be caused if the machine, on which the MEI client is running, is too slow or running too many programs to accept the LAN information from the Meridian MAX. In this case, the client machine must be reconfigured. If the problem persists, contact your Meridian MAX service representative.	
"Unable to start LP scheduler" Print_Admin	prt_admin.c
The UNIX printing scheduler could not be started. This message could appear when a printer is added, deleted, or it's model changed. If one of these operations was performed and caused this message to be displayed, try the operation again. Print jobs such as reports may not be printing if this message appears. If the problem persists, shut down and restart the Meridian MAX in order to reset the UNIX lp subsystem.	

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Table 8-4 (continued)
Warning messages

Error Message **Task**	**Module**
Explanation and Error Recovery Procedure	
"Unable to start unixlink" display	term_setup.c
Files required for a terminal-type PC (running the Reflection 4–Plus terminal emulator) cannot be downloaded to the PC. Verify that the Meridian MAX installation has no errors. If no errors exist, then contact your Meridian MAX service representative. Otherwise, reinstall the Meridian MAX software. Contact your Meridian MAX service representative if the problem persists.	
"Unable to stop LP scheduler" Print_Admin	prt_admin.c
The UNIX printing scheduler could not be shut down. This message could appear when a printer is added, deleted, or it's model changed. If one of these operations was performed and caused this message to be displayed, try the operation again. Print jobs such as reports will still be printed if this message appears. If the problem persists, shut down and restart the Meridian MAX in order to reset the UNIX lp subsystem.	
"Unable to store message" display	supmsg.c
Either insufficient memory was installed in the system, irregular system activities occurred, or a software error was detected. The task should begin its recovery process and will start again without user intervention. If the problem persists, shut down the system, and contact your Meridian MAX service representative.	
"Unable to turn off Sanity" rptgen	grgen.c
Grgen does not send sanity to MAPA. A system error has occurred. There should be other messages to explain the reason sanity could not be turned off. If the problem persists, contact your Meridian MAX service representative.	
"Unable to turn off Sanity" nquery	nquery.c
Nquery does not send sanity to MAPA. A system error has occurred. There should be other messages to explain the reason sanity could not be turned off. If the problem persists, contact your Meridian MAX service representative.	
"Unable to turn off Sanity" rptgen	rptgen.c
Rptgen does not send sanity to MAPA. A system error has occurred. There should be other messages to explain the reason sanity could not be turned off. If the problem persists, contact your Meridian MAX service representative.	
"Unable to unlink file: graphic report temporary data file" rptgen	gr_utils.c
A system error has occurred. Ignore the message if this is an isolated incident. However, if the problem occurs several times, contact your Meridian MAX service representative.	

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Table 8-4 (continued)
Warning messages

Error Message **Task** **Module** **Explanation and Error Recovery Procedure**
"Unable to unlink file: query engine output file" rptgen gr_utils.c A system error has occurred. Ignore the message if this is an isolated incident. However, if the problem occurs several times, contact your Meridian MAX service representative.
"Unable to unlink input file" rptgen grg_utils.c A system error has occurred. Check the definition to ensure that it was established properly. Perform the print function again. Contact your Meridian MAX service representative if the problem persists.
"Unable to unlink input file" rptgen tabgen.c A system error has occurred. Ignore the message if this is an isolated incident. However, if the problem occurs several times, contact your Meridian MAX service representative.
"Unable to unlink tabgen index file" rptgen rptgen.c A system error has occurred. Ignore the message if this is an isolated incident. However, if the problem occurs several times, contact your Meridian MAX service representative.
"Unable to unlock data database" <Task> <Module> The system has problems with the database lock. Ignore the message if this is an isolated incident. However, if the problem persists, contact your Meridian MAX service representative.
"Unable to unlock the Historical Data database" HDC hdc_dump.c A database error has occurred. Verify that the Meridian MAX installation had no errors. If there were problems, contact your Meridian MAX service representative. Otherwise, reinstall the Meridian MAX software. Contact your Meridian MAX service representative if the problem persists.
"Unable to unlock the System database" HDC hdc_msg.c A database error has occurred. Verify that the Meridian MAX installation had no errors. If so, then contact your Meridian MAX service representative. Otherwise, reinstall the Meridian MAX software. Contact your Meridian MAX service representative if the problem persists.
"Unable to unlock the System database" HSLink hsl_initsk.c The system has problems with the database lock. Ignore the message if this is an isolated incident. Contact your Meridian MAX service representative if the problem persists.

—continued—

Table 8-4 (continued)
Warning messages

Error Message **Task** **Module** **Explanation and Error Recovery Procedure**
"Unable to write first day of week" ager ag_fdowchk.c This message indicates that there is a problem with the database. Please contact your Meridian MAX service representative.
"Unable to write first day of week" chng_dow chng_dow.c A database error occurred. Verify that the Meridian MAX installation has no errors. If there were errors, reinstall the Meridian MAX software. If there were no errors or if the problem persists, contact your Meridian MAX service representative.
"Unable to write ULANGDB string record" LangServer lang.c An error occurred while attempting to write to the User Language Database. A supervisor's user-defined string will not be saved. If this problem occurs again, contact your Meridian MAX service representative.
"Unexpected ack ID %d: tskID = %d; state = %d; ini? = %d" HSLink hsl_main.c This program received an MIS message (with given ID) either from the 'hdc' task (MAX IPC ID 11) or from the 'stats' task (MAX IPC ID 4) when it was not expecting it. This message was received during initialization (ini. = 1) or during normal operation (ini. = 0). If this problem persists, contact your Meridian MAX service representative.
"Unexpected End–of–Initialization (EIN) HSL msg" HSLink hsl_xform.c The Meridian 1 has sent MAX an End of Initialization message during normal operation. Usually this message is received once the High-Speed Link initialization is completed. This indicates a problem with the Meridian 1. If this message reappears, notify your Meridian MAX service representative.
"Unexpected M1 PBX security check ignored" HSLink hsl_inilnk.c The Meridian 1 has sent MAX a Security message during normal operation. Usually this message is received as part of the High-Speed Link initialization. This indicates an Meridian 1 problem. If this message reappears, notify your Meridian MAX service representative.
"Unexpected message (type %d) received – msg ignored" meit msg.c This message indicates a Meridian MAX MEI task internal error. Some messages from the switch may not appear on the MEI link. Contact your Meridian MAX service representative.

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Table 8-4 (continued)
Warning messages

Error Message **Task**	**Module** **Explanation and Error Recovery Procedure**
"Unexpected message (type %d) received – msg ignored" stats	st_utils.c Stats received a message that was not expected. If the message occurs many times reboot the Meridian MAX. If the problem still persists, contact your Meridian MAX service representative.
"Unexpected MSG_TASK_ACK received" stats	receive.c Stats received a message that was not expected. If the message occurs many times reboot the Meridian MAX. If the problem still persists, contact your Meridian MAX service representative.
"Unknown ACD-DN queue id %10.0f" stats	st_msgC.c Received information on an ACD-DN that Meridian MAX does not know about. Verify that the measured number of queues does not exceed the expected number of queues in the Meridian MAX Capacity Configuration. If the measured number does exceed the expected number, reconfigure the Meridian MAX correctly or turn Report Control (RPRT, LD 23) off on some queues. Also verify that Report Control (RPRT, LD 23) is on for the unknown queue. If this does not solve the problem, restart the Meridian MAX. If the problem persists, contact your Meridian MAX service representative.
"Unknown Ager state: %s" DBAUDIT	dbaudit.c Ager's state '%s' is unknown to DBAUDIT. Contact your Meridian MAX service representative. The system should function normally except that the auditing message on the Meridian MAX Capacity Configuration screen may not be accurate.
"unknown calculation component" display	fmladef.c An internal variable has reached an illegal state. Ignore the message if this is an isolated incident. Contact your Meridian MAX service representative if the problem persists.
"Unknown CDN queue id %d" stats	st_msgC.c Received information on an CDN that Meridian MAX does not know about. Verify that the measured number of queues does not exceed the expected number of queues in the Meridian MAX Capacity Configuration. If the measured number does exceed the expected number, reconfigure the Meridian MAX correctly or turn Report Control (RPRT, LD 23) off on some queues. Also verify that Report Control is on for the unknown queue. If this does not solve the problem, restart the Meridian MAX. If the problem persists, contact your Meridian MAX service representative.

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Table 8-4 (continued)
Warning messages

Error Message **Task** **Module** **Explanation and Error Recovery Procedure**
"unknown change type" stats st_msgN.c Received invalid information on a Day/Night table update. Choose Run Configuration Update from the Configuration Control menu. If the problem persists, contact your Meridian MAX service representative.
"Unknown dest. queue id %10.0f" stats st_msgN.c Received information on an ACD-DN that Meridian MAX does not know about. Verify that the measured number of queues does not exceed the expected number of queues in the Meridian MAX Capacity Configuration. If the measured number does exceed the expected number, reconfigure the Meridian MAX correctly or turn Report Control (RPRT, LD 23) off on some queues. Also verify that Report Control is on for the unknown queue. If this does not solve the problem, restart the Meridian MAX. If the problem persists, contact your Meridian MAX service representative.
"Unknown destination queue id %10.0f" stats <Module> Received information on an ACD-DN that Meridian MAX does not know about. Verify that the measured number of queues does not exceed the expected number of queues in the Meridian MAX Capacity Configuration. If the measured number does exceed the expected number, reconfigure the Meridian MAX or turn Report Control (RPRT, LD 23) off on some queues. Also verify that Report Control is on for the unknown queue. If this does not solve the problem, restart the Meridian MAX. If the problem persists, contact your Meridian MAX service representative.
"Unknown DN [%d] :" display supmsg.c A system error has occurred. Look for other recent messages and check their meaning. If these indicate other serious problems, then contact your Meridian MAX service representative. Otherwise, no action is required.
"Unknown dst ACD-DN id %10.0f" stats st_msgC.c Received information on an ACD-DN that Meridian MAX does not know about. Verify that the measured number of queues does not exceed the expected number of queues in the Meridian MAX Capacity Configuration. If the measured number does exceed the expected number, reconfigure the Meridian MAX correctly or turn Report Control (RPRT, LD 23) off on some queues. Also verify that Report Control is on for the unknown queue. If this does not solve the problem, restart the Meridian MAX. If the problem persists, contact your Meridian MAX service representative.

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Table 8-4 (continued)
Warning messages

Error Message Task	Module Explanation and Error Recovery Procedure
"Unknown Dst ACD-DN queue id %10.0f" stats	st_msgN.c Received information on an ACD-DN that Meridian MAX does not know about. Verify that the measured number of queues does not exceed the expected number of queues in the Meridian MAX Capacity Configuration. If the measured number does exceed the expected number, reconfigure the Meridian MAX correctly or turn Report Control (RPRT, LD 23) off on some queues. Also verify that Report Control is on for the unknown queue. If this does not solve the problem, restart the Meridian MAX. If the problem persists, contact your Meridian MAX service representative
"Unknown error message %d" ft_server	ft_server.c A system error has occurred. The task should begin its recovery process and will start again without user intervention. If the problem persists, shut down the system, and contact your Meridian MAX service representative.
"Unknown error message %d" ft_server	fxfr.c A system error has occurred. The task should begin its recovery process and will start again without user intervention. If the problem persists, shut down the system, and contact your Meridian MAX service representative.
"Unknown interrupt [%d]" display	login.c A system error has occurred. The task should begin its recovery process and will start again without user intervention. If the problem persists, shut down the system, and contact your Meridian MAX service representative.
"Unknown IVR queue id %10.0f" stats	st_msgC.c Received information on an IVR queue that Meridian MAX does not know about. Verify that the measured number of queues does not exceed the expected number of queues in the Meridian MAX Capacity Configuration. If the measured number does exceed the expected number, reconfigure the Meridian MAX correctly or turn Report Control (RPRT, LD 23) off on some queues. Also verify that Report Control is on for the unknown queue. If this does not solve the problem, restart the Meridian MAX. If the problem persists, contact your Meridian MAX service representative.
"Unknown message from NAC" stats	receive.c NAC has sent an invalid message to this node. Look for other recent messages and check their meaning. If these indicate other serious problems, then contact your Meridian MAX service representative. Otherwise, no action is required.

