

Xerox Network Services

Network Administration Library

MP Codes and Messages

Basic Network Troubleshooting

XEROX

Network Administration Library

Basic Network Troubleshooting: MP Codes and Messages

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1.

Introduction

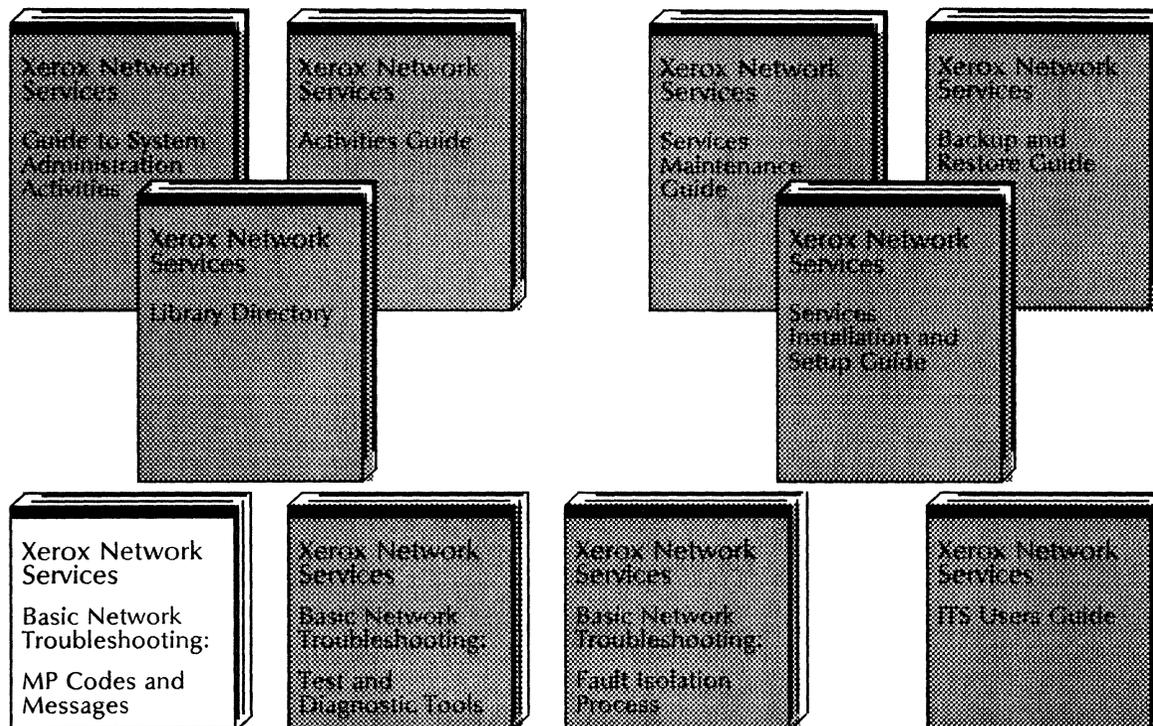
MP Codes and Messages contains a list of the maintenance panel (MP) codes and messages that may display on the maintenance panel, server terminal, or ViewPoint workstation.

Each listing contains action steps you can follow to immediately correct the problem. If further action is required, the listing directs you to *Fault Isolation Process* or *Test and Diagnostic Tools*.

Network Administration Library organization

MP Codes and Messages is one of the three troubleshooting books that make up *Basic Network Troubleshooting*. *Basic Network Troubleshooting* is one of the procedural books in the Network Administration Library as shown in Figure 1-1.

Figure 1-1. Network Administration Library organization



Basic network troubleshooting

Basic Network Troubleshooting consists of three books:

- *MP Codes and Messages*
- *Fault Isolation Process*
- *Test and Diagnostic Tools*

These books are designed to help you:

- identify and locate a network services problem
- clearly describe the problem
- solve the problem
- prepare to contact Service or the Systems Customer Support Center

Identifying a problem

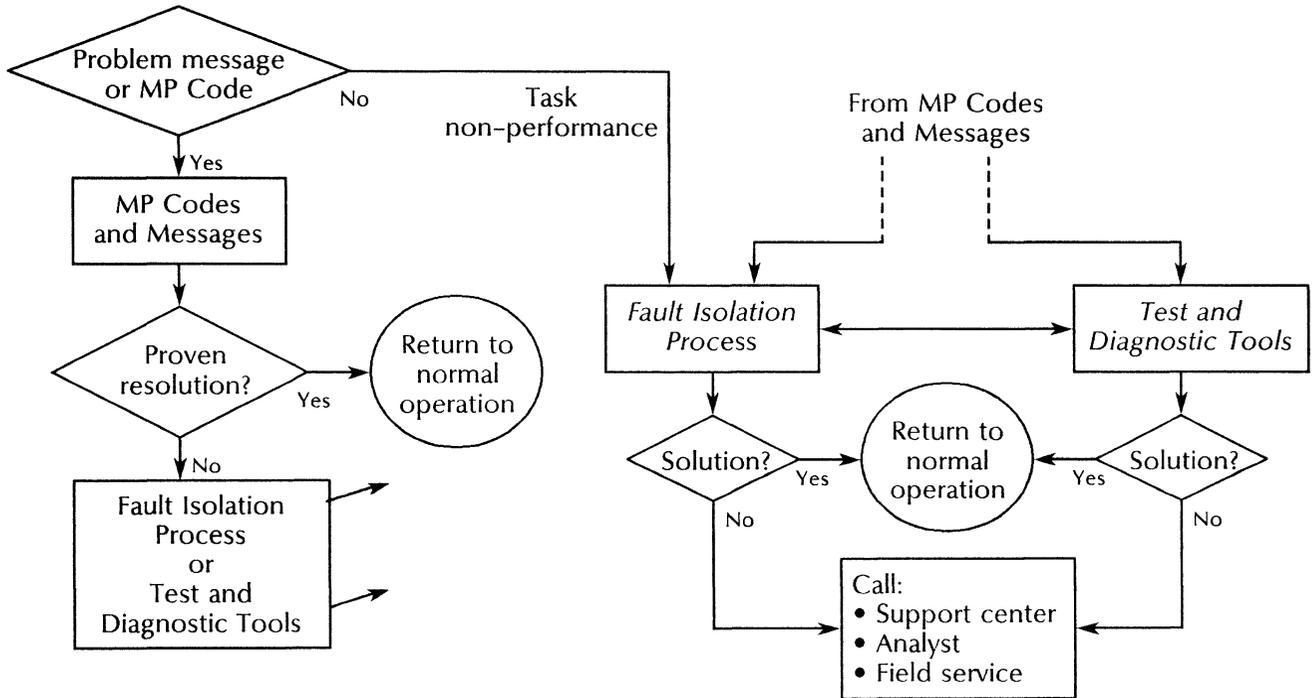
As System Administrator, your tasks include identifying a problem, locating its source, solving the problem, and keeping clear and accurate records of both the problem and the solution. To identify a problem, you first analyze its indicators or symptoms. There are three types of indicators:

- Maintenance panel codes
- Problem messages
- Task non-performance

Maintenance panel codes and problem messages may include symptoms of task non-performance. Situations involving task non-performance usually require further research.

Figure 1-2 shows basic research strategies. You can research each problem message and MP code in *MP Codes and Messages*. You can analyze symptoms of task non-performance in *Fault Isolation Process*.

Figure 1-2. **Basic research strategies**



You may find evidence of one or more problem indicators. You need to record and analyze all indicators to solve the problem. Occasionally, you could receive false indicators, that is, a message may appear even though the task was performed. Or, the task is not performed and a message does not appear.

As you identify the problem, it is important that you record all indicators on the Problem Report Form. This form is located in the *Guide to System Administration Activities*. Make a copy of the Problem Report Form and record any difficulties with the network that require research. Store the completed Problem Report Form in the *Activities Guide*. The completed forms create a permanent record of the operational history of your system.

Problem messages

Problem messages may display on the server terminal, print banner, or workstation. Server terminal messages describe problems specifically related to the use of the network software and hardware. Print banner messages are generated by the printing device to describe problems in printing a document. Workstation ViewPoint messages describe problems with the server or workstation that require a System Administrator for resolution.

A rectangular box with a pointer on the left side, containing the word "NOTE" in all caps.

If you receive a workstation or network citizen message that is not related to network services operation, and is therefore not documented in the Network Administration Library, please refer to the appropriate workstation-related documentation.”

Always research a problem message in the Problem Messages chapter of this book before analyzing it as a symptom of task non-performance in *Fault Isolation Process*.

Maintenance panel codes

MP codes display on the maintenance panel located at the front of the server and are indicators of hardware operation. They can indicate normal operation, indicate a hardware problem, or identify the diagnostics test that is running.

Always research an MP code in the MP Codes chapter of this book before analyzing it as a symptom of task non-performance in *Fault Isolation Process*.

Task non-performance

Since you may not see actual evidence of task non-performance, your records should include a complete description of the circumstances surrounding the attempted task. List what you tried to do and how the task failed.

Always research any actual indicators in either the MP Codes or Problem Messages chapter of this book before you conduct further research using *Fault Isolation Process*.

Solving a problem

After you have identified a problem, you need to find the most direct approach to solving it.

You can quickly solve most problems by noting the MP code number or message, referring to its listing in this book, and performing the steps described.

If your actions do not solve the problem, you are directed to one of these two books: *Fault Isolation Process* or *Test and Diagnostic Tools*.

Fault Isolation Process provides general and specific techniques to isolating a problem based on symptoms you observe and other diagnostic findings. Always record the problem, the actions taken, and the results on the Problem Report Form. If the suggested actions do not correct the problem, you may be directed to *Test and Diagnostic Tools*.

Test and Diagnostic Tools includes procedures for diagnosing a problem and for recovery. Test results are a valuable source of information and may provide additional problem indicators. Based on the results, you may be directed to further analyze the indicators through *Fault Isolation Process*. Be sure to record all results on the Problem Report Form.

Documentation conventions

These conventions are used in *MP Codes and Messages* to help you recognize information.

 This symbol means “press RETURN.” When you see it after a procedural step, press the RETURN key on the terminal keyboard.

BREAK Words appearing in all capital letters represent the keys or switches on your equipment.

< service name > Words appearing in angled brackets represent system-supplied information.



WARNING: Warnings appear immediately before any action that may be physically harmful to you or your equipment. Make sure you understand the warning before you perform the action.



CAUTION: Cautions appear immediately before any action that may destroy the data stored on your network. Make sure you understand the potential impact of the action before you perform it.



Notes are helpful hints that help you perform a task or understand the text.



This symbol means that you can perform the procedure from a workstation using Remote System Administration (RSA). If you need to record any information while performing the procedure, you can use the Make Document or Make Screen feature.

2.

MP codes

This chapter contains a numerical listing of the MP codes that may display on the server maintenance panel. It is organized as follows:

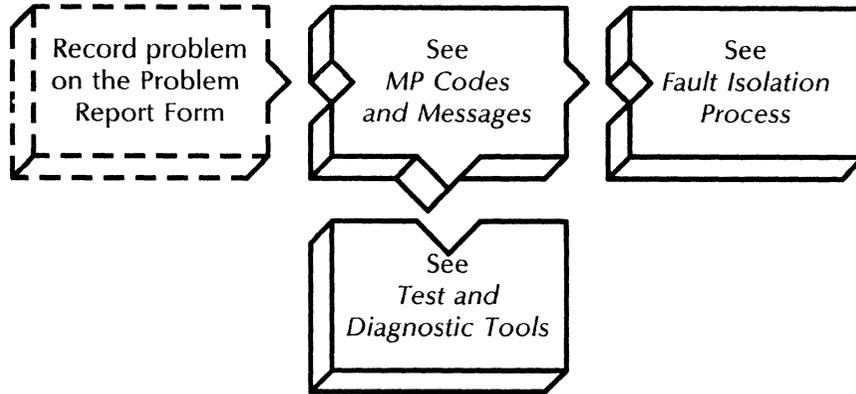
- **Basic network troubleshooting approach** - Summarizes the recommended strategy for troubleshooting network problems.
- **How MP codes work** - Describes how MP codes display on the maintenance panel.
- **How to use the MP code listing** - Suggests how to interpret MP code information.
- **Information presented** - Describes the information contained in each MP code listing.
- **8090 MP code listing** - Lists the MP codes that may display on the 8090 server maintenance panel.
- **8000 MP code listing** - Lists the MP codes that may display on the 8000 server maintenance panel.

Basic network troubleshooting approach

Basic Network Troubleshooting directs you to one or more possible solutions for a network problem based on the symptoms you observe.

Use the Problem Report Form located in the *Guide to System Administration Activities* to help coordinate your trouble-locating efforts. Use this form to document each problem and maintain a record of trouble-locating activities. You may need to provide this information to Service or the Systems Customer Support Center (SCSC) if you need assistance in solving your problem.

Figure 1. **Basic troubleshooting approach**



MP Codes and Messages describes the MP codes and messages that may display. It directs you to take specific corrective actions or to perform further trouble-locating steps using *Fault Isolation Process*.

Fault Isolation Process contains general and specific techniques to isolate a network problem based on observable symptoms and specific diagnostic findings. It directs you to diagnostic procedures in *Test and Diagnostic Tools*.

Test and Diagnostic Tools contains diagnostic tests and recovery procedures to help you locate or solve a problem.

How MP codes work

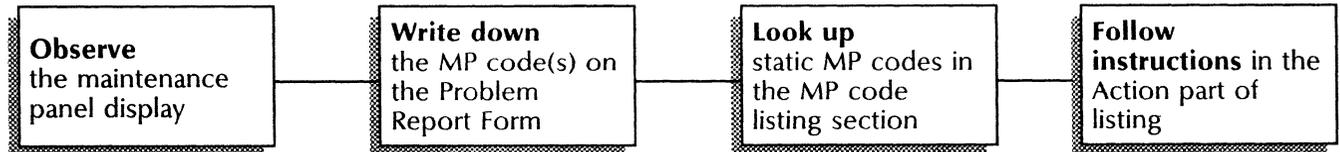
MP codes can display on the maintenance panel in three ways: Static, alternating, and cycling. Since the type of display indicates the type of problem, be sure to record this information on the Problem Report Form.

- **Static displays** - These displays are the most common. Static codes display on the maintenance panel until you take some action. When the system is running normally, 8000 displays. Other codes indicate diagnostic tests are running or faults have been identified by the system. Static MP codes are listed in the “MP code listing” section later in this chapter.
- **Alternating displays** - These displays normally occur while diagnostics is running. In an alternating display, two numbers alternate on the maintenance panel. One number is the error code. The other is a test number. After the two numbers alternate for several minutes, the display stops at one number. This number, which remains on the maintenance panel for more than 2 minutes, is the error code. Test numbers display for a much shorter time. The display then becomes a static display. Look up the error code in the MP code listing section later in this chapter. Examples of alternating codes are 0301/0001, 0322/0001, or 0741/1515. The first number in each of these examples is the error code.
- **Cycling displays** - Cycling displays normally occur when the system is trying to run a software program. In a cycling display, a series of numbers (N) displays on the maintenance panel. For example, 7228, NNN1, NNN2, NNN3, NNN4, 7528, and 7531, NNN1, NNN2, NNN3, NNN4, 7531. Since each number is important to a service technician, record all the numbers in the series.

How to use the MP code listing

Use the MP code listing to help solve your network problems faster. Follow these guidelines to help you interpret the maintenance panel display:

- **Observe** the MP code display.
- **Write down** the MP code(s) on the Problem Report Form. If more than one MP code displays, record whether the display is an alternating or cycling display.
- **Look up** static MP codes and error codes in the “MP code listing” section.
- **Follow the instructions** in the Action part of each listing.



- If the recommended action does not solve your problem, see entry level *Fault Isolation Process*.

Information presented

The following information is given for each MP code:

- **MP code** - Lists one or more MP codes.
- **Indicates** - Shows where the information is available, and the probable cause of the MP code. An MP code that does not have an identified fault is called a reserved MP code.
- **Action** - Includes the most likely solutions to the identified trouble and directs you to take corrective actions. If the recommended steps do not solve the problem, you are directed to perform further trouble-locating steps using *Fault Isolation Process* or *Test and Diagnostic Tools*.

Do not call Service or the Systems Customer Support Center before seeing *Fault Isolation Process* and completing a Problem Report Form describing the problem.

8000 MP code listing

0000-0009	Indicates	The system is booting normally.
	Action	If the code remains on the panel for a period of time, record it. Reboot the server.
0010	Indicates	The floppy disk drive heads are being cleaned.
0011-0092	Indicates	Floppy disk drive diagnostics are running.
	Action	(1) If the code continues to display, insert the floppy disk containing diagnostics. Boot the server from 0005 to run diagnostics. (2) If the server fails with this code again, call Service. (3) If diagnostics fail, follow the instructions for the code displayed. If diagnostics pass, see the entry level chapter in <i>Fault Isolation Process</i> and complete the Problem Report Form.
0093-0098	Indicates	Pre-boot diagnostics are running.
	Action	Record the code and retry the operation. If the server fails with this code again, call Service.
0099	Indicates	Pre-boot diagnostics have completed.
	Action	If this code remains on the panel, and rebooting does not clear the code, call Service.

100 series

0100-0142	Indicates	Operating system software and disk load sequence diagnostics are running.
	Action	(1) If the code continues to display, insert the floppy disk containing diagnostics. Boot the server from 0005 to run diagnostics. (2) If the server fails with this code again, call Service.
0143-0148	Indicates	System software and disk load sequence diagnostics are running.
	Action	(1) If the code continues to display, insert the floppy disk containing diagnostics. Boot the server from 0005 to run diagnostics. (2) If the server fails with this code again, call Service.
0149	Indicates	A possible hardware or software problem. This code may indicate that software is not loaded on the drive. The code could display for up to 90 seconds on 29 Mb, 80 Mb, and 300 Mb drives.
	Action	Record the code. Insert the floppy containing diagnostics. Boot the server from 0005 to run diagnostics. If the error occurs again, call Service.
0150-0198	Indicates	A possible hardware or software problem. This code may indicate that software is not loaded on the drive. The code should display for no more than a few seconds.
	Action	(1) Record the code. Insert the floppy disk containing diagnostics. Boot the server from 0005 to run diagnostics.

(2) If the diagnostics run successfully without generating any bad pages, load the Services System Software. If the problem persists, call the Systems Customer Support Center.

0199 **Indicates** System software and disk load sequence diagnostics are running.
 Action If the code is still displayed, and rebooting does not correct the problem, call Service.

200 series

0200-0299 **Indicates** A hardware or software problem. It may indicate that software is not loaded on the drive. This code should display for no more than a few seconds.
 Action (1) Record the code. Then insert the floppy disk containing diagnostics. Boot the server from 0005 to run diagnostics.
 (2) If the diagnostics run successfully without generating any bad pages, load the Services System Software. If the problem persists, call the Systems Customer Support Center.

300 series

If a fault occurs in the 300 series, the maintenance panel will alternate on two codes: the test number and an error code (for example, 0301/NNNN). Always access the failing test number (the first number) in the MP codes listing, not the error code. If the code number remains on the maintenance panel for more than two minutes, you can assume it is a fault code.

8000 SERVERS

0300	Indicates	Reserved MP code.
	Action	Record the code and call Service.
0301	Indicates	Keyboard diagnostic test code; usually occurs during diagnostics.
	Action	(1) Record the code. Check the cable connections between the server terminal keyboard and the server. Check the connections at the rear of the display. Make sure the server terminal power switch is on. (2) Power off, then power on the server terminal display. Then insert the floppy disk containing diagnostics. Boot the server from 0005 to rerun diagnostics. If the error occurs again, call Service.
0302-0321	Indicates	Boot diagnostic test code; usually occurs during diagnostics. This normally indicates a hardware problem.
	Action	Insert the floppy disk containing diagnostics. Boot the server from 0005 to run diagnostics. If the error code occurs within this range again, call Service.
0322	Indicates	Ethernet loop test. This diagnostic test checks to see if the processor is connected to a network.
	Action	Record the code. Check the connection of the Ethernet Transceiver Cable (drop cable) to the central processor. If the cable is connected securely, insert the floppy disk containing diagnostics. Boot the server from 0005 to rerun diagnostics. If the problem persists, call Service.
0323-0383	Indicates	Boot diagnostic test is running. This diagnostic test checks to see if the keyboard and server components are in order.

Action If the code continues to display, insert the floppy disk containing diagnostics. Boot the server from 0005 to run diagnostics. If the problem persists, suspect a hardware problem.

0384-0398 **Indicates** Reserved MP code.

Action Record the code and call Service.

0399 **Indicates** Boot diagnostic tests have completed.

Action If the code continues to display, insert the floppy disk containing diagnostics. Boot the server from 0005 to run diagnostics. If the code occurs again, call Service.

400 series

If a fault occurs in the 400 series, the maintenance panel will alternate on two codes: the test number and an error code (for example, 0401/NNNN). Always access the failing test number (the first number) in the MP codes listing, not the error code. If the code number remains on the maintenance panel for more than two minutes, you can assume it is a fault code.

0400-0451 **Indicates** Extended isolation utility diagnostics are running. These tests normally run when you boot the server from 0005 to run diagnostics.

Action If the code continues to display, insert the floppy disk containing diagnostics. Boot the server from 0005 to run diagnostics. If the problem occurs again, suspect a hardware problem. Call Service.

0452-0498 **Indicates** Reserved MP code.

Action Record the code and call Service.

0499 **Indicates** The selected extended isolation utility diagnostic test has completed. The system awaits a selection from the user.

Action If the code continues to display, rerun the diagnostics. If the problem persists, call Service.

500 series

The maintenance panel displays these codes when the Input-Output Operation software detects an error. If a fault occurs in the 500 series, the maintenance panel will alternate on two codes: the test number and an error code (for example, 0501/NNNN). Always access the failing test number (the first number) in the MP codes listing, not the error code. If the code number remains on the maintenance panel for more than two minutes, you can assume it is a fault code.

0500-0587 **Indicates** Operational Code Diagnostics are running.

Action If any of these codes remain in a static or alternating condition on the maintenance panel, insert the floppy disk containing diagnostics. Boot from 0005 to rerun diagnostics. If the error occurs again, call Service.

0588-0599 **Indicates** Reserved MP code.

Action Record the code and call Service.

600 series

The maintenance panel displays these codes when the Extended Isolation Memory Tests are running. If a fault occurs in the 600 series, the maintenance panel will alternate on two codes: the test number and an error code (for example, 0601/NNNN). Always access the failing test number (the first number) in the MP codes listing, not the error code. If the code number remains on the maintenance panel for more than two minutes, you can assume it is a fault code.

- | | | |
|------------------|------------------|---|
| 0600-0614 | Indicates | Extended isolation memory diagnostics are running. These tests normally run when you boot the server from 0005 to run diagnostics. |
| | Action | If the code continues to display, insert the floppy disk containing diagnostics. Boot the server from 0005 to rerun diagnostics. If the problem occurs again, call Service. |
| | | Note that 0614 is a longer test than the other 0600 series tests, and may remain on the maintenance panel longer. |
| 0615-0698 | Indicates | Reserved MP code. |
| | Action | Record the code and call Service. |
| 0699 | Indicates | Extended isolation memory diagnostics have completed. |
| | Action | If the code continues to display, insert the floppy disk containing diagnostics. Boot the server from 0005 to rerun diagnostics. If the error persists, call Service. |

700 series

The maintenance panel displays these codes when the Extended Isolation Disk Microcode Tests are running. If a fault occurs in the 700 series, the maintenance panel will alternate on two codes: the test number and an error code (for example, 0701/NNNN). Always access the failing test number (the first number) in the MP codes listing, not the error code. If the code number remains on the maintenance panel for more than two minutes, you can assume it is a fault code.

- | | | |
|------------------|------------------|---|
| 0700-0703 | Indicates | Extended isolation microcode diagnostics are running. These tests normally run during when you boot the server from 0005 to run diagnostics, and indicate testing of the 10 Mb rigid disk drive. |
| | Action | <ol style="list-style-type: none">(1) If the code continues to display, insert the floppy disk containing diagnostics. Boot the server from 0005 to run diagnostics.(2) Record the diagnostics information on the Problem Report Form. Then, run a Media Scan Test. Follow the instructions in <i>Test and Diagnostics Tools</i>.(3) If no bad pages are found, call Service. If bad pages are found, call the Systems Customer Support Center. |
| 0704-0713 | Indicates | Extended isolation microcode diagnostics are running. These tests normally run when you boot the server from 0005 to run diagnostics, and indicate testing of the 29 Mb rigid disk drive. |
| | Action | <ol style="list-style-type: none">(1) If the code continues to display, insert the floppy disk containing diagnostics. Boot the server from 0005 to run diagnostics. |

- (2) If the code displays again, boot the diagnostic disk from 0002. Then, run a Media Scan Test. Follow the instructions in *Test and Diagnostic Tools*.
- (3) Record the results of the Media Scan Test on the Problem Report Form and see *Fault Isolation Process*.
- (4) If no bad pages are found, call Service. If bad pages are found, call the Systems Customer Support Center.

0714-0715

Indicates

Extended isolation microcode diagnostics are running. These tests normally run when you boot the server from 0005 to run diagnostics, and indicate testing of the 10 Mb rigid disk drive.

Action

- (1) If the code continues to display, insert the floppy disk containing diagnostics. Boot the server from 0005 to run diagnostics.
- (2) If the code displays again, boot the diagnostic disk from 0002. Then, run a Media Scan Test. Follow the instructions in *Test and Diagnostic Tools*.
- (3) Record the results of the Media Scan Test on the Problem Report Form and see *Fault Isolation Process*.
- (4) If no bad pages are found, call Service. If bad pages are found, call the Systems Customer Support Center.

0716-0721

Indicates

Extended isolation microcode diagnostics are running. These tests normally run when you boot the server from 0005 to run diagnostics, and indicate testing of the 80 Mb or 300 Mb rigid disk drive.

Action

- (1) If the code continues to display, insert the floppy disk containing diagnostics. Boot the server from 0005 to run diagnostics.

- (2) If the code displays again, boot the diagnostic disk from 0002. Then, run a Confidence Test and Verify Disk Surface Test. Follow the instructions in *Test and Diagnostic Tools*.
- (3) Record the results of the Confidence Test and Verify Disk Surface Test on the Problem Report Form and see *Fault Isolation Process*.
- (4) If no bad pages are found, call Service. If bad pages are found, call the Systems Customer Support Center.

0722

Indicates

Extended isolation microcode diagnostics are running. These tests normally run when you boot the server from 0005 to run diagnostics. This code normally indicates that the primary 80 Mb or 300 Mb rigid disk drive is not spun up when the diagnostics are running.

Action

- (1) Make sure that the primary 80 Mb or 300 Mb drive is spun up. Then, insert the floppy disk containing diagnostics. Boot the server from 0005 to rerun diagnostics.
- (2) If the code displays again, boot the diagnostic disk from 0002. Then, run a Confidence Test and Verify Disk Surface Test. Follow the instructions in *Test and Diagnostics Tools*.
- (3) Record the results of the Confidence Test and Verify Disk Surface Test on the Problem Report Form and see *Fault Isolation Process*.
- (4) If no bad pages are found, call Service. If bad pages are found, call the Systems Customer Support Center.
- (5) If the primary drive cannot be brought up, call Service.

- 0723-0737** **Indicates** Extended isolation microcode diagnostics are running. These tests normally run when you boot the server from 0005 to run diagnostics. These codes normally indicate testing of the 80Mb or 300 Mb rigid disk drive.
- Action** (1) If the code continues to display, insert the floppy disk containing diagnostics. Boot the server from 0005 to run diagnostics.
- (2) If the code displays again, boot the diagnostic disk from 0002. Then, run a Confidence Test and Verify Disk Surface Test. Follow the instructions in *Test and Diagnostics Tools*.
- (3) Record the results of the Confidence Test and Verify Disk Surface Test on the Problem Report Form and see *Fault Isolation Process*.
- (4) If no bad pages are found, call Service. If bad pages are found, call the Systems Customer Support Center.
- (5) If the primary drive cannot be brought up, call Service.
- 0738-0741** **Indicates** Extended isolation microcode diagnostics are running. These tests normally run when you boot the server from 0005 to run diagnostics, and indicate testing of the 42 Mb rigid disk drive.
- Action** (1) If the code continues to display, insert the floppy disk containing diagnostics. Boot the server from 0005 to run diagnostics.
- (2) If the code displays again, boot the diagnostic disk from 0002. Then, run a Media Scan Test. Follow the instructions in *Test and Diagnostics Tools*.
- (3) Record the results of the Media Scan Test on the Problem Report Form and see *Fault Isolation Process*.

(4) If no bad pages are found, call Service. If bad pages are found, call the Systems Customer Support Center.

(5) If the primary drive cannot be brought up, call Service.

0742-0798 **Indicates** Reserved MP code.

Action (1) Record the code and retry the operation.

(2) If the code displays again, call Service.

0799 **Indicates** Extended isolation microcode diagnostics have completed.

Action If the code continues to display, insert the floppy disk containing diagnostics. Boot the server from 0005 to run diagnostics. If the problem persists, call Service.

800 series

0800-0818 **Indicates** Extended isolation printer diagnostics are running. These tests normally run when you boot the server from 0005 to run diagnostics, and indicate testing of a local impact printer connected to a workstation.

Action If the code continues to display, insert the floppy disk containing diagnostics. Boot the server from 0005 to run diagnostics. If diagnostics fail in this code range, call Service.

0819-0899 **Indicates** Reserved MP code.

Action (1) Record the code and retry the operation.

(2) If the code displays again, call Service.

900 series

- 0900-0914** **Indicates** Central processor operating system software is running. There is a problem with the Boot Loader or boot code.
- Action** (1) Record the code and retry the operation.
- (2) If the code continues to display, insert the floppy disk containing diagnostics. Boot the server from 0005 to run diagnostics.
- (3) Record the results of the diagnostics on the Problem Report Form and see *Fault Isolation Process*.
- 0915** **Indicates** The Ethernet Debugger server is in control. This may occur because of a hardware or software failure. The system is waiting to connect with a remote Ethernet debugger.
- Action** (1) If this code displays during the installation of software:
- Insert the floppy disk containing diagnostics. Boot the server from 0005 to run diagnostics.
 - Follow the instructions for the MP code at which diagnostics fail. If diagnostics fail at this MP code, see the entry level chapter in *Fault Isolation Process* and complete the Problem Report.
 - If diagnostics complete successfully or identify new bad pages, complete the Problem Report Form. Then, run a Media Scan Test. Follow the instructions in *Test and Diagnostic Tools*.

- If diagnostics pass and the Media Scan Test shows no new bad pages, it may be the floppy disk. Clean the floppy drive with a Floppy Disk Drive Head Cleaning Kit. Then, load a good set of software. If the problem continues, call Service.
- (2) If this code displays while booting a system with software installed, or during normal operation:
- Insert the floppy disk containing diagnostics. Boot the server from 0005 to run diagnostics.
 - Follow the instructions for the MP code at which diagnostics fail. If diagnostics fail at this MP code, see the entry level chapter in *Fault Isolation Process* and complete the Problem Report Form.
 - If diagnostics complete successfully or identify new bad pages, complete the Problem Report Form. Then, run a Media Scan Test. Follow the instructions in *Test and Diagnostic Tools*.
 - If diagnostics pass and the Media Scan Test shows no new bad pages, reload the Services System Software. If the problem continues, see the entry level chapter in *Fault Isolation Process* and complete the Problem Report Form.

0916

Indicates Central processor operating system software is running. The Boot File will not fit in real memory.

Action (1) Record the code and retry the operation.

(2) If the code continues to display, insert the floppy disk containing diagnostics. Boot the server from 0005 to run diagnostics. Follow the instructions in *Test and Diagnostic Tools*.

- If diagnostics fail at this MP code, see the entry level chapter in *Fault Isolation Process* and complete the Problem Report Form.
- If diagnostics pass, reload the Services System Software. If this does not correct the problem, call the Systems Customer Support Center.

0917 **Indicates** Central processor operating system software is running. The server is being remotely debugged.

- Action**
- (1) Record the code and retry the operation.
 - (2) If the code continues to display, insert the floppy disk containing diagnostics. Boot the server from 0005 to run diagnostics.
 - If diagnostics fail at this MP code, see the entry level chapter in *Fault Isolation Process* and complete the Problem Report Form.
 - If diagnostics pass, reload the Services System Software. If this does not correct the problem, check the size of the system memory. Record this information on the Problem Report Form.

0918 **Indicates** Central processor operating system software is running. There is a problem with the boot loader or boot file.

- Action**
- (1) Record the code and retry the operation.
 - (2) If the code continues to display, insert the floppy disk containing diagnostics. Boot the server from 0005 to run diagnostics. If the diagnostics fail, call Service. If the diagnostics pass, call the Systems Customer Support Center.

0919-0936

Indicates Central processor operating system software is running. This code indicates a problem with the operating system or boot loader.

Action

- (1) Record the code and retry the operation.
- (2) If the code continues to display, insert the floppy disk containing diagnostics. Boot the server from 0005 to run diagnostics.
 - If diagnostics fail at this MP code, call Service.
 - If diagnostics pass, reload the Services System Software. If this does not correct the problem, record the information on the Problem Report Form and call Service.

0937

Indicates Central processor operating system software is running. The server is trying to set the system time via the Ethernet or a hardware clock.

Action

- (1) Record the code. Check the connection of the Ethernet Transceiver Cable to the central processor.
 - If the cable is connected securely, set the Time of Day Clock on the server. See "Step 2. Setting the time and date" procedure in the Server Software Installation chapter of the *Services Installation and Setup Guide*.
 - If you are unable to set the time, see *Fault Isolation Process* and complete the Problem Report Form.
- (2) If the code continues to display, insert the floppy disk containing diagnostics. Boot the server from 0005 to run diagnostics.
- (3) Record the results of the diagnostics on the Problem Report Form and see the entry level chapter in *Fault Isolation Process*.

- 0938-0949** **Indicates** Central processor operating system software is running. There is a possible hardware or software problem.
- Action** (1) Record the code and retry the operation.
- (2) If the code continues to display, insert the floppy disk containing diagnostics. Boot the server from 0005 to run diagnostics.
- (3) Record the results of the diagnostics on the Problem Report Form and see *Fault Isolation Process*.
- 0950** **Indicates** A Logical Volume Scavenger is running.
- Action** (1) If you are in the process of scavenging the volume, allow the process to complete.
- (2) If the code continues to display, insert the floppy disk containing diagnostics. Boot the server from 0005 to run diagnostics.
- If the diagnostics fail on this code, complete the Problem Report Form and see the entry level chapter in *Fault Isolation Process*.
 - If the diagnostic pass, reload the Services System Software. If this does not correct the problem, see the entry level chapter in *Fault Isolation Process* and complete the Problem Report Form.
- 0951-0990** **Indicates** Central processor operating system software is running. Either the File Check Program is running or debugging is taking place.
- Action** (1) Record the code and try the operation again.
- (2) If the code continues to display, insert the floppy disk containing diagnostics. Boot the server from 0005 to run diagnostics.

- If the diagnostics fail on this code, call Service.
- If the diagnostics pass, reload the Services System Software. If this does not correct the problem, call the Systems Customer Support Center.

0991-0999	Indicates	Reserved MP code.
	Action	<ol style="list-style-type: none">(1) If the code continues to display, insert the floppy disk containing diagnostics. Boot the server from 0005 to run diagnostics.(2) If the diagnostics fail and the code displays again, call Service. If the diagnostics pass and the problem still exists, call the Systems Customer Support Center.

1000 series

1000-1099	Indicates	Extended isolation fault analysis diagnostics are running. These codes normally indicate testing of the 10 Mb rigid disk drive.
	Action	<ol style="list-style-type: none">(1) If the code continues to display, insert the floppy disk containing diagnostics. Boot the server from 0005 to run diagnostics. If the code displays again, it may indicate a hardware problem.(2) Record the diagnostics information on the Problem Report Form. Then, reboot the diagnostics disk from 0002 and run a Media Scan Test. Follow the instructions in <i>Test and Diagnostic Tools</i>.(3) Record the Media Scan Test results on the Problem Report Form and see <i>Fault Isolation Process</i>.

1100 series

- 1100-1193** **Indicates** Extended isolation fault analysis diagnostics are running. These codes normally indicate testing of the 10 Mb rigid disk drive.
- Action** (1) If the code continues to display, insert the floppy disk containing diagnostics. Boot the server from 0005 to run diagnostics. If the code displays again, it may indicate a hardware problem.
- (2) Record the diagnostics information on the Problem Report Form. Then, reboot the diagnostics disk from 0002 and run a Media Scan Test. Follow the instructions in *Test and Diagnostic Tools*.
- (3) Record the Media Scan Test results on the Problem Report Form and see *Fault Isolation Process*.
- 1194-1198** **Indicates** Reserved MP code.
- Action** (1) Record the code and retry the operation.
- (2) If the code displays again, call Service.
- 1199** **Indicates** Diagnostics from 0005 of the 10 Mb rigid disk drive have completed.
- Action** Refer to *Test and Diagnostic Tools* for instructions on how to run Extended Isolation Tests.

1200 series

- 1200-1299** **Indicates** Extended isolation fault analysis diagnostics are running. These codes normally indicate testing of the 10 Mb rigid disk drive.
- Action** (1) If the code continues to display, insert the floppy disk containing diagnostics. Boot the server from 0005 to run diagnostics.
- (2) If the code displays again, record the code on the Problem Report Form. Then, boot the server from 0005 to run diagnostics. Follow the instructions in *Test and Diagnostic Tools*.
- (3) If diagnostics fail at this MP code, call Service.

1300 series

- 1300-1399** **Indicates** Extended isolation fault analysis diagnostics are running. These codes normally indicate testing of the 42 Mb rigid disk drive.
- Action** (1) If the code continues to display, insert the floppy disk containing diagnostics. Boot the server from 0005 to run diagnostics.
- (2) If the code displays again, reboot the diagnostics from 0002. Then, run a Media Scan Test. Follow the instructions in *Test and Diagnostic Tools*.

1400 series

1400-1493	Indicates	Extended isolation fault analysis diagnostics are running. These codes normally indicate testing of the 42 Mb rigid disk drive.
	Action	(1) If the code continues to display, insert the floppy disk containing diagnostics. Boot the server from 0005 to run diagnostics. (2) If the code displays again, reboot the diagnostics from 0002. Then, run a Media Scan Test. Follow the instructions in <i>Test and Diagnostic Tools</i> .
1494-1498	Indicates	Reserved MP code.
	Action	(1) If the code continues to display, insert the floppy disk containing diagnostics. Boot the server from 0005 to run diagnostics. (2) If the code displays again, call Service.
1499	Indicates	Extended isolation fault analysis diagnostics have completed.
	Action	Refer to <i>Test and Diagnostic Tools</i> for instructions on how to run Extended Isolation Tests.

1500 series

1500-1509	Indicates	Reserved MP code.
	Action	(1) Record the code.

(2) If the code displays again, call Service.

1510-1598 **Indicates** Extended isolation disk diagnostic test is running. These codes normally indicate testing of the 42 Mb rigid disk drive.

Action (1) Record the code and retry the operation.

(2) If the code continues to display, insert the floppy disk containing diagnostics. Boot the server from 0005 to run diagnostics.

1599 **Indicates** Diagnostics from 0005 of the 42 Mb rigid disk drive have completed.

Action Refer to *Test and Diagnostic Tools* for instructions on how to run Extended Isolation Tests.

1600 series

1600-1699 **Indicates** Extended isolation fault analysis diagnostics are running. These codes normally indicate testing of the 29 Mb rigid disk drive.

Action (1) Record the code and retry the operation.

(2) Refer to *Test and Diagnostic Tools* for instructions on how to run Extended Isolation Tests.

1700 series

- 1700-1793** **Indicates** Extended isolation fault analysis diagnostics are running. These codes normally indicate testing of the 29 Mb rigid disk drive.
- Action** (1) Record the code and retry the operation.
- (2) If the code displays again, record the code on the Problem Report Form. Insert the floppy disk containing diagnostics. Boot the server from 0005 to run diagnostics.
- (3) If diagnostics fail, call Service.
- 1794-1798** **Indicates** Reserved MP code.
- Action** (1) Record the code and retry the operation.
- (2) If the code displays again, call Service.
- 1799** **Indicates** Extended isolation fault analysis diagnostics of a 29 Mb rigid disk have completed.
- Action** Refer to *Test and Diagnostic Tools* for instructions on how to run Extended Isolation Tests.

1800 series

- 1800-1899** **Indicates** Extended isolation fault analysis diagnostics are running. These codes normally indicate testing of the 29 Mb rigid disk drive.

- Action**
- (1) Record the code. If the code continues to display, insert the floppy disk containing diagnostics. Boot the server from 0005 to run diagnostics.
 - (2) If the code displays again, record the code on the Problem Report Form and call Service.

1900 series

- 1900-1999**
- Indicates** Extended isolation fault analysis diagnostics are running. These codes normally indicate testing of an 1108 80 Mb rigid disk drive. (This 80 Mb drive is internal to the processor and is handled differently from the normal 80 Mb drives.)
- Action**
- (1) Record the code and retry the operation.
 - (2) If the code continues to display, insert the floppy disk containing diagnostics. Boot the server from 0005 to run diagnostics.

2000 series

- 2000-2190**
- Indicates** Extended Isolation Disk Diagnostics and Server Terminal Online Diagnostics are running. These codes normally indicate testing of an 1108 80 Mb or 300 Mb rigid disk drive.
- Action**
- (1) Record the code.
 - (2) Retry the operation. If the code displays again, insert the floppy containing diagnostics. Then, boot the server from 0005 to run diagnostics.
- 2191-2199**
- Indicates** Reserved MP code.

	Action	(1) Record the code. Insert the floppy disk containing diagnostics. Boot the server from 0005 to run diagnostics. (2) If the code displays again, call Service.
2200-2212	Indicates	Extended Isolation Disk Diagnostics are running. These tests normally run when you boot the server from 0002 or 0005 to run diagnostics. These codes normally indicate testing of the 80 Mb or 300 Mb rigid disk drive.
	Action	(1) Record the code. Make sure the drives are operating and that the start lamps on the drives are on. Failure of a start lamp could indicate a hardware problem. Then, boot the server from 0005 to run diagnostics. (2) Record the diagnostics results on the Problem Report Form. If diagnostics pass and this code displays again, run a Confidence Test. Follow the instructions in <i>Test and Diagnostic Tools</i> . If diagnostics fail, follow the instructions for the code displayed.
2213-2400	Indicates	Reserved MP code.
	Action	(1) If the code continues to display, insert the floppy disk containing diagnostics. Boot the server from 0005 to run diagnostics. (2) If the code displays again, call Service.
2401-2540	Indicates	Extended Isolation Disk Diagnostics are running. These codes normally indicate testing of the 300 Mb rigid disk drive. The problem could be with the hardware or the disk pack.
	Action	(1) Record the code. Make sure the drives are operating and that the start lamps on the drives are on. Failure of a start lamp could indicate a hardware problem.

2595-2598

Indicates Extended Isolation Disk Diagnostics are running. These codes normally indicate testing of the 300 Mb rigid disk drive. The problem could be either with the hardware or the disk pack.

- Action**
- (1) Record the code. Make sure the drives are operating and that the start lamps on the drives are on. Failure of a start lamp could indicate a hardware problem.
 - (2) Run the Verify Disk Surface Test and the Confidence Test. Follow the instructions in *Test and Diagnostic Tools*.
 - (3) Record the results of the Verify Disk Surface Test on the Problem Report Form and call the Systems Customer Support Center.

2599-2600

Indicates Reserved MP code.

- Action**
- (1) Record the code. Insert the floppy disk containing diagnostics. Boot the server from 0005 to run diagnostics.
 - (2) If the code displays again, call Service.

2601-2740

Indicates Extended Isolation Disk Diagnostics are running. These codes normally indicate testing of the 80 Mb rigid disk drive. The problem could be with the hardware or the disk pack.

- Action**
- (1) Record the code. Make sure the drives are operating and that the start lamps on the drives are on. Failure of a start lamp could indicate a hardware problem.
 - (2) Run the Verify Disk Surface Test and Confidence Test. Follow the instructions in *Test and Diagnostic Tools*.
 - (3) Record the results of the Verify Disk Surface Test on the Problem Report Form and call the Systems Customer Support Center.

2741	Indicates	Extended Isolation Disk Diagnostics are running. This code normally indicates testing of the 80 Mb rigid disk drive. This code normally indicates that bad pages were not found in the Bad Page Table. The problem could be either with the hardware or the disk pack.
	Action	<ol style="list-style-type: none"><li data-bbox="446 186 1552 244">(1) Record the code. Make sure the drives are operating and that the start lamps on the drives are on. Failure of a start lamp could indicate a hardware problem.<li data-bbox="446 260 1552 319">(2) Run the Verify Disk Surface Test. Follow the instructions in <i>Test and Diagnostic Tools</i>.<li data-bbox="446 335 1552 393">(3) Record the results of the Verify Disk Surface Test on the Problem Report Form and see the entry level chapter in <i>Fault Isolation Process</i>.
2742-2793	Indicates	Extended Isolation Disk Diagnostics are running. These codes normally indicate testing of the 80 Mb rigid disk drive. The problem could be either with the hardware or the disk pack.
	Action	Record the code. Make sure the drives are operating and that the start lamps on the drives are on. Failure of a start lamp could indicate a hardware problem.
2794	Indicates	Physical volume error.
	Action	Call the Systems Customer Support Center.
2795-2798	Indicates	Extended Isolation Disk Diagnostics are running. These codes normally indicate testing of the 80 Mb rigid disk drive. The problem could be either with the hardware or the disk pack.
	Action	Record the code. Make sure the drives are operating and that the start lamps on the drives are on. Failure of a start lamp could indicate a hardware problem.

- Action** (1) Check the connection of the LSEP Interface cable to the processor port. Record the code. Insert the floppy disk containing diagnostics. Boot the server from 0005 to run diagnostics.
- (2) If the code displays again while running diagnostics from 0005, see the entry level chapter in *Fault Isolation Process* and complete the Problem Report Form.

5559-5999

Indicates Reserved MP code.

- Action** (1) Record the code. Insert the floppy disk containing diagnostics. Boot the server from 0005 to run diagnostics.
- (2) If the code displays again, call Service.

6000 series

6000-6999

Indicates Reserved MP code.

- Action** (1) Record the code. Insert the floppy disk containing diagnostics. Boot the server from 0005 to run diagnostics.
- (2) If the code displays again, call Service.

7000 series

7000

Indicates Reserved MP code.

- 7001** **Action** (1) Record the code. Insert the floppy disk containing diagnostics. Boot the server from 0005 to run diagnostics.
- (2) If the code displays again, call Service.
- 7001** **Indicates** Backstop needs to be initialized. This code may occur during a boot operation.
- Action** (1) Record the code. Insert the floppy disk containing diagnostics. Boot the server from 0005 to run diagnostics.
- (2) Record the diagnostics results on the Problem Report Form. If diagnostics pass, reload the Services System Software. If diagnostics fail, follow the instructions for the code displayed.
- (3) If this code displays again after loading the Services System Software, complete the Problem Report Form and call the Systems Customer Support Center.
- 7002** **Indicates** Backstop is unable to be initialized. This code may occur during a boot operation.
- Action** (1) Record the code. Insert the floppy disk containing diagnostics. Boot the server from 0005 to run diagnostics.
- (2) Record the diagnostics test results on the Problem Report Form. If diagnostics pass, reload the Services System Software. If diagnostics fail, follow the instructions for the code displayed.
- (3) If this code displays again after loading the Services System Software, complete the Problem Report Form and call the Systems Customer Support Center.
- 7003** **Indicates** Uncaught signal from the backstop. This code may occur during a boot operation.

- Action** (1) Record the code. Insert the floppy disk containing diagnostics. Boot the server from 0005 to run diagnostics.
- (2) Record the diagnostics test results on the Problem Report Form. If diagnostics pass, reload the Services System Software. If diagnostics fail, follow the instructions for the code displayed.
- (3) If this code displays again after loading the Services System Software, complete the Problem Report Form and call the Systems Customer Support Center.
- 7004** **Indicates** Backstop is looping. The server shows an error during its recovery. This error causes an infinite loop from the server error to the Backstop to the server error.
- Action** (1) Record the code. Insert the floppy disk containing diagnostics. Boot the server from 0005 to run diagnostics.
- (2) Record the diagnostics test results on the Problem Report Form. If diagnostics pass, reload the Services System Software. If diagnostics fail, follow the instructions for the code displayed.
- (3) If this code displays again after loading the Services System Software, complete the Problem Report Form and call the Systems Customer Support Center.
- 7005-7499** **Indicates** Reserved MP code.
- Action** (1) Record the code. Insert the floppy disk containing diagnostics. Boot the server from 0005 to run diagnostics.
- (2) If the code displays again, call Service.
- 7500-7511** **Indicates** A logical volume Scavenger is running.

- Action** (1) If the code continues to display, insert the floppy disk containing diagnostics. Boot the server from 0005 to run diagnostics.
- If the diagnostics fail, see the entry level chapter in *Fault Isolation Process* and complete the Problem Report Form.
 - If the diagnostics pass, see the entry level chapter in *Fault Isolation Process*.
- (2) If the code is displayed on a workstation, see the entry level chapter in *Fault Isolation Process* and complete the Problem Report Form.

7512-7539

Indicates The Workstation applications File Check Program (Scavenger) is running. These codes normally indicate problems such as address faults, unrecoverable disk errors, debugger problems or interrupts. These codes normally occur in a cycling display, for example, 7531, 0007, 0012, 0000, 0043, 0000, 0128, 7531.

- Action** (1) Record the code or cycling series of codes on the Problem Report Form.
- (2) If the code continues to display, insert the floppy disk containing diagnostics. Boot the server from 0005 to run diagnostics.
- If diagnostics fail on one of these codes, complete the Problem Report Form and call Service.
 - If diagnostics pass, see the entry level chapter in *Fault Isolation Process*.

7540-7599

Indicates Reserved MP code.

- Action** (1) Record the code. Insert the floppy disk containing diagnostics. Boot the server from 0005 to run diagnostics.
- (2) If the code displays again, call Service.

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7600	Indicates	A workstation is loading the Xerox ViewPoint software. This is a workstation code and should never be seen on a server.
	Action	No action is necessary.
7601-7603	Indicates	The Configuration Utility should be run.
	Action	Record the code and retry the operation.
7604	Indicates	A workstation is loading the Xerox ViewPoint software and has deleted the system files. This is a workstation code and should never be seen on a server.
	Action	Record the code and re-install the appropriate software.
7605-7699	Indicates	Reserved MP code.
	Action	(1) Record the code. Insert the floppy disk containing diagnostics. Boot the server from 0005 to run diagnostics. (2) If the code displays again, call Service.
7700	Indicates	A workstation is loading the invisible application folders of the Xerox ViewPoint software. This is a workstation code and should never be seen on a server.
	Action	No action is necessary.
7701-7799	Indicates	Reserved MP code.
	Action	(1) Record the code. Insert the floppy disk containing diagnostics. Boot the server from 0005 to run diagnostics. (2) If the code displays again, call Service.

7800	Indicates	A workstation is loading the auto-run applications of the Xerox ViewPoint software. This is a workstation code and should never be seen on a server.
	Action	No action is necessary.
7801-7998	Indicates	Reserved MP code.
	Action	(1) Record the code. Insert the floppy disk containing diagnostics. Boot the server from 0005 to run diagnostics. (2) If the code displays again, call Service.
7999	Indicates	A workstation has loaded the Special Test application of the Xerox ViewPoint software. This is a workstation code and should never be seen on a server.
	Action	See the Entry Level chapter in <i>Fault Isolation Process</i> and complete the Problem Report Form.

8000 series

8000	Indicates	The applications software is operating properly. The 8000 code displays during normal server operations.
	Action	(1) If the code is displayed, but the server is locked up, reboot the system. If the problem occurs again, insert the floppy disk containing diagnostics. Boot the server from 0005 to run diagnostics. (2) If diagnostics pass but the problem continues, see the Entry Level chapter in <i>Fault Isolation Process</i> and complete the Problem Report Form.

Action If no special debugging tests are being run by Xerox personnel, and this code is displayed, call the Systems Customer Support Center.

8090 MP code listing

0000-0009	Indicates	Normally booting the system.
	Action	If the code remains on the panel for a period of time, record it. Reboot the server.
0010	Indicates	The cartridge tape drive head retention has been initiated.
0011-0013	Indicates	Normally booting the system.
0020	Indicates	Pre-boot diagnostics are running.
	Action	If the code remains on the panel for a period of time, record it and retry the operation. If the server fails with this code again, call Service.
0060-0092	Indicates	A hardware failure on the cartridge tape occurred during pre-boot diagnostics.
	Action	Retry the operation. If the server fails with this code again, call Service.
0099	Indicates	Pre-boot diagnostics have completed.
	Action	If this code remains on the panel, and rebooting does not clear the code, call Service.

Action Record the code and retry the operation. If the server fails with this code again, call Service.