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Table 8-4 (continued)
Warning messages

Error Message **Task** **Module** **Explanation and Error Recovery Procedure**
"Unknown NAC originated CMD" cclink nac_to_cc.c NAC has requested an unknown command to configuration control. Look for other recent messages and check their meaning. If these indicate other serious problems, then contact your Meridian MAX service representative. Otherwise, no action is required.
"Unknown old supervisor %d" stats st_msg.c The supervisor ID specified from the Meridian 1 is not known by stats. Verify that the measured number of Supervisors does not exceed the expected number of Supervisors in the Meridian MAX Capacity Configuration. If the measured number does exceed the expected number, reconfigure the Meridian MAX correctly or turn Report Control (RPRT, LD 23) off on some queues. Also verify that Report Control (RPRT, LD 23 is on for the queue to which the unknown supervisor is assigned. If this does not solve the problem, restart the Meridian MAX. If the problem persists, contact your Meridian MAX service representative.
"unknown operator" display fmladef.c An internal variable has reached an illegal state. Ignore the message if this is an isolated incident. Contact your Meridian MAX service representative if the problem persists.
"Unknown option passed to this task is ignored" HSLink hsl_initsk.c When the master program (MAPA) started this program, it passed an invalid argument. This should not affect normal operation, yet should be reported to your Meridian MAX service representative.
"unknown peer for COPY_REQ" MAPA Controller ctl_master.c An internal variable has reached an illegal state. Ignore the message if this is an isolated incident. Contact your Meridian MAX service representative if the problem persists.
"unknown peer for MKNOD_REQ" MAPA Controller ctl_master.c An internal variable has reached an illegal state. Ignore the message if this is an isolated incident. Contact your Meridian MAX service representative if the problem persists.
"unknown pipe" MAPA Controller ctl_master.c An internal variable has reached an illegal state. Ignore the message if this is an isolated incident. Contact your Meridian MAX service representative if the problem persists.
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Table 8-4 (continued)
Warning messages

Error Message **Task**	**Module** **Explanation and Error Recovery Procedure**
"Unknown position id %ld" stats	<Module> Received information on a position that Meridian MAX does not know about. There may have been some loss of Initialize Position Data messages. Check for other error messages and their meaning. If these indicate other serious problems, then contact your Meridian MAX service representative. The maximum number of positions (500) may have been exceeded. Check the Meridian 1 and turn off reporting (RPRT, LD 23) for some queues to remove extra positions. If this does not solve the problem, initialize the Meridian 1. As a last resort, restart the Meridian MAX. If the problem persists, contact your Meridian MAX service representative.
"unknown program" MAPA Controller	ctl_master.c An internal variable has reached an illegal state. Ignore the message if this is an isolated incident. Contact your Meridian MAX service representative if the problem persists.
"Unknown queue id %10.0f" stats	<Module> Received information on an ACD-DN that Meridian MAX does not know about. The maximum number of ACD-DN/CDNs (100) may have been exceeded. Check the Meridian 1 and turn off reporting (RPRT, LD 23) on any extra queues. If this does not solve the problem, initialize the Meridian 1. This mismatch could also be due to a loss of Meridian 1 messages earlier. Check the error log for any other serious problems. As a last resort, restart the Meridian MAX. If the problem persists, contact your Meridian MAX service representative.
"unknown request %x\n" MAPA Client	client.c A system error has occurred. The task should begin its recovery process and will start again without user intervention. If the problem persists, shut down the system, and contact your Meridian MAX service representative.
"Unknown source queue id %10.0f" stats	<Module> Received information on an ACD-DN that Meridian MAX does not know about. The maximum number of ACD-DN/CDNs (100) may have been exceeded. Check the Meridian 1 and turn off reporting (RPRT, LD 23) on any extra queues. If this does not solve the problem, initialize the Meridian 1. This mismatch could also be due to a loss of Meridian 1 messages earlier. Check the error log for any other serious problems. As a last resort, restart the Meridian MAX. If the problem persists, contact your Meridian MAX service representative.

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Table 8-4 (continued)
Warning messages

Error Message **Task** **Module** **Explanation and Error Recovery Procedure**
"Unknown Src ACD-DN queue id %10.0f" stats st_msgN.c Received information on an ACD-DN queue that Meridian MAX does not know about. Verify that the measured number of queues does not exceed the expected number of queues in the Meridian MAX Capacity Configuration. If the measured number does exceed the expected number, reconfigure the Meridian MAX correctly or turn Report Control (RPRT, LD 23) off on some queues. Also verify that Report Control (RPRT, LD 23) is on for the unknown queue. If this does not solve the problem, restart the Meridian MAX. If the problem persists, contact your Meridian MAX service representative.
"Unknown target queue id %10.0f" stats st_msg.c Received information on an ACD-DN queue that Meridian MAX does not know about. Verify that the measured number of queues does not exceed the expected number of queues in the Meridian MAX Capacity Configuration. If the measured number does exceed the expected number, reconfigure the Meridian MAX correctly or turn Report Control (RPRT, LD 23) off on some queues. Also verify that Report Control is on for the unknown queue. If this does not solve the problem, restart the Meridian MAX. If the problem persists, contact your Meridian MAX service representative.
"Unknown temp file status %d" DBSizer devmgr.c An internal error occurred. Restore the database backup. Contact your Meridian MAX service represtative.
"Unknown Treatment type for CDN queue id %d" stats st_msgC.c Received invalid information on a CDN queue. There may be a problem with the HSLink or stats task. If the problem persists, contact your Meridian MAX service representative.
"Unknown transient %lx" MAPA Controller ctl_master.c A system error has occurred. The task should begin its recovery process and will start again without user intervention. If the problem persists, shut down the system, and contact your Meridian MAX service representative.
"unsupported logical key number" query qr_sysdb An internal variable has reached an illegal state. Contact your Meridian MAX service representative.

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Table 8-4 (continued)
Warning messages

Error Message **Task** **Module** **Explanation and Error Recovery Procedure**
"Update of acddn data failed" age age_comp.c Irregular system activity, a shortage of memory installed in the system, or a software error was detected. Ignore the message if this is an isolated incident. However, if the problem occurs several times, contact your Meridian MAX service representative.
"Update of acddn data failed" age age_write.c Irregular system activity, a shortage of memory installed in the system, or a software error was detected. Ignore the message if this is an isolated incident. However, if the problem occurs several times, contact your Meridian MAX service representative.
"update of activity data failed" age age_comp.c Irregular system activity, a shortage of memory installed in the system, or a software error was detected. Ignore the message if this is an isolated incident. However, if the problem occurs several times, contact your Meridian MAX service representative.
"Update of agent data failed" age age_comp.c Irregular system activity, a shortage of memory installed in the system, or a software error was detected. Ignore the message if this is an isolated incident. However, if the problem occurs several times, contact your Meridian MAX service representative.
"Update of cdn data failed" age age_comp.c MAX database execution failed. Contact your Meridian MAX service representative.
"Update of dnis data failed" age age_comp.c Irregular system activity, a shortage of memory installed in the system, or a software error was detected. Ignore the message if this is an isolated incident. However, if the problem occurs several times, contact your Meridian MAX service representative.
"Update of overflow data failed" age age_comp.c Irregular system activity, a shortage of memory installed in the system, or a software error was detected. Ignore the message if this is an isolated incident. However, if the problem occurs several times, contact your Meridian MAX service representative.

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Table 8-4 (continued)
Warning messages

Error Message **Task** **Module** **Explanation and Error Recovery Procedure**
"Update of route data failed" age age_comp.c Irregular system activity, a shortage of memory installed in the system, or a software error was detected. Ignore the message if this is an isolated incident. However, if the problem occurs several times, contact your Meridian MAX service representative.
"Update of the ACD-DN [%d] historical data record failed" HDC hdc_write.c Too many errors were experienced while trying dump the given ACD-DN historical statistics record into the Hist. Data Database. Some data for this ACD-DN will be lost. This may be due to corruption of the Hist. Data database. Hence, contact your Meridian MAX service representative as soon as possible.
"Update of trunk data failed" age age_comp.c Irregular system activity, a shortage of memory installed in the system, or a software error was detected. Ignore the message if this is an isolated incident. However, if the problem occurs several times, contact your Meridian MAX service representative.
"Usage: %s –v max_ver [–u –[b|P|p|d|m|M]]" DBAUDIT dbaudit.c Invalid argument is supplied to DBAUDIT task. Contact your Meridian MAX service representative. The system should function normally except that the auditing message on the Meridian MAX Capacity Configuration screen may not be accurate.
"Value of token exceeds 377 octal" lib_usrif uicommon.c An internal variable has reached an illegal state. Contact your Meridian MAX service representative.
"Value range error" naclink cmis_opdu.c A system error has occurred. The task should begin its recovery process and will start again without user intervention. If the problem persists, shut down the system, and contact your Meridian MAX service representative.
"Value range error not in LM req" naclink mis_opdu.c An error has occurred in a Load Management Request. The task should begin its recovery process and will start again without user intervention. If the problem persists, shut down the system, and contact your Meridian MAX service representative.

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Table 8-4 (continued)
Warning messages

Error Message **Task**	**Module** **Explanation and Error Recovery Procedure**
"Window does not correspond to a menu" lib_usrif	menu.c The user interface is attempting to redraw a menu, but the window number does not correspond to a menu. The menu will not be redrawn. This is an application problem, and should be reported to your Meridian MAX service representative.
"WRITE: error decrementing semaphore value" lock	lock2.c Irregular system activity, a shortage of memory installed in the system, or a software error was detected. Ignore the message if this is an isolated incident. However, if the problem occurs several times, contact your Meridian MAX service representative.
"WRITE: error getting read semaphore value" <Task>	<Module> A system error has occurred. Look for other recent messages relevant to this program or scenario, and check their meaning. If these indicate other serious problems, then contact your Meridian MAX service representative. Otherwise, no action is required.
"WRITE: error getting write semaphore value" <Task>	<Module> A system error has occurred. Look for other recent messages relevant to this program or scenario, and check their meaning. If these indicate other serious problems, then contact your Meridian MAX service representative. Otherwise, no action is required.
"Write error on Dev_in_pfd %d" linkread	mprotocol.c A system error has occurred. Look for other recent messages relevant to this message. If the messages found are serious, shut down the system, and contact your Meridian MAX service representative. Otherwise, ignore this message.
"Write failure on Time Log file" td	TD_logTime.c TD failed to write into its file due to a file system problem or a software bug. Restart the Meridian MAX. Contact your Meridian MAX service representative, if the problem reoccurs.
"Write of selected data record failed" query	qr_utils.c A system error has occurred. Look for other recent messages relevant to this program or scenario, and check their meaning. If these indicate other serious problems, then contact your Meridian MAX service representative.

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Table 8-4 (continued)
Warning messages

Error Message **Task**	**Module**
Explanation and Error Recovery Procedure	
"Writing to a named pipe (with descriptor %d) failed" ft_server	ft_server.c
A system error has occurred. Repeat the operation. If the problem persists, shut down and restart the system. Repeat the operation again. If the problem persists, contact your Meridian MAX service representative.	
"Writing to a named pipe (with descriptor %d) failed" ft_server	fxfr.c
A system error has occurred. Look for other recent messages relevant to this message. If the messages found are serious, shut down the system, and contact your Meridian MAX service representative. Otherwise, ignore this message.	
"Wrong MAX version entered" DBSizer	dbsizer.c
DBSizer was called with a wrong MAX version number. Contact your Meridian MAX service representative.	
"Wrong State" naclink	mis_opdu.c
A system error has occurred. The task should begin its recovery process and will start again without user intervention. If the problem persists, shut down the system, and contact your Meridian MAX service representative.	
"Wrong Switch State" naclink	cmis_opdu.c
A system error has occurred. The task should begin its recovery process and will start again without user intervention. If the problem persists, shut down the system, and contact your Meridian MAX service representative.	
"Wrong temp dir name list in env SIZERTMP='%s'" DBSizer	devmgr.c
A directory name in environment variable SIZERTMP does not seem to match any disk partition. Shut down the Meridian MAX, restart the system, and then try again.	
"xIFSTAT record not found" meit	msg.c
The system is unable to read from the xIFSTAT table in the database. Disable MEI in the Miscellaneous Options screen in Parameter Administration. Save and exit the screen before reentering it and reenabling the MEI links. Contact your Meridian MAX service representative if the problem persists.	
—end—	

Informational messages

Table 8-5
Informational messages

Information Message **Task** **Module** **Explanation and Error Recovery Procedure**
"%d Daily DB backup—verifying" The daily backup is now being verified.
"%d Daily DB backup was starting" The daily backup has started.
"%d Daily DB backup was successful" The automatic daily backup was successful.
"%d CDN(s) and %d IVR(s) found in HistDB, and no ACD queues." DBAUDIT dbaudit.c The number of distinct CDN and IVR queues is found to be equal to the total number of queues in the HistDB database. This can be a potential problem because normal Meridian MAX operation should expect at least one ACD queue to have been in use and thus recorded in HistDB database.
"%s corrupted: nrec %d audit %d" DBSizer calcage.c The table '%s' has an inconsistent audited (audit %d) and actual (nrec %d) number of records. All records of that table and thus all tables that are of the same time granularity are removed. If this is not desirable, restore the database backup, perform a Historical Database Check, and try again.
"%d RAN route(s) found in HistDB, and no ACD routes." DBAUDIT dbaudit.c The number of RAN routes is found to be equal to the total number of routes in the HistDB database. This can be a potential problem because normal MAX operation should expect at least one ACD route to have been in use (and thus recorded in HistDB database).
"A dup req to run dbaudit occurred, possibly due to time shift. Quitting." DBAUDIT dbaudit.c A duplicate request to run the dbaudit task occurred. This may happen when the time drifts or changes on the Meridian 1 as indicated by the messages in the system error log.
"A record from the %s table has been deleted from tower %d, device %s." hw_detect hw_detect.c An informational message to acknowledge a record has been succesfully deleted from a table when running hardware detect.
—continued—

Table 8-5 (continued)
Informational messages

Information Message **Task** **Module** **Explanation and Error Recovery Procedure**
"Abnormal Cut Interval (for new interval %d, day %d)" HSLink hsl_utils.c MAX received a time message from the Meridian 1 which indicates that we are in a different interval than we expected. This message will occur when the Meridian 1 time/date changed and passed the half-hour interval boundary.
"About to nap" MAPA Controller ctl_utils.c The task will start to nap. No action is required.
"about to call stime" MAPA Controller ctl_utils.c This is an informative routine. No action is required.
"about to call crontab" MAPA Controller ctl_utils.c This is an informative routine. No user intervention is necessary.
"about to write new clock value" MAPA Controller ctl_utils.c The task will change a new clock time. No action is required.
"Accepting HSL blk with dup. serial; new len. %d (1st msg ID %d)" HSLink hsl_main.c The Meridian 1 has violated the communication protocol for the High-Speed Link. This is a minor problem; however, if it appears often, this message could indicate a problem on the Meridian 1.
"Accepting HSL blk with dup. serial & len %d: new checksum (1st msg ID %d)" HSLink hsl_inilnk.c The Meridian 1 has violated the communication protocol for the High-Speed Link. This is a minor problem; however, if it appears often, this message could indicate a problem on the Meridian 1.
"ACDN Network Feature present" cclink ccl_sl1aud.c The ACDN Network feature is present on the Meridian 1. No action is required.
"ACDN Network Feature not present" cclink ccl_sl1aud.c The ACDN Network feature is not present on the Meridian 1. No action is required.