400 series

If a fault occurs in the 400 series, the maintenance panel will alternate on two codes: the test number and an error code (for example, 0401/NNNN). Always access the failing test number (the first number) in the MP codes listing, not the error code. If the code number remains on the maintenance panel for more than two minutes, you can assume it is a fault code.

0400-0499 **Indicates** Extended isolation utility diagnostics are running.

Action Record the code and retry the operation. If the server fails with this code again, call Service.

500 series

The maintenance panel displays these codes when the Input-Output Operation software detects an error. If a fault occurs in the 500 series, the maintenance panel will alternate on two codes: the test number and an error code (for example, 0501/NNNN). Always access the failing test number (the first number) in the MP codes listing, not the error code. If the code number remains on the maintenance panel for more than two minutes, you can assume it is a fault code.

0500-0502 **Indicates** A failure in the real time clock during Operational Code Diagnostics.

Action Record the code and retry the operation. If the server fails with this code again, call Service.

0505-0587

Indicates Operational Code Diagnostics are running.

Action Record the code and retry the operation. If the server fails with this code again, call Service.

600 series

The maintenance panel displays these codes when the Extended Isolation Memory Tests are running. If a fault occurs in the 600 series, the maintenance panel will alternate on two codes: the test number and an error code (for example, 0601/NNNN). Always access the failing test number (the first number) in the MP codes listing, not the error code. If the code number remains on the maintenance panel for more than two minutes, you can assume it is a fault code.

0600-0614

Indicates Extended isolation memory diagnostics are running.

Action Record the code and retry the operation. If the server fails with this code again, call Service.

0699

Indicates Extended isolation memory diagnostics are running.

Action Record the code and retry the operation. If the server fails with this code again, call Service.

700 series

The maintenance panel displays these codes when the Extended Isolation Disk Tests are running. If a fault occurs in the 700 series, the maintenance panel will alternate on two codes: the test number and an error code (for example, 0701/NNNN). Always access the failing test number (the first number) in the MP codes listing, not the error code. If the code number remains on the maintenance panel for more than two minutes, you can assume it is a fault code.

- 0799** **Indicates** Extended isolation disk diagnostics are running.
- Action** Record the code and retry the operation. If the server fails with this code again, call Service.

900 series

The maintenance panel displays these codes when the Operating System Software is running. If the code number remains on the maintenance panel for more than two minutes, you can assume it is a fault code.

- 0900-0914** **Indicates** There is a problem with the boot loader or boot file.
- Action** (1) Record the code and retry the operation.
- (2) If the code displays again, record the code on the Problem Report Form. Insert the cartridge tape containing diagnostics. Boot the server from 0005 to run diagnostics.

- (3) Record the results of the diagnostics on the Problem Report Form and call the Systems Customer Support Center.

0915

Indicates

The Ethernet Debugger server is in control. This may occur because of a hardware or software failure. The system is waiting to connect with a remote Ethernet debugger.

Action

- (1) If this code displays during the installation of software:

- Insert the cartridge tape containing diagnostics. Boot the server from 0005 to run diagnostics.
- Follow the instructions for the MP code at which diagnostics fail. If diagnostics fail at this MP code, see the entry level chapter in *Fault Isolation Process* and complete the Problem Report.
- If diagnostics complete successfully or identify new bad pages, complete the Problem Report Form. Then, run a Media Scan Test. Follow the instructions in *Test and Diagnostic Tools*.
- If diagnostics pass and the Media Scan Test shows no new bad pages, it may be the floppy disk. Clean the floppy drive with a Floppy Disk Drive Head Cleaning Kit. Then, load a good set of software. If the problem continues, call Service.

- (2) If this code displays while booting a system with software installed, or during normal operation:

- Insert the cartridge tape containing diagnostics. Boot the server from 0005 to run diagnostics.

- Follow the instructions for the MP code at which diagnostics fail. If diagnostics fail at this MP code, see the entry level chapter in *Fault Isolation Process* and complete the Problem Report Form.
- If diagnostics complete successfully or identify new bad pages, complete the Problem Report Form. Then, run a Media Scan Test. Follow the instructions in *Test and Diagnostic Tools*.
- If diagnostics pass and the Media Scan Test shows no new bad pages, reload the Services System Software. If the problem continues, complete the Problem Report Form and call the Systems Customer Support Center.

0916	Indicates	The Boot File will not fit in real memory.
	Action	<p>(1) Record the code and retry the operation.</p> <p>(2) If the code displays again, record the code on the Problem Report Form. Insert the cartridge tape containing diagnostics. Then boot the server from 0005 to run diagnostics. Follow the instructions in <i>Test and Diagnostic Tools</i>.</p> <p>If diagnostics pass, reload the Services System Software. If this does not correct the problem, fill out the Problem Report Form and call the Systems Customer Support Center.</p>
0917	Indicates	The server is being remotely debugged.
0919–0925	Indicates	There is a problem with the boot loader or boot file.
	Action	(1) Record the code and retry the operation.

(2) If the code displays again, record the code on the Problem Report Form. Insert the cartridge tape containing diagnostics. Then boot the server from 0005 to run diagnostics. Follow the instructions in *Test and Diagnostic Tools*.

If diagnostics pass, reload the Services System Software. If this does not correct the problem, fill out the Problem Report Form and call the Systems Customer Support Center.

0926

Indicates The cartridge tape you are booting from needs retensioning.

Action (1) Retension the tape. See Appendix A, Server maintenance in the *Services Maintenance Guide*.

(2) Retry the operation. If the code displays again, record the code on the Problem Report Form and call Service.

0927-0936

Indicates There is a problem with the operating system, boot loader, or bootfile.

Action (1) Record the code and retry the operation.

(2) If the code displays again, record the code on the Problem Report Form. Insert the cartridge tape containing diagnostics. Then boot the server from 0005 to run diagnostics. Follow the instructions in *Test and Diagnostic Tools*.

If diagnostics pass, reload Services System Software. If this does not correct the problem, fill out the Problem Report Form and call the Systems Customer Support Center.

0937

Indicates An attempt to set the time via the Ethernet or the hardware clock.

- Action** Set the Time of Day Clock on the Clearinghouse or Communications Server. Then, boot the server from 0001.
- 0938-0990** **Indicates** There is a problem with the operating system, boot loader or boot file.
- Action** (1) Record the code and retry the operation.
- (2) If the code displays again, record the code on the Problem Report Form. Insert the cartridge tape containing diagnostics. Then boot the server from 0005 to run diagnostics. Follow the instructions in *Test and Diagnostic Tools*.

1500 series

- The maintenance panel displays these codes when the operating system software is running. If the code number remains on the maintenance panel for more than two minutes, you can assume it is a fault code.
- 1515** **Indicates** The task took too long to complete.
- Action** (1) Record the code and retry the operation.
- (2) If the code displays again, record the code on the Problem Report Form and call Service.

2000 series

The maintenance panel displays these codes when the Online Diagnostics are running. If the code number remains on the maintenance panel for more than two minutes, you can assume it is a fault code.

2000-2190	Indicates	The online diagnostics are running.
	Action	Record the code and retry the operation. If the server fails with this code again, call Service.

2800 series

The maintenance panel displays these codes when optional software is running. If the code number remains on the maintenance panel for more than two minutes, you can assume it is a fault code.

2800	Indicates	The Multiport diagnostics are running.
2801-2804	Indicates	A Multiport Option RS232C hardware problem.
	Action	Record the code on the Problem Report Form and call Service.
2806	Indicates	An RS366 hardware problem.
	Action	Record the code on the Problem Report Form and call Service.
2808	Indicates	A software problem.

- Action** (1) Record the code and retry the operation.
- (2) If the code displays again, record the code on the Problem Report Form. Insert the cartridge tape containing diagnostics. Then boot the server from 0005 to run diagnostics. Follow the instructions in *Test and Diagnostic Tools*.

2809 **Indicates** A real time clock problem.

Action Record the code on the Problem Report Form and call Service.

2820 **Indicates** The Cartridge Tape diagnostics are running.

2821-2827 **Indicates** A cartridge tape hardware or media problem.

- Action** (1) Record the code and retry the operation.
- (2) If the code displays again, record the code on the Problem Report Form. Insert the cartridge tape containing diagnostics. Then boot the server from 0005 to run diagnostics. Follow the instructions in *Test and Diagnostic Tools*.

2829 **Indicates** A real time clock problem.

Action Record the code and call Service.

2900 series

The maintenance panel displays these codes when there is a disk drive failure. If the code number remains on the maintenance panel for more than two minutes, you can assume it is a fault code.

2900 **Indicates** The Self Describing Disk (SDD) Page on the rigid disk is damaged.

Action Record the code on the Problem Report Form and call Service.

3000 series

The maintenance panel displays these codes when the Online Cartridge Tape Tests are running. If the code number remains on the maintenance panel for more than two minutes, you can assume it is a fault code.

3001-3886 **Indicates** The Online Cartridge Tape Tests are running.

Action Record the code and retry the operation. If the server fails with this code again, call Service.

3900 series

The maintenance panel displays these codes when the Extended Isolation (EI) Disk Mesa diagnostics are running on the unknown rigid disk. If a fault occurs in the 3900 series, the maintenance panel will alternate on two codes: the test number and an error code (for example, 3901/NNNN). Always access the failing test number (the first number) in the MP codes listing, not the error code. If the code number remains on the maintenance panel for more than two minutes, you can assume it is a fault code.

3900 **Indicates** The EI Disk Diagnostic: Unknown ST506 Disk Program is running.

3910-3991 **Indicates** The Unknown ST506 Disk Tests are running or have a problem.

Action Record the code on the Problem Report Form and call Service.

4000 series

The maintenance panel displays these codes when the extended isolation (EI) Disk Mesa diagnostics are running on the unknown rigid disk. If a fault occurs in the 4000 series, the maintenance panel will alternate on two codes: the test number and an error code (for example, 4001/NNNN). Always access the failing test number (the first number) in the MP codes listing, not the error code. If the code number remains on the maintenance panel for more than two minutes, you can assume it is a fault code.

- 4000-4199** **Indicates** The Unknown ST506 Disk Tests are running or have a problem.
 Action Record the code on the Problem Report Form and call Service.

4200 series

The maintenance panel displays these codes when the Echo Test is running. If the code number remains on the maintenance panel for more than two minutes, you can assume it is a fault code.

- 4200** **Indicates** The beginning of the Echo Test.
4201-4203 **Indicates** The Echo Test is running.
 Action Record the code and retry the operation. If the server fails with this code again, call Service.

4500 series

The maintenance panel displays these codes when the Online RS232C diagnostics are running. If the code number remains on the maintenance panel for more than two minutes, you can assume it is a fault code.

4500 **Indicates** The beginning of the RS232C diagnostic.

4501-4599 **Indicates** The RS232C test has a problem.

Action Record the code and retry the operation. If the server fails with this code again, call Service.

4600-4800 series

The maintenance panel displays these codes when the extended isolation (EI) Disk 25 Mb diagnostics are running. If a fault occurs in the 4600 series, the maintenance panel will alternate on two codes: the test number and an error code (for example, 4600/NNNN). Always access the failing test number (the first number) in the MP codes listing, not the error code. If the code number remains on the maintenance panel for more than two minutes, you can assume it is a fault code.

4600 **Indicates** The EI Disk 25 Mb diagnostics are running.

4610-4899 **Indicates** The EI Disk 25 Mb diagnostics detected a problem.

Action Record the code on the Problem Report Form and call Service.

5000 series

The maintenance panel displays these codes when the extended isolation (EI) Disk 85 Mb diagnostics are running. If a fault occurs in this series, the maintenance panel will alternate on two codes: the test number and an error code (for example, 5600/NNNN). Always access the failing test number (the first number) in the MP codes listing, not the error code. If the code number remains on the maintenance panel for more than two minutes, you can assume it is a fault code.

5600	Indicates	The EI Disk 85 Mb diagnostics are running.
5610-5899	Indicates	The EI Disk 85 Mb diagnostics detected a problem.
	Action	Record the code on the Problem Report Form and call Service.

6000 series

The maintenance panel displays these codes when the Offline High Capacity Tape diagnostics are running. If a fault occurs in the 6000 series, the maintenance panel will alternate on two codes: the test number and an error code (for example, 6001/NNNN). Always access the failing test number (the first number) in the MP codes listing, not the error code. If the code number remains on the maintenance panel for more than two minutes, you can assume it is a fault code.

There are four possible drives and each drive has an equivalent MP code with the same indication and action. Add 50 to the following MP codes for each consecutive drive.

For example, MP codes 6001 (first drive), 6051 (second drive), 6101 (third drive), and 6151 (fourth drive) indicate that the specific drive is not ready.

- 6000** **Indicates** The High Capacity Tape Offline diagnostics are running.
- 6001** **Indicates** The high capacity tape drive is not ready.
- Action** (1) Ensure that the power to the high capacity drive is securely connected and that the power switch is ON.
- If not, correct the problem. Insert the cartridge tape containing diagnostics. Boot the server from 0005 to run diagnostics and retry the operation.
 - If it is, go to step 2.
- (2) Ensure that the cartridge tape is correctly inserted into the drive and that the tape drive door is fully closed. The door closes only if the tape is correctly inserted.
- If not, correct the problem, boot the server from 0005 to run diagnostics, and retry the operation.
 - If it is, call the Systems Customer Support Center.
-  **NOTE** If you cannot insert the tape or close the door, call Service.
- 6002** **Indicates** The user pressed UNLOAD or there is a hardware problem.
- Action** (1) If UNLOAD was pressed, press BREAK and retry the operation.
- (2) If UNLOAD was not pressed, call the Systems Customer Support Center.
- 6003-6009** **Indicates** The tape drive has a hardware problem.

	Action	Record the code on the Problem Report Form and call Service.
6010	Indicates	Cartridge tape read errors.
	Action	Clean the tape drive. See Appendix A, Server maintenance in the <i>Services Maintenance Guide</i> for the correct procedure. Then retry the operation. <ul style="list-style-type: none"> • If the original tape operation fails, insert the cartridge tape containing diagnostics. Boot the server from 0005 to run diagnostics. If it fails again, it is most likely a bad tape cartridge. • Retry the operation using a new cartridge tape. If it still fails, call the Systems Customer Support Center.
6011	Indicates	The tape drive has a hardware problem.
	Action	Record the code on the Problem Report Form and call Service.
6012	Indicates	Wrong cartridge tape type.
	Action	(1) If the cartridge tape is the correct type (the same type as the Diagnostic Cartridge Tape), call the Systems Customer Support Center. (2) If the cartridge tape is the incorrect type, use the correct type and retry the operation.
6013-6015	Indicates	The tape drive has a hardware problem.
	Action	Record the code on the Problem Report Form and call Service.
6016-6017	Indicates	Cartridge tape read errors.

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Action Clean the tape drive. See Appendix A, Server maintenance in the *Services Maintenance Guide* for the correct procedure. Then retry the operation.

- If the original tape operation fails, insert the cartridge tape containing diagnostics. Boot the server from 0005 to run diagnostics. If it still fails, it is most likely a bad tape cartridge.
- Retry the operation using a new cartridge tape. If it still fails, call the Systems Customer Support Center.

6018-6025

Indicates The tape drive has a hardware problem.

Action Record the code on the Problem Report Form and call Service.

6026

Indicates A blank tape or a hardware read problem.

Action (1) Ensure that you inserted the correct tape cartridge as required by the diagnostic test.

- If the cartridge tape is correct, go to step 2.
- If the cartridge tape is incorrect, use the correct tape cartridge and retry the operation.

(2) Obtain an equivalent tape cartridge.

- If you have an equivalent cartridge tape, go to step 3.
- If you do not have an equivalent cartridge tape, call the Systems Customer Support Center.

(3) Using the equivalent tape cartridge, retry the test.

- If the problem persists, call the Systems Customer Support Center.

		<ul style="list-style-type: none"> • If the test passes, the original tape cartridge is bad and should be replaced.
6027-6030	Indicates	The tape drive has a hardware problem.
	Action	Record the code on the Problem Report Form and call Service.
6031-6033	Indicates	Cartridge tape read errors.
	Action	Clean the tape drive. See Appendix A, Server maintenance in the <i>Services Maintenance Guide</i> for the correct procedure. Then retry the operation.
		<ul style="list-style-type: none"> • If the original tape operation fails, insert the cartridge tape containing diagnostics. Boot the server from 0005 to run diagnostics. If it fails again, it is most likely a bad tape cartridge. • Retry the operation using a new cartridge tape. If it still fails, call the Systems Customer Support Center.
6051-6083	Indicates	The high capacity tape (second drive) has a problem.
	Action	Record the code on the Problem Report Form. Subtract 50. Refer to the code number above for the action you should take.
6101-6133	Indicates	The high capacity tape (third drive) has a problem.
	Action	Record the code on the Problem Report Form. Subtract 100; then refer to the code number above for the action you should take.
6151-6183	Indicates	The high capacity tape (fourth drive) has a problem.
	Action	Record the code on the Problem Report Form. Subtract 150; then refer to the code number above for the action you should take.

6200 series

The maintenance panel displays these codes when the Offline High Capacity Disk diagnostics are running. If a fault occurs in the 6200 series, the maintenance panel will alternate on two codes: the test number and an error code (for example, 6201/NNNN). Always access the failing test number (the first number) in the MP codes listing, not the error code. If the code number remains on the maintenance panel for more than two minutes, you can assume it is a fault code.

There are seven possible drives and each drive has an equivalent MP code with the same indication and action. Add 10 to the following MP codes for each consecutive drive. For example, MP codes 6211 (first drive), 6221 (second drive), 6231 (third drive), 6241 (fourth drive), 6251 (fifth drive), 6261 (sixth drive), and 6271 (seventh drive) indicate that a drive selection problem.

6200	Indicates	The High Capacity Disk Offline diagnostics are running.
6211	Indicates	The high capacity disk drive has a selection problem.
	Action	Ensure that the power to the high capacity drive is securely connected and that the power switch is ON. <ul style="list-style-type: none">• If not, correct the problem. Insert the cartridge tape containing diagnostics. Boot the server from 0005 to run diagnostics, and retry the operation.• If it is, call the Systems Customer Support Center.
6212-6217	Indicates	The high capacity disk (first drive) has a hardware problem.

- Action** Record the code on the Problem Report Form and call Service.
- 6218** **Indicates** The high capacity disk drive has a drive spindle motor problem.
- Action** Record the code. The drive needs to be replaced, but it may still be sufficiently functional to backup your files. Attempt to back up your files and then call Service.
- 6219** **Indicates** The high capacity disk drive has a Physical Volume problem or possible software problem.
- Action** Record the code on the Problem Report Form and call the Systems Customer Support Center.
- 6221-6229** **Indicates** The high capacity disk (second drive) has a problem.
- Action** Record the code on the Problem Report Form. Subtract 10; then refer to the code number above for the action you should take.
- 6231-6239** **Indicates** The high capacity disk (third drive) has a problem.
- Action** Record the code on the Problem Report Form. Subtract 20; then refer to the code number above for the action you should take.
- 6241-6249** **Indicates** The high capacity disk (fourth drive) has a problem.
- Action** Record the code on the Problem Report Form. Subtract 30; then refer to the code number above for the action you should take.
- 6251-6259** **Indicates** The high capacity disk (fifth drive) has a problem.
- Action** Record the code on the Problem Report Form. Subtract 40; then refer to the code number above for the action you should take.

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- 6261-6269** **Indicates** The high capacity disk (sixth drive) has a problem.
- Action** Record the code on the Problem Report Form. Subtract 50; then refer to the code number above for the action you should take.
- 6271-6279** **Indicates** The high capacity disk (seventh drive) has a problem.
- Action** Record the code on the Problem Report Form. Subtract 60; then refer to the code number above for the action you should take.

6300 series

The maintenance panel displays these codes when the SCSI Configuration Utility is running. If the code number remains on the maintenance panel for more than two minutes, you can assume it is a fault code.

- 6300** **Indicates** The SCSI Configuration Utility is running.
- 6301-6303** **Indicates** The SCSI Configuration Utility has encountered a problem.
- Action** Record the code on the Problem Report Form and call Service.
- 6305** **Indicates** A problem with read-only memory. Call Service for assistance.
- 6308** **Indicates** A real time clock problem.
- Action** Record the code on the Problem Report Form and call Service.

7000 series

The maintenance panel displays these codes when there is a software failure. If the code number remains on the maintenance panel for more than two minutes, you can assume it is a fault code.

7001-7539

Indicates There is a software problem.

- Action**
- (1) Record the code. Insert the cartridge tape containing diagnostics. Boot the server from 0005 to run diagnostics.
 - (2) If the diagnostics run successfully without generating any bad pages, load the Services System Software. If the problem persists, call the Systems Customer Support Center.

8000 series

8000 **Indicates** The applications software is operating properly. The 8000 code displays during normal server operations.

- Action**
- (1) If the code is displayed, but the server is locked up, reboot the system. If the problem occurs again, insert the cartridge tape containing diagnostics. Boot the server from 0005 to run diagnostics.
 - (2) If diagnostics pass but the problem continues, see the Entry Level chapter in *Fault Isolation Process* and complete the Problem Report Form.

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- 8888** **Indicates** The Lamp Test of all maintenance panel components. This code displays briefly when booting from 0000 or when the system is powered ON.
- Action** Record the code and reboot only if the code remains on the maintenance panel.

9700 series

The maintenance panel displays these codes when the Extended Isolation (EI) Disk Microcode diagnostics are running. If a fault occurs in the 9700 series, the maintenance panel will alternate on two codes: the test number and an error code (for example, 9700/NNNN). Always access the failing test number (the first number) in the MP codes listing, not the error code. If the code number remains on the maintenance panel for more than two minutes, you can assume it is a fault code.

- 9700** **Indicates** The EI Disk Microcode 25 Mb diagnostics test is running.
- 9701-9708** **Indicates** The EI Disk Microcode 25 Mb diagnostics detected a problem.
- 9718** **Indicates** The EI Disk Microcode 85 Mb diagnostics test is running.
- 9719-9726** **Indicates** The EI Disk Microcode 85 Mb diagnostics detected a problem.
- Action** Record the code on the Problem Report Form and call Service.

9900 series

- 9999** **Indicates** The Substitute Debugger has been activated as a result of an abnormal condition. This code appears only when special debugging tests are being run.
- Action** If no special debugging tests are being run by Xerox personnel, and this code is displayed, call the Systems Customer Support Center.

3.

Problem Messages

This chapter contains an alphabetical listing of messages related to network services. It is organized as follows:

- ***Basic network troubleshooting approach*** - Summarizes the recommended strategy for troubleshooting network problems
- ***How messages display*** - Describes the different ways that messages may display on the server terminal
- ***How to use the message listing*** - Suggests how to interpret messages
- ***Message listing*** - Lists the messages

Basic network troubleshooting approach

Basic Network Troubleshooting contains three books to assist you in finding one or more possible solutions for a network problem.

Use the Problem Report Form located in the *Guide to System Administration Activities* to help coordinate your trouble-locating efforts and document each problem. It serves as a valuable record of information you need to provide a Service Technician or the Systems Customer Support Center should you need their assistance in solving your problem.

This book is a compilation of the various maintenance codes and messages you may see during the maintenance or operation of your network. It directs you to take specific steps to solve a problem, perform further action through *Fault Isolation Process*, or diagnostic procedures referenced in *Test and Diagnostic Tools*.

How messages display

The Network services are part of a complex, interrelated system that also includes operating software and applications software for printers and workstations. This system can be configured to include virtually any set of hardware meeting an infinite range of customer needs.

The flexibility of network services software is reflected in the range of messages that may display on the server terminal. The software creates messages to communicate pertinent information to users so it is difficult to predict the exact text of the message.

Many messages include variable information, such as names and numbers. This information is shown in angle brackets (< >). Messages that begin with variable information appear in the beginning of the message listing section of this book. All other messages are listed alphabetically.

Messages that are of a general information nature are not included in this chapter. However, some persistent information or status messages may indicate a problem with the network. Proceed to *Fault Isolation Process* to locate the problem.

The messages in this chapter include the most common and most helpful messages that may display on your:

- **Print banner** – These messages are generated by the printing device to describe problems in printing a document. See the Print Service Chapter in the *Services Maintenance Guide* for more information.
- **Server terminal** – These messages comprise the bulk of this service listing. They describe problems specifically related to the use of the network software and hardware. Refer to the appropriate book and services chapter in the Network Administration Library for more information.
- **Workstation** – These messages describe problems related to the ViewPoint Software and workstation. Refer to the ViewPoint Series Reference Library for more information.

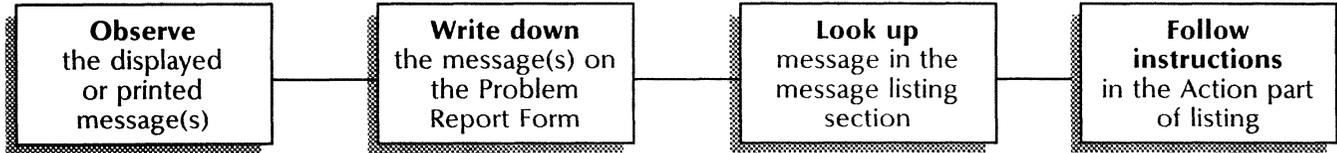


Most server terminal messages will display when you are using Remote System Administration.

How to use the message listing

If used appropriately, this book can help solve network problems faster. Follow these guidelines to interpret the messages:

- **Observe** the print banner, server terminal, or workstation terminal display.
- **Write down** the message or messages on the Problem Report Form. Note if more than one message appears related to the same problem.
- **Look up** the message in this chapter.
- **Follow the instructions** in the Action part of each listing.
- If the recommended action does not resolve your problem, proceed to the entry level chapter of *Fault Isolation Process*.



The listing includes the following information:

- **Message** - Lists the text of the message. Variable information appears within angle brackets (< >).

- **Source** - Identifies the service or services generating the message. Since some services display very similar, rather than identical messages, pay close attention to the name of the service generating the message.
- **Indicates** - What caused the message to display.
- **Action** - Recommends specific actions or refers you to *Fault Isolation Process* to perform further trouble-locating steps.

The listing includes messages with variable information, abbreviations, and non-alphabetic characters. These conventions are followed:

- **Variable information** - Messages starting with variable information are listed first. Variable information can be names, numbers, descriptions, and times. These messages appear alphabetically by the type of variable information:
 - <Description >
 - <Name >
 - <Number >
 - <Time >
- **Abbreviations** - The listing does not include abbreviations that precede some messages. These abbreviations, such as FS for File Service or CMS for Communications Monitoring Service, indicate the service generating the message. These messages are listed alphabetically by the first letter of the first word that follows the abbreviation.
- **Non-alphabetic characters** - The listing ignores non-alphabetic characters, such as asterisks. These messages are listed alphabetically by the first letter of the first word.