—continued—

Table 8-5 (continued)
Informational messages

Information Message **Task** **Module** **Explanation and Error Recovery Procedure**
"Ack of adhoc dump not received within %d secs" rptgen rpt_utils.c Rptgen did not receive the acknowledgement that the current interval dump had been completed. The report is still generated, but the most current data will not be included in the report. If this message occurred while the data was being aged, try to wait until the aging of the database is complete for generating current interval data reports.
"acknowledgement count expired" linkread mprotocol.c There is no response from the NAC within the polling interval. The network link in MAX will time out and retry. No action is required.
"Agent Priority Feature present" cclink ccl_sl1aud.c The Agent Priority feature is present on the Meridian 1. No action is required.
"Agent Priority Feature not present" cclink ccl_sl1aud.c The Agent Priority feature is not present on the Meridian 1. No action is required.
"aging started" ager ag_lstdmp.c This message is to inform the starting of the aging process.
"Agt. ID %d was in state %d – missing events are filled" HDC hdc_event.c While storing the given agent's event, HDC detected that the event did not follow the appropriate sequence (that is, some agent events are missing). Thus, the task simulated the missing events using the current ACD time. This is a standard error recovery procedure of the HDC task.
"All INFO. messages are disabled" stats receive.c A request to disable informational messages for stats is enabled. This turns off informational messages in common routines used by stats.
"All INFO. messages are enabled" HDC hdc_main.c Someone has requested all of the informational messages to be displayed for debugging purposes.
"All INFO messages are enabled" HSLink hsl_main.c Someone has requested that all INFORMATIONAL messages for this program are displayed in the error log. This is typically done when debugging a problem with the HSL. No action is required.

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Table 8-5 (continued)
Informational messages

Information Message **Task**	**Module**
Explanation and Error Recovery Procedure	
"All INFO. messages are enabled" stats	receive.c
A request to enable informational messages for stats is enabled. This turns on informational messages in common routines used by stats.	
"All WARNING messages are enabled" HDC	hdc_main.c
Someone has requested all of the warning messages to be displayed for debugging purposes.	
"All WARNING messages are enabled" HSLink	hsl_main.c
Someone requested that all WARNING messages for this program are displayed in the error log. No action is required. Currently, there are no WARNING messages suppressed by the HSLink task.	
"All warning messages enabled, previously disabled" stats	receive.c
A request to enable warning messages about unknown queues and positions for all call events has been received by Stats. Stats will print all warning messages from now on.	
"All warning messages enabled, previously enabled" stats	receive.c
A request to enable warning messages about unknown queues and positions for all call events has been received by Stats. All warning messages were already enabled.	
"Allocated (%d * %d) + %d bytes @addr. %ld/x%x for [%s]" libcommon	memalloc.c
The task has allocated the specified number of bytes of system memory (RAM) as requested. The actual memory address is provided in both decimal (%ld) and hexadecimal (x%x) format. The internal section of memory '%s' is also shown. This message can be ignored.	
"Allocated total of %ld bytes of memory" HDC	hdc_start.c
The HDC task is starting up and indicates how much memory it needed to allocate to its internal tables and Historical Data Database buffers. The amount of memory is based on the Meridian MAX and customer limits stored in the system database.	
"An application/FT server requested status change to %d" ft_server	fxfr.c
This is file transfer information. No action is required.	

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Table 8-5 (continued)
Informational messages

Information Message **Task** **Module** **Explanation and Error Recovery Procedure**
"An unknown error (number %d) was detected" fxfr fxfr.c A system error has occurred. Look for other recent messages relevant to this problem or scenario, and check their meanings. If these indicate other serious problems, contact your Meridian MAX service representative. Otherwise, no action is required.
"An unknown error (number %d) was detected" ft_server ft_server.c A system error has occurred. Look for other recent messages relevant to this problem or scenario, and check their meanings. If these indicate other serious problems, contact your Meridian MAX service representative. Otherwise, no action is required.
"Asked HSLink to hold off sending any M1 related messages" HDC hdc_start.c The HDC task is out of sync with the HSLink task and requests HSLink to stop sending any transformed High-Speed Link messages until it can recover. This message may be seen only if the HDC task is restarted during normal MAX operation.
"Asked HSLink to hold off sending any ACD related msgs" stats receive.c This is informational. Stats is restarting on its own and does not want to receive messages until finished its initialization.
"Asked HSLink to proceed with HSL initialization" HDC hdc_msg.c The HDC task is ready to accept the High-Speed Link initialization messages from Meridian 1.
"Asked HSLink to proceed with HSL init" stats st_msg.c Stats has received the AUX_UP message and has acknowledged HSLink that it is ready for the initialization messages.
"Asked HSLink to proceed with Stats initialization" stats st_msg.c The stats task is ready to accept the High-Speed Link initialization messages from Meridian 1.
"Asked HSLink to send all ACD call processing messages" HDC hdc_msg.c HDC properly processed all the High-Speed Link initialization messages from Meridian 1 and is now ready to proceed with normal operation (that is, to process all the ACD call related messages from Meridian 1).

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Table 8-5 (continued)
Informational messages

Information Message **Task** **Module** **Explanation and Error Recovery Procedure**
"Asked HSLink to send all ACD call processing msgs" stats st_msg.c Stats has received the end of the initialization message and is telling HSLink that it is ready for the call processing messages.
"Attached to shared memory region" stats stsmgr.c This is informative. This message is displayed as part of the initialization process if this occurs during normal operation (that is, not after the system restart). Check for error messages from the stats program.
"Attempting to send unknown FT Net. Msg.: ID = %d" ft_server ft_server.c An unexpected message is requested to send. The task should start its recovery by itself.
"Attempting to send unknown FT Net. Msg.: ID = %d" ft_server fxfr.c An unexpected message is requested to send. The task should start its recovery by itself.
"Audit: HistDB table #%d [%s] so far has %d recs (day %d)" HDC hdc_dump.c The HDC child task is updating the audited count of the Historical Data database records stored so far in the given table type for the given day. The day is today's day number, except for the 'l_agent' tables just after midnight.
"Both ACD-DNs in HSL msg type %d are zero – msg ignored" HSLink hsl_xform.c A High-Speed Link message was received from the Meridian 1 with one or two DNs set to "0." This is invalid and will be ignored. If this error message occurs often, there may be a problem with the Meridian 1, and you should contact your Meridian MAX service representative.
"bytes_in_pipe = %d but read 0 – try again" commonlib nacd_msg.c No bytes are read even though there are supposed to be a certain number of bytes in the pipe. No action is required.
"Call Forcing Feature present" cclink ccl_sl1aud.c A Call Forcing feature is present on the Meridian 1. No action is required.
"Call Forcing Feature not present" cclink ccl_sl1aud.c A Call Forcing feature is not present on the Meridian 1. No action is required.

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Table 8-5 (continued)
Informational messages

Information Message **Task**	**Module**
Explanation and Error Recovery Procedure	
"CC not Enabled" cclink	ccl_main.c
MAX does not have the Configuration Control option enabled. No user intervention is necessary.	
"Changing task's name to [%s]" fxfr	fxfr.c
The task's name is changed to the specified name. No action is required.	
"Check task status %s %d" naclink	com_hdl.c
This is informative. If %d is zero, ignore the error. If %d is greater than zero, this error will be followed by the Fatal error: "Linkreader is not active, restarts."	
"CHNL_SET time out – %s" naclink	cmis_sub.c
There is a time out on the channel setting. No action is required.	
"CIM @ ACD time %ld; next @ %ld (intrvl = %d, day = %d)" HSLink	hsl_utils.c
The HSLink program generated an end-of-interval event for the 'hdc' program. This message shows the current ACD time, the new time (next), the new interval number (intrvl), and the new day number (day). ACD time is the number of seconds since midnight. Intervals range from 0 (00:00) to 48 (23:30).	
"Cleaned up pipe from NACLINK task" Linkread	protocol.c
This message indicates that the link to the NAC is initializing. This message will appear after a system restart or if the NAC is attempting to restart the link. No action is required.	
"Cleaned up pipe from linkreader" naclink	naclink.c
This message indicates that the link to the NAC is initializing. This message will appear after a system restart or if the NAC is attempting to restart the link. No action is required.	
"Cleaned up pipe from applications" naclink	naclink.c
This message indicates that the link to the NAC is initializing. This message will appear after a system restart or if the NAC is attempting to restart the link. No action is required.	
"Cleared the main input pipe; ready to accept new MIS messages" HDC	hdc_proc.c
The HDC task received an acknowledgment from the HSLink task (indicating the main input pipe to HDC is now blocked), cleared the main input pipe, and is ready to proceed with regular Meridian 1 message processing. This message should be seen only if the HDC task was out of sync with HSLink.	

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Table 8-5 (continued)
Informational messages

Information Message **Task** **Module** **Explanation and Error Recovery Procedure**
"Cleared the main input pipe & ready to accept new MIS msgs" stats receive.c This is informational. Stats has received acknowledgement from HSLINK and has cleared its main input pipe.
"Closing interval #%d with time %ld (sec); new time = %ld" HDC hdc_close.c The HDC task is about to flush all of its current interval Data database table buffers into the database and is preparing to close off all the necessary ACD historical statistics timers. The message shows the current interval number, the internal ACD time-of-day used to close off the timers, and the new ACD time-of-day with which the timers are started.
"Created the named pipe [%s]" ft._server ft_server.c The named pipe is created. No action is required.
"Created the named pipe [%s]" ft._server fxfr.c The named pipe is created. No action is required.
"CURRENT FCC Parm.ID %d is assigned default value %ld" common limits.c The default values are used if the Current FCC parameter ID could not be found. Refer to the warning message "Can't find CURR. FCC Parm. ID."
"Datagram error –" naclink app_error.c A datagram error has occurred due to transient network problems. No action is required.
"Debugging disabled" HDC hdc_msg.c Someone requested that the previously enabled debugging feature of HDC be terminated.
"Debugging disabled" HSLink hsl_main.c The debugging option of this program has been disabled. No action is required.
"Debugging enabled (see the '/usr/max/tmp/HD*' files)" HDC hdc_msg.c Someone requested that the debugging feature of the HDC task be started. Note that this debugging feature will cause the creation of a file every time the HDC task is spawned to flush its buffers into the Data database. These files will reside in the '/usr/max/tmp' directory with the same name as the spawned child task. It will contain the contents of all the buffers flushed into the database. This feature must be enabled with caution ensuring that there is enough disk space.

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Table 8-5 (continued)
Informational messages

Information Message **Task** **Module** **Explanation and Error Recovery Procedure**
"Debugging enabled (TD requests for M1 time ignored)" HSLink hsl_main.c The debugging option for this program has been enabled. MAX will no longer periodically query the time and date from the Meridian 1, and all unsolicited time messages from the Meridian 1 will be ignored. This prevents the Meridian MAX from changing the date and time during normal operation. No action is required.
"Disk space expected: %d MB [pass %d]" DBAUDIT dba_adj.c The audited Meiridian MAX capacity exceeds the available disk space. Adjustment is attempted (pass %d of the adjustment effort).
"EAR/CCR Feature present" cclink ccl_sl1aud.c The EAR/CCR feature is present on the Meridian 1. No action is required.
"EAR/CCR Feature not present" cclink ccl_sl1aud.c The EAR/CCR feature is not present on the Meridian 1. No action is required.
"Emptied pipe (file descriptor %d) of %d bytes" common intertask.c The specified pipe has been emptied. The number of bytes that were removed from the pipe is indicated. No user action required.
"Extra adhoc dump (HSL delay %ld sec, intrvl %d, day %d)" HSLink hsl_main.c MAX is requesting the 'HDC' program to perform a dump into the historical database. This message indicates that there is a delay in receiving High-Speed Link messages from the Meridian 1. No action is required. However, if this message appears often, contact your Meridian MAX service representative.
"Failed to adjust audit information: profile translation used." DBAUDIT dba_adj.c The audited MAX capacity exceeds the available disk space and cannot be adjusted to be within the limit by preset rules. The default profile translation is used instead.
"For ACD-DN %d, active time = %ld (secs)" HDC hdc_close.c This message indicates that the time that at least one agent was logged into the given ACD-DN is 0 (that is, there was no agent activity on the ACD queue).

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Table 8-5 (continued)
Informational messages

Information Message **Task** **Module** **Explanation and Error Recovery Procedure**
"For ACD-DN %d, start_active_time = %ld –> 0 (secs)" HDC hdc_init.c While adding a new ACD-DN record to an internal ACD-DN info. table, HDC detected that the previous record value for the "start of agent activity time" was non-zero and is being reset to zero. This is a normal error recovery process.
"For source ACD que. %d, in. trunk %d–%d != %d–%d in *NCRL HSL msg" HDC hdc_msg.c The HDC task detected that the completed outgoing NACD call has a different incoming route and route member number than when the call first was routed to the remote Meridian 1 PBX. The HDC task assumes that the latest numbers are more accurate. This message indicates a deficiency with the Meridian 1 HSL messages and may cause the Meridian MAX to lose some of the ACD Route/Trunk Historical Statistics. If this message persists, contact your Meridian MAX service representative for further analysis.
"Freeing %s buffer @ x%lx" HDC hdc_dump.c The HistDB table buffer will be freed since it is no longer needed.
"Freeing index pointer x%lx" HDC hdc_dump.c The HistDB index pointer will be freed since it is no longer needed.
"Freeing lookup table # %d pointer x%lx" HDC hdc_dump.c The HistDB lookup table pointer will be freed since it is no longer needed.
"Freeing P_NCalNdx x%lx" HDC hdc_dump.c The HistDB NACD call start time table index will be freed since it is no longer needed.
"Freeing P_NCalTab x%lx, P_FreeNCalRec x%lx" HDC hdc_dump.c The HistDB NACD call start time table buffer and its associated index table will be freed since they are no longer needed.
"Freeing P_PosTab x%lx, P_FreePosRec x%lx" HDC hdc_dump.c The HistDB lookup position table buffer and its associated index table will be freed since they are no longer needed.
"Freeing P_QueTab x%lx, P_FreeQueRec x%lx" HDC hdc_dump.c The HistDB lookup queue table buffer and its associated index table will be freed since they are no longer needed.

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Table 8-5 (continued)
Informational messages

Information Message **Task** **Module** **Explanation and Error Recovery Procedure**
"FT #%5ld (file #%d) to node %d: status = %d; error = %d params [%s]" ft_server ft_server.c This message only displays the status of the file transfer specified. No action is required.
"FT #%5ld (file #%d) to node %d: status = %d; error = %d params [%s]" ft_server fxfr.c This message only displays the status of the file transfer specified. No action is required.
"Granted MAPA lock to HistDB" HDC hdc_dump.c The HDC child task received permission from MAPA to access the Historical Data database.
"Granted MAPA lock to SysDB" HDC hdc_dump.c The HDC child task received a permission from MAPA to access the system database.
"Granted lock to HistDB table(s) of data group type %d" HDC hdc_dump.c The HDC child task received exclusive lock(s) to access all the needed Historical Data database tables for the given data type.
"Hash %s stats: #access = %ld, #compares = %.2f(avg), %hd(max)" <Task> hsearch.c This message is for debugging purposes and is not normally output by HDC: '#access' shows the total number of accesses to the hash table '%s', '#compares' shows the average number of comparisons per access (the total number of comparisons made in record searching divided by the total number of accesses), and the maximum number of comparisons made in finding a record. Ignore this message.
"HistDB table %s: Exp. recs = %ld, BufLim = %d, NdxLim = %d" HDC hdc_start.c The HDC task is preparing the given Hist. Data database table buffer (of the 'BufLim' size) and associated index table (of the 'NdxLim' size). It also indicates the absolute expected record count for the given Hist. Data Database table based on the Meridian MAX limits defined in the Meridian MAX Capacity Configuration screens in the Maintenance menu.
"HSL is back up (it was down for approx. %d minutes)" HSLink hsl_main.c This message corresponds to an earlier "HSL seems down" warning message from the HSLink task. This indicates that there was no information received from the Meridian 1 across the High-Speed Link for the last '%d' minutes. This message also indicates that the Meridian MAX is now receiving information, and the link is back up.

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Table 8-5 (continued)
Informational messages

Information Message **Task**	**Module**
Explanation and Error Recovery Procedure	
"HSL trace disabled" HSLink	hsl_main.c
Someone has turned off High-Speed Link tracing on the Meridian MAX. No action is required.	
"HSL trace enabled" HSLink	hsl_main.c
Someone has turned on High-Speed Link tracing on the Meridian MAX. All messages from the Meridian 1 will be logged onto the Meridian MAX hard disk. No action is required.	
"Ignoring duplicate HSL block of len. %d (1st msg ID %d)" HSLink	hsl_main.c
MAX received two of the same message blocks in a row. The second message block will be ignored. If this problem persists, contact your Meridian MAX service representative.	
"Ignoring invalid request for Cut Interval Time msg (CIM)" HSLink	hsl_utils.c
This is an internal assertion check within the HSLink program. No action is required. If the message persists, contact your Meridian MAX service representative.	
"Ignoring: request arrived within %d secs of prev request" MAPA Controller	ctl_utils.c
A request has been received by link after the specified time period and will be ignored. No action is required.	
"Individual ACD que. limits: %d ACD-DNs, %d CDNs, %d IVRs" HDC	hdc_start.c
The HDC is preparing its ACD Queue Control Lookup table to be further limited by the various queue types. Note that the ACD-DN and IVR queue limits will always be the same — the total of each separate limit defined in the Capacity Configuration screen in Maintenance menu.	
"Individual ACD rte. limits: %d ATs, %d non–ATs, %d RANs" HDC	hdc_start.c
The HDC is preparing its ACD Route Control Lookup table to be further limited by the various route types — namely, ACD Auto-Terminating, ACD Non Auto-Terminating, and Recorded Announcement routes. Note that these limits are not used for controlling each type of route.	
"Individual ACD trunk limits: %d ATs, %d non–ATs" HDC	hdc_start.c
The HDC is preparing its ACD Trunk Control Lookup table to be further limited by the various trunk types — namely, ACD Auto-Terminating and ACD Non Auto-Terminating trunks. Note that these limits are not used for controlling each type of trunk.	
"Invalid frame sequence" linkread	mprotocol.c
A frame sequence is not sent correctly. No action is required.	

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Table 8-5 (continued)
Informational messages

Information Message **Task**	**Module** **Explanation and Error Recovery Procedure**
"Lamp Threshold Feature present" cclink	ccl_sl1aud.c The Lamp Threshold feature is present on the Meridian 1. No action is required.
"Lamp Threshold Feature not present" cclink	ccl_sl1aud.c The Lamp Threshold feature is not present on the Meridian 1. No action is required.
"Link restarted from remote" linkread	mprotocol.c The linkreader has been restarted by the remote side. No action is required.
"M1 PBX has requested HSL initialization sequence" HSLink	hsl_xform.c The Meridian 1 has requested initialization of the High-Speed Link. This is normal operation on startup of the Meridian MAX or the Meridian 1. If this message appears during normal operation, contact your Meridian MAX service representative.
"M1 PBX requests MAX to set its clock to YY–MM–-DD HH:MM:SS" HSLink	hsl_utils.c Time synchronization between MAX and the Meridian 1 is taking place. The Meridian 1 has sent the current date and time. MAX will set its internal clock to this time.
"MAX '%s' limits: %d customer, %d adjusted system" HDC	hdc_start.c The HDC is preparing the given internal Lookup table (%s) based on the given MAX limits extracted from the system database, which are just copies of the limits shown in the Meridian MAX Capacity Configuration screen in the Maintenance menu. Note that the "adjusted system" limit is 40% more than the given Meridian MAX platform system limit to allow for more efficient searching. The task, however, only needs to limit data collection based on the "customer" limit. It allows registering of the overflowed data in its internal tables purely for showing on the Meridian MAX Capacity Configuration screens the current "measured" Meridian 1 ACD limits, to aid in properly matching the Meridian MAX and Meridian 1 ACD system configurations.
"MAX has connected to the Meridian 1 (HSL protocol 1 to 8) and will use HSL protocol 8" HSLink	Uhsl_inilnk.c This message indicates which protocols are supported in the SL1; in this case, protocol 8 is selected.
"MAX system is running in the agent ID mode" HSLink	hsl_initsk.c MAX will be receiving agent IDs from the Meridian 1. MAX will be operating and collecting statistics based on individual agent IDs as opposed to position IDs.

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Table 8-5 (continued)
Informational messages

Information Message **Task** **Module** **Explanation and Error Recovery Procedure**
"MAX system is running in the position ID mode" HSLink hsl_initsk.c This indicates that MAX will not be expecting agent IDs from the Meridian 1 when agents log in to positions. This should match what is defined on the Meridian 1. MAX will substitute the position ID in the Agent ID for all statistics dealing with agents.
"MAX Time drifted from day %d back to day %d" ager ag_lstdmp.c This message indicates that the time on the Meridian 1 has changed significantly. The '%d' indicates a day number since January 1970. Simply subtract the two values to determine the number of days in the time change. Check the time on the Meridian 1 to confirm that the time change is valid.
"MAX version %d" DBAUDIT dbaudit.c An invalid MAX version number was supplied to the DBAUDIT task. Consult your Meridian MAX service representative. Your Merdian MAX should function normally except that the auditing message on the Meridian MAX Capacity Configuration screen may not be accurate.
"Maxi ft sessions exceeds 50" ft_server ft_server.c The ft sessions have reached the maximum limit. No action is required.
"Measured value for %s is too high (%d) (maximum %d)" DBAUDIT dba_adj.c The audited value %d for parameter %s is over the maximum %d.
"Measured value for %s is too low (%d) (minimum %d)" DBAUDIT dba_adj.c The audited value for parameter %s is below the minimum.
"MEI INFORMATION: Configuration parameters are being read from file %s" meit mei.c This message appears at MEI task startup time, if the MEI LAN busy parameters are being read from a configuration file that exists on the system. The configuration file name is specified.

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Table 8-5 (continued)
Informational messages

Information Message **Task** **Module** **Explanation and Error Recovery Procedure**
"MEI INFORMATION: If LAN busy, warn at %d tries (%d for events), discard at %d (%d if only 1 link active" meit mei.c This message appears at MEI task startup time, indicating the various parameters that are in effect for MEI LAN busy conditions on this system. The message indicates that MEI will warn of LAN busy problems only after a certain number of retry attempts by Meridian MAX to send the message on the LAN or after a different number for P_EVENT_DATA messages. It also indicates that messages will be discarded after another number of retries, and that messages will be discarded after yet another number if only one link is active.
"MEI INFORMATION: LAN was busy. Req'd %d attempts to send msg on port %ld. MEI links were blocked for %ld ms." meit mei.c This message appears if the LAN was busy on the first send but was able to accept messages later. This could indicate a problem with the LAN or with the machine on which the MEI client is running. Have your LAN administrator verify that the LAN capacity is sufficient to handle the flow of traffic that MEI requires, and that the client machine can accept MEI messages. If the problems persists, follow the instructions in the "Unable to send %s" warning error messages.
"MEI INFORMATION: Shutdown request from client received for link %d on port %d" meit mei.c This message appears every time an MEI client sends a P_SHUTDOWN message to the Meridian MAX. It identifies the link on which the connection was stopped.
"MEI INFORMATION: Starting MEI connection for link %d on port %ld" meit mei.c This message appears every time an MEI connection is started. It identifies the link on which the connection was started.
"MEI INFORMATION: Turning MEI link trace off for link %d on port %ld" meit comm.c This message appears every time the MEI link trace is stopped. It specifies the link on which the trace was stopped.
"MEI INFORMATION: Turning MEI link trace on for link %d on port %ld" meit msg.c This message appears every time the MEI link trace is started. It specifies the link on which the trace was started.
"MEI performance trace is disabled" HSLink Someone has turned off the MEI performance tracing on the Meridian MAX. No action is required.

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Table 8-5 (continued)
Informational messages

Information Message **Task** **Module** **Explanation and Error Recovery Procedure**
"MEI performance trace is disabled" HSLink hsl_main.c Someone has turned off the MEI performance tracing on the Meridian MAX. No action is required.
"MEI performance trace is enabled" HSLink Someone has turned on the MEI performance tracing on the Meridian MAX. No action is required.
"MEI performance trace is enabled" HSLink hsl_main.c Someone has turned on the MEI performance tracing on the Meridian MAX. No action is required.
"Meridian MAX termination requested" <Task> This message indicates that someone has requested the system to be shut down via the maintenance console.
"Message is not sent to host" linkread mprotocol.c A message is not sent to the host side. No action is required.
"More ACD routes (%d) than ACD trunks (%d) found." DBAUDIT dba_adj.c The number of ACD routes are found to be more than that of ACD trunks in the Historical Database.
"More activity codes per Q (%d) than total number of activity codes (%d) found." DBAUDIT dba_adj.c The number of distinct activity codes used are found to be more than the total number of activity codes defined.
"More dest. queues per CDN (%d) than total number of ACD queues(%d) found." DBAUDIT dba_adj.c The number of CDN target queues are found to be more than the total number of ACD-DN and IVR queues in the Historical Database.
"More positions (%d) than agents(%d) found." DBAUDIT dba_adj.c The number of positions are found to be more than that of agents in the Historical Database.

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Table 8-5 (continued)
Informational messages

Information Message **Task**	**Module**
Explanation and Error Recovery Procedure	
"More primary answering Qs (%d) than total number of queues (%d) found." DBAUDIT	dba_adj.c
The number of primary answering queues are found to be more than the total number of ACD queues in the Historical Database.	
"Most INFO. messages are disabled" HDC	hdc_main.c
Someone has requested that most of the informational messages are not to be displayed.	
"Most INFO messages are disabled" HSLink	hsl_main.c
Someone has requested that the extra INFORMATIONAL messages for this task are not to be displayed in the error log. No action is required.	
"Most WARNING messages are disabled" HDC	hdc_main.c
Someone has requested that most of the warning messages are not to be displayed.	
"Most WARNING messages are disabled" HSLink	hsl_main.c
Someone has requested that the extra WARNING messages for this task are not to be displayed in the error log. No action is required. Currently, there are no suppressed HSLink warning messages.	
"NAC Connectivity Option is ON" cclink	ccl_main.c
MAX has been configured with the NAC option.	
"NAC has been rebooted" naclink	mis_sub.c
NAC has been found rebooting. No action is required.	
"Neigbouring task (ID %d) is ready for HSL init. data" HSLink	hsl_main.c
The High-Speed Link is in the process of being initialized. Either the 'hdc' (MAX IPC ID 11) or 'stats' (MAX IPC ID 4) program has indicated that it is ready to receive the initialization data from the Meridian 1. No action is required.	
"Neigbouring task (ID %d) accepted HSL init. data" HSLink	hsl_main.c
Either the 'hdc' (MAX IPC ID 11) or 'stats' (MAX IPC ID 4) program has received all of the High-Speed Link initialization data. No action is required.	