Message listing

<database name> needs to be recovered.

Source Librarian Service

Indicates An application tried to access the database and the access failed. Or, you were listing the databases in verbose mode and this database was damaged.

Action Perform the "Restoring a Librarian Service database" procedure in the Librarian Service chapter of the *Backup and Restore Guide*.

<description 1> (X.25 SVC, X.25 network "<description 2>").

Source Internetwork Routing Service

Indicates Configuration information for an X.25 network. <Description 1> provides the circuit description, such as Link to New York. <Description 2> describes the X.25 network parameters, such as Tymnet.

Action If you are troubleshooting, record the information on the Problem Report Form and refer to the entry level chapter of *Fault Isolation Process*.

<description 1> (<description 2>, <description 3>).

Source Internetwork Routing Service

Indicates Circuit configuration information. <Description 1> describes the circuit as it was originally configured. <Description 2> describes the circuit type. <Description 3> identifies the location of the local port. Types include X.25 switched virtual circuit, auto-dialed, manually dialed, and dedicated.

Action If you are troubleshooting, record the information on the Problem Report Form and refer to the entry level chapter of *Fault Isolation Process*.

<name>: Activated, but cannot find required files. Please re-install.

Source Services System Software

Indicates One of the files required to run a service cannot be found.

Action See *Fault Isolation Process*.

<name>: All Clearinghouses serving that domain are unavailable.

Source File Service

Indicates The Clearinghouse Service is unavailable; displays in response to the **Add File Drawer**, **Change File Drawer**, or **Online Volume** commands.

- Action**
- (1) Wait a while. Then, try the operation again.
 - (2) If the message displays again, ensure that the Clearinghouse Service is operating. If it is, retry the operation.
 - (3) If the message displays again, refer to the entry level chapter in *Fault Isolation Process*.



When you bring a volume online for remote clients, the File Service must check the Clearinghouse Service to make sure that the volume name is properly registered. If the Clearinghouse is unavailable, the File Service displays a warning message. Then, it automatically brings volume online when the Clearinghouse becomes available.

< name >: Authentication problems encountered.

- Source** Services System Software
- Indicates** An expected event occurred during use of the Authentication Service.
- Action** Verify that the specified server is registered in the Clearinghouse. If the message repeats, check that the Clearinghouse is working properly.

< name > became available with same restart time.

- Source** Server Monitor Service
- Indicates** The specified server is available again. Because the server became available with the same restart time as before, the server had been available but the Server Monitor Service had been

unable to communicate with it. A broken internet network link, a server disconnected from the network, or a server being debugged may cause this message.

Action See *Fault Isolation Process*.

<name> became unavailable some time between <time1> and <time2>.

Source Server Monitor Service

Indicates The time interval during which the specified server became unavailable. <Time1> identifies when the monitored server last responded to the server monitor's poll. <Time2> identifies when the Server Monitor Service polled the server and did not get an answer.

Action See *Fault Isolation Process*.

<name>: Clearinghouse entry already in use as an alias.

Source Services System Software

Indicates The name of the service you entered already exists as an alias in the Clearinghouse. No changes are made to stable data or any existing Clearinghouse entries.

Action Enter a new name. Otherwise, registration is aborted.

<name>: Clearinghouse entry appears to be in use.

Source Services System Software

Indicates You tried to register a name already in use by a currently active service. No changes are made to the existing Clearinghouse entry, but stale data is cleared.

Action You are prompted to enter a new name. If you do not, registration is aborted.

<name> is already a registered <object>.

Source Clearinghouse Service

Indicates An object of the same name is already registered in the Clearinghouse database.

Action Choose another name for the new object.

<name> is already an alias for <name>.

Source Clearinghouse Service

Indicates The specified name was rejected because it is already used as an alias for the same object.

Action Choose another name for the new object, or use the **Delete Alias** command to remove the conflicting alias.

"<name>" is in a bad format.

Source Clearinghouse Service

Indicates You entered a name in a format that cannot be mapped to an address in the Clearinghouse database.

Action Re-enter the name using the fully qualified (three-part) name.

< name > is not a valid group.

Source External Communication Service

Indicates The access control group specified is not a valid group in the Clearinghouse database.

Action Re-enter a valid group name.

< name > is not registered.

Source Clearinghouse Service

Indicates The named object is not registered in the database.

Action Check the spelling of the name, or use the appropriate **List** command to verify the object's existence.

< name >: Invalid service name.

Source Services System Software

Indicates You entered an invalid server name, or the Clearinghouse Service contains an invalid name. If you do not enter a new name, the operation is aborted and no changes are made.

Action Check the spelling of the name, or use the appropriate **List** command to verify that the name is registered in the Clearinghouse.

<name> of (# <number>) is not on this disk.

Source Boot Service

Indicates The Boot Service was unable to find a file specified in the server profile during startup. The message includes the filename and the boot file number to identify the missing file.

Action Refer to the entry level chapter of *Fault Isolation Process*.

<name>: Name and description stored in local parameter file. Clearinghouse not changed.

Source Services System Software

Indicates Registration was aborted because of authentication problems, entry inconsistencies, or user privilege issues.

Action Re-register the service to update the Clearinghouse.

<name>: Name not found in that domain.

Source File Service

Indicates You specified a local name which cannot be found in that domain and organization.

Action Check that you entered the correct local name. Then try the operation again.

< name > No such domain.

Source File Service

Indicates You specified a domain that does not exist in that organization.

Action Enter the correct domain name and try the operation again.

< name > No such organization.

Source File Service

Indicates You specified an organization that does not exist.

Action Enter the correct organization name and try the operation again.

< name > not found on < directory name >.

Source Services System Software

Indicates You specified a file which cannot be found on the indicated remote directory (volume, file drawer, or the like).

Action Perform the appropriate **List** command to verify the filename.

<name(s)> not found on cartridge tape.

Source Boot Service

Indicates You specified a filename which cannot be found on the cartridge tape.

Action Check that you entered the correct filename and you are using the correct tape.

<name(s) 1> not found on <name 2>.

Source Boot Service

Indicates You specified a filename which cannot be found on an auxiliary storage device. <Name(s) 1> is the name of the requested file. <Name 2> is the identify of the auxiliary storage device, such as a cartridge tape or floppy disk.

Action Check the file name(s) you intended to enter with the name(s) shown on the message. If you did not enter the name(s) you intended, re-enter the file name(s).

<name> not found on working directory.

Source Services System Software

Indicates You specified a filename which cannot be found on the working directory (volume, file drawer, or the like).

Action Perform the appropriate **List** command to verify the filename.

<name>: Operator needed to perform current operation.

Source Services System Software

Indicates A user with System Administrator access rights must perform the task.

Action If you have System Administrator access rights, log on and enable in the proper context.

<name>: Service name and description unknown.

Source Services System Software

Indicates You specified a service name or description that cannot be found.

Action If you do not enter a new name, the operation is aborted and no changes are made. Check the spelling of the name, or use the appropriate **List** command to verify the name is registered in the Clearinghouse.

<name>: System Administrator needed to perform current operation.

Source Services System Software

Indicates A user with System Administrator access rights must perform the task.

Action If you have System Administrator access rights, log on and enable in the proper context.

<name>: Unknown problem. Operation aborted.

Source Services System Software

Indicates An unexpected event occurred during an update of the Clearinghouse database.

Action Retry the operation that caused the error. If the problem persists, verify that the Clearinghouse is running correctly.

<name> was in error and has been moved to the Error Folder.

Source Remote Batch Service

Indicates The specified folder contains errors.

Action View the folder contents for errors and correct them before resubmitting the folder.



If the Remote Batch Service cannot post this message as a mail item, the message appears at the server terminal. The Remote Batch Service will not try again to notify the submitter of the job in error.

<name> was unavailable between <time1> and <time2>.

Source Server Monitor Service

Indicates This asynchronous notification message indicates the time interval during which the specified server became unavailable. <Time1> is the time the server was polled and did not respond. <Time2> is the time the Server Monitor Service polled the server and did get an answer.

Action See *Fault Isolation Process*.

< number > bps received.

Source Internetwork Routing Service

Indicates The number of bits per second being received by the communications line.

Action If, for a period of more than 10 minutes, the number is greater than 25 percent of the line speed for half duplex circuits, or greater than 50 percent of the line speed for full duplex circuits, the phone line is heavily used. Increase the line speed on the modem and circuit configuration to the next highest line speed.

< number > bps sent.

Source Internetwork Routing Service

Indicates The number of bits per second being sent by the communications line.

Action If, for a period of more than 10 minutes, the number is greater than 25 percent of the line speed for half duplex circuits, or greater than 50 percent of the line speed for full duplex circuits, the phone line is heavily used. Increase the line speed on the modem and circuit configuration to the next highest line speed.

<number> bps throughput.

Source Internetwork Routing Service

Indicates The total phone line traffic by providing the sum of the bits per second sent and received.

Action If, for a period of more than 10 minutes, the number is greater than 25 percent of the line speed for half duplex circuits, or greater than 50 percent of the line speed for full duplex circuits, the phone line is heavily used. Increase the line speed on the modem and circuit configuration to the next highest line speed.

<number> bytes forwarded.

Source Internetwork Routing Service

Indicates The relative total traffic load through the Internetwork Routing Service by providing the number of 8-bit bytes forwarded.

Action If, for a period of more than 10 minutes, the number is greater than 25 percent of the line speed for half duplex circuits, or greater than 50 percent of the line speed for full duplex circuits, the phone line is heavily used. Increase the line speed on the modem and circuit configuration to the next highest line speed.

<number> bytes received.

Source Internetwork Routing Service

Indicates The relative total traffic load through the Internetwork Routing Service by providing the number of 8-bit bytes received.

Action If, for a period of more than 10 minutes, the number is greater than 25 percent of the line speed for half duplex circuits, or greater than 50 percent of the line speed for full duplex circuits, the phone line is heavily used. Increase the line speed on the modem and circuit configuration to the next highest line speed.

<number> bytes sent.

Source Internetwork Routing Service

Indicates The relative total traffic load through the Internetwork Routing Service by providing the number of 8-bit bytes sent.

Action If, for a period of more than 10 minutes, the number is greater than 25 percent of the line speed for half duplex circuits, or greater than 50 percent of the line speed for full duplex circuits, the phone line is heavily used. Increase the line speed on the modem and circuit configuration to the next highest line speed.

<number> congestion count.

Source Internetwork Routing Service

Indicates The number of packets (8-bit bytes) discarded to prevent congestion in the Internetwork Routing Service. The Internetwork Routing Service has a sending queue for each phone line it handles. If a new packet is delayed too long while waiting in the queue, it is discarded.

- Action**
- (1) If this number is greater than 10 percent of the line speed, increase the line speed on the modem and circuit configuration to the next highest line speed.
 - (2) If you cannot increase the line speed, have users reduce their remote network activity and, if possible, relocate remote services to a local device.

<number> connection established count.

- Source** Internetwork Routing Service
- Indicates** The number of times a connection was successfully established to the remote host since the Internetwork Routing Service was started.
- Action**
- (1) If this number is greater than 10 percent of the line speed, increase the line speed on the modem and circuit configuration to the next highest line speed.
 - (2) If you cannot increase the line speed, have users reduce their remote network activity and, if possible, relocate remote services to a local device.

<number> CRC Errors.

- Source** Internetwork Routing Service
- Indicates** The number of packets not received because of transmission errors detected through a Cyclic Redundancy Check. The phone line, modems, cables, or sending options board can cause these errors. You must correct this condition or performance of the internetwork link will degrade.

- Action** (1) Reduce the modem speed. Run the RS232C loopback test.
- (2) A number greater than 5 percent of the packets received is indicative of a hardware problem, refer to *Fault Isolation Process* for specific troubleshooting strategies.

<number> no response count.

Source Internetwork Routing Service

Indicates The number of times an unsuccessful response was made to a connection attempt by the Internetwork Routing Service. The physical medium became available but the remote device did not respond within 45 seconds. For a leased line modem, this statistic increments once every minute that one of the two Internetwork Routing Services is not active.

Action Record the information on the Problem Report Form and see the entry level chapter of *Fault Isolation Process*. If you are using Remote System Administration, use the Make Document or Make Screen option.

<number> not valid.

Source Services System Software

Indicates A services volume is in an inconsistent state.

Action Scavenge the volume. See *Test and Diagnostic Tools*.

<number> packets forwarded.

- Source** Internetwork Routing Service
- Indicates** The number of packets forwarded through this internetwork router.
- Action** Record the information on the Problem Report Form and see the entry level chapter of *Fault Isolation Process*. If you are using Remote System Administration, you can use the Make Document or Make Screen option.

<number> packets received.

- Source** Internetwork Routing Service
- Indicates** The number of packets successfully received through this internetwork router.
- Action** (1) Compare the number of packets rejected to this number. If number of packets rejected is more than 5 percent of packets received, a hardware problem may exist. Reduce the modem speed to help alleviate the problem.
- (2) If the problem continues, see the entry level chapter of *Fault Isolation Process*.

<number> packets rejected.

- Source** Internetwork Routing Service

Indicates The number of packets not received. This usually is due to a transmission error or a partial packet received.

Action (1) Compare this number to the number of packets received. If it is more than 5 percent of packets received, a hardware problem may exist. Reduce the modem speed to help alleviate the problem.

(2) If the problem continues, see the entry level chapter of *Fault Isolation Process*.

< number > packets sent.

Source Internetwork Routing Service

Indicates The number of packets that were successfully transmitted.

Action Record the information on the Problem Report Form and see the entry level chapter of *Fault Isolation Process*.

< number > receive device error.

Source Internetwork Routing Service

Indicates The number of packets not received due to an error with the receiving device; indicates a possible hardware problem.

Action Compare this number to the number of packets received. If it is more than 5 percent of packets received, a possible hardware problem may exist. Reduce the modem speed to help alleviate the problem.

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<number> receive error, data lost.

- Source** Internetwork Routing Service
- Indicates** The number of packets not received due to a hardware overrun.
- Action** Compare this number to the number of packets received. If it is more than 5 percent of packets received, a hardware problem may exist. Reduce the modem speed to help alleviate the problem.

<number> receive error, data lost in hardware.

- Source** Internetwork Routing Service
- Indicates** The number of packets not received due to a hardware overrun.
- Action** Compare this number to the number of packets received. If it is more than 5 percent of packets received, a hardware problem may exist. Reduce the modem speed to help alleviate the problem.

<number> receive error, frame timeout.

- Source** Internetwork Routing Service
- Indicates** The number of packets unsuccessfully received due to a hardware overrun.

Action Compare this number to the number of packets received. If it is more than 5 percent of packets received, a hardware problem may exist. Reduce the modem speed to help alleviate the problem.

< number > receive error, no get.

Source Internetwork Routing Service

Indicates The number of packets not received due to a software overrun.

Action Compare this number to the number of packets received. If it is more than 5 percent of packets received, a software problem may exist. Remove some of the services running on the server to help alleviate the problem.

< number > receive error, unknown.

Source Internetwork Routing Service

Indicates The number of packets not received due to a hardware problem.

Action Compare this number to the number of packets received. If it is more than 1 percent of the packets received, a hardware problem may exist.

< number > send error, bad status.

Source Internetwork Routing Service

Indicates This message shows the number of packets unsuccessfully transmitted. This is usually due to a hardware problem.

Action Compare this number to the number of packets received. If it is more than 1 percent of the packets received, a hardware problem may exist. Reduce the modem speed to the next lowest speed.

<number> times dsr dropped.

Source Internetwork Routing Service

Indicates This message shows the number of times the modem became unready. The data set ready (dsr) signal drops when a manually dialed modem interconnection is disconnected. This may be due to a failing modem, cable, Communications Interface Unit, other hardware, or part of the software.

Action

- (1) Use the dropped dsr signal to determine which end disconnected first on a dialed connection. The dsr does not drop on the side that disconnected first.
- (2) Check to make sure the hardware is running properly.
- (3) If the problem continues, perform the RS232C Test to verify that the connection to the local port still exists. See *Test and Diagnostic Tools* for instructions to run this test.

<number> too long since last receive.

Source Internetwork Routing Service

Indicates The number of times no packets were received from the remote station within a period exceeding 80 seconds. An Internetwork Routing Service normally sends a packet at least every 30 seconds. The station may be inoperable or the remote Internetwork Routing Service is stopped.

Action (1) Make sure the remote station is sending.

(2) If the remote station is sending, the local station may not receiving. Check for bad cables or modems on the local station.

< number > unknown.

Source Services System Software

Indicates The packs on a drive are not open and the volume names are unknown.

Action Open the volumes and enter the **List Volumes** command to display the volume names.

< time > < name >: IRS circuit" < Description >" -- DOWN.

Source Server Monitor Service

Indicates This message is a mail message. An Internetwork Routing Service phone line on the monitored server has become unavailable.

Action See the entry level chapter of *Fault Isolation Process*.

<time> Circuit "<description>"-- connection terminated, circuit is reset.

Source Internetwork Routing Service

Indicates The circuit is no longer connected. This message includes the current time and the circuit description. In the case of the local port, this message indicates that the data set ready signal has been dropped and then raised. The data set ready signal may drop due to a failing modem, cable, Communications Interface Unit, other hardware, or software.

- Action**
- (1) Use the dropped dsr signal to determine which end disconnected first on a dialed connection. The dsr does not drop on the side that disconnected first.
 - (2) Check to make sure the hardware is running properly.
 - (3) If the problem continues, perform the RS232C test to verify that the connection to the local port still exists. See the *Test and Diagnostic Tools* for instructions to run the test.

<time> Circuit "<description>"-- maximum packet size rejected.

Source Internetwork Routing Service

Indicates The maximum packet size was unsuitable for the transmission. The message includes the current time and the circuit description. The connection terminates in approximately 20 seconds.

Action Retry the command immediately.

< time > Circuit "< description >"-- no response after physical medium became available.

Source Internetwork Routing Service

Indicates The circuit has been available for 45 seconds, but has not received any packets. The message includes the current time and the circuit description. The connection terminates in approximately 20 seconds.

Action Retry the transmission.

< time > Circuit "< description >"-- phone line protocol version mismatch.

Source Internetwork Routing Service

Indicates The phone line is using a protocol that the Internetwork Routing Service does not support. The message includes the current time and the circuit description. The connection terminates in approximately 20 seconds.

Action Reconfigure the Internetwork Routing Service with an appropriate protocol.

< time > Circuit "< description >"-- physical medium is looped back.

Source Internetwork Routing Service

Indicates A switch-back plug is attached to the local port, or the modem is set to loopback mode. The message includes the current time and the circuit description.

Action Remove the switch-back plug or reset the modem.

<time> Circuit "<description>"-- physical medium isn't available.

Source Internetwork Routing Service

Indicates The data set ready (dsr) has dropped or that a Communication Interface Unit (CIU) modem has become unavailable. The message includes the current time and the circuit description.

Action Retry the transmission later.

<time> Circuit "<description>"-- remote host type incompatible with this circuit.

Source Internetwork Routing Service

Indicates A Shared Interface Unit (SIU) tried to connect to a port, a remote workstation tried to connect to a non-clusternet port, or a clusternet port tried to connect to another clusternet port. The message includes the current time and the circuit description.

Action Retry the connection to an appropriate host.

<time> Circuit "<description>"-- remote host type rejected.

Source Internetwork Routing Service

Indicates The attempt to connect was rejected. The message includes the current time and the circuit description. The connection terminates in approximately 20 seconds. The message "<time>

Circuit '<description>'-- remote host type incompatible with this circuit", usually appears with this message.

Action Retry the connection to an appropriate host.

<time> Circuit "<description>"-- unknown error.

Source Internetwork Routing Service

Indicates The system is unable to determine the error. The message includes the current time and the circuit description. The connection terminates in approximately 20 seconds.

Action Retry the connection.

<time> HDLC connection to the PSDN is not established, retrying X.25 SVC call.

Source Internetwork Routing Service

Indicates The Internetwork Routing Service is retrying an X.25 call. HDLC stands for high-level data link control which is a set of procedures for linking access across a DTE/DCE interface. PSDN stands for packet switched data network, a network accessed through the X.25 protocol. The message also includes the current time. SVC stands for switched virtual circuit, a type of circuit supported by the X.25 network.

Action (1) Wait for for the X.25 SVC call to be retried.

(2) If the message displays again, check the status of the circuit on the receiving end of the call.

<time> PSDN reports “all circuits in use” when making X.25 SVC call to <description>, retrying.

Source Internetwork Routing Service

Indicates Circuits were not available for the connection. The Internetwork Routing Service is retrying the call. PSDN stands for packet switched data network, a network accessed through the X.25 protocol. The message also includes the current time. SVC stands for switched virtual circuit, a type of circuit supported by the X.25 network and the X.25 SVC circuit description.

- Action**
- (1) Wait for for the X.25 SVC call to be retried.
 - (2) If the message displays again, check the status of the circuit on the receiving end of the call.

<time> PSDN reports “call timed out” when making X.25 SVC call to <description>, retrying.

Source Internetwork Routing Service

Indicates The Internetwork Routing Service is retrying an X.25 call. PSDN stands for packet switched data network, a network accessed through the X.25 protocol. SVC stands for switched virtual circuit, a type of circuit supported by the X.25 network. The message includes the current time and the X.25 SVC circuit description.

- Action**
- (1) Wait for for the X.25 SVC call to be retried.

- (2) If the message displays again, check the status of the circuit on the receiving end of the call.

< time > PSDN reports “connection refused” when making X.25 SVC call to < description > , retrying.

Source Internetwork Routing Service

Indicates The Internetwork Routing Service is retrying an X.25 call. PSDN stands for packet switched data network, a network accessed through the X.25 protocol. SVC stands for switched virtual circuit, a type of circuit supported by the X.25 network. The message includes the current time and the X.25 SVC circuit description.

- Action**
- (1) Wait for for the X.25 SVC call to be retried.
 - (2) If the message displays again, check the status of the circuit on the receiving end of the call.

< time > PSDN reports “link down” when making X.25 SVC call to < description > , retrying.

Source Internetwork Routing Service

Indicates The Internetwork Routing Service is retrying an X.25 call. PSDN stands for packet switched data network, a network accessed through the X.25 protocol. SVC stands for switched virtual circuit, a type of circuit supported by the X.25 network. The message includes the current time and the X.25 SVC circuit description.

- Action** (1) Wait for for the X.25 SVC call to be retried.
(2) If the message displays again, check the status of the circuit on the receiving end of the call.

<time>: session <number> <user name> - connection lost.

Source Interactive Terminal Service

Indicates A malfunction in the phone line, modem, or system has broken the connection between the Interactive Terminal Service and the remote user terminal.

Action Retry the connection.

<time>: session <number> <user name> unusual end.

Source Interactive Terminal Service

Indicates The session has ended in a way other than by the remote user logging off.

Action See *Fault Isolation Process*.

<time>: session <number> session ending due to heap error.

Source Interactive Terminal Service

Indicates The session is being terminated because the service does not have enough resources.

Action Consider establishing another Interactive Terminal Service to provide additional resources.

< time > : session < number > session ending due to insufficient space on the system volume.

Source Interactive Terminal Service

Indicates A session is being terminated because the service does not have enough resources.

Action Consider establishing another Interactive Terminal Service to provide additional resources.

< time > X.25 SVC call from < remote host > was rejected.

Source Internetwork Routing Service

Indicates An X.25 SVC call request from an unknown caller was rejected.

Action Ensure that the user has access privileges.

A directory is required for that operation.

Source Communications Monitoring Service

Indicates A directory does not exist.

Action Create a directory and try the operation again.

-
- Source** Communications Monitoring Service
- Indicates** Duplicate filenames exist.
- Action** Rename one of the files.

A file by that name already exists on the working directory and files must be unique.

- Source** Boot Service
- Indicates** You entered a filename that already exists on the working directory.
- Action** Change the name of the file before you copy it to the working directory. Or, delete the existing file from the working directory and copy the file under the existing name. Then, retry the operation.

Aborted ...

- Source** Boot Service
- Indicates** The Boot Service rejected a command affecting an external storage device (e.g., floppy disk or cartridge tape).
- Action** (1) Check the the external storage device. Make sure it is powered ON and the connections are secure.
- (2) If the connections are secure and the power is ON, retry the operation.

-
- Source** Print Service
- Indicates** The user or the Print Service canceled the processing of this job.
- Action** List the documents received by the Print Service to determine the reason for stopping the job. Correct the problem and retry the operation.

Access cannot be determined.

- Source** PC File Service
- Indicates** The PC File Service cannot determine if the user has sufficient XC 80 access to list the specified directory.
- Action** Try again later. If the user is a System Administrator, enable and try the operation again.

Access problem.

- Source** File Service
- Indicates** The File Service is unable to access a file. The file may be in use, the file was not found during a backup or restore operation, or you may not have sufficient access rights.
- Action** Use the **List File Drawers** command to check the access rights assigned to the file drawer. Use the **Change File Drawer** command to change the access list. Then, retry the operation.

Access rights indeterminate.

Source Communications Monitoring Service

Indicates The File Service cannot determine the access rights.

Action Add the Communications Monitoring Service to the access list with the appropriate access rights.

Source Server Monitor Service

Indicates The Server Monitor Service cannot communicate with the monitored server.

Action Use the network echo test to check that you can communicate with the monitored server. See *Fault Isolation Process*.

Access rights insufficient.

Source Communications Monitoring Service

Indicates The operation you are performing requires other access rights.

Action Add the Communications Monitoring Service to a group that has the appropriate access rights to the file drawer storing your remote directory.

Source Server Monitor Service

Indicates The Server Monitor Service is having a problem communicating with the monitored server.

Action Check your access rights to the domain of the monitored server.

Added but register failed. Server being accessed not configured with compatible software. Retry later with Verify Monitored Server command.

Source Server Monitor Service

Indicates The server you want to monitor is not running the Internetwork Routing Service or the Server Monitor Service. Event site reporting is not available on that server. This message may appear in response to the **Show Server Monitor Configuration** command.

Action Use the **Verify Monitored Servers** command to verify that the server is being monitored. If it is not, install the Internetwork Routing Service and the Server Monitor Service.

Added but register failed. Server does not have event reporting service, but SMS will monitor it.

Source Server Monitor Service

Indicates The Server Monitor Service is having a problem communicating with the monitored server. This server does not have the Internetwork Routing Service or the External Communication Service installed.

Action See *Fault Isolation Process*.

All backup volumes are full.

- Source** File Service
- Indicates** All volumes in the Clearinghouse backup volume group are full.
- Action**
- (1) Use the **Delete Obsolete Backup Increments** command to free disk space in the backup volumes. Then, restart the backup procedure
 - (2) If there are no other obsolete increments to be deleted, add another backup volume to the system using the **Create Volume** command. Add the name of the backup volume to the Clearinghouse.