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Table 8-5 (continued)
Informational messages

Information Message **Task** **Module** **Explanation and Error Recovery Procedure**
"Neigbouring task (ID %d) requested HSL init. phase" HSLink hsl_main.c Either the 'hdc' (MAX IPC ID 11) or 'stats' (MAX IPC ID 4) program has requested the High-Speed Link initialization data from the Meridian 1. No action is required.
"Neighboring task (ID %d) is out of sync" HSLink hsl_main.c Either the 'hdc' (MAX IPC ID 11) or 'stats' (MAX IPC ID 4) program is not synchronized with HSLink. The program has requested HSLink to hold off sending any more data until they are synchronized again. If this message appears again, there may be an internal MAX problem, and you should contact your Meridian MAX service representative.
"Netlink trace off" naclink com_hdl.c This is informative. The netlink trace log is off. No action is required.
"Netlink trace on" naclink com_hdl.c This is informative. The netlink trace log is on. No action is required.
"Network connection to NAC is down" naclink mis_sub.c The network connection between NAC and MAX is currently down. Check the physical connection to the network modem or the direct connection. The link will continually attempt to reestablish itself. If the link does not come up, contact your Meridian MAX service representative.
"Network connection to NAC is up" naclink mis_sub.c The network connection between NAC and MAX is up. No action is required.
"New MAX Time %s" td TDm_time.c As part of a standard protocol, TD received a new time from the Meridian 1 switch. New MAX User Time is set to the Meridian 1 time and displayed for user information in this message. This message is always preceded by a warning message informing about a new time difference (Time Delta) between MAX User Time (that is, Meridian 1 time) and MAX System Time.
"No supervisor found." DBAUDIT dba_adj.c Zero supervisors are found in the Historical Database.
"Not initialized S64" linkread setty.c The modem register (S64) will not be initialized. No action is required.
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Table 8-5 (continued)
Informational messages

Information Message **Task** **Module** **Explanation and Error Recovery Procedure**
"Not in Product Mode" cclink ccl_main.c MAX is now in TRAINING or PRECUT mode.
"Notifying M1 PBX that HSL initialization was successful" HSLink hsl_inilnk.c This message indicates that the High-Speed Link has completed the initialization sequence. No action is required.
"Opened file [%s] with descriptor %d" common intertask.c The specified file has been opened with the named descriptor. No user action required.
"Opened the named pipe [%s] with discriptor %d" ft_server ft_server.c A specified pipe is opened with the named descriptor. No action is required.
"Opened the named pipe [%s] with discriptor %d" ft_server fxfr.c.c A specified pipe is opened with the named descriptor. No action is required.
"Opened the named pipe [%s] with discriptor %d" fxfr fxfr.c A specified pipe is opened with the named descriptor. No action is required.
"Pos. %d [src Q, dst Q, agt ID, rte or trk] keys mismatch: [%d, %d, %d, %d, %d] != [%d, %d, %d, %d, %d] in HSL msg ID %d" HDC hdc_util.c When the given HSL message with a Pos. ID was processed by HDC, it detected that one or more keys identifying the call do not match those stored internally in HDC. This could be due to lost HSL messages due to internal throttling between HDC and HSLink or in the incoming Meridian 1 HSL stream. This may not be a serious error since HDC task attempts to recover from this. The message simply flags that some historical ACD statistics may be lost. If this problem persists, contact your Meridian MAX service representative. Note that this info. message will always appear if either the source ACD queues, route, or route (trunk) numbers do not match the "purely" call related "keys." A similar warning message will always appear if the remaining (position related) keys do not match.

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Table 8-5 (continued)
Informational messages

Information Message **Task** **Module** **Explanation and Error Recovery Procedure**
"Pos. %d [src Q, rte, trk] keys mismatch: [%d, %d, %d] != [%d, %d, %d] in HSL msg ID %d" HDC hdc_util.c When the given HSL message with a Pos. ID was processed by HDC, it detected that one or more keys identifying the call do not match those stored internally in HDC. This could be due to lost HSL messages due to internal throttling between HDC and HSLink or in the incoming Meridian 1 HSL stream. This may not be a serious error since HDC task attempts to recover from this. The message simply flags that some historical ACD statistics may be lost. If this problem persists, contact your Meridian MAX service representative. In order to see the mismatch of the other keys, all of the informational messages need to be enabled.
"Querying M1 PBX for latest date and time" HSLink hsl_inilnk.c MAX requires the current date and time. As part of the time synchronization with the Meridian 1, MAX periodically requests the current date and time.
"Received CIM – Cur. TOD = %ld, day = %d, interval = %d; Next TOD = %ld (sec), day = %d, interval = %d" HDC hdc_msg.c The HDC task received a request to dump all Data database buffers at the end of the current interval, and start a new interval (with the new time/day).
"Received request to re–init. HSL for whole MAX" HSLink hsl_main.c The HSLink program has been requested to reinitialize the High-Speed Link and the whole MAX system. No action is required unless it persists.
"Received unexpected record %d (!= %d) in block %d" ft_server fxfr.c An unexpected record is received in the block specified. The task should start its correction to the record by itself. No user intervention is necessary.
"Receiving file #%d [%s] of size %lu (bytes); dsc. %d/%d" ft_server fxfr.c This is file transfer information. No user intervention is necessary.
"Released HistDB MAPA lock" HDC hdc_dump.c The HDC child task successfully released the exclusive Historical Data database access permission.

—continued—

Table 8-5 (continued)
Informational messages

Information Message **Task**	**Module**
Explanation and Error Recovery Procedure	
"Released lock to HistDB table(s) of data group type %d" HDC	hdc_dump.c
The HDC child task released all the lock(s) to the Historical Data database table for the given data type.	
"Released SysDB MAPA lock" HDC	hdc_dump.c
The HDC child task successfully released the exclusive system database access permission.	
"Remote Operation error, MAPA code – '%d'" naclink	app_error.c
A remote request from the NAC possibly failed. Check recent error messages.	
"Request not supported" stats	receive.c
A request received by Stats is not supported and is ignored.	
"Request to change system time to %s" MAPA Controller	ctl_utils.c
No action is required.	
"Requesting again block %d from the record %d" ft_server	fxfr.c
This is a request for a retransmission of a certain block. No action is required.	
"Requesting CIM for relatively idle HSL (@ MIS TOD %ld)" HSLink	hsl_main.c
The HSLink program is asking the 'hdc' program to place all data from the previous interval from memory into the database on the hard drive. No action is required.	
"Requesting M1 PBX to terminate HSL message transmission" HSLink	hsl_inilnk.c
The serial numbers of the Meridian MAX and the Meridian 1 do not match. The High-Speed Link will not initialize. MAX may have been installed with an incorrect serial number. Contact your Meridian MAX service representative.	
"Requesting M1 PBX to set ACD clock to YY–MM–DD HH:MM:SS" HSLink	hsl_inilnk.c
MAX is asking the Meridian 1 to change its ACD clock. This can be caused by the Meridian 1 sending an invalid date and time to MAX. No action is required.	

—continued—

Table 8-5 (continued)
Informational messages

Information Message **Task** **Module** **Explanation and Error Recovery Procedure**
"Requesting M1 PBX to set ACD clock to YY–MM–DD HH:MM:SS – and to start HSL initialization sequence" HSLink hsl_inilnk.c MAX is asking the Meridian 1 to change its time and date, and to initialize the High-Speed Link. No action is required.
"Requesting M1 PBX to start sending HSL init. messages" HSLink hsl_inilnk.c The High-Speed Link is initializing. MAX has determined that the Meridian MAX and Meridian 1 serial numbers match and asks the Meridian 1 to start sending the initialization messages to MAX. No action is required.
"Reset the HSL port (file desc. # %d) to original values" HSLink hsl_setty.c This program is in the process of terminating and has successfully reset the physical port on the Meridian MAX which is connected to the Meridian 1. No action is required.
"Resyncing cron with the new time" MAPA Controller ctl_utils.c The system time has been changed and is now synchronized with the new time. No action is required.
"Sending 'dump–done' msg to RptGen (ID 0x%x) @ OS tod %ld" HDC hdc_dump.c The HDC child task finished dumping the Historical Data requested by the given RptGen task and is notifying it with a message.
"Sending file #5d [%s] of size %lu (bytes); dsc. %d/%d" ft_server fxfr.c This is file transfer information. No action is required.
"Sending 'start–age' msg to Ager @ ACD tod %ld (day %d)" HDC hdc_dump.c The HDC child task finished dumping the last Historical Data for the given day and is notifying the Ager task to start aging the data. Note that this message is also sent every time after the High-Speed Link is initialized and when the Meridian MAX is restarted in order to allow Ager to verify that the Historical Data database has already been aged.
"Set the HSL port (file desc. # %d) to transmit @ %d bps" HSLink hsl_setty.c The HSLink program has set up the physical connection to the Meridian 1. This indicates that the High-Speed Link is about to be initialized. No action is required if this message appears after a reboot or installation of the Meridian MAX. Otherwise, contact your Meridian MAX service representative.

—continued—

Table 8-5 (continued)
Informational messages

Information Message **Task**	**Module**
Explanation and Error Recovery Procedure	
"Some tables empty due to zero ad hoc age" DBSizer	calcage.c
Some table's new size is too small to hold just one day (week, or month) of interval or daily (weekly, or monthly) data. All data is removed from tables with the same time granularity group.	
"Some warning messages disabled, previously disabled" stats	receive.c
A request to disable warning messages about unknown queues and positions for all call events has been received by Stats. These messages were already disabled.	
"Some warning messages disabled, previously enabled" stats	receive.c
A request to disable warning messages about unknown queues and positions for all call events has been received by Stats. Stats will suppress printing of these messages.	
"Special ad–hoc dump was requested" HDC	hdc_main.c, hdc_msg.c
The HDC task received a non-standard request to flush all of its Hist. Data Database buffers. This can occur if there is a substantial delay in receiving the High-Speed Link messages from Meridian 1 or if someone manually asks for a dump for diagnostics purposes.	
"Starting security check and HSL protocol selection" HSLink	hsl_inilnk.c
The High-Speed Link is being initialized. MAX has received the serial number from the Meridian 1. No action is required.	
"Successful LOG ON by NAC" naclink	mis_opdu.c
NAC has been successfully logged on to MAX. This is part of the initialization process with the NAC. No action is required.	
"System backup started" ager	ag_backup.c
This message indicates that a system backup was started.	
"Table %s too small: size %d, #recs %d" DBSizer	calcage.c
Table %s is too small to hold just one day (week, or month) of the existing interval or daily (weekly, or monthly) data. All data is removed from that table and all tables with the same time granularity group.	
"Task trace disabled" HDC	hdc_main.c
Someone requested that the previously enabled HSL message tracing feature of HDC be terminated.	

—continued—

Table 8-5 (continued)
Informational messages

Information Message **Task** **Module** **Explanation and Error Recovery Procedure**
“Task trace enabled (see the ‘/usr/max/tmp/hdc.trc’ file)” HDC hdc_main.c Someone requested that the HSL message tracing feature of the HDC task be started.
“TD wants the latest M1 PBX date and time” HSLink hsl_main.c The Time Daemon (TD) program has requested the time from the Meridian 1. The HSLink program will proceed to query the Meridian 1 for the latest date and time.
“Terminating gracefully” HDC hdc_main.c This message indicates that the HDC task is gracefully shutting down. It is mainly meant to indicate if the task shutdown was started unintentionally (for example, due to memory corruption).
“The file [%s] has been already transferred!” ft_server fxfr.c This is file transfer information. No action is required.
“The number of partitions seen by ‘df’ is %d” DBSizer devmgr.c This reports the number of disk partitions seen by DBSizer through the “df” command. This message is issued only when DBSizer detects invalid values in the environment variable SIZERTMP. The disk partitions reported should reflect the disk partitions on the Meridian MAX.
“The task’s input pipe is empty” ft_server ft_server.c The request pipe is empty. No action is required.
“The task’s input pipe is empty” ft_server fxfr.c The request pipe is empty. No action is required.
“Time out # %d: No Net. Msg. received in %.2f mins.” ft_server fxfr.c No action is required.
“Time Overflow Feature present” cclink ccl_sl1aud.c The Time Overflow feature is present on the Meridian 1. No action is required.
“Time Overflow Feature not present” cclink ccl_sl1aud.c The Time Overflow feature is not present on the Meridian 1. No action is required.

—continued—

Table 8-5 (continued)
Informational messages

Information Message **Task**	**Module**
Explanation and Error Recovery Procedure	
"tmp/fxfr.%d.dbg" ft_server	fxfr.c
The log file is created. No action is required.	
"Too many trunks per route: maximum 126, found %d / %d = %.2f" DBAUDIT	dba_adj.c
The audited value for trunks per route (%d/%d = %.2f) is over the maximum 126.	
"Unexpected FT Msg. received:ID %d; state/serial# %05ld" ft_server	ft_server.c
An unexpected message is received. The task should start its recovery by itself. This is informative.	
"Unexpected FT Msg. received: ID %d; state/serial# %05ld" ft_server	fxfr.c
An unexpected message is received. The task should start its recovery by itself. This is informative.	
"Unexpected Network Message received: ID = %d" ft_server	ft_server.c
An unexpected message is received. The task should start its recovery by itself. This is informative.	
"Unexpected Network Message received: ID = %d" ft_server	fxfr.c
An unexpected message is received. The task should start its recovery by itself. This is informative.	
"Unknown error message %d" ft_server	ft_server.c
A system error has occurred. Look for other recent messages relevant to this problem or scenario, and check their meanings. If these indicate other serious problems, contact your Meridian MAX service representative. Otherwise, no action is required.	
"Unknown error message %d" fxfr	fxfr.c
A system error has occurred. Look for other recent messages relevant to this problem or scenario, and check their meanings. If these indicate other serious problems, contact your Meridian MAX service representative. Otherwise, no action is required.	

—continued—

Table 8-5 (continued)
Informational messages

Information Message **Task** **Module** **Explanation and Error Recovery Procedure**
"Unsolicited M1 PBX date & time change request" HSLink hsl_utils.c The Meridian 1 has sent MAX a message with the current time and date. MAX was not expecting this message but will update its internal clock anyway. This message will appear when someone changes the time and date on the Meridian 1 and around midnight when the Meridian 1 sends MAX the time.
"Unsuccessful LOG ON by NAC" naclink mis.opdu.c NAC has failed to logon to MAX. The task should restart its recovery process and try to log on again. If the problem persists, make sure the hardware connection is correct. Otherwise, contact your Meridian MAX service representative.
"Vanilla MAX, ACDN Network Feature not present" cclink ccl_sl1aud.c MAX has not been configured with the ACDN Network feature, regardless of the features on the switch.
"write fails" MAPA Client client.c A system error has occurred. An earlier warning error message should clarify the reason for this error. The task should begin its recovery process and will start again without user intervention. If the problem persists, shut down the system, and contact your Meridian MAX service representative.
"Zero ACD routes while ACD trunks found to be %d." DBAUDIT dba_adj.c The number of ACD routes are found to be zero while the number of ACD trunks are found to be %d in the Historical Database.
—end—

Chapter 9: Operating system error messages

Overview

Operating system error messages are logged in the UNIX system log or appear directly on the Meridian MAX maintenance console. There are two groups of operating system errors: SMM167 SCSI error messages and SYSTEM V/68 error messages. SMM167 SCSI I/O (input/output) error messages are generated by the hard disk and the tape drive subsystems of the Meridian MAX. SYSTEM V/68 error messages are generated by Motorola's UNIX operating system.

The SMM167 SCSI I/O error messages are logged. These error messages can be viewed on the console by logging in to the console as **maint** and pressing **d**, followed by **{RETURN}**, to access the Diagnostics screen, and then **d** to access the Display UNIX System Log.

SYSTEM V/68 error messages generally appear on the Maintenance Display screen as they occur. There are some SYSTEM V/68 error messages that do appear in the UNIX System Log. To find these messages, access the Display UNIX System Log in the same way as for SMM167 SCSI I/O error messages. If any SYSTEM V/68 messages do occur, report them immediately to your Meridian MAX service representative.

Meridian MAX service representative

This document frequently refers to contacting your Meridian MAX service representative. This representative can be one of the following:

- an on-site technician
- a local distributor
- the Nortel support center

SMM167 SCSI I/O error messages

SMM167 driver

The SMM167 driver, the software and firmware subsystem that drives Small Computer System Interface (SCSI) devices, such as the hard disk and tape drive, can generate several different error messages. These error messages attempt to provide enough information to diagnose and provide a solution to the problem. Most of these driver error messages appear as a result of a failed hard drive or tape drive operation.

Error message types

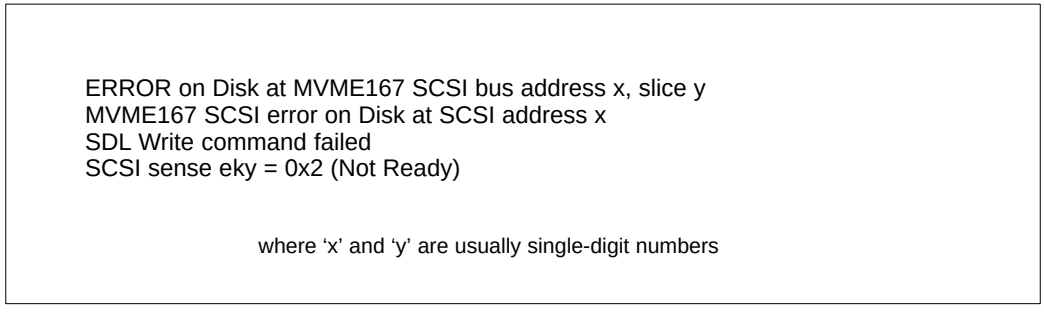
There are two types of error messages that may be encountered. These types are recoverable and non-recoverable messages. A recoverable error message has at least one solution or course of action available to correct the problem. A nonrecoverable error message usually signals that a serious problem has occurred on the device. Depending on the severity of the problem, corrective action may, or may not, be available to the user. Further detailed diagnoses in cooperation with your Meridian MAX service representative would be required to attempt a recovery from the error.

Hard drive error messages

Nonrecoverable (fatal)

Hard drive error messages are generally nonrecoverable. These error messages occur when data areas of the hard disk fail or are damaged. If these error messages persist, call your Meridian MAX service representative for hard disk replacement. Figure 9-1 is an example of a nonrecoverable hard disk error message from the SMM167 driver.

Figure 9-1
Example of a nonrecoverable hard drive error message

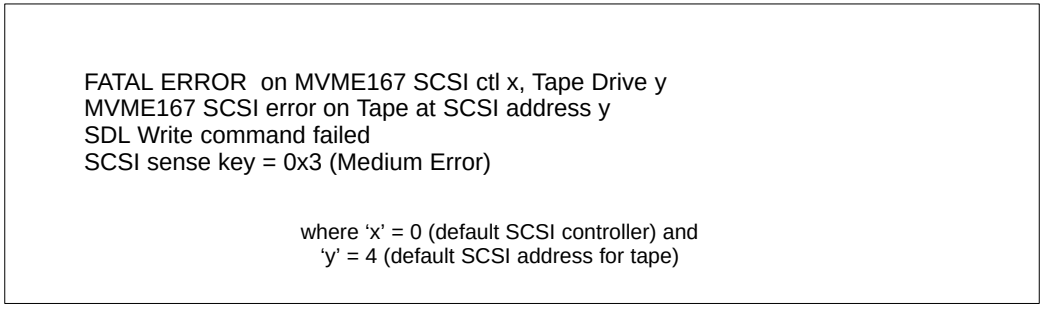


Tape drive error messages

Nonrecoverable (fatal)

Tape drive error messages can be classified as nonrecoverable. These error messages occur when the cassette tape or tape drive fails or is damaged. If these error messages persist, call your Meridian MAX service representative for a possible tape drive replacement. Figure 9-2 is an example of a nonrecoverable error message for a tape drive error.

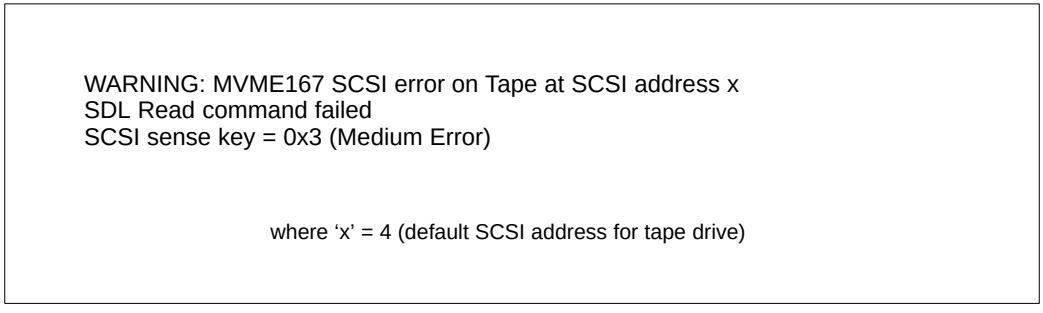
Figure 9-2
Example of a nonrecoverable tape drive error message



Recoverable

Unlike hard disk errors, many tape drive errors are recoverable. This can usually be done by replacing a damaged tape or inserting the correct tape. Figure 9-3 is an example of a recoverable error message for a tape drive error. Table 9-1 contains tape drive error messages that have recovery solutions.

Figure 9-3
Example of a recoverable tape drive error message



Recoverable SCSI I/O error messages

The error messages documented in Table 9-1 may appear singly or in groups depending on what tape operation is being performed. The order in which the messages appear can also be different for repeated failed tape operations. This is because the software tape driver may not receive the error messages from the tape drive firmware in the same order.

Table 9-1
Recoverable SMM167 SCSI I/O error messages

Error Message **Explanation and Error Recovery Procedure**
"FATAL ERROR on MVME167/MVME177 SCSI ctl x, Tape Drive y **MVME167/MVME177 SCSI error on Tape at SCSI address y** **SDL Write command failed** **SCSI sense key = 0x4 (Hardware Error)"** The tape drive has encountered a hardware problem and is unable to complete the tape operation. This can be seen in any maintenance routine that uses a tape. Perform the routine several times again. Also perform a different tape routine to test if the problem is isolated to one particular function. If the error persists, the tape drive is probably not functioning properly. Contact your Meridian MAX service representative for further assistance.
"NOTICE: Write protected on SCSI tape drive 4" The cassette tape write protect tab has been moved to the position which disallows any tape operation to overwrite data onto the tape. This can be seen in the following maintenance routines: • "Backup Customer Database" (online or offline) • Midnight backup For instructions on how to write enable the cassette tape, refer to the "Software installation" chapter of the *Meridian MAX 9 Installation Guide* (NTP 553-4001-111).
—continued—

Table 9-1 (continued)
Recoverable SMM167 SCSI I/O error messages

Error Message **Explanation and Error Recovery Procedure**
"WARNING: MVME167/MVME177 SCSI error on Tape at SCSI address 4 **SDL <tape cmd> command failed** **SCSI sense 0x2 (Not Ready)"** Any of the following commands issued by the tape driver are indicated by <tape cmd>: Attach – Tape drive does not respond to SCSI driver Read – Attempt by drive to read the tape failed Write – Attempt by drive to write to the tape failed Rewind – Attempt by drive to rewind the tape failed Get Info – Appears after "Write protected" notice The tape drive senses that the cassette tape is not ready to be used. The tape drive is encountering one of the following situations: • Cassette tape is still "spinning up" or rewinding, meaning commands cannot be issued to the tape driver while the drive is doing something else. • Tape is not inserted into the tape drive. • Tape is inserted backwards indicated by the flashing LED on the tape drive. • Tape drive door is not closed properly. • Tape was accidentally removed from the tape drive during a tape operation such as a software upgrade or backup.
"WARNING: MVME167/MVME177 SCSI error on Tape at SCSI address 4 **SDL Read command failed** **SCSI sense key = 0x3 (Medium Error)"** The tape in the drive has a serious problem. It may have been damaged from a previous tape operation, or environmental factors such as dirt, dust, and improper storage could have been responsible. This can be seen in any maintenance routine that uses a tape. Perform the routine several times. If the error persists, replace the tape if possible. Do not attempt to reuse this tape again.

—continued—

Table 9-1 (continued)
Recoverable SMM167 SCSI I/O error messages

Error Message **Explanation and Error Recovery Procedure**
"WARNING: MVME167/MVME177 SCSI error on Tape at SCSI address 4 **SDL Read command failed** **SCSI sense key = 0x3 (Medium Error)** **Tar: tape write error"** The tape operation is attempting to read data from a tape that is potentially damaged. This may occur when the Meridian MAX is attempting to back up the data to a tape during the midnight routines or during a full or online backup. This can be seen in the following maintenance routines: • "Backup Customer Database" routine (online or offline) writing to a damaged tape • midnight backup routine writing to a damaged tape • "Restore Customer Database" routine (offline only) reading from a damaged tape Retry the routines with the same tape. If the error persists, try the routine again with a different tape.
"WARNING: MVME167/MVME177 SCSI error on Tape at SCSI address 4 **SDL Read command failed** **SCSI sense key = 0x5 (Illegal Request)"** The tape operation could not find the files for which it was asked to look. For most Meridian MAX routines, the tape that is needed is the "Customer Application Software" tape. This could mean that the application tape was not created properly, or the wrong tape was inserted into the tape drive. This can be seen in the following maintenance routines: • "Restore Customer Database" reading from an incorrect or blank tape • "Load New Software Release" reading from an incorrect or blank tape Check that you have inserted the proper application software tape into the tape drive. If the proper tape is in the tape drive and the error persists, a replacement tape should be made for your system.

—continued—

Table 9-1 (continued)
Recoverable SMM167 SCSI I/O error messages

Error Message **Explanation and Error Recovery Procedure**
"WARNING: MVME167/MVME177 SCSI error on Tape at SCSI address 4 **SDL Read command failed** **SCSI sense key = 0x8 (Blank Check)"** This error may occur during tape operations where data is read from the tape. The tape operation tried to read past the end of the last file on the tape. This may signal to the user that the tape is damaged or blank, or that the tape drive itself is not functioning properly. This can be seen in the following maintenance routines: • "Restore Customer Database" • "Load New Software Release" Perform the routine again to check that the tape is not damaged. Also, check that the tape is not a blank tape. If the error persists, a new "Customer Application Software" tape may have to be reordered. If this does not solve the problem, it is possible that the tape drive is not functioning properly. Contact your Meridian MAX service representative for further assistance.
"WARNING: MVME167/MVME177 SCSI error on Tape at SCSI address 4 **SDL Write command failed** **SCSI sense key = 0x0D (Volume Overflow)"** This error may occur during tape operations where data is written to the tape. The operation tried to write data past the end of the tape which means that the last file written was probably incomplete. This may signal to the user that the amount of data being saved has outgrown the capacity of the tape. The chances of this happening are very remote. This can be seen in the following maintenance routines: • "Backup Customer Database" (online or offline) • midnight backup Perform the routine again to ensure that the tape was completely rewound. If the error persists, try using another tape. If this does not solve the problem, contact your Meridian MAX service representative.
"WARNING: MVME167/MVME177 SCSI error on Tape at SCSI address 4 **SDL Write command failed** **SCSI sense key = 0x3 (Medium Error)"** The tape in the drive has a serious problem. It may have been damaged from a previous tape operation, or environmental factors such as dirt, dust, and improper storage could have been responsible. This can be seen in any maintenance routine that uses a tape. Perform the routine several times. If the error persists, replace the tape if possible. Do not attempt to reuse this tape again.