Appearance Warning (page <number>): <message>.

or

Appearance Warning: font '' substituted for '<requested font name>'.

or

Appearance Warning: corresponding 'Modern<type>' substituted For '<requested font name>'.

- Source** Print Service Banner Sheet
- Indicates** The requested font is not present on the Print Service. A default font (usually Modern) is substituted in the printed output. This message only notes the first occurrence of a substitution. Others are indicated by:
... and <number> more

Action If the substituted font is acceptable, take no action. If the substituted font is not acceptable, load the missing font on the Print Service.

Authentication Problem.

Source Services System Software

Indicates The server has invalid credentials. This message generally indicates a software problem, because credentials are validated before self-registration begins.

Action If you are registering the server for the first time, verify that you are logged on correctly. Then use the **Register Server** command to verify the server is registered in the Clearinghouse Service. Retry the operation that caused the error. If the problem persists, verify that the Clearinghouse Service is running properly.

Authentication problems encountered.

Source Services System Software

Indicates The server has invalid credentials. This message generally indicates a software problem, because credentials are validated before self-registration begins.

Action Use the **Register Server** command to verify the server is registered in the Clearinghouse Service. Retry the operation that caused the error. If the problem persists, verify that the Clearinghouse Service is running properly.

Authentication Service cannot be reached.

Source Services System Software

Indicates The Clearinghouse Service is unavailable or too busy to authenticate you.

Action Try the operation again later. If the problem persists, check whether the Clearinghouse Service is available.

Authentication Service is too busy.

Source Server Monitor Service

Indicates The Server Monitor Service is having a problem communicating with the monitored server. The server may be too busy to respond.

Action Try the operation again later.

Authentication service is unavailable or not found.

Source File Service

Indicates The Authentication Service is too busy or unavailable to authenticate you.

Action (1) Retry the operation later.

- (2) If the message displays again, check whether the Clearinghouse Service is available. If it is available, see *Fault Isolation Process*.

Backup file drawer not found.

Source File Service

Indicates The File Service was unable to locate the specified backup file drawer on the backup volume.

- Action** (1) Create a backup file drawer on the backup volume. Then, retry the operation.
(2) If the message displays again, see *Fault Isolation Process*.

Backup is already running.

Source File Service

Indicates A source volume is already being backed up.

Action Wait for the backup of the source volume to complete before retrying the **Backup File System** command.

Backup ran out of time before completion.

Source File Service

Indicates Backup had not yet completed when the Stop Time was reached; occurs during automatic backup.

Action (1) Run backup again to complete the backup process.

(2) If the message displays again, use the **Set Backup Parameters** command to set a later Stop Time.

Backup volume full.

Source File Service

Indicates The backup volume or backup file drawer became full during backup.

Action (1) To complete the backup increment, complete the backup process on another volume in the backup volume group.

(2) If the message displays again, use the **Change File Drawer** command to increase the page limit on the backup file drawer. Then, restart backup.

Bad disk.

Source Print Service

Indicates The floppy disk is unreadable.

Action (1) Clean the heads of the floppy disk. Then retry the operation.

(2) If the message displays again, run the Server Online Diagnostics Standard Test.

- (3) If the test passes but the message displays again, replace the floppy disk. If the floppy disk contains software, contact the Software Distribution Center to get a replacement copy.

Bad floppy disk.

Source File Service

Indicates The floppy disk is damaged or unusable, or the floppy disk drive is not operating properly during backup or restore operations.

Action (1) Replace the floppy disk. Then, retry the operation.

(2) If the message displays again, clean the heads of the floppy disk. Then, retry the operation.

(3) If the message displays again, perform the Floppy Disk Drive On-Line Diagnostics. Record the results on the Problem Report Form and see *Fault Isolation Process*.

Bad password in identity.

Source Server Monitor Service

Indicates The Server Monitor Service is having a problem communicating with the monitored server.

Action Make sure the password is correct and retry the operation.

Bad Return code while enumerating sibling domain.

Source Clearinghouse Service

Indicates The default Clearinghouse Service for the **Compare Database** or **Add Domain** command could not contact the other Clearinghouse.

Action Try the operation again. If the problem persists, see *Fault Isolation Process* for specific troubleshooting strategies.

Bad sectors.

Source Print Service

Indicates The floppy disk is unreadable.

Action

- (1) Clean the heads of the floppy disk. Then retry the operation.
- (2) If the message displays again, run the Server Online Diagnostics Standard Test.
- (3) If the test passes but the message displays again, replace the floppy disk. If the floppy disk contains software, contact the Software Distribution Center to get a replacement copy.

Banner Only: Document Not Printed because of <error>.

Source Print Service Banner Sheet

< Error > may be one of the following:

Error

Error in processing Interpress master

Marking error

Transmit error

Indicates The document is malformed or otherwise unreadable by the formatter.

Action Check the document at your workstation.

Banner Only: Document Not Printed because there is no image in the document.

Source Print Service Banner Sheet

Indicates During formatting, an empty image description was produced or the image data was lost before it got to the printer.

Action Try to print the document again.

Banner Only: Job purged from <queue> at System Restart.

Source Print Service Banner Sheet

< Queue > may be one of the following:

Communications Queue

In-Process Queue

Formatter

Marker (the word "marker" means "printer")

Indicates The document was found in the identified queue on the Print Service when the system was restarted. However, the document was not printed. The message may indicate that the document itself was malformed.

Action Check the document at your workstation.



CAUTION: Unusual <Marker> error messages such as those involving an address fault in the backstop log or complex Interpress masters, may cause the Print Service to crash. Since all documents are retried once, the Print Service will probably crash again at the same place. To avoid further crashes, you must remove the text or graphics from the page being printed when the crash occurred.

Bind with IBM 3270 Host <host name> through RS232C port <port name> failed.

Source External Communication Service

Indicates An attempt to connect to the IBM host was unsuccessful due to invalid or unsupported configuration parameters.

Action Make sure the port is defined at the IBM 3270 host to be an IBM 3276 controller with IBM 3278 terminals. Make sure the TS profile and the FM profile are both set to 3.

Boot Service data not registered in server profile. No files deleted.

Source Boot Service

Indicates The Boot Service was unable to find any information in the Boot Service part of the server profile and aborted the expunge operation.

- Action** (1) Restart the Boot Service. Then, retry the expunge operation.
(2) If the message displays again, see *Fault Isolation Process*.

Boot Service initialization aborted.

Source Boot Service

Indicates The Standard Services Software option was not enabled before you initialized the Boot Service.

Action Enable the Standard Services Software option.

Cannot access the mailbox.

Source Mail Service

Indicates A user or the Mail Service is accessing the mailbox and no other operations are permitted.

Action Retry the operation.

Cannot add port entry: ECS CIU Service isn't active, port is on CIU.

Source Internetwork Routing Service

Indicates You may have specified the port name incorrectly during the prompt sequence for the **Add Circuit** command.

Action Enter the correct name or reassign the port to the Internetwork Routing Service through the External Communication Service. If the port is assigned to another Internetwork Routing Service or another service, an attempt to use it will fail.

Cannot change access list without proper access.

Source File Service

Indicates You do not have change access list rights for the specified file drawer.

Action Check the access list using the **List File Drawers** command. If appropriate, ask the file drawer owner to make the necessary changes.

Cannot change X.25 network; there are still X.25 SVCs defined.

Source Internetwork Routing Service

Indicates You did not delete all X.25 switched virtual circuits (SVCs) before using the **Change X.25 Network** command.

Action Delete all X.25 SVCs, remove the X.25 network definition, and add a new X.25 network definition.

Cannot commit update to disk. Update will only be in effect until Server Monitor Service is stopped or restarted.

Source Server Monitor Service

Indicates The Server Monitor Service is unable to permanently commit a database update to disk, even though the update is in memory.

Action If the error persists, contact the Systems Customer Support Center for assistance.

Cannot complete loading < font file name >. Please re-insert the floppy and try again.

Source Print Service

Indicates You are trying to load a font file that is contained on more than one floppy disk. You did not insert the floppy disk in the proper sequence.

Action Remove the floppy disk and insert the one containing the first part of the font file. Then enter the **Install Fonts and Test Patterns** command.

Cannot connect with host controller presently.

Source ViewPoint Conversion and Emulations Software

Indicates The workstation cannot establish an emulation session with the host computer through the External Communication Service.

- Action** (1) Try the procedure again.
(2) If the message displays again, check the modem and cables. Then, retry the operation.

Cannot create/modify Clearinghouse server entry because of access violation.

- Source** Services System Software
- Indicates** The server cannot perform registration because it does not have access to the Clearinghouse database. It generally indicates a software problem.
- Action** Check that the server running the Clearinghouse Service is functioning properly. If it isn't, and you cannot pinpoint the problem, see *Fault Isolation Process*.

Cannot determine if you are a domain administrator for <domain:organization>.

- Source** Services System Software
- Indicates** The Clearinghouse is busy and cannot determine if you are a domain administrator.
- Action** Try the operation again later.

Cannot find Clearinghouse serving this domain.

- Source** Services System Software
- Indicates** This message usually precedes the messages indicating that the server is in Genesis Mode.

Action If this message occurs during normal startup, reboot the server, select a non-normal startup using the third interrupt point (interrupt before running services), and take the necessary steps to make the proper Clearinghouse domain available.

Cannot find “<Name>” in the Clearinghouse.

Source Server Monitor Service

Indicates You entered a name that does not exist in the Clearinghouse database.

Action Verify the existence of the user’s name in the Clearinghouse database and retry the operation.

Cannot perform operation on remote files...Copy to desktop and retry.

Source ViewPoint Data Capture Software

Indicates You tried to perform an illegal operation on a remote file.

Action Copy the remote file to your desktop. Then, retry the operation.

Cannot reach Authentication Service.

Source Communications Monitoring Service

Indicates The Clearinghouse Service is unable to respond.

Action Check to see that the Clearinghouse Service is operational and try again.

Source Server Monitor Service

Indicates A problem communicating with the monitored server.

Action Try the action again at another time, when there is less activity.

Cannot reach Clearinghouse. Please try again later.

Source ViewPoint NetCom

Indicates You tried to open the network divider and the Clearinghouse Service is not available.

Action Make sure you are connected to the network. Try the procedure again. If the message displays again, see *Fault Isolation Process*.

Cannot recover from this situation. Try another cartridge tape.

Source Boot Service

Indicates The Boot Service cannot read the cartridge tape.

Action Insert another cartridge tape in the drive and retry the operation.

Cannot recover from this situation. Try another floppy disk.

Source Boot Service

Indicates The Boot Service cannot read the floppy disk.

Action Insert another floppy disk in the drive and retry the operation.

Cannot restore, authentication problem.

Source Server Monitor Service

Indicates A problem with the route between the Clearinghouse Service and the File Service containing the backup copy you want to restore. The Server Monitor Service is starting with the last configuration.

Action Check the route between the File Service to the Clearinghouse Service.

Cannot restore, Clearinghouse problem.

Source Server Monitor Service

Indicates A problem with the route between the Clearinghouse Service and the File Service containing the backup copy you want to restore. The Server Monitor Service is starting with the last configuration.

Action Check the route between the File Service to the Clearinghouse Service.

Cannot restore, insufficient access rights.

Source Server Monitor Service

Indicates A problem with the access rights assigned to the file drawer containing the backup copy. The Server Monitor Service is starting with the last configuration.

Action Use the **Change File Drawer** command to provide the appropriate access rights.

Cannot restore, no route to the file service.

Source Server Monitor Service

Indicates The route to the File Service has been broken. The Server Monitor Service is starting with the last configuration.

Action Check network connections to the File Service. Verify the path is correct.

Cannot restore, the connection timed out.

Source Server Monitor Service

Indicates The time allowed for the restore operation has been exceeded. The Server Monitor Service is starting with the last configuration.

Action Retry the restore operation.

Cannot restore, the file is in use.

Source Server Monitor Service

Indicates The restore file is in use. The Server Monitor Service is starting with the last configuration.

Action Wait until the other process is finished.

Cannot restore, the file is not found.

Source Server Monitor Service

Indicates The restore file cannot be found through the specified path. The Server Monitor Service is starting with the last configuration.

Action Check the specified path and enter it again.

Cannot restore, the file service is not found.

Source Server Monitor Service

Indicates The File Service containing the file to be restored cannot be found through the specified path. The Server Monitor Service is starting with the last configuration.

Action Check the specified path and enter it again.

Cannot restore, the file service is not responding.

Source Server Monitor Service

Indicates The File Service that contains the restore file is down. The Server Monitor Service is starting with the last configuration.

Action Check the status of the File Service.

Cannot restore, the pathname is incorrectly specified.

or

Cannot restore, the pathname is invalid.

Source Server Monitor Service

Indicates You did not enter the correct pathname. The Server Monitor Service is starting with the last configuration.

Action Check the pathname and enter it again.

Cannot restore, the volume is not found.

Source Server Monitor Service

Indicates The restore volume cannot be found through the specified path. The Server Monitor Service is starting with the last configuration.

Action Check the specified path and enter it again.

Cannot restore, unable to connect to the file service.

Source Server Monitor Service

Indicates The connection to the File Service has been broken. The Server Monitor Service is starting with the last configuration.

Action Check the status of the File Service and the network connections. Verify the path is correct.

Cannot restore, unable to transfer file.

Source Server Monitor Service

Indicates A communication problem between the Server Monitor Service and the File Service containing the backup copy you want to use to start the Server Monitor Service. The Server Monitor Service is starting with the last configuration.

Action Check the status of the File Service and the network connections.

Cannot restore, unexpected error.

Source Server Monitor Service

Indicates An unexpected error has prevented the restore operation. The Server Monitor Service is starting with the last configuration.

Action Check the status of the File Service and the network connections.

Cannot run Print Service now. Please activate and reboot.

Source Services System Software

Indicates The Print Service was not on the active services list when initialization was completed. This message appears when the user uses the **Run Service** command to run the Print Service manually after initialization is complete.

Action Activate the Print Service and select a normal startup.

Cannot show option sheet because you are not authorized to administrate on this processor.

Source ViewPoint StandAlone Software

Indicates An attempt to display the Workstation Administration option sheet on a standalone processor without user authorization.

Action Secure the appropriate authorization to display the option sheet.

Can't post mail. User disconnected.

Source 850/860 Gateway Service

Indicates A temporary problem with the Clearinghouse Service, the Mail Service, or a communication line which prevents new users from connecting.

Action Try the operation again later. If this message appears frequently, consider expanding the Mail Service database.

Can't retrieve mail. User <name> disconnected.

Source 850/860 Gateway Service

Indicates A temporary problem with the Clearinghouse Service, the Mail Service, or a communication line which prevents new users from calling in.

Action Check the status of the Clearinghouse Service and the Mail Service. If the problem persists, see *Fault Isolation Process* for specific troubleshooting strategies.

Can't send, packet discarded.

Source Communications Monitoring Service

Indicates An invalid hardware status caused packets not to be sent; the data set ready (dsr) signal is up (modem is ready), but no clock is present.

Action Check the modem and cables. Run the RS232C test. If the number of packets discarded is greater than 1 percent of packets sent, you may have a hardware problem. If the problem persists, see *Fault Isolation Process* for specific troubleshooting strategies.

Clearinghouse busy.

Source Communications Monitoring Service

Indicates The Clearinghouse Service is temporarily too busy to respond.

Action Try the operation again later.

Clearinghouse entry already in use as an alias.

Source Services System Software

Indicates You entered a name already registered as an alias in the Clearinghouse. No changes are made to stable data or any existing Clearinghouse entries.

Action Enter a new name; otherwise, registration is canceled.

Clearinghouse entry appears to be in use.

Source Services System Software

Indicates You entered a name already in use by an active service. No changes are made to stable data or any existing Clearinghouse entries.

Action Enter a new name; otherwise, registration is canceled.

Clearinghouse entry for name is illegal.

Source External Communication Service

Indicates You specified a name using an illegal format.

Action Choose another name for the entry.

Clearinghouse error.

Source File Service

Indicates An attempt by the File Service to access the Clearinghouse Service failed for an unidentified reason.

Action Check that the Clearinghouse Service is operating. If it is, retry the operation.

Clearinghouse is busy, try again later.

Source File Service

Indicates The Clearinghouse Service is too busy to respond.

Action Wait a while. Then, try the operation again. Or, schedule the operation for non-peak hours.

Clearinghouse lookup problem on “<name>”.

Source Server Monitor Service

Indicates The Clearinghouse Service cannot find the name you entered as an address in its database.

Action Make sure you specified the correct name.

Clearinghouse problem.

Source Communications Monitoring Service

Indicates A problem exists with the Clearinghouse Service.

Action Ensure that the Clearinghouse is operational, then try the operation again.

Source File Service

Indicates An error occurred when the File Service tried to access the Clearinghouse Service during backup or restore. You may have entered the backup volume **group** name instead of the backup volume name.

Action (1) Check that the name you entered is correct. If you did not enter the name properly, enter the correct name, then retry the operation.

- (2) If you entered the name correctly, check the status of the Clearinghouse Service. If it is operating, use the **Show Group Access** command to verify that the group name you entered is registered on the Clearinghouse Service. Then, retry the operation.

Clearinghouse problem. Code = [<>(75B), first].

Clearinghouse problem. Code = [<>(76B), first].

Source Clearinghouse Service

Indicates The server housing the Clearinghouse Service is operating with the incorrect time, which could cause inconsistency or loss of data files.

Action Perform the recovery procedure immediately. Use the **Show Time** command to verify that the time is incorrect. If it is, reboot the server immediately and specify a normal startup of all services. After the server completes initialization, use the **Show Time** command again to verify that the time is correct.

Clearinghouse problem. Code = [<>(120B), first].

Source Clearinghouse Service

Indicates The Clearinghouse Service receiving the command could not contact the sending Clearinghouse Service. (The number or message in the angles <> will appear within the message text.)

Action The Clearinghouse software has encountered an unexpected fatal error condition. Refer to the entry level chapter of *Fault Isolation Process*.

Clearinghouse problem. Code = <word>, first]

Source Clearinghouse Service

Indicates The Clearinghouse has encountered an uncommon problem that requires special handling.

<word> is one of the following:

allDown

badProtocol

credentialsInvalid

credentialsTooWeak

dead

illegalDomainName

illegalLocalName

illegalOrgName

illegalPropertyID

noChange

noSuchDomain

noSuchOrg

notAllowed

notFound

outOfDate

overflowOfDatabase

overflowOfName

propertyIDNotFound

rejectedTooBusy

wasUpNowDown

wrongPropertyType

noSuchLocal

Action Write down the message, along with any other messages related to the failed operation. Refer to the entry level chapter of *Fault Isolation Process* for troubleshooting strategies.

Clearinghouse Service is busy.

Source Remote Batch Service

Indicates The Clearinghouse Service is temporarily too busy to respond. The Remote Batch Service automatically enters its idle state.

Action Wait a short period of time, then stop and restart the Remote Batch Service. If the problem persists, refer to the entry level chapter of *Fault Isolation Process*.

Clearinghouse Service is busy. Try later.

Source 850/860 Gateway Service

Indicates The Clearinghouse Service is temporarily too busy to respond, or a communication problem is preventing new users connecting.

Action Check the status of the Clearinghouse Service. If the problem persists, see *Fault Isolation Process* for specific troubleshooting strategies.

Clearinghouse Service not responding.

Source Remote Batch Service

Indicates The Clearinghouse is temporarily too busy to respond, or a communication problem exists. The Remote Batch Service automatically enters its idle state.

Action Wait a short period of time, then stop and restart the Remote Batch Service.

Clearinghouse Service not responding. Try later.

Source 850/860 Gateway Service

Indicates The Clearinghouse Service is temporarily too busy to respond, or a communication problem is preventing new users from connecting.

Action Check the status of the Clearinghouse Service. If the problem persists, see *Fault Isolation Process* for specific troubleshooting strategies.

Clearinghouse Service reports problem: <problem> .

Source Remote Batch Service

Indicates The Remote Batch Service encountered problems as it tried to access the Clearinghouse Service. The Remote Batch Service automatically enters its idle state.

Action Try to resolve the problem, then stop and restart the Remote Batch Service.

Clearinghouse Service reports problem: <problem> . Correct problem, try again.

Source 850/860 Gateway Service

Indicates A problem has idled the communication line. The idle communication line could have been caused by one of the following:

bad protocol

Courier error
illegal domain name
illegal local name
illegal org name
no such domain
no such local
no such org
<Property ID> not found
unexpected
wrong Property type

Action Check the communication hardware. Restart the 850/860 Gateway Service. If the problem persists, see *Fault Isolation Process* for specific troubleshooting strategies.

Clearinghouse Service still running with old database.

Source Clearinghouse Service

Indicates A backup or restore operation has failed. The failed operation does not damage the local database. Additional information may accompany this message:

Failed! Could not complete backup
Failed! Could not complete restore
Failed! Database not restored
Failed! Failure during file transfer
Unexpected Filing Error

Action Try the operation again. If the problem persists, see *Fault Isolation Process* for specific troubleshooting strategies.

Clearinghouse unavailable.

Source Communications Monitoring Service

Indicates The Clearinghouse is unavailable and cannot respond.

Action Check the status of the Clearinghouse Service and retry the operation.

Clock. TimeZones file is bad. Contact your System Administrator.

Source ViewPoint Office Accessories

Indicates An error may have occurred inside the data file named "Clock."

Action Retry the operation.

Command cancelled.

Source Librarian Service

Indicates One of the following conditions:

(1) An attempt was made to create a database with an illegal character in the name.

- (2) An attempt was made to destroy a database when one or more component files were in use.
- (3) An attempt was made to check in a libject that is not checked out or does not exist.

Action Use the number below which corresponds to the above condition:

- (1) Use the correct format and try the operation again.
- (2) Wait until the files are available, or ask the users to end their sessions. Then try the operation again.
- (3) Make sure the specified libject name is correct and try the operation again.

Command canceled. The backup volume(s) are unavailable.

Source File Service

Indicates The backup volumes in the backup volume group you attempted to access are currently unavailable.

- Action**
- (1) Use the **Backup File System** command to check whether the backup volumes are online. If they are unavailable, determine why.
 - (2) Retry backup later.

Command canceled. The source volume is unavailable.

Source File Service

Indicates The backup source volume is unavailable. Generally, this means that the source volume was closed while backup was running in the background.

Action Wait a few minutes, then try the backup operation again.

Command canceled. The user name is invalid.

Source File Service

Indicates The name of the backup user is not registered in the Clearinghouse Service.

Action Use the **Add User** command to register the backup user in the Clearinghouse Service. Then retry the operation.

Command canceled. The user password is invalid.

Source File Service

Indicates You entered an incorrect password.

Action (1) Check the password you entered. Enter the correct password.

(2) If you entered the password correctly, use the **Online Volume** and **Show User** commands to make sure the password is entered correctly in the backup parameters file and in the Clearinghouse database. If you have recently changed the password and have more than one Clearinghouse serving your domain, use the **Compare Databases** command to make sure the password is listed consistently throughout in the serving Clearinghouse Services.

Command canceled. There was an authentication problem.

Source File Service

Indicates The File Service could not access the Authentication Service during backup or restore operations.

Action Check the status of the Clearinghouse Service. Try the operation again later.

Command ignored. This is not the only Clearinghouse server.

Source Clearinghouse Service

Indicates **Backup** and **Restore** commands are disabled when multiple Clearinghouse Services exist in the internetwork.

Action Use domain replication to copy the Clearinghouse.

Communications Monitoring Service not started.

Source Communications Monitoring Service

Indicates The service is not enabled.

Action Enable the service, then start it.

Configuration data already exists.

- Source** 850/860 Gateway Service
- Indicates** You used the **Add Configuration** command to enter configuration data that already existed on the server's local disk.
- Action** Use the **Change Configuration** command to change the existing data, or remove it using the **Delete Configuration** command.

Configuration error to IBM 3270 Host <host name> through RS232C port <port name>.

- Source** External Communication Service
- Indicates** The configuration of the IBM 3270 host at the External Communication Service does not match the host's configuration. For example, the External Communication Service database may specify four ports for the controller, while the host expects eight ports. The External Communication Service continues to support some users on this connection.
- Action** Correct the problem entry, either at the IBM 3270 host or at the External Communication Service. If you change the External Communication Service, stop the service and restart it after the change.

Connection is active (<sending | receiving>). Wait until idle? (Y/N):

- Source** Remote Batch Service

Indicates You entered the **Stop Service** command when the communication connection was sending or receiving data.

Action Type **Y** if you want the Remote Batch Service to wait until the connection is no longer active before stopping. Type **N** if you want the Remote Batch Service to terminate the connection as quickly as possible.

Connection problem.

Source File Service

Indicates This message indicates that the File Service cannot establish a connection with a remote service during a backup or restore operation.

Action

- (1) Check the status of the remote service and of the Clearinghouse Service to make sure they are available. If they are, retry the operation.
- (2) If the message displays again, run the Echo Test to check the communications system. Refer to *Test and Diagnostic Tools* for the specific procedures.
- (3) Record the results on the Problem Report Form, then see the entry level chapter in *Fault Isolation Process*.

**Connection rejected.
Connection suspended.
Connection timed out.**

Source Mail Service

Indicates The Mail Service is having a problem using the RS232C port and autodialer.

Action Check the communication equipment and the configuration files used in Mail Service startup.

Container not found.

Source File Service

Indicates The container you specified does not exist on the volume.

Action Check the container name and pathname you entered. Enter the correct name(s), then retry the operation.

Container parent not found on destination volume.

Source File Service

Indicates The File Service could not find the parent of the container being restored on the destination volume. The message generally appears in response to the **Restore Container** command.

- Action** (1) Create a file with the same name as the container parent on the destination volume. Then, retry the operation.
- (2) If the message displays again, refer to the entry level chapter in *Fault Isolation Process*.

Container was not found in this increment.

Source File Service

Indicates The File Service could not find the specified container in the specified backup increment; the message generally appears in response to the **Restore Container** command.

- Action** (1) Check the container name and the backup increment name you entered. Enter the correct name(s), if necessary. Then, retry the operation.
- (2) If the message displays again, use the **Show Backup Index** command to search for the backup increment containing the specified container. If the container is not registered in the backup increment, enter the correct name.
- (3) If the message displays again, see the entry level chapter in *Fault Isolation Process*.



This message (followed by "Done") appears when you try to restore to an 8.0 File Service backup data created by a 10.0 File Service. An 8.0 server cannot examine or restore backup data created by 10.0 servers. The restore container operation stops.

Control Characters and "*" [] < > # , ; : @" not allowed.

Source Services System Software

Indicates You specified a server name containing illegal characters. A server name with these characters cannot be registered in the Clearinghouse Service.