—continued—

Table 9-1 (continued)
Recoverable SMM167 SCSI I/O error messages

Error Message **Explanation and Error Recovery Procedure**
"WARNING: MVME167/MVME177 SCSI error on Tape at SCSI address 4 **SDL Write command failed** **SCSI sense key = 0x3 (Medium Error)** **Tar: tape write error"** The tape operation is attempting to write data to a tape that is potentially damaged. This may occur when the Meridian MAX is attempting to back up the data to a tape during the midnight routines, or during a full or online backup. This can be seen in the following maintenance routines: • "Backup Customer Database" routine (online or offline) writing to a damaged tape • midnight backup routine writing to a damaged tape • "Restore Customer Database" routine (offline only) reading from a damaged tape Retry the routines with the same tape. If the error persists, try the routine again with a different tape.
"WARNING: MVME167/MVME177 SCSI error on Tape at SCSI address 4 **SDL Write command failed** **SCSI sense key = 0x4 (Hardware Error)"** The tape drive has encountered a hardware problem and is unable to complete the tape operation. This can be seen in any maintenance routine that uses a tape. Perform the routine several times again. Also, perform a different tape routine to test if the problem is isolated to one particular function. If the error persists, the tape drive is probably not functioning properly. Contact your Meridian MAX service representative for further assistance.
"WARNING: MVME167/MVME177 SCSI error on Tape at SCSI address 4 **SDL Write command failed** **SCSI sense key = 0x7 (Data Protect)"** The cassette tape write protect tab has been moved to the position which disallows any tape operation to overwrite data onto the tape. This can be seen in the following maintenance routines: • "Backup Customer Database" (online or offline) • midnight backup For instructions on how to write enable the cassette tape, refer to the *Meridian MAX 9 Installation Guide* (NTP 553-4001-111), "Software installation" chapter.
—end—

SYSTEM V/68 SCSI error messages

Table 9-2 lists SCSI error messages generated by the SYSTEM V/68 UNIX operating system.

Table 9-2
SYSTEM V/68 SCSI error messages

Error Message
“No configured driver for SCSI address N”
“Resetting SCSI bus”
“SCSI Driver Library Initialization failed Local SCSI bus is not accessible sdl_init returned 0xXXX”
“SCSI initialization: memory allocation failed”
“scsidump called with bad dumpdev = 0xXXX”
“scsiintr: unexpected SCSI interrupt”
“sd_dump: ATTACH error at SCSI address N, allstat = 0xXXX”
“sd_dump: Cannot dump to sector 0”
“sd_dump: No space on dump device”
“sd_dump_write: blkno (N) is not a multiple of logical block size”
“sd_dump_write: dump truncated at end of logical device, N blocks written”
“sd_dump_write: Write error on SCSI address N, allstat = 0xXXX”
“sd_status: bp == O”
“Timeout on device at MVME167-34 SCSI bus address x, slice y”
“Timeout on device at MVME177-005 SCSI bus address x, slice y”

SYSTEM V/68 error messages

System error messages are divided into three severity classes: notice, warning, and panic. When an error message is displayed, its severity class is displayed as the first part of the message. The following operating system error message tables are divided into severity classes. A description of each severity class is given with each table. If any of these messages appear, call your Meridian MAX service representative.

Notice messages

Notice error messages provide information on the system status. These messages can sometimes help you to anticipate problems before troubles occur. These error messages are defined in Table 9-3.

Table 9-3
SYSTEM V/68 notice error messages

Error Message
"/usr busy: can't unmount /usr"
"bn = # er = #, #"
"Can't allocate message buffer"
"Configured value of NOFILES (#) is greater than max (#) NOFILES set to #"
"Configured value of NOFILES (#) is less than min (#) NOFILES set to #"
"contmemall – insufficient memory to allocate xx pages (system call failed)"
"contmemall – insufficient memory to lock xx pages (system call failed)"
"Device Error bn = # er = #, #"
"dupreg – insufficient memory to allocate xx pages (system call failed)"
"dupreg – insufficient memory to lock xx pages (system call failed)"
"File table overflow"
"getc pages – waiting for nnn contiguous pages"
"growreg – insufficient memory to allocate xx pages (system call failed)"
"growreg – insufficient memory to lock xx pages (system call failed)"
"iaddress > 2 24"
"*str* – insufficient memory to allocate # pages – system call failed"

—continued—

Table 9-3 (continued)
SYSTEM V/68 notice error messages

Error Message
“no space on floppy drive, slice #”
“no space on integral hard disk drive #, partition #”
“Out of inodes on floppy drive, slice #”
“Out of inodes on integral hard disk drive #, partition #”
“page read error on floppy drive, slice #”
“page read error on integral hard disk #, partition #”
“shmctl – couldn’t lock # of pages into memory”
“sptmemall – insufficient memory to allocate xx pages (system call failed)”
“sptmemall – insufficient memory to lock xx pages (system call failed)”
“stray interrupt at #”
“swapdel – too few free pages”
“swap space running out: needed # blocks”
“*str* – swpuse count overflow”
“useracc – couldn’t lock page”
“System Halt Requested System secured for power down”
“System Halt Requested System secured for RESET”
“Return to Firmware Requested System secured for RESET”

—end—

Warning messages

Warning error messages indicate that the system may stop functioning if corrective action is not taken. These error messages are defined in Table 9-4.

Table 9-4
SYSTEM V/68 warning error messages

Error Message
“en596: loss of carrier sense signal”
“en596: transceiver problem”
“floppy disk timeout: work list flushed”
“iget – inode table overflow”
“inode table overflow”
“mfree map overflow #. Lost # items at #”
“No kernel virtual space. size = #, mode = #, base = #”
“out of swap space: needed # blocks”
“Region table overflow”

PANIC messages

Panic error messages indicate a problem severe enough that the operating system must stop. The cause can be a hardware, software, or configuration problem.

> ***Note:*** When the hardware is at fault, the panic error message does not always reflect the immediate problem.

The system administrator should keep a log of all panic error messages seen on the maintenance console.

If a particular panic error message occurs repeatedly, contact your Meridian MAX service representative. These error messages are defined in Table 9-5.

Table 9-5
SYSTEM V/68 panic error messages

Error Message
"assertion failed: *str*, file *str* line: #"
"blkdev"
"bumprent—region count list overflow"
"cannot mount root"
"devtab"
"dupreg-pbremove"
"exec-bad magic"
"getpages—pbremove"
"getxfile-bad magic"
"iget—mounted on inode not in mount table"
"i/o error in swap"
"iput—bad mount count"
"iudat—fifo iaddress > 2 24"
"iudat—iaddress > 2 24"
"kernel bus error system panic"
"main—copyout of icode failed"
"main—swapadd failed"

—continued—

Table 9-5 (continued)
SYSTEM V/68 panic error messages

Error Message
“newproc—fork failed”
“newproc—no procs”
“no procs”
“not a valid root”
“pinsert—pinsert dup”
“setrq—proc on q”
“srmount—cannot mount root”
“srmount—not a valid root”
“swapseg—i/o error in swap”
“SYSM68K—DELMEM premove failed”
“Timeout table overflow”
“unknown level in cmn_err (level = #, msg = ...”
“vfault—bad dbd_type”
“VME131 local bus time out”
“VME131 VME bus error”
“VME131 VMX bus error”
“xalloc—bad magic”
—end—

Chapter 10: Field replaceable parts

Field replaceable parts for Meridian MAX running on an Application Module (AM) are listed in Table 10-1.

Table 10-1
Recommended spare parts for Meridian MAX Application Module

Name used in document	Part number
MVME147SA-1 CPU	A0351919
MVME167-34 CPU	A0386049
MVME177-005 CPU	A0696008
MVME332-XTS 8-channel asynchronous board	A0376918
MVME332-XT 8-channel asynchronous board	A0376918
MVME712M transition card	A0601182
MVME712AM transition card	A0351167
Transition card for MVME332-XT board	NT7D51AA (A0387982)
2 Gbyte disk drive and 600 Mbyte tape drive unit	NT7D62EA (A0658263)
1 Gbyte disk drive and 600 Mbyte tape drive unit	NT7D62CA (A0404821)
172 Mbyte disk drive and 155 Mbyte tape drive unit	NT7D62AB (A0387828)
1 Gbyte disk drive and 155 Mbyte tape drive unit	NT7D62AC (A0401542)
AC power supply	NT7D64AA (A0374109)

—continued—

Table 10-1 (continued)
Recommended spare parts for Meridian MAX Application Module

Name used in document	Part number
DC power supply	NT7D64DC (A0374110)
Active SCSI terminator for SNN-E	A0658493
Passive SCSI terminator for SNN	A0379673
Miscellaneous equipment	Serial-parallel converter for printers (A0621070)
Supplies	Minimum of three blank cassette tapes 600 Mbyte cassette tape (A0605411)
—end—	

Field replaceable parts for Meridian MAX running on an IPE/IPE-E module are listed in Table 10-2.

Table 10-2
Recommended spare parts for Meridian MAX IPE/IPE-E module

Name used in document	Part number
Meridian MAX IPE Option 11 Field Replaceable Unit	A0617009
Meridian MAX IPE Option 21–81 Field Replaceable Unit	A0617010
Meridian MAX IPE-E Option 11 Field Replaceable Unit (1 Gbyte hard drive and 600 Mbyte tape drive)	A0669467
Meridian MAX IPE-E Option 21–81 Field Replaceable Unit (1 Gbyte hard drive and 600 Mbyte tape drive)	A0669468

Note: Prior to November 1995, the first two items in Table 10-2 were shipped with a 155 Mbyte tape drive and a 180 Mbyte hard drive or a 600 Mbyte tape drive and a 240 Mbyte hard drive. After November 1995, they were shipped with a 600 Mbyte tape drive and a 1 Gbyte hard drive. Only the last two IPE-E items in this table can now be ordered for new systems.

Miscellaneous equipment used with Meridian MAX running on an Application Module (AM) or an IPE/IPE-E module are listed in Table 10-3.

Table 10-3
Miscellaneous spare parts for Meridian MAX

Name used in document	Part number
Meridian Terminal Emulator (MTE) 5.32 Software Package	NT1R75AA (A0406758)
Meridian Terminal Emulator (MTE) 7 Software Package	Contact your Nortel distributor for the part number.
Meridian Terminal Emulator (MTE) 8 Software Package	Contact your Nortel distributor for the part number.
Power Monitor Mounting Bracket Kit	NT7D18KA (A0405826)

The part numbers for interconnect AM cables are listed in Table 10-4.

Table 10-4
Interconnect cables and part numbers for Application Module (AM)

ENG code	Application	Cable and connector style	Length
NT7D47DA	Carries input/output between the MVME712M transition card and the Input/Output connector panel (Ethernet)	15-pin (male) Ethernet to 15-pin (female) Ethernet	35.5 cm (14 inches)
NT7D58CA	Carries input/output between the Input/Output connector panel (Card 1, Conn 4) and the MVME712M transition board (Serial Port 4)	15-pin (female) high-density D-sub to 25-pin (male) round subminiature D-style	35.5 cm (14 inches)

—continued—

Table 10-4 (continued)
Interconnect cables and part numbers for Application Module (AM)

ENG code	Application	Cable and connector style	Length
NT7D79BA	Carries input/output between the Input/Output connector panel (Card 1, Conn 1-3, modem and SDI Link) and the MVME712M transition board (Serial Ports 1,2, and 3)	9-pin (male) to 25-pin (male) flat subminiature D-style	35.5 cm (14 inches)
NT7D95AA	Carries input/output between the Input/Output connector panel (Card 2-6, Conn 1-3) and the NT6D51AA transition board	25-pin (male) flat subminiature D-style to 25-pin (male) flat subminiature D-style	35.5 cm (14 inches)

—end—

The part numbers for external AM cables are listed in Table 10-5.