Action Enter the server name without these illegal characters.

Conversion common software has not been loaded. Please obtain assistance from your System Administrator or call the Information Systems Customer Support Center.

Source ViewPoint Conversion and Emulations Software

Indicates The ViewPoint File Conversion of ASCII has not been enabled with Software Control.

Action Call the Software Business Center for assistance.

Could not process old version of <name> directory.

Source File Service

Indicates You did not have write and remove access for the container you specified, or the correct Clearinghouse is unavailable.

Action Use the **Change File Drawer** command to change the access list for the file container. Then, retry the operation.

Could not verify your identity at this time.

Source ViewPoint Conversion and Emulations

Indicates The software was unable to identify you.

Action Retry the operation. If the message displays again, check the status of the Clearinghouse Service and authentication services.

Couldn't find ECS name. ECS will not be started.

Source External Communication Service

Indicates The External Communication Service could not find its name on its local disk.

Action Start the External Communication Service. When prompted, enter its name and description.

Creating <database name> ... already exists.

Source Librarian Service

Indicates The specified database name is already being used by another database.

Action Try the operation again using a different name for the database.

Credentials invalid.

Source Server Monitor Service

Indicates The Server Monitor Service is having a problem communicating with the monitored server.

Action Check the access rights to the domain of the monitored server.

Cycle may not be less than frequency.

Source File Service

Indicates The number of days you specified for backup frequency is greater than the number of days in the backup cycle; appears in response to the **Set Backup Parameters** command.

- Action**
- (1) Use the **Set Backup Parameters** command to re-enter frequency, then retry the operation.
 - (2) If the message displays again, use the **Set Backup Parameters** command to check the Days in Cycle. If this number is incompatible with the backup frequency, re-enter a compatible number. Retry the operation.

Database file can't be opened.

Source Mail Service

Indicates The Mail Service database has been deleted, probably because of a file system problem.

Action Restore the database from the most recent backup copy, or reinitialize the Mail Service.

**Database is too large to repair.
or
Database too full to complete the repair.**

Source Mail Service

Indicates Mail Service database repair failed because the database was too large (greater than 65,535 pages).

Action Restore the database from the most recent backup copy, or reinitialize the Mail Service.

Database is unavailable.

Source Librarian Service

Indicates The database cannot be accessed. It is probably being backed up.

Action Wait until the database is available and try the operation again.

Delete all RS232C ports assigned to <CIU name> before deleting Communication Interface Unit.

Source External Communication Service

Indicates You tried to delete a Communication Interface Unit before deleting all RS232C port assignments.

Action Delete all the RS232C ports for this Communication Interface Unit. Then, delete the Communication Interface Unit. Use the **List All RS232C Ports** command to locate all the RS232C ports. The Internetwork Routing Service may also have port assignments. To delete these ports, use the **Delete Circuit** command in the IRS context.

Desktop busy.

Source File Service

Indicates Another network client is using the specified desktop and you cannot delete it at this time.

Action Try the operation again later.

Desktop may be damaged; desktop has never been backed up. Desktop may be damaged; try restoring from backup of <date>.

Source File Service

Indicates A desktop failed to validate; you may not be able to retrieve it from your workstation.

Action If the desktop was backed up, restore it from the indicated backup date. If the desktop is damaged and was not backed up, the contents are lost.

Desktop not found.

Source File Service

Indicates The File Service could not find the desktop you specified.

Action (1) Check the desktop name. Enter the correct name, then retry the operation.

(2) If you entered the correct desktop name, use the **List Desktops** command to make sure this desktop exists on the File Service. Then, retry the operation.

**Dialer format error
or
Dialer not present
or
Dialer transmission error**

Source Mail Service

Indicates The Mail Service is having a problem using the RS232C port and autodialer.

Action Check the communication equipment and the configuration files used in Mail Service startup.

Dialing attempted but dialing hardware does not exist or is not responding.

Source ViewPoint Conversion and Emulations Software

Indicates Dialing hardware is not present or is not working.

Action Check to determine if the hardware is not responding or is not installed.

Dialing failure trying to connect to IBM 3270 Host using controller number <number> through RS232C port, <port name>, dialing <phone number>.

Source External Communication Service

Indicates The External Communication Service cannot dial the IBM 3270 host probably because of an incorrect phone number in the IBM 3270 host entry.

Action Correct the IBM 3270 host entry at the External Communication Service. Then, restart the External Communication Service.

**Dialout line occupied
or
Dialout transfer timeout**

Source Mail Service

Indicates The Mail Service is having a problem using the RS232C port and autodialer.

Action Check the communication equipment and the configuration files used in the Mail Service startup.

Document “<name>” cannot be formatted because of insufficient virtual memory working space.

Source Print Service

Indicates The formatter does not have enough virtual memory working space to continue formatting the document. Either the document is too complex or the working space is limited.

Action (1) If the working space is limited, reboot the server and print the document again.
(2) If the document is too complex, break it into smaller pieces and print each piece separately. If necessary, enable complex printing.

Domain <domain:organization> does not exist.

Source Clearinghouse Service

Indicates You specified a domain name that does not exist.

Action Check the entry and retry the operation.

Driver sending, DSR low.

Source Internetwork Routing Service

Indicates The Internetwork Routing Service was sending when the modem was not ready. Because the Internetwork Routing Service will discontinue sending soon after it detects that the DSR signal is low, this condition is a transient one.

Action Retry the operation.

Duplicate name. Try again.

Source External Communication Service

Indicates You specified a name that is already in use.

Action Choose another name and try again.

Encountered problem accessing Clearinghouse.

Source ViewPoint Conversion and Emulations Software

Indicates The host information stored in the Clearinghouse Service cannot be verified.

Action (1) Try the operation again.

(2) If the message displays again, delete the icon and retrieve a new one from the directory. Then, retry the operation.

Encountered problem with product factoring.

Source ViewPoint Emulations Software

Indicates A problem occurred in verifying if the workstation has been enabled to run the identified software.

Action Try the operation again.

Ending communication session: < Reason >.

Source Remote Batch Service

Indicates The Remote Batch Service has terminated a communication connection.

< Reason > may be one of the following:

communication window closed

service stop

communication inactive too long, too many errors

partner not responding

Action If the message indicates too many errors or the partner is not responding, check the partner information in the profile. Check the communication hardware, including the modems and cables.

Entry already exists in Clearinghouse.

Source Services System Software

Indicates You tried to register a name that is already in use by a currently active service. No changes are made to the existing Clearinghouse entry.

This situation may occur if you do not delete a Clearinghouse entry for a service that was recently expunged or moved to another server. The expunge operation automatically cancels the registration of most services, but not of services requiring RS232C ports.

Action (1) You are prompted to enter a new name, if you do not, registration is aborted.

(2) To reuse the name for the new object, delete the existing object with that name from the Clearinghouse. Then try the registration again.

Entry could not be updated in Clearinghouse. <Service> reports <error>.

Source External Communication Service

Indicates The External Communication Service could not update an IBM 3270 host or RS232C port entry in the Clearinghouse database.

Action Each type of error has its own recovery procedure. After performing the procedure, use the **Verify Clearinghouse Entries** command to rewrite the entry. Type **N** at the "Should all entries be verified" prompt.

Bad protocol

The External Communication Service, the Clearinghouse Service, or Authentication Service software you are using is incompatible. Update the service software to compatible versions. Rewrite the entry using the **Verify Clearinghouse Entries** command. Type **N** at the “Should all entries be verified?” prompt.

Database is full

The Clearinghouse database is full. Expand the database.

Error in booter.

There has been an internal system error in the Communication Interface Unit booter, which is a part of the External Communication Service. The Communication Interface Units that are already booted will continue to function, but you cannot boot any additional units until you stop and restart the External Communication Service.

Illegal property ID

This error should not occur. Enter the **Verify Clearinghouse Entries** command and type **N** at the “Should all entries be verified?” prompt. If the condition persists, call the Systems Customer Support Center.

Insufficient access rights

Only System Administrators can write entries in the Clearinghouse database. Log on as a System Administrator. Rewrite the entry using the **Verify Clearinghouse Entries** command. Type **N** at the “Should all entries be verified?” prompt.

Key domain unavailable or unknown

The Authentication Service was unable to authenticate the name you entered for the System Administrator. You may have entered an invalid domain or organization, or all Clearinghouse Services supporting that domain are down. If the domain is invalid, log on again with an appropriate name. If the domain is valid, try rewriting the entry later when

the Clearinghouse Service becomes available. Rewrite the entry using the **Verify Clearinghouse Entries** command. Type **N** at the “Should all entries be verified?” prompt.

Key invalid or not registered

This error should not occur. Enter the **Verify Clearinghouse Entries** command and type **N** at the “Should all entries be verified?” prompt. If the condition persists, call the Systems Customer Support Center.

Name has been appropriated for another use

The name you entered is invalid. Enter the correct name and try again.

Name invalid

The name you entered is invalid. Enter the correct name and try again.

Property ID not found

Enter the **Verify Clearinghouse Entries** command. Type **N** at the “Should all entries be verified?” prompt. If the condition persists, call the Systems Customer Support Center.

Server default domain is invalid

The External Communication Service has an invalid domain name. Change the name to one with a valid domain. Rewrite the entry using the **Verify Clearinghouse Entries** command. Type **N** at the “Should all entries be verified?” prompt.

Server default organization is invalid

The External Communication Service has an invalid organization name. Change the External Communication Service name to one with a valid organization. Then rewrite the entry using the **Verify Clearinghouse Entries** command. Type **N** at the “Should all entries be verified?” prompt.

Service down

The Clearinghouse Service or Authentication Service is down. Rewrite the entry later using

the **Verify Clearinghouse Entries** command. Type **N** at the "Should all entries be verified?" prompt.

Service overload

The Clearinghouse Service or Authentication Service is temporarily too busy to process your request. Rewrite the entry later using the **Verify Clearinghouse Entries** command. Type **N** at the "Should all entries be verified?" prompt.

Unknown error

An unexpected error was reported by the Clearinghouse Service or Authentication Service. Enter the **Verify Clearinghouse Entries** command. Type **N** at the "Update all entries?" prompt. If this does not solve the problem, make sure that the Clearinghouse Service and Authentication Service are operational.

Wrong property type

This error should not occur. Enter the **Verify Clearinghouse Entries** command. Type **N** at the "Should all entries be verified?" prompt. If the condition persists, call the Systems Customer Support Center.

Epoch time may not be later than current time.

Source File Service

Indicates The time you specified for the Backup Epoch is later than the current time.

Action Check the number you intended to enter. If you did not enter the correct number, re-enter the Backup Epoch time.

Error <problem> attempting to establish connection.

Source Remote Batch Service

Indicates The Remote Batch Service encountered a problem establishing a connection.

Action Try to establish the connection. If this fails, verify that the configuration parameters at each end of the communication link match.

ERROR: Authentication problem.

Source Mail Service

Indicates A problem exists with your credentials. Because the Clearinghouse Service must have authenticated you before you could issue the command, this error should not generally occur. However, it will occur if you are deleted from the Clearinghouse Service after logging on to this Mail Service.

Action Log off, then try to log back on. If you can log on, your user entry still exists in the Clearinghouse. If you had tried an operation that contacts a remote server, compare the times of the local and the remote server. If they differ by more than 10 minutes, correct that condition.

ERROR: Backup database is damaged or in wrong format.

Source Mail Service

Indicates A damaged backup file exists, or an attempt was made to restore a file that the Mail Service backup facility did not generate.

Action Try the restore operation again. If it fails, make sure that you are trying to restore the correct backup file.

ERROR: Backup database not found.

Source Mail Service

Indicates The Mail Service could not find the backup file in the file drawer you specified.

Action Verify the file drawer name and try the restore operation again.

ERROR: Backup parameters are not set.

Source Mail Service

Indicates During a manual backup or a restore operation, the Mail Service found that the backup parameters had not been set.

Action (1) Use the **Set Backup Parameters** command to set the parameters and try the operation again.

(2) Reboot the server and use the **Run Services** command, selecting a non-normal startup.

ERROR: Calling interval overlaps another interval.

Source Mail Service

Indicates You tried to add or change a calling interval that would overlap an existing interval. Calling intervals cannot overlap.

Action List the other intervals to avoid such overlap.

ERROR: Cannot contact Clearinghouse.

Source Mail Service

Indicates The Mail Service could not establish communication with the Clearinghouse Service.

Action Check the state of the Clearinghouse Service, then try the operation again.

ERROR: Cannot contact File Service (problemType).

Source Mail Service

Indicates The Mail Service could not establish communication with the File Service.

Action (1) Check the state of the File Service. Then, try the operation again.
(2) If this message displays again, further analyze the type of problem listed in the message.

ERROR: Cannot determine access rights for backup database.

Source Mail Service

Indicates The File Service could not derive information from the Clearinghouse Service to determine access rights to the backup database.

Action Check the Clearinghouse Service to verify access rights. Then try the restore operation again.

ERROR: Cannot run Mail Service now. Activate Mail Service and reboot.

Source Mail Service

Indicates You used the **Run Service** command to start the Mail Service on a server already running a coresident Clearinghouse Service.

Action Activate the Mail Service and reboot the server.

Error - Communication Interface Unit, <CIU name> will be ignored. It is assigned to the same hardware as Communication Interface Unit, <CIU name>.

Source External Communication Service

Indicates An inappropriate data entry exists in the server profile.

Action Stop the External Communication Service. Correct the entry and restart the External Communication Service.

ERROR: Database too full to store parameters.

Source Mail Service

Indicates The Mail Service database was too full to allocate the space needed to store the parameters.

Action Expand the Mail Service database by rebooting the server and selecting a non-normal startup. Then type **Run Service** and indicate a non-normal startup for the Mail Service. Select the Expand database option to increase size of the database.

ERROR: File drawer not found.

Source Mail Service

Indicates The File Service could not find the file drawer containing the necessary backup parameters or the backup files to restore the Mail Service database.

Action Verify that the file drawer exists. Check the name of the file drawer. The File Service cannot recognize certain characters including #, *, +, -, ', (, and).

Error: file not consistent, NOT copied.

Source Boot Service

Indicates The data structures of the files you want to copy from floppy disk or cartridge tape may have damaged.

- Action** (1) Clean the heads of the drive. Then, retry the operation.
- (2) If the message displays again, replace the floppy disk or cartridge tape. Then retry the operation.

ERROR: File service data transfer problem.

Source Mail Service

Indicates An unknown problem aborted the file transfer. This message may appear during backup or restore operation and usually indicates a temporary condition.

Action Try the operation again.

Error, ignoring RS232C port, <port name>. The option, <protocol type> IBM 3270 protocol, has not been purchased for this machine.
or
Error, ignoring RS232C port, <port name>. The option, Asynchronous protocol, has not been purchased for this machine.

Source External Communication Service

Indicates A boot file contains an error or the protocol file is not installed.

Action Verify the RS232C port entry in the External Communication Service database.

Error in accessing TTY font file.

Source ViewPoint Emulations Software

Indicates The system file required to run a TTY emulation is missing.

Action Reinstall all system files except applications. Then retry the operation.

Error in address of Communication Interface Unit, <CIU name>. Cannot compute address of Board B. Board ignored.

Source External Communication Service

Indicates The address of the Communication Interface Unit in the External Communication Service database does not fit the pattern and range typical of Board A of Communication Interface Units. The External Communication Service cannot compute the address of any subsequent boards and thus considers the Communication Interface Unit to be a single-board unit.

Action Stop the External Communication Service. Use the **Change Communication Interface Unit** command to correct the indicated address. Restart the External Communication Service.

ERROR: Incompatible version of backup database.

Source Mail Service

Indicates The backup Mail Service database stored on the File Service is not in the proper file format. You may have tried to restore a file that the Mail Service backup facility did not generate.

Action Ensure you specify the correct file.

ERROR: Insufficient access rights for backup database.

Source Mail Service

Indicates You tried to back up or restore the Mail Service database without logging on or without the necessary access rights.

Action Check the backup file drawer at your home File Service. If the you have sufficient access to the file drawer, log on. Reboot the server and use the **Run Services** command with a non-normal startup.

Error - Invalid network number for Communication Interface Unit <name>. Entry ignored.

Source External Communication Service

Indicates The network number for the Communication Interface Unit does not match the current network number. This message appears only if you move the External Communication Service from one network to another.

Action Stop the External Communication Service. Use the **Change Communication Interface Unit** command and select the default parameters to correct the network number. Restart the External Communication Service.

ERROR: Mail Service cannot be renamed.

Source Mail Service

Indicates You used the wrong backup file to restore the server, or you improperly decommissioned a Mail Service that previously served this server.

- Action**
- (1) If you booted the server, the Mail Service will change its name to that of the Mail Service that created the backup.
 - (2) If you restored the wrong backup file, restore the correct backup file.
 - (3) To verify whether the Mail Service was decommissioned properly, enter the Clearinghouse context at the current server and type **List Mail Services**. If the listing includes this Mail Service, use the **Delete** command to delete its Clearinghouse entry.

ERROR: Name cannot be a pattern.

Source Mail Service

Indicates You entered a pattern (such as B*:GemSysCo:LosAngeles) in a situation requiring a literal name (Bill Mitchell:GemSysCo:LosAngeles).

Action Try the operation again using the complete name.

ERROR: No such calling interval exists.

Source Mail Service

Indicates You used the **Change Foreign Gateway** command to try to eliminate an existing calling interval by specifying a interval with a length of zero. However, you specified a starting time the Mail Service could not find.

Action Refer to the existing intervals listed, then try the operation again.

ERROR: No such File Service in Clearinghouse.

Source Mail Service

Indicates You specified a File Service not registered in the Clearinghouse database.

Action Check that you entered the correct File Service name. Then try the operation again. If the error persists, enter the Clearinghouse Service context and use the **List File Services** command to verify that the File Service is registered.

ERROR: No such File Service with that name on machine at address given.

Source Mail Service

Indicates You specified a File Service name not registered in the Clearinghouse database.

Action Check the state of the File Service and that you entered the correct name. Then try the operation again. If the File Service has recently moved to another server, not all Clearinghouse databases may have the new address. Wait before trying the operation again.

ERROR: No such Foreign Domain is served by this Mail Service.

Source Mail Service

Indicates You used the **Change Foreign Gateway** or **Delete Foreign Domain** command and specified a foreign domain not known to this Mail Service. The name is incorrect or serves another Mail Service in the internetwork.

Action Verify the spelling of the domain name. Try the operation again using the correct name.

ERROR: No such Foreign Gateway is known to this Mail Service.

Source Mail Service

Indicates You used the **Change Foreign Gateway**, **Delete Foreign Gateway**, or **Add Foreign Domain** command and specified an incorrect foreign gateway (a phone number).

Action Check the phone number. Enter the correct number and try the operation again. If the number does not exist, add the foreign gateway.

ERROR: No such mailbox exists.

Source Mail Service

Indicates You specified a mailbox that does not exist.

Action Verify the mailbox name and that this Mail Service contains the mailbox you want to delete. Try the operation again.

ERROR: No such recipient.

Source Mail Service

Indicates The Clearinghouse entry for a newly installed Mail Service has not reached all Clearinghouse Services serving its domain.

Action Allow two days for the entry to reach all Clearinghouse Services serving the domain of the new Mail Service. Use the Clearinghouse Service **List Mail Services** command at each Clearinghouse Service serving the domain to verify the entry.

ERROR: No such user in Clearinghouse.

Source Mail Service

Indicates You specified a user name that was not found in the Clearinghouse database.

Action Verify that the user is registered in the Clearinghouse, and that you used the correct name. Then try the operation again.

ERROR: Not a file drawer.

Source Mail Service

Indicates You specified a nested file folder or a filename instead of the backup file drawer name.

Action Enter the file drawer name. Then try the operation again.

ERROR: Not enough disk space for Mail Service.

Source Mail Service

Indicates Additional disk space is required for the operation you are performing.

Action Remove unnecessary files from a coresident File Service to create additional disk space. Then try to create the database again. Reboot the server, select a non-normal startup, and use the **Run Service** command.

ERROR: Not enough disk space on File Service.

Source Mail Service

Indicates Additional space is required at File Service to back up the Mail Service database.

Action Remove unnecessary files or move files to another File Service. Perform a manual backup of the Mail Service database. Then try the operation again.



The Mail Service has deleted the previous backup database to make room for the new one. Always perform the manual backup of the database.

ERROR: Not enough disk space to expand database.

Source Mail Service

Indicates Additional disk space is required to accommodate the maximum expansion of the database.

Action Remove files from a coresident File Service to create additional disk space. Then try to expand the database again. Reboot the server, select a non-normal startup, and use the **Run Service** command.

ERROR: Not enough disk space to restore backup database.

Source Mail Service

Indicates The backup database stored on the File Service is larger than the free space on the local server's disk. This situation generally occurs only when you try to restore a backup file generated on another server.

Action Obtain additional free space. Then try the restore operation again.

Error - on CIU file execute address.

or

Error - on CIU file open.

or

Error - on CIU file read.

Source External Communication Service

Indicates A boot file contains an error.

Action Stop and restart the External Communication Service to rewrite the file. If the error persists, call the Systems Customer Support Center.

ERROR: Problem communicating with File Service (problemType).

Source Mail Service

Indicates The Mail Service could not establish communication with the File Service.

Action (1) Check the state of the File Service. Then try the operation again.
(2) If this message displays again, further analyze the type of problem listed in the message.

Error - RS232C port <port name> set for <SNA or BSC>, but IBM 3270 Host <host name> set for <SNA or BSC>. Path will be ignored.

Source External Communication Service

Indicates The synchronization protocol does not match the IBM 3270 host.

Action Stop IBM 3270 host emulation, correct the synchronization type in the port entry, and restart IBM 3270 host emulation.

Error - RS232C port, <port name> will be ignored. It is assigned to the same hardware as RS232C port, <port name>.

Source External Communication Service

Indicates An inappropriate data entry exists in the server profile.

Action Stop the External Communication Service, correct the entry, and restart the External Communication Service.

ERROR: The File Service is not a currently enabled software option and cannot be started.

Source File Service

Indicates The File Service is not enabled and you cannot access File Service functions.

Action Purchase the File Service software under separate license agreement from Xerox.

ERROR: The Mail Service option has not been enabled.

Source Mail Service

Indicates You have not set the software option that allows a server to run the Mail Service.

Action Use the **Set Software Options** command to enable the Mail Service.

****ERROR: The PCFS is not a currently enabled software option and cannot be started.**

Source PC File Service

Indicates The PC File Service is not enabled and you cannot access PC File Service functions.

Action Purchase the PC File Service software under separate license agreement from Xerox.

Error - Unable to assume control of IBM 3270 Host.

Source External Communication Service

Indicates The RS232C port you assigned to the IBM 3270 host is already in use.

Action Use the **List All RS232C Ports** command to show all RS232C port assignments. Stop the IBM 3270 host emulation, correct the problem, and restart the IBM 3270 host emulation.

Error - Unable to find assigned default IBM 3270 Host <possible host name> for RS232C port <port name>. Path will be ignored.

Source External Communication Service

Indicates The RS232C port you added for either SNA or BSC IBM 3270 host emulation does not have an IBM 3270 host entry referring to it. The path cannot be created.

- Action**
- (1) If a host name does not appear in the message, use the **Add IBM 3270 Host** command. If the host entry exists use the **Assign IBM 3270 Host** command.
 - (2) If a host name appears in the message, use the **Change IBM 3270 Host** command to make the port assignments match.

Error - Unable to find internal data file. All Communication Interface Units will be reconfigured as a precaution.

Source External Communication Service

Indicates The External Communication Service cannot locate the portion of its server profile information that verifies the authentication password and determines that the Communication Interface Unit boot files are current.

Because the External Communication Service cannot be sure that the boot files are current, it re-creates all Communication Interface Unit boot files. It also creates a new (random) password.

Action After the External Communication Service is started, use the **Verify Clearinghouse Entries** command to ensure that all External Communication Service entries contain the new password.



Server profile file information may be missing from the user volume for legitimate reasons (for example, when the user volume is being initialized).

ERROR: Unexpected problem.

Source Mail Service

Indicates An unexpected problem occurred during processing of a **Show Status** or an External Mail Gateway command.

Action Try the operation again.

ERROR: Unexpected problem with Clearinghouse.

Source Mail Service

Indicates An unexpected problem occurred while the Mail Service was communicating with the Clearinghouse.

Action Check the state of the Clearinghouse Service(s). Then retry the operation.

ERROR: Unexpected problem with database expansion.

Source Mail Service

Indicates The services volume may not have enough disk space to expand the Mail Service database.

Action Try the database expansion again.

ERROR: Unexpected problem with File Service (problemType).

Source Mail Service

Indicates An unexpected problem occurred while the Mail Service was communicating with the File Service.

Action Check the state of the File Service then try the operation again. If the message displays again, further analyze the type of problem the message lists.

Failed: another service is auto-starting local RS232C port. New entry not added to profile file (but old entry was deleted).

Source Remote Batch Service

Indicates You used the **Change Port** command to use auto-starting for the Remote Batch Service, but the local port is already assigned to another service.

Action You must delete the existing port and add the new one.

Failed! Cannot authenticate user: <name>.

Source Clearinghouse Service

Indicates The File Service could not verify your identity and would not let you perform a backup or restore operation. You may have entered your name incorrectly or your user entry in the Clearinghouse database has been changed or deleted.

Action Log off, then log on using your correct user name.

Failed! "Clearinghouse" file drawer is full.

Source Clearinghouse Service

Indicates Additional space is required in the File Service disk to backup the Clearinghouse database.

Action Move files to another File Service to create additional space. Then try the backup operation again.

Failed! Communications failure.

Source Clearinghouse Service

Indicates A network communications failure aborted a backup or restore operation.

Action Try the operation again later. If the error persists but other network communications appear to be operational, see *Fault Isolation Process* for specific troubleshooting strategies.

**Failed! Could not complete backup.
Failed! Could not complete restore.
Failed! Database not restored.**

- Source** Clearinghouse Service
- Indicates** The File Service aborted the backup or restore operation because of an unidentified error.
- Action** Try the operation again. If the error persists, see *Fault Isolation Process* for specific troubleshooting strategies.

Failed! Failure during file transfer.

- Source** Clearinghouse Service
- Indicates** The Internetwork Routing Service link or the Clearinghouse Service is experiencing communication failure.
- Action** Try the operation again. If the error persists, see *Fault Isolation Process* for specific troubleshooting strategies.

Failed! File Service is busy; try later.

- Source** Clearinghouse Service
- Indicates** The File Service was temporarily too busy to perform the backup or restore operation.

Action Try the operation again later.

Failed! File Service not responding.

Source Clearinghouse Service

Indicates The File Service did not respond to the backup or request.

Action Ensure that the File Service volume is online and started. If the error persists and the File Service appears to be operational, see *Fault Isolation Process* for specific troubleshooting strategies.

Failed! File Service speaks an incompatible version of the protocol.

Source Clearinghouse Service

Indicates The File Service is running an incompatible version of the protocol; the backup or restore operation has failed.

Action Upgrade the File Service to the same version as the Clearinghouse Service.

Failed! No backed up database for this domain on given File Service.

Source Clearinghouse Service

Indicates The backup copy does not exist in the Clearinghouse file drawer on the specified File Service.

Action Check that you are using the proper File Service and the correct domain name. Ensure that the required backup snapshot has not been inadvertently deleted. Then try the restore operation again.

Failed! No “Clearinghouse” file drawer.

Source Clearinghouse Service

Indicates The file drawer named “Clearinghouse” does not exist on the specified File Service.

Action Try the backup or restore operation using a different File Service. Alternatively, create a Clearinghouse file drawer (with a suitable access list) on the original File Service; then try the operation again.

Failed: no communication partner entry in profile file.

Source Remote Batch Service

Indicates You have not defined communication partner; the Remote Batch Service automatically enters its idle state.

Action Stop the Remote Batch Service. Add a communication partner. Restart the Remote Batch Service.

Failed! No File Service at the given address.

Source Clearinghouse Service

Indicates You specified a File Service that does not exist.

Action Verify that the File Service is operational. Check the File Service entry in the Clearinghouse database. If necessary, correct the File Service address by starting the Clearinghouse Service and forcing the File Service to re-register itself.

If you used the actual address to specify the File Service, verify the address and type it correctly.

Then try the backup or restore operation again.

Failed: no RS232C port entry in profile file.

Source Remote Batch Service

Indicates The profile file is incomplete; the Remote Batch Service automatically enters its idle state.

Action Add a port entry. Then stop and restart the Remote Batch Service.

Failed! Not enough space on local disk to perform Restore.

Source Clearinghouse Service

Indicates The server running the Clearinghouse Service does not have enough space to perform the restore operation due to excessive space usage by a coresident File Service or Mail Service.

Action If the coresident service is a File Service, move some files to create additional space. Then try the restore operation again.

Failed: old communication partner entry deleted from profile file but insufficient space to add new entry.

Source Remote Batch Service

Indicates The profile file contains insufficient space to add an expanded entry for the communication partner.

Action Create space in the profile file.

Failed! Problem: Incorrect access rights.

Source Clearinghouse Service

Indicates You do not have the proper rights to access the Clearinghouse file drawer.

Action Modify the file drawer access list to permit access. Then try the backup or restore operation again.

Failed! The database that was restored is corrupted.

Source Clearinghouse Service

Indicates You used a backup copy from the Clearinghouse file drawer that is damaged.

Action Locate the next most recent backup increment and try the restore operation again. If an increment is not available, you must re-enter the lost information.

Failed! Unexpected filing error.

Source Clearinghouse Service

Indicates The File Service aborted the operation because of an unidentified filing error.

Action Try the operation again.

Failure in trying to determine domain administratorship. Assuming non-SA.

Source Services System Software

Indicates You cannot be authenticated as a Domain Administrator.

Action If you are a Domain Administrator for the server's domain, enter the **Enable** command again. If the error repeats, enter the context of the Clearinghouse Service that supports the domain and use the **Show Domain** command. If your name is not listed, have a Domain Administrator assign you domain administration access.



Only System Administrators and selected backup System Administrators should have Domain Administrator privileges.

Failure Reason: <problemType>.

Source Mail Service

Indicates A problem occurred during backup of the Mail Service database to a File Service.

Action Analyze the type of problem listed in the message to determine the recovery procedure.

File damaged.

Source Communications Monitoring Service

Indicates You are trying to access a damaged file.

Action If the file has been backed up, restore it. Then try the operation again.

File Drawer already exists.

Source File Service

Indicates You tried to create a file drawer using the name of an existing drawer on the File Service volume.

- Action** (1) Check that the file drawer name is correct. Enter the correct name, then retry the operation.
- (2) Use a different name, then retry the operation.

File Drawer busy.

Source File Service

Indicates You specified a file drawer in use by another network client.

Action Retry the operation later.

File Drawer does not exist.

Source Remote Batch Service

Indicates You specified a file drawer does not exist; the Remote Batch Service automatically enters its idle state.

Action Enter the File Service context. Add or correct the file drawer entries for the input and/or output bins. Then stop and restart the Remote Batch Service.

File Drawer has incorrect access control.

Source Remote Batch Service

Indicates The file drawer does not have the appropriate access rights assigned to it. The Remote Batch Service automatically enters its idle state.

Action Enter the File Service context to correct the access lists for the file drawer. Then stop and restart the Remote Batch Service.

File Drawer not found.

Source File Service

Indicates The File Service cannot find the file drawer you specified.

Action (1) Check that the file drawer name is correct.. Enter the correct name, then retry the operation.

(2) If you entered the file drawer name correctly, use the **List File Drawers** command to make sure the file drawer name exists on the volume. If it does not, use the **Add File Drawer** command to add the file drawer to the volume. Then, retry the operation.

File in use.

Source Communications Monitoring Service

Indicates The file you are trying to access is in use.

Action Try the operation again later.

Source PC File Service

Indicates The file you are trying to access is in use.

Action Try the operation again later.

File list on floppy is full.

Source Boot Service

Indicates The floppy disk is full.

Action Make space on the floppy disk by moving or deleting unused files. Or, use another floppy disk.

File name not found.

Source File Service

Indicates The file you specified does not exist.

Action (1) Check that the filename is correct. Enter the correct filename, then retry the operation.
(2) If you entered the name correctly, make sure the file exists on the volume.

File name not found in this split increment.

Source File Service

Indicates The File Service could not find the file you requested. This message generally appears in response to the **Show Backup Index** command.

- Action**
- (1) Check that the filename is correct. Enter the correct name, then retry the operation.
 - (2) If you entered the name correctly, make sure you entered the correct backup increment. Enter the correct backup increment, then retry the operation.

File not found.

Source Communications Monitoring Service

Indicates The File Service could not locate the file you requested.

Action Check that the filename is correct. Retry the operation.

Source File Service

Indicates The File Service could not find the file you requested. It may appear in response to the **Restore Container** command operation if you do not enter the backup file drawer name correctly.

- Action** (1) Check the filename and the name of the backup file drawer. If you did not enter them correctly, retry the operation.
- (2) If you entered the names correctly, use the **Show Backup Index** command to verify the file exists. Then try the operation again.
-

Source PC File Service

Indicates The specified file name pattern was not found in the directory.

Action Make sure you entered the correct file name and try the operation again.

File Service is busy.

Source Remote Batch Service

Indicates The File Service was temporarily too busy to respond to your request or a communication problem exists.

Action Try the operation later.

File Service is not registered in the Clearinghouse.

Source Remote Batch Service

Indicates In the case of this error, the Remote Batch Service automatically enters its idle state.

Action Correct the File Service entry in the Clearinghouse. Then stop and restart the Remote Batch Service.

File Service not responding.

Source Remote Batch Service

Indicates The File Service did not respond to your request; a communication problem may exist.

Action If the problem does not correct itself, see *Fault Isolation Process*.

File Service reports no more space.

Source Remote Batch Service

Indicates The drawer is full.

Action Add more pages to the file drawer, then retry the operation.

File Service reports problem: < problem >.

Source Remote Batch Service

Indicates Depending on the problem listed, the Remote Batch Service will retry the operation or terminate the session.

Action See the entry level chapter of *Fault Isolation Process*.



The Server Executive utilities assigns codes to problem messages. See *Fault Isolation Process* for specific troubleshooting strategies.

File Service unavailable or unknown.

Source File Service.

Indicates The remote File Service is unavailable for one of the following reasons:

- The File Service is stopped
- A corresponding volume is open but not online
- A hardware or a software problem has caused the server to fail

An unknown File Service may occur because the corresponding volume is closed or the Clearinghouse entry for the File Service volume is incorrect.

Action Try the operation again.

Files in use.

Source Librarian Service

Indicates The database cannot be deleted because it is being used.

Action Wait until the database is available and try the operation again.

First, Middle, and Last names together (including blanks) must total 40 characters or less.

Source Clearinghouse Service

Indicates You specified an object name longer than 40 characters.

Action Enter a name with fewer characters.

Floppy disk has bad sector.

Source Boot Service

Indicates The floppy disk has a section that cannot be read or accessed by the Boot Service.

Action (1) Clean the heads of the floppy disk drive, then retry the operation.
(2) If the message displays again, replace the floppy disk, then, retry the operation.

Floppy disk has only 1 side.

Source Boot Service

Indicates You inserted a single-sided floppy disk into a drive requiring double-sided disks.

Action Make sure you are using a double-sided, double-density floppy disk. Then retry the operation.

Floppy disk inserted is not the correct continuation disk for .

Source Print Service

Indicates You have loaded part of a font file contained on more than one floppy disk. You did not insert the correct floppy disk containing the next part of that font file.

Action Remove the floppy disk and insert the one containing the correct part of the font file.

Floppy disk is bad.

Source Boot Service

Indicates The Boot Service cannot read the floppy disk. It may be damaged or formatted incorrectly.

Action (1) Clean the heads of the floppy disk drive, then retry the operation.
(2) If the message displays again, replace the floppy disk. Then retry the operation.

Floppy disk is inserted in incorrect order.

Source Print Service

Indicates You are trying to load a font file that is contained on more than one floppy disk. You did not insert the floppy disk in the proper sequence.

Action Remove the floppy disk and insert the one containing the first part of the font file.

Floppy disk is only single density.

Source Boot Service

Indicates You inserted a single-density floppy disk into a drive requiring double-density disks.

Action Make sure you are using a double-sided, double-density floppy disk. Then, retry the operation.

Floppy drive has hardware problem.

Source Boot Service

Indicates The Boot Service has detected a problem with the floppy disk drive.

Action (1) Record the message on the Problem Report Form and retry the operation.
(2) If the message displays again, insert the Diagnostic Floppy Disk and run ALAG diagnostics.
(3) Record the results on the Problem Report Form and see the entry level chapter in *Fault Isolation Process*.

Floppy file cannot have size 0.

Source Boot Service

Indicates The floppy disk is damaged.

- Action** (1) Clean the heads of the floppy disk drive, then retry the operation.
(2) If the message displays again, replace the floppy disk. Then retry the operation.

Floppy file not found.

Source Boot Service

Indicates The file you requested cannot be found on the floppy disk.

- Action** (1) Check that the filename is correct. Enter the correct name, then retry the operation.
(2) Check that you are using the correct floppy disk. Then, retry the operation.

Floppy hardware error.

Source File Service

Indicates A problem occurred with the floppy disk drive during a backup or restore operation.

- Action** (1) Record the message on the Problem Report Form and retry the operation.
(2) If the message displays again, insert the Diagnostic Floppy Disk and run ALAG diagnostics.
(3) Record the results on the Problem Report Form and see the entry level chapter in *Fault Isolation Process*.

Floppy image is invalid.

Source Boot Service

Indicates The data structure on the floppy disk may be damaged.

- Action**
- (1) Clean the heads of the floppy disk drive. Then retry the operation.
 - (2) If the message displays again, replace the floppy disk. Then retry the operation.

Floppy is not placed in the disk drive properly.

Source Boot Service

Indicates You inserted the floppy disk into the drive incorrectly.

- Action**
- (1) Insert the disk correctly. Then retry the operation.
 - (2) If the message displays again the disk may be damaged. Replace it, then retry the operation.

Floppy is not ready.

Source File Service

Indicates You did not insert a disk in the drive, you inserted the disk incorrectly, or you did not close the drive door.

- Action** (1) Insert disk correctly. Close the drive door. Then retry the operation.
- (2) .If the message displays again the disk may be damaged. Replace it, then retry the operation.

Floppy is write protected.

Source File Service

Indicates You did not place a write-enable tab on the disk and access is prevented.

Action Remove the floppy disk from the drive and place the write-enable tab on the disk write area. Insert the floppy disk into the drive. Close the drive door and retry the operation.

Floppy read error.

Source File Service

Indicates The data read from the floppy disk during backup or restore is incorrect or the disk is damaged.

- Action** (1) Clean the heads of the floppy disk drive. Then retry the operation.
- (2) If the message displays again, replace the floppy disk. Then retry the operation.

Floppy volume not open.

Source Boot Service

Indicates The floppy disk volume was not open and could not be accessed by the Boot Service.

- Action**
- (1) Clean the heads of the floppy disk drive. Then retry the operation.
 - (2) If the message displays again, replace the floppy disk. Then, retry the operation.
 - (3) If the message displays again, see the entry level chapter in *Fault Isolation Process*.

Floppy was unexpectedly removed from drive.

Source File Service

Indicates The floppy disk drive door was opened after the File Service accessed the floppy disk during backup or restore.

Action Insert the disk properly. Then retry the operation.

Floppy write error.

Source File Service

Indicates The floppy disk is damaged or incorrect data was written on it during backup operations.

Action (1) Clean the heads of the floppy disk drive. Then retry the operation.

(2) If the message displays again, replace the floppy disk. Then retry the operation.

Font '' does not contain <size> point characters.

or

'' does not contain <size> point (rotated <number> degrees) characters.

Source Print Service Banner Message

Indicates The specified character size is not printable or available. A black box character is substituted in its place.

Action Check the document at your workstation.



If this message occurs for all point sizes except 12 point Modern, reinstall the Modern Font from the Xerox Modern Fonts floppy.

Format failure.

Source Print Service

Indicates The document could not be converted from the transmission image to a print image.

Action Refer to the banner sheet message to evaluate the problem area.

****Forwarding status = Connection error.**

Source Print Service

Indicates An error occurred while establishing or maintaining a connection with the Target Print Service (TPS). The Formatting Print Service (FPS) keeps trying to forward the document until it is queued at the TPS or a user cancels it at the FPS.

Action Check the status of the Target Print Service.

****Forwarding status = Document too large.**

****Forwarding status = Insufficient space on target Print Service.**

Source Print Service

Indicates The Target Print Service (TPS) cannot accept the document because it is too large. The Formatting Print Service (FPS) keeps trying to forward the document until it is queued at the TPS or a user cancels it at the FPS.

Action (1) Delete font files or documents to create space.
(2) Divide the document into smaller documents and resend them.

****Forwarding status = No network route to target Print Service.**

Source Print Service

Indicates The communication path between the Formatting Print Service (FPS) and the Target Print Service (TPS) is inoperative. The FPS keeps trying to forward the document until it is queued at the TPS or a user cancels it at the FPS.

Action Check the IRS lines and Ethernet connections. If communication lines appear to be operational, check that the FPS has the correct network address for the Target Print Service. See the message ****Forwarding status = Target Print Service unavailable** later in this section.

****Forwarding status = Queuing disabled at target Print Service.**

Source Print Service

Indicates The Target Print Service (TPS) cannot accept the document because it is too large. The Formatting Print Service (FPS) keeps trying to forward the document until it is queued at the TPS or a user cancels it at the FPS.

Action Enable queuing at the Target Print Service.

****Forwarding status = Requested paper size unavailable.**

Source Print Service

Indicates The paper size requested is not available at the Target Print Service (TPS). The Formatting Print Service (FPS) keeps trying to forward the document until it is queued at the TPS or a user cancels it at the FPS.

Action Load the desired paper size on the TPS. Then use the **Query Target Print Service** command at the FPS. If that paper size is not available, cancel the document and resend it, specifying an available paper size.

****Forwarding status = Target Print Service busy.**

Source Print Service

Indicates The Target Print Service (TPS) was temporarily too busy to receive the document. The Formatting Print Service (FPS) keeps trying to forward the document until it is queued at the TPS or a user cancels it at the FPS.

Action If the error persists, ensure that the Target Print Service is configured correctly.

****Forwarding status = Target Print Service not responding.**

Source Print Service

Indicates The Target Print Service did not respond to the forwarding request. The Target Print Service (TPS) may be inoperative or, if it is a 9700/8700 Electronic Print Service (EPS), it is temporarily busy and does not respond to network requests. The Formatting Print Service (FPS) keeps trying to forward the document until it is queued at the TPS or a user cancels it at the FPS.

Action If the TPS is not a 9700/8700, or if the error persists, check that the Target Print Service is operative.

****Forwarding status = Target Print Service queue full.**

Source Print Service

Indicates The Target Print Service (TPS) cannot accept the document because its queue is full. The Formatting Print Service (FPS) keeps trying to forward the document until it is queued at the TPS or a user cancels it at the FPS.

Action If the error persists, ensure that the Target Print Service is operative.

****Forwarding status = Target Print Service unavailable.**

Source Print Service

Indicates A Print Service is not available at the network address of the Target Print Service (TPS). The Formatting Print Service (FPS) keeps trying to forward the document until it is queued at the TPS or a user cancels it at the FPS.

Action Check that the TPS is ready to accept Ethernet traffic. Check its network number. If the TPS is operational, use the **Query Target Print Service** command to verify that the network address is correct. If it is not, correct the address in the Clearinghouse Service database.

If you change the address at the Clearinghouse Service, use the **Set Target Print Service** command to respecify the TPS name, so that the FPS uses the new address.

Even if you change the address at the Clearinghouse Service, you may want to use the **Set Target Print Service** command to enter the correct network address. This ensures the new address is immediately available.

****Forwarding status = Transfer error.**

Source Print Service

Indicates An error occurred during document transfer to the Target Print Service (TPS). The Formatting Print Service (FPS) keeps trying to forward the document until it is queued at the TPS or a user cancels it at the FPS.

Action Check the IRS lines and Ethernet connections. If the communication lines appear to be operational, check that the TPS is operational.

****Forwarding status = Transmission medium problem.**

Source Print Service

Indicates The transmission medium is not available or not ready. The Formatting Print Service (FPS) keeps trying to forward the document until it is queued at the TPS or a user cancels it at the FPS.

Action Check the Ethernet connections.

****Forwarding status = Unknown problem.**

- Source** Print Service
- Indicates** An error occurred during document forwarding to the Target Print Service (TPS). The Formatting Print Service (FPS) keeps trying to forward the document until it is queued at the TPS or a user cancels it at the FPS.
- Action** Check the Ethernet connections.

Found "<name>" but cannot get its address.

- Source** Server Monitor Service
- Indicates** The name you specified exists in the Clearinghouse database, but the network address property does not.
- Action** Enter the network address for the name or enter a different name.

Gateway Service not started.

- Source** 850/860 Gateway Service
- Indicates** The regular startup did not occur.
- Action** Check for earlier messages that may indicate why startup did not occur.

Hardware.

Source Print Service

Indicates There is a problem with the floppy drive hardware.

Action Perform the Floppy Disk Drive On-Line Diagnostics.

Hardware problem.

Source Boot Service

Indicates The cartridge tape drive is reporting an error.

Action (1) Record the message on the Problem Report Form. Clean the cartridge tape drive heads, then retry the operation.
(2) If the message displays again, complete the Problem Report Form and call for service.

Hardware problem while accessing network.

Source ViewPoint Local Laser Printing and Remote Printing Software

Indicates A problem was encountered while trying to establish a connection to the External Communication Service.

Action Check the communication hardware on the workstation and the server supporting the External Communication Service.

Hardware requires manual intervention.

Source ViewPoint Conversion and Emulations Software

Indicates A problem is encountered while trying to establish a connection with the External Communication Service.

Action Check the communication hardware on the workstation and the server supporting the External Communication Service.

Having authentication problems.

Source Server Monitor Service

Indicates The File Service could not verify your identity through the Clearinghouse Service.

Action Use the **Register Server** command to verify that the server is registered in the Clearinghouse Service. Verify that your user entry has not been changed. Then try the operation again. If the error repeats, log off and log back on using your correct user name.

HDLC link failed

Source Mail Service

Indicates The Mail Service is having a problem using the RS232C port and autodialer.

Action Check the communication equipment and the configuration files used in the Mail Service startup.

Heap error.

Source Interactive Terminal Service

Indicates The internal consistency of the service has been compromised.

Action Stop all services and reboot the server immediately. Refer to the *Services System Software* chapter of the for more information.

IBM 3270 Host <host name> through RS232C port <name> is not polling.

Source External Communication Service

Indicates Polling has stopped at the IBM 3270 host site.

Action Check with the personnel at the IBM 3270 host site, to determine the reason polling stopped and steps to correct the problem. Several minutes elapse between the time that polling stops and the message appears.

Illegal character.

Source File Service

Indicates You entered a name using an illegal character or an improper format.

Action Make sure the spelling, format, or syntax are correct. Enter the correct name, then retry the operation.

Illegal database name. Special characters not allowed. Command cancelled.

Source Librarian Service

Indicates You tried to create a database using one or more of these reserved characters in the name:
() * # ' ! ? :

Action Try the operation again using the correct format.

Illegal domain name.

Source Communications Monitoring Service

Indicates You specified an incorrect domain.

Action Enter the correct name, then retry the operation.

Source File Service

Indicates You entered a Clearinghouse Service domain name using an illegal character or an improper format. Or, you entered an incorrect pattern.

Action Make sure the spelling, format, or syntax are correct. Enter the correct name, then retry the operation.

Illegal file name specified.

Source Communications Monitoring Service

Indicates You specified a filename using an incorrect format.

Action Enter the correct name, then retry the operation.

Illegal local name.

Source Communications Monitoring Service

Indicates You specified an incorrect local name.

Action Enter the correct name making sure you conform to the rules for local names. Then try the operation again.

Source File Service

Indicates You specified a Clearinghouse Service local name using an illegal character or an improper format. Or, you entered an incorrect pattern.

Action Make sure the spelling, format, or syntax are correct. Enter the correct name, then retry the operation.

-
- Source** Librarian Service
- Indicates** One of the following conditions:
- (1) An attempt was made to register a database that already exists in the Clearinghouse Service.
 - (2) An attempt was made to unregister a database from the wrong server.
- Action** Use the number below which corresponds to the correct condition above:
- (1) Change the name of the database and try the operation again.
 - (2) Try the operation again using the server where the database is located.

Illegal organization name.

- Source** Communications Monitoring Service
- Indicates** You specified an incorrect organization name.
- Action** Enter the correct name making sure you conform to the rules for organization names. Then try the operation again.

-
- Source** File Service
- Indicates** You entered a Clearinghouse Service organization name using an illegal character or an improper format. Or, you entered an incorrect pattern.

Action Make sure the spelling, format, or syntax are correct. Enter the correct name, then retry the operation.

Illegal pathname.

Source File Service

Indicates You entered a container pathname using an improper format. Or, you entered an incorrect pattern.

Action Make sure the spelling, format, or syntax are correct. Enter the correct name, then retry the operation.

Source PC File Service

Indicates You entered a pathname using an improper format.

Action Make sure the spelling, format, or syntax are correct. Enter the correct name, then retry the operation.

Illegal pathname specified.

Source Communications Monitoring Service

Indicates You specified an incorrect pathname.

Action Enter the correct pathname, then retry the operation.

Source File Service

Indicates You entered a container pathname using an improper format. Or, you entered an incorrect pattern.

Action Make sure the spelling, format, or syntax are correct. Enter the correct name, then retry the operation.

Illegal phone number.

Source External Communication Service

Indicates You specified a phone number using invalid characters.

Action Enter the correct phone number. The legal characters for phone numbers are 0-9, A-F, #, *, =, <, and >.

Illegal service name specified.

Source Communications Monitoring Service

Indicates You specified an incorrect service name.

Action Enter the correct name, then try the operation again.

Illegal version number specified.

Source Communications Monitoring Service

Indicates You specified an incorrect version number.

Action Verify the version number and try the operation again.

Illegal XID. Only hex digits allowed.

Source External Communication Service

Indicates You specified an invalid exchange identifier (XID). The XID is five characters long and contains only hexadecimal digits (0-9, A-F).

Action Enter a valid exchange identifier and try the operation again.

Illformed fully-qualified server name in profile.

Source Services System Software

Indicates You entered an invalid name for the server profile.

Action At the service prompt, enter the correct name. The server tries to register the name in the proper Clearinghouse domain. If the domain does not exist, the server enters Genesis Mode.

Create the missing domain, or make it accessible by installing and running the Internetwork Routing Service or by adding it to the other local server supporting this domain.

Image off paper at (x,y) inches, (x,y) cm.

Source Print Service Banner Message

Indicates The entire image cannot be printed on the sheet.

Action Check the document banner sheet for possible error failures. For the Telecopier 495-1, the image location is measured from the lower left corner with the sheet in landscape position. For all other printing options, location is measured from the lower left corner with the sheet in portrait position.

Incompatible floppy file size and system file size.

Source Boot Service

Indicates The size of a floppy disk file does not match the allocated file size on the operating system.

Action (1) Clean the heads of the floppy disk drive. Then, retry the operation.
(2) If the message displays again, replace the floppy disk. Then, retry the operation.

Incorrect access rights.

Source Clearinghouse Service

- Indicates** You may have tried an incorrect logon, or tried to access a domain in which you are not a System Administrator.
- Action** Try logging on again. Type **Show Default** to ensure that you are attempting access to the desired domain. Check that your access rights will allow you to perform the operation.

Indeterminate access.

Source File Service

Indicates The File Service could not determine your access rights to the file drawer. The Clearinghouse may be temporarily unavailable or you may be a member of an unregistered group.

- Action**
- (1) Retry the operation later. If the message displays again, make sure the Clearinghouse Service is running.
 - (2) Register the group in the Clearinghouse, then retry the operation.
 - (3) If the message displays again, see the entry level chapter in *Fault Isolation Process*.

Insert cartridge tape into drive and make ready.

Source Boot Service

Indicates The cartridge tape was not in the drive when you entered the **List Etherboot Files** or **Install Etherboot Files** command.

- Action** (1) Insert the cartridge tape in the drive. If the cartridge tape was in the drive, remove it and insert it properly. Then retry the operation.
- (2) If the message displays again, replace the cartridge tape. Then retry the operation.

Insufficient access.

Source PC File Service

Indicates The user does not have sufficient XC 80 access to list the specified directory.

Action If the user is a System Administrator, enable and try the operation again.

Insufficient access for authentication.

Source File Service

Indicates The Authentication Service does not recognize your name as a System Administrator.

- Action** (1) Make sure that you are logged on and enabled. Then retry the operation.
- (2) If the message displays again, check whether you are registered as a System Administrator with the Clearinghouse Service. Make sure your registration is identical to the logon you used. Then retry the operation.

Insufficient access for Clearinghouse operation.

Source Communications Monitoring Service

Indicates This operation requires System Administrator access.