Table 10-5
External cables and part numbers for Application Module (AM)

ENG code	Application	Cable and connector style	Length
NT1R03DB NT1R03DC NT1R03DF NT1R03DP NT1R03DV	Connects as input/output between modems and peripheral devices	DB-25 (male) connector to DB-25 (male) connector	61 cm (2 ft) 1.2 m (4 ft) 3 m (10 ft) 7.6 m (25 ft) 13.7 m (45 ft)
NT1R03EB NT1R03EC NT1R03EF NT1R03EP NT1R03EV	Connects as input/output between modems and peripheral devices	DB-25 (male) connector to DB-25 (female) connector	61 cm (2 ft) 1.2 m (4 ft) 3 m (10 ft) 7.6 m (25 ft) 13.7 m (45 ft)

—continued—

Table 10-5 (continued)
External cables and part numbers for Application Module (AM)

ENG code	Application	Cable and connector style	Length
NT7D47EA	Carries input/output between the Input/Output connector panel (Ethernet) and the customer supplied transceiver	15-pin (male) connector with thumb screws to 15-pin (female) connector with sliding latch	3 m (10 ft)
NT7D58AB NT7D58AD NT7D58AF NT7D58AL NT7D58AT NT7D58AV	Carries input/output between the Input/Output connector panel and the SDI port (used for SDI cards, QPC139, QPC841, and for terminals and printers [with A0351509 gender changer]). This cable is also used to connect a Meridian MAX system to Option 11.	25-pin (male) subminiature D-style connector to 25-pin (male) subminiature D-style connector	61 cm (2 ft) 1.8 m (6 ft) 3 m (10 ft) 6.1 m (20 ft) 10.7 m (35 ft) 13.7 m (45 ft)
NT7D58BB NT7D58BD NT7D58BF NT7D58BL NT7D58BT NT7D58BV	Carries input/output between the Input/Output connector panel (Card 1, Conn 4) and the Meridian 1/SL-1	15-pin (male) high-density connector to 25-pin (female) connector	61 cm (2 ft) 1.8 m (6 ft) 3 m (10 ft) 6.1 m (20 ft) 10.7 m (35 ft) 13.7 m (45 ft)
NT7D61AB NT7D61AD NT7D61AF NT7D61AL NT7D61AT NT7D61AV	Carries input/output between the Input/Output connector panel and the Meridian MAX system console (with A0351509 gender changer)	25-pin (male) subminiature D-style connector to 9-pin (female) subminiature D-style connector	61 cm (2 ft) 1.8 m (6 ft) 3 m (10 ft) 6.1 m (20 ft) 10.7 m (35 ft) 13.7 m (45 ft)
NT8D93AJ NT8D93AW	Carries input/output between the Input/Output connector panel and the XSDI port (used for the XSDI card, NT8D41)	25-pin (male) subminiature D-style connector to 9-pin (female) subminiature D-style connector	4.9 m (16 ft) 14.6 m (48 ft)

—continued—

Table 10-5 (continued)
External cables and part numbers for Application Module (AM)

ENG code	Application	Cable and connector style	Length
NT8D96AE	Carries input/output between the Input/Output connector panel and the peripheral devices connected to the Meridian MAX	Single DB-25 (male) at the I/O panel's end to three DB-25 (female) connectors	2.4 m (8 ft)
NT7D99AA	Connects as input/output between Meridian MAX and dial-up modem, as well as Meridian MAX and LDS modem, and Meridian MAX and NAC 2	25-pin (male) subminiature D-style DB-25 connector to 25-pin (male) subminiature D-style DB-25 connector	3 m (10 ft)

—end—

The part numbers for external IPE/IPE-E cables are listed in Table 10-6.

Table 10-6
External cables and part numbers for IPE/IPE-E

ENG code	Application	Cable and connector style	Length
NT1R03AA NT1R03BA	Carries input/output information between the Option 11 or Option 21-81 and its peripheral devices (The NT1R03AA also has Ethernet capabilities.)	50-pin (female) key telephone connector to four DB-25 (female) connectors (NT1R03AA also has an Ethernet connection.)	Four connectors 76 cm (30 in) 69 cm (27 in) 61 cm (24 in) 53 cm (21 in) in ladder shape

—continued—

Table 10-6 (continued)
External cables and part numbers for IPE/IPE-E

ENG code	Application	Cable and connector style	Length
NT1R03CA	Extends the connection between the Option 11 and the NT1R03AA and NT1R03BA cables	50-pin (female) key telephone connector to 50-pin (male) key telephone connector	61 cm (2 ft) 1.2 m (4 ft) 3 m (10 ft) 7.6 m (25 ft) 13.7 m (45 ft)
NT1R03DB NT1R03DC NT1R03DF NT1R03DP NT1R03DV	Extension cable from NT1R03AA and NT1R03BA cables to peripheral devices, HSL port, or LML port	DB-25 (male) connector to DB-25 (male) connector	61 cm (2 ft) 1.2 m (4 ft) 3 m (10 ft) 7.6 m (25 ft) 13.7 m (45 ft)
NT1R03EB NT1R03EC NT1R03EF NT1R03EP NT1R03EV	Extension cable from NT1R03AA and NT1R03BA cables to peripheral devices	DB-25 (male) connector to DB-25 (female) connector	61 cm (2 ft) 1.2 m (4 ft) 3 m (10 ft) 7.6 m (25 ft) 13.7 m (45 ft)
NT1R03HF	Modem cable from NT1R03AA and NT1R03BA cables to modem	DB-25 (male) connector to DB-25 (male) connector	3 m (10 ft)

—continued—

Table 10-6 (continued)
External cables and part numbers for IPE/IPE-E

ENG code	Application	Cable and connector style	Length
NT1R03FP NT1R03FV	MDF Extension cable between the Option 11 and Option 21-81 and the NT1R03AA cable	50-pin (female) key telephone connector to 50-pin (male) key telephone connector (with Ethernet tap)	7.6 m (25 ft) 13.7 m (45 ft)
NT1R03GP NT1R03GV	MDF Extension cable between the Option 11 and Option 21-81 and the NT1R03BA cable	50-pin (female) key telephone connector to 50-pin (male) key telephone connector	7.6 m (25 ft) 13.7 m (45 ft)
NTAK19AA	Carries input/output information between the TDS/DTR card's HSL port on the Option 11 and Port 8 on the NT1R03BA cable	50-pin key telephone connector to two DB-25 (male) connectors	1.8 m (6 ft)
NTAK19BA	Carries input/output information between the SDI/DCH card's HSL port on the Option 11 and Port 8 on the NT1R03BA cable	50-pin key telephone connector to four DB-25 (male) connectors	1.8 m (6 ft)
NT8D93AJ NT8D93AW	Carries input/output information between the HSL port on the Option 21-81 and Port 8 on the NT1R03BA cable	25-pin (male) subminiature D-style connector to 9-pin (female) subminiature D-style connector	4.9 m (16 ft) 14.6 m (48 ft)

—end—

Chapter 11: List of terms

ACD

Automatic call distribution (ACD) provides a means of automatically distributing a company's or organization's incoming calls among a number of answering positions (ACD agents). Automatic call distribution is useful in operations where callers want a service rather than a specific person. Calls are serviced in the order they arrive and distributed so that the workload at each answering position is approximately equal.

ACD configuration

The ACD configuration includes the assignments in the Meridian MAX system of agents to queues, queues to a supervisor, trunks to routes, and routes to queues. It also includes the parameters that control recorded announcements, call overflow and interflow, and night service.

ACD-DN

An automatic call distribution directory number (ACD-DN) is the queue where incoming calls wait until they are answered. Calls are answered in the order in which they entered the queue.

AM

The Application Module (AM) is the card cage that resides within the Application Equipment Module (AEM). The AM supports VME-based application products such as Meridian MAX. Two AMs can fit into each AEM. Each AM has its own power supply.

Application layer

This is a layer within a network communication model. Application programs generate messages to be sent to other applications within the network.

Application upgrade

An application upgrade is the software upgrade procedure you perform when you are installing new features or functionality onto your existing Meridian MAX system without changing the hardware or the operating system.

CDN

A Control Directory Number (CDN) is a special Directory Number (DN) configured in a Meridian 1 system to which no agents are assigned.

Custom Calculator

Custom Calculator, also referred to as Formula Definition, is an option that allows new formulas to be defined for use in custom reporting and custom displays. These formulae can be used in graphic and tabular report definitions.

Data link layer

This is a layer within a network communication model. It takes application layer messages and sends them over the network.

Default router/gateway address

In the network environment, routers (also called gateways) are used to provide connectivity between two networks.

DID

Direct Inward Dialed

DN key

The directory number (DN) key is the agent's link to the Meridian 1. The agent can make and answer non-ACD calls using the DN key.

DNIS

In situations where customers can dial one of several telephone numbers, the dialed number information service (DNIS) allows the Meridian MAX system to keep track of the last three or four digits of the telephone number dialed. In this way, one ACD queue can receive calls from several different phone numbers, and agents know which number was dialed and answer each call appropriately.

HDC

Historical Data Collection (HDC) is a task within MAX that collects data from the Meridian 1 and writes the data to the Historical Database.

HSL

High-Speed Link. The 9600 or 19 200 baud link that connects the Meridian 1 with the Meridian MAX. The Meridian 1 sends call traffic messages to the Meridian MAX through this link.

Installation upgrade

A Meridian MAX system upgrade that changes the Meridian MAX hardware and/or software. For example, if you change from a Meridian MAX 4 single-module system to a Meridian MAX 9 SNN, both hardware and software change. If you perform an installation upgrade from a Meridian MAX 6 SNN system to a Meridian MAX 9 SNN system, only the software needs to be upgraded.

Interflow

When an ACD-DN cannot handle all the calls coming in, a supervisor can manually activate the interflow feature. This feature allows new calls to the ACD-DN to be rerouted to a predefined destination within the ACD system or to an external number.

IPE

A Meridian MAX 9 hardware platform. The Intelligent Peripheral Equipment (IPE) module consists of the following components:

- SMM167 CPU card
- 180 Mbyte, or 240 Mbyte hard disk drive
- 155 Mbyte or 600 Mbyte cassette tape drive

IPE-E

A hardware platform introduced in Meridian MAX 8. The Intelligent Peripheral Equipment-Enhanced (IPE-E) module consists of the following components:

- SMM167 CPU card
- 1 Gbyte hard disk drive
- 600 Mbyte cassette tape drive

IPE/IPE-E

A combination of abbreviations to indicate that the feature being described applies to both the IPE platform and the IPE-E platform.

LAN

Local area network

Load Management Link

This is the link through which the Meridian 1 and the Meridian MAX communicate. It allows the supervisor to send Load Management commands to the switch.

MAX

Micro-auxiliary processor

MEI

MAX Event Interface (MEI) allows Meridian MAX to send real-time, event-related data to a third-party vendor application. Two types of protocol data can be sent: MEI-Network for applications wishing to route calls through the public switched network, and MEI-Observe for applications wishing to ensure that agents are adhering to specified standards.

Meridian 1

Meridian 1 is the private branch exchange (PBX) that handles the calls to and from the organization's ACD system. It routes calls to the various queues and provides the framework for all the ACD features available through Meridian MAX.

MQA

Multiple Queue Assignment (MQA) allows agents to service up to five queues simultaneously. At login, agents can define priorities within the queues and assign themselves to a specific supervisor. They are also able to log in to any telephone set allowing workstations to be shared and changed between agents.

MSI

MAX Status Interface (MSI) allows Meridian MAX to send queue-based statistical data across the LAN to a central real-time load management system. The central system uses the data received from the Meridian MAX and other vendors' ACD systems to manage network traffic.

MTE

Meridian Terminal Emulator (MTE) software is a terminal emulator package designed to run on IBM, or 100%-compatible AT or higher, PCs. MTE contains all the functionality of Reflection 4+. It also provides additional features such as local printing to a PC-based supervisor workstation, LAN connectivity for supervisor workstations, and color customization of supervisor workstation screen elements.

MVME

Motorola Versa-Module Eurocard

NAC

Network Administration Center (NAC) is a computerized system that allows organizations with multiple MAX sites, called nodes, to monitor and supervise all sites from one central location.

NACD

Network Automatic Call Distribution (NACD) is an option that allows calls to be overflowed to an ACD-DN in another node in the ACD network.

Node

A node is a Meridian MAX or ACD-MAX system that functions as part of a Network Administration Center (NAC) system.

Overflow

Meridian MAX allows several different overflow thresholds to be defined. When an overflow threshold on a particular ACD-DN is reached, calls are routed automatically to an overflow queue where they can then be answered by the next ACD-DN that is defined to receive these overflowed calls and is in a position to accept them.

Platform upgrade

An upgrade that involves changes to both Meridian MAX system hardware and software. For example, an upgrade from an ACD-MAX system to a Meridian MAX system is a platform upgrade.

Primary queue

The first queue the agent logs in to while logging in to multiple queues.

SDA

Supervisor Display Access (SDA) allows you to access another supervisor display through the system console port or remote diagnostics modem port.

SEE

This is a Meridian MAX hardware platform consisting of

- **S**ingle application module
- **E**xisting MVME147SA–1 CPU card
- **E**xisting mass storage unit (MSU) containing a 172 Mbyte or 240 Mbyte hard disk, and a 155 Mbyte cassette tape drive

Note: Meridian MAX 7 or higher does not support the SEE hardware platform.

SNN

A Meridian MAX 9 hardware platform. The SNN module consists of the following components:

- **S**ingle-module system
- **N**ew MVME167-34 CPU card
- **N**ew mass Storage Unit (MSU) containing a 1 Gbyte hard disk and a 600 Mbyte cassette drive

SNN-E

A new SNN-Enhanced platform introduced in Meridian MAX 8. The SNN-E module consists of the following components:

- single-module system
- MVME177-005 CPU card
- Mass Storage Unit (MSU) containing a 2 Gbyte hard disk and a 600 Mbyte cassette drive

SNN/SNN-E

A combination of abbreviations to indicate that the feature being described applies to both the SNN platform and the SNN-E platform.

STA

Single Terminal Access (STA), available with X11 Release 19 and higher, provides integrated access to operation, administration, and maintenance (OA&M) functions for the systems it monitors.

Statistics group

All the data from the PBX switch is collected into logical groups.

Subnet mask

The subnet mask is a 32-bit number used by the network software on a local machine to determine which bits belong to the network or to the host parts of an internet address. An improper subnet mask can result in high collision rates and reduced network efficiency.

Supervisor

The supervisor is the person who manages agent and queue performance.

System administrator

The system administrator is responsible for overseeing the functions of the Meridian MAX system, including its staff and facilities. In addition to the functions available to supervisors, the system administrator is usually responsible for the definition of management reports and the printing schedule for these reports. Based on the information these reports provide, the system administrator can reconfigure the system to best use the system's equipment and personnel.

Thresholds

Meridian MAX allows the definition of several different thresholds that pertain to different objectives of your organization. For instance, thresholds can be defined for the maximum length of time a customer's call should wait in queue, how long an agent should spend on each call, and how many calls should be waiting in a queue before other queues should start accepting the overflow.

Trunk routes

Trunks are the physical links, or circuits, that enable telephone communication. A trunk route carries calls from outside the ACD system to an agent or ACD queue.

VME

Versa-Module Eurocard

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Electronic Private Automatic Branch Exchange and
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Meridian MAX

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Toronto Information Products
Nortel
522 University Avenue, 14th Floor
Toronto, Ontario, Canada
M5G 1W7

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