- Action**
- (1) Make sure that you are logged on and enabled. Then retry the operation.
 - (2) If the message displays again, check whether you are registered as a System Administrator with the Clearinghouse Service. Make sure your registration is identical to the logon you used. Then retry the operation.

Insufficient access for the Clearinghouse operation.

Source File Service

Indicates You do not have sufficient access privileges in this domain to perform the Clearinghouse Service operation.

- Action**
- (1) Use the **Change Domain Access** command to change the access list in the appropriate Clearinghouse Service domain. Then retry the operation.
 - (2) If the message displays again, see the entry level chapter in *Fault Isolation Process*.

**Insufficient free disk pages to run Print Service.
Please free additional space on the volume and reboot server.**

Source Print Service

Indicates The Print Service cannot run because there are not enough free disk pages on the server volume. Probably, there are less than 800 pages available.

Action Free additional disk space and reboot the server.

**Insufficient local file space.
File drawer for received data is unavailable.**

Source Remote Batch Service

Indicates The local file space is full and the Remote Batch Service could not move received data into the retrieval file drawer.

Action Reboot the server to release the local file space. If the error persists, check the size of the file being sent. If the file is large, have the sender divide into smaller files.

**Insufficient resources. Please stop the ECS dependent services (IRS, GWS, ITS) and try again.
ECS not started.**

Source External Communication Service

Indicates Starting the External Communication Service with the other three listed depleted the resources.

Action Stop the Internetwork Routing Service, the Gateway Service, and the Interactive Terminal Service, if they are running on the same server as the External Communication Service. Start the External Communication Service, then restart the other services.

Insufficient rights.

Source File Service

Indicates You do not have sufficient rights to access a backup file drawer on the remote volume.

Action Use the **Set Backup Parameters** command to assign the appropriate access rights to the remote backup file drawer. Then retry the operation.

Insufficient space on floppy disk.

Source Boot Service

Indicates The floppy disk is full.

Action Replace the floppy disk with one that has more free space. Then retry the operation.

Insufficient space on the system volume.

Source Interactive Terminal Service

Indicates The internal consistency of the service has been compromised.

Action Stop all services and reboot the server.

Insufficient space on volume.

Source File Service

Indicates The destination volume for a restore operation is full.

Action Use the **Delete Old Version** command to delete unnecessary files from the destination volume. Then restart the restore operation.

Insufficient virtual memory space to run Print Service.

Source Print Service

Indicates The Print Service cannot run because it cannot allocate sufficient virtual memory working space. Probably, other services are running on the server and using up the virtual memory.

Action Deactivate or remove other services from the server. Make sure there is plenty of available disk space before you run the Print Service.

Interactive Terminal Service not product factored.

Source Interactive Terminal Service

Indicates You tried to start the Interactive Terminal Service, but it is not enabled.

Action See the Services System Software chapter in the *Services Installation and Setup Guide* for more information.

Interactive Terminal Service not started, logon and start service.

Source Interactive Terminal Service

Indicates You tried to perform an operation that requires the Interactive Terminal Service to be started.

Action Log on and start the Interactive Terminal Service. Then try the operation again.

Invalid address

Source Mail Service

Indicates The Mail Service is having a problem using the RS232C port and autodialer.

Action Check the communication equipment and the configuration files used in the Mail Service startup.

Source Server Monitor Service

Indicates You entered an incorrect network address.

Action Check the address and enter it again.

Invalid backup medium.

Source File Service

Indicates The floppy disk used in a restore operation was not initialized by backup.

Action Retry the operation with a properly initialized floppy disk.

Invalid boot file number format in profile entry.

Source Boot Service

Indicates A boot file number in a server profile entry does not have the correct format.

Action Enter the boot file number in the server profile using the correct format. Then retry the operation.

Invalid character(s) in string.

Source PC File Service

Indicates The specified service name contains one or more non-ASCII characters. These might be control characters, certain punctuation characters, or multinational characters.

Action Enter the service name again using the correct form.

Invalid client entity id.

Source Server Monitor Service

Indicates The Server Monitor Service cannot communicate with the monitored server.

Action Check the spelling in the entry.

Invalid floppy volume handle.

Source Boot Service

Indicates The floppy disk data structure has been destroyed.

Action (1) Clean the heads of the floppy disk drive. Then, retry the operation.
(2) If the message displays again, replace the floppy disk.

Invalid name and password.

Source Communications Monitoring Service

Indicates The name and password you entered are not known to the Clearinghouse.

Action Enter your correct name and password, then try the operation again.

Invalid network name.

Source PC File Service

Indicates The specified network name contains non-ASCII or unacceptable pathname characters.

Action Enter the network name again using the correct form.

Invalid or unavailable credentials; use Register Server command before retrying operation.

Source File Service

Indicates The Authentication Service did not recognize the name of the server.

- Action**
- (1) Check that you entered the correct server name. Enter the correct name. Then retry the operation.
 - (2) If the message displays again, use the **Register Server** command to register the server name properly. Then retry the operation.

Invalid page number for floppy file.

Source Boot Service

Indicates The Boot Service used an invalid page number in accessing a floppy disk file.

Action (1) Clean the heads of the floppy disk drive. Then, retry the operation.

(2) If the message displays again, replace the floppy disk. Then retry the operation.

Invalid port number assigned to active port <port name> . Port ignored.

Source External Communication Service

Indicates An inappropriate data entry exists in the server profile.

Action Stop the External Communication Service, correct the entry in the server profile, and restart the External Communication Service.

Invalid RS232C line number

Source Mail Service

Indicates The Mail Service is having a problem using the RS232C port and autodialer.

Action Check the communication equipment and the configuration files used in the Mail Service startup.

Invalid service name.

Source Services System Software

Indicates You responded to a prompt with an incorrect server name, or the Clearinghouse Service contains an invalid name.

Action Enter the correct service name, then try the operation again. If the error repeats, check that the name is registered in the Clearinghouse.

Invalid volume handle.

Corrective action: try to insert the floppy disk again and make ready.

Source Print Service

Indicates The floppy disk was ejected from the drive before the operation completed.

Action You may have to reinsert the floppy disk and enter the **Install Fonts and Test Patterns** command again.

Length of file list on floppy is too short.

Source Boot Service

Indicates The length of a floppy disk file has been shortened.

Action (1) Clean the heads of the floppy drive. Then retry the operation.
(2) If the message displays again, replace the floppy disk. Then retry the operation.

Length of name field too large.

Source File Service

Indicates The length of one of the fields in the specified name exceeds the maximum length allowed.

Action Check that you entered the correct name. Enter the name, then retry the operation.

Librarian Service NOT started.

Source Librarian Service

Indicates A problem occurred while trying to start the Librarian Service. The server probably could not authenticate the name of the Librarian Service with the Clearinghouse Service.

Action Make sure the Librarian Service name is registered in the Clearinghouse Service. Also, make sure the Clearinghouse is available. Then try the operation again.

Link failed

Source Mail Service

Indicates A problem using the RS232C port and autodialer.

Action Check the communication equipment and the configuration files used in the Mail Service startup.

Local fax failure.

Source Print Service

Indicates The document was not transmitted because of a problem with the local Telecopier 495-1.

Action Try to send the document again.

Local fax failure - will retry.

Source Print Service

Indicates The document was not transmitted because of a problem with the local Telecopier 495-1.

Action The transmission will be tried again later. No action is required.

Locking.

Source Services System Software

Indicates The options indicated by the previously entered software serial number are now being locked. No other options can be installed until the user receives a new software serial number from the Software Control Center.

Action No action required.

Mail Clerk <name> is not registered in the Clearinghouse.

Source 850/860 Gateway Service

Indicates You entered a mail clerk name that is not registered in the Clearinghouse database.

Action Enter the correct name, then retry the operation.

Mail database needs to be repaired.

Source Mail Service

Indicates Some of the Mail Service database files have been damaged or are missing.

Action Scavenge the database using the Mail Service non-normal startup option Repair Database.

Mail database was being repaired, please finish.

Source Mail Service

Indicates The Mail Service was interrupted before it finished repairing the database.

Action Continue the repair operation by using the Mail Service non-normal Expand Database option. Or, you can restore or reinitialize the database.

Mail Folder does not exist for Mail Clerk <Mail Clerk Name>.

Source 850/860 Gateway Service

Indicates You entered a mail clerk name that does not have a mailbox, or you entered the name incorrectly.

Action Add a mailbox for the mail clerk or check the mail clerk entry for correct spelling.

Mail Folder does not exist for User <name>.

Source 850/860 Gateway Service

Indicates A mailbox does not exist or you entered the name incorrectly.

Action Check to make sure the mailbox exist. If it does not, add a mailbox. If the mailbox does exist send the mail again.

Mail not retrieved. Reason: <what> for user name.

Source 850/860 Gateway Service

Indicates You entered an incorrect password or you do not have a valid Clearinghouse entry.

Action Enter your password again, or verify your Clearinghouse entry.

Mail not retrieved. Reason: no <what> supplied.

Source 850/860 Gateway Service

Indicates You did not enter your user's name or your password.

Action Enter both your name and password to receive mail.

Mail Service database full.

Source Mail Service

Indicates There was not enough space in the Mail Service database to successfully complete the transfer of mail to a foreign gateway.

Action Users should be urged to delete their mail from the Mail Service. If the problem persists, expand the database by rebooting the server. Use the **Run Services** command with a non-normal startup, and select the Expand Database option.

Mail Service is busy. Try later.

or

Mail Service not responding. Try later.

Source 850/860 Gateway Service

Indicates A temporary Clearinghouse Service or Mail Service overload, or a communication problem that prevents new users from making a connection.

Action Check the status of the Clearinghouse Service and the Mail Service.

Mail Service reports no more space. Try later.

Source 850/860 Gateway Service

Indicates The database is full.

Action Expand the database or have users retrieve their mail.

Mail Service reports problem: <problem>.

Source Remote Batch Service

Indicates The Mail Service may be unable to post the error summary message.

Action See the entry level chapter of *Fault Isolation Process*.

Mail Service reports problem: <problem>. Correct problem, try again.

Source 850/860 Gateway Service

Indicates A problem with an idle communication line, which could have been caused by one of the following conditions:

access	server configuration
authentication	service
communication medium	software error
connection	transfer
location	undefined
	unexpected

Action Try to resolve the problem by using the message as a guide. Check the Clearinghouse entry for the Mail Service, or check the communication hardware, then restart the 850/860 Gateway Service.

Master Error (page <number>): feature not implemented; <message>.

Source Print Service Banner Message

<Message> may be one of the following:

Erroneous encoding of Interpress master

Unimplemented operator

Rotation not a multiple of 90 degrees

Unimplemented variable type

Indicates The formatter is unable to read the document. It may be malformed.

Action Check the fonts at the Print Service to be sure they are loaded correctly.

Master Error (page <number>): font problem; <message>.

Source Print Service Banner Message

<Message> may be one of the following:

Malformed installed font

Unreasonable rotation

Missing character

Unreasonable translation

Missing CS0 (Character Set 0)

Indicates The document maybe malformed, beyond the Interpress subset supported, or the font file itself is damaged.

Action Check the Print Service. Make sure that the fonts are loaded correctly.

Master Error (page <number>): logic error; <message>.

Source Print Service Banner Message

< **Message** > may be one of the following:

Arithmetic overflow

Bad initial data

Bad raster area calculation

Unexpected data

Unexpected data or implementation error

Indicates The document cannot be printed due to a problem with the Print Service software or font files.

Action If the message references arithmetic overflow, bad initial data, unexpected data, or implementation errors, reload the Print Service software. If the message references bad raster area calculation, reload all the fonts.

Master Error (page <number>): no resources <message>.

Source Print Service Banner Message

<Message> may be one of the following:

not enough disk space

not enough virtual memory space

Indicates The document requires more formatting space than is available.

Action Divide the document into smaller files and retry the operation.

Master Error (page <number>): parse failure; <message>.

Source Print Service Banner Message

<Message> may be one of the following:

Illegal command ordering

Malformed master

Missing font ID

No such command

Stack overflow

Stack-type error

Stack underflow

Unreasonable transformation

Unsupported file header

Unsupported page rotation

Unsupported page scale

Unsupported page translation

Unreasonable transformation

Indicates The document is malformed or otherwise unreadable by the formatter.

Action Check the document at your workstation, then retry the operation.

Master Error (page < number >): plate too complicated; < message >.

Source Print Banner Message

If < message > is one of the following:

Too many fonts

Too many inkwells

Indicates The identified page contains too many dark images.

If < message > is one of the following:

Large image plus many fonts

Not enough disk space

Too many greys

Too much font space

Indicates The identified page is too complex to format for printing.

Action Reduce the complexity of the page and retry the operation. If the message is “large image plus many fonts” or “too much font space,” enable complex printing and the document may format.

Master Error (page < number >): too many plates.

Source Print Service Banner Message

Indicates The document is too long to print.

Action Split the document into smaller pieces (less than 30 pages each).

Maximum allowable limit of remote connections exhausted: < number of allowable connections currently set in profile >.

Source Services System Software

Indicates Your attempt to make a remote connection failed because the maximum number of allowed remote executives is already met.

Action Try to connect later. If this message occurs frequently, you may want to increase the value for the number of remote execs in the server profile.

****Missing default font! Install fonts and 'Start Printing' to continue.**

Source Print Service

Indicates You tried to format a document requiring the default font, which cannot be found on the disk. Typically, this occurs when a document is sent to the Print Service before any fonts have been installed. Printing has been stopped.

Action Install the Modern Font, then enter the **Start Printing** command.

More than one communication partner exists. Select one of them.

Source Remote Batch Service

Indicates The Remote Batch Service can communicate with only one partner at a time even though several may be defined. If more than one partner has been defined, this message is displayed, followed by a list of the possible choices for a partner.

Action Select one communication partner.

Must be System Administrator.

Source Services System Software

Indicates The operation must be performed by a Domain Administrator for the server's domain. This message occurs during server initialization, when the server needs to update or establish a new entry at the Clearinghouse Service.

Action A Domain Administrator for the server's domain must log on.

Name and description stored in local parameter file. Clearinghouse not changed.

Source Services System Software

Indicates Registration was aborted due to authentication problems, entry inconsistencies, or user privilege issues.

Action Register the service again to verify and update the Clearinghouse.

Name contains an invalid organization or domain specified.

Source Interactive Terminal Service

Indicates You specified an organization or domain that does not exist.

Action Enter the full name of the service desired, including the domain and organization and retry the connection. If this does not correct the error, correct the default domain and organization.

Name is not registered in Clearinghouse.

Source Interactive Terminal Service

Indicates You specified a service name that is not registered in the Clearinghouse database.

Action Enter a valid name or press RETURN to display a list of names.

Name is registered in Clearinghouse, but not as specified service type.

Source Interactive Terminal Service

Indicates You specified a service name that is registered in the Clearinghouse Service, but is not the requested service type.

Action Enter the correct data or press RETURN to display a list of names.

Name is registered in the Clearinghouse for another use.

Source External Communication Service

Indicates You specified a name already in use in the Clearinghouse Service for another purpose.

Action Choose another name for the entry.

Name may not contain any of these characters: * [] < > , ; : @ "

Source Clearinghouse Service

Indicates You included special characters in a name; they are reserved for other purposes and cannot appear in names.

Action Type the name in an acceptable form.

Name must be an individual.

Source File Service

Indicates You specified a group name rather than an individual name.

Action Enter an individual's name rather than the name of a registered group. Then retry the operation.

Name not found in that domain.

Source Communications Monitoring Service

Indicates You entered a name that is not in the domain you specified.

Action Enter the correct name and try again.

Needs scavenging.

Source Print Service

Indicates The floppy disk is unreadable.

Action (1) Clean the heads of the floppy disk. Then retry the operation.

(2) If the message displays again, run the Server Online Diagnostics Standard Test.

(3) If the test passes but the message displays again, replace the floppy disk. If the floppy disk contains software, contact the Software Distribution Center to get a replacement copy.

Network communication error: bug in protocol handler.

Source ViewPoint Conversion and Emulations Software

Indicates A problem exists in the connection to the External Communication Service.

Action Make certain the VP Terminal Emulation software is compatible with the External Communications Services software. Then retry the operation.

Network name not in net share list.

Source PC File Service

Indicates The specified network name was not found in the net share list.

Action Enter the correct network name.

Network number not available.

Source Services System Software

Indicates There is no other server on the same network and the network number field of the profile is nil.

Action Enter the current network number.

No answer.

Source Print Service

Indicates The document was not transmitted because the remote facsimile device did not answer when the phone number was dialed.

Action Check the phone number and try to send the document again..

No attempt to perform remote filing operation.

Source Communications Monitoring Service

Indicates A filing error occurred when the local log file was created, so no attempt was made to copy the local log file to the remote directory.

Action Examine the local log file to determine the cause of the error.

No backup data for source volume.

Source File Service

Indicates The File Service did not find expected backup data for the source volume on the backup volume.

Action Perform the next operation.

No change to local parameter file or Clearinghouse.

Source Services System Software

Indicates Registration was cancelled due to authentication problems, entry inconsistencies, user privilege issues, or the cancellation of a process or command. There are no changes to the stable data or the Clearinghouse.

Action No action is required.

No Clearinghouse available.

Source Communications Monitoring Service

Indicates The Clearinghouse is temporarily unavailable or does not yet exist.

Action Make sure the Clearinghouse is operational and try again.

No configuration data found.

Source 850/860 Gateway Service

Indicates One of the following conditions:

- During startup, the 850/860 Gateway Service could not locate its configuration data.
- The System Administrator attempted to modify or remove existing configuration data using the **Change** or **Delete Configuration** command, but no existing configuration data could be found.

Action Enter the configuration data using the **Add Configuration** command described in the 850/860 Gateway Service chapter of the *Services Installation and Setup Guide*.

No file was specified.

- Source** Communications Monitoring Service
- Indicates** The operation you are trying requires a filename.
- Action** Specify a filename. Retry the operation.

No floppy drive.

- Source** File Service
- Indicates** The File Service is unable to identify a floppy disk drive because the hardware configuration does not include a floppy disk drive or the drive assembly isn't working.
- Action** (1) Check the floppy disk drive. Make sure it is powered ON and the connections are secure. Then retry the operation.
- (2) If the message appears again, perform the Floppy Disk Drive On-line diagnostics test.

No floppy drive can be found.

- Source** Boot Service
- Indicates** The floppy drive is either not working or is not detected by the Boot Service.

- Action** (1) Check the floppy disk drive. Make sure it is powered ON and the connections are secure. Then retry the operation.
- (2) If the message appears again, perform the Floppy Disk Drive On-line diagnostics test. Follow the instructions in *Test and Diagnostic Tools*.

No old versions deleted.

- Source** File Service
- Indicates** The File Service did not find any file matching the name entered. If you answered yes at each "Confirm each delete" prompt, the other old versions may not exist.
- Action** (1) Check that you entered the correct filename. Enter the filename, then retry the operation.
- (2) If you entered the filename correctly, there are no old versions with the same name. Perform the next operation.

No online volumes.

- Source** File Service
- Indicates** The File Service did not find an online volume.
- Action** (1) Check that you entered the correct name. Enter the name, and retry the operation.

- (2) If you entered the name correctly, there are no online volumes with the same name. Perform the next operation.

No open or online volumes.

Source File Service

Indicates The File Service did not find an online volume.

- Action** (1) Check that you entered the correct name. Enter the name, and retry the operation.
(2) If you entered the name correctly, there are no online volumes with the same name. Perform the next operation.
-

Source Services System Software

Indicates There are no volumes present in the choice list since none are open or currently online. The volumes must be both open and online in order to qualify for the current operation.

Action Open the volume(s), then retry the command.

No open volumes.

Source Services System Software

Indicates There are no volumes present in the choice list since none are open. Only open volumes qualify for the current operation.

Action Open the volume(s), then retry the command

No Print Service printing option software installed.

Source Print Service

Indicates None of the optional printing software was available on the volume when the Print Service was run. There is a software module (a file with the extension .bcd) for each printing option the Print Service supports.

Action Install the software for at least one printing option so the Print Service can run.

No Print Service printing option software installed for the currently enabled software options.

Source Print Service

Indicates None of the printing options supported by the available software are enabled.

Action Enable the printing option(s). Or, install software for at least one of the printing options which is a currently enabled software option.

No Print Service software options enabled.

Source Print Service

Indicates None of the Print Service software options are enabled. There is a software option corresponding to each Print Service printing option.

Action Set the software options using the **Set Software Options** command.

No route to destination

Source Mail Service

Indicates A problem may exist with the RS232C port or the autodialer.

Action Check the communication equipment and the configuration files used in the startup of the Mail Service.

No route to remote service.

Source ViewPoint Conversion and Emulations Software

Indicates No connection to the External Communication Service is possible.

Action Check the communication hardware on the workstation and the state of the External Communication Service.

No RS232C hardware

Source Mail Service

Indicates A problem may exist with the RS232C port or the autodialer.

Action Check the communication equipment and the configuration files used in the startup of the Mail Service.

No RS232C hardware found. ECS not started.

Source External Communication Service

Indicates You assigned the External Communication Service to control the local port without first installing the hardware.

Action Add the RS232C hardware. Or, delete the port entry and restart the External Communication Service.

No RS232C port found.

Source External Communication Service

Indicates No RS232C ports could be found.

Action Define the RS232C port used as the path to the IBM 3270 host before defining the IBM 3270 host.

No RS232C ports configured. Logging NOT started.

Source Communications Monitoring Service

Indicates No RS232C ports were found.

Action Check to see if the port has been deleted or that the RS232C port was reset to the default (local port) in the monitoring profile.

No service at destination

Source Mail Service

Indicates A problem may exist with the RS232C port and or the autodialer.

Action Check the communication equipment and the configuration files used in the startup of the Mail Service.

No Services are available for Installation.

Source Services System Software

Indicates No services are resident on the inserted floppy disk.

Action Verify that you have the correct floppy disk.

No such client entity.

Source Server Monitor Service

Indicates There is a problem communicating with the monitored server.

Action Check the spelling in the entry.

No such command is available.

Source Services System Software

Indicates The characters you entered do not match any currently available command. The command may not be an existing command or the current context, server or service state, or logged on status may not allow access to the command.

Action Verify that the command is correct and that you are in the correct context. Then try the operation again.

No such database.

Source Librarian Service

Indicates You tried to register a database name in the Clearinghouse Service but you have not yet created it.

Action Create the database first. Then register it in the Clearinghouse Service.

No such domain.

Source Communications Monitoring Service

Indicates The domain you specified is not registered in the Clearinghouse Service.

Action Try the operation again and specify a registered domain.

No such event recipient.

Source Server Monitor Service

Indicates The event recipient is not recognized by the service.

Action Check the communication cables to the server you want to monitor.

No such organization.

Source Communications Monitoring Service

Indicates The organization you specified is not registered in the Clearinghouse Service.

Action Enter the name of a registered organization. Then retry the operation.

Not a backup floppy.

Source File Service

Indicates The File Service cannot identify the floppy disk used, because of one of the following:

- the floppy was not created by one of the backup commands
- the floppy disk is unformatted

- the floppy disk is formatted by another product

Action Check that you are using the correct floppy disk. Then retry the operation.



This message also displays (and the server asks for another floppy disk) when an 8.0 File Service is presented with backup data created by a 10.0 File Service. Backup data created by 10.0 servers cannot be examined or restored on 8.0 servers.

Not a directory.

Source PC File Service

Indicates The specified path identifies a non-directory file.

Action Make sure the specified path is correct and retry the operation.

Not a pilot volume.

Source File Service

Indicates The floppy is damaged or was formatted incorrectly.

Action Check that you are using the correct floppy disk. Then retry the operation.

Not checked out. Command cancelled.

Source Librarian Service

Indicates You tried to check in a libject that was not checked out.

Action Make sure the libject name is correct and try the operation again.

Not enough disk space on the specified MS.

Source Mail Service

Indicates The remote Mail Service cannot accept more mail because its database is too full.

Action Encourage users to remove their mail from the Mail Service. Or, expand the database.

Not enough room in configuration data file to add another IBM 3270 Host.

Source External Communication Service

Indicates The server profile was full.

Action Delete unnecessary host entries from the database to create additional space.

Not enough space for operation.

Source File Service

Indicates The local system has run out of space and is unable to complete the operation.

Action Create space by deleting unnecessary files. Then retry the operation.

Not found. Command cancelled.

Source Librarian Service

Indicates You tried to check in a libject that does not exist.

Action Make sure the libject name is correct and try the operation again.

Not found on floppy disk.

Source Boot Service

Indicates The file you requested cannot be found on the floppy disk.

Action (1) Check that you entered the correct filename. Enter the correct filename. Then retry the operation.

(2) Check that this file exists on the floppy disk. If it does, clean the heads of the floppy disk drive. Then retry the operation.

Not implemented.

Source Server Monitor Service

Indicates There is a problem communicating with the monitored server.

Action No action is required.

Not product factored.

Source Librarian Service

Indicates The Librarian Service software is not enabled.

Action Enable the software option using the **Set Software Options** command.

(Note: file is not consistent.)

Source Boot Service

Indicates The floppy disk file is incomplete.

Action (1) Clean the heads of the floppy disk drive. Then retry the operation.
(2) If the message displays again, replace the floppy disk. Then retry the operation.

NSFile Access Problem - File In Use.

Source ViewPoint Software

Indicates You tried to perform another operation on a document or folder that is in the process of being printed, paginated, or copied.

Action (1) Wait a few minutes and try the application again.

- (2) If the message displays after concurrent processing finishes, reboot the workstation. Then try to open the file.

NSFile authentication problem: The file service is too busy. Please try again later.

- Source** ViewPoint Software
- Indicates** The File Service is temporarily too busy to handle the volume of work.
- Action** Wait and try the File Service operation again later.

NSFile Clearinghouse problem: illegal domain name.

- Source** ViewPoint Software
- Indicates** You entered an invalid domain name.
- Action** Check the domain name for spelling and syntax errors. Enter the correct domain name and retry the operation.

NSFile Clearinghouse problem: illegal organization name.

- Source** ViewPoint Software
- Indicates** You entered an invalid organization name.

Action Check the organization name for spelling errors and syntax. Enter the correct organization name and retry the operation.

Operator needed to perform current operation.

Source Services System Software

Indicates A logged on System Administrator is required to perform the task. No changes are made to any existing Clearinghouse entry and registration is aborted.

Action Log on and enable as System Administrator and retry the operation.

Other error reason.

Source Server Monitor Service

Indicates There is a problem in communicating with the monitored server.

Action No action is required.

Out of virtual memory. Stop and restart service or reboot.

Source Librarian Service

Indicates The server is out of virtual memory. This may be caused by the combination of the number of services running and the number of databases loaded.

Action Depending on your specific situation, perform one or both of the following actions as appropriate:

- (1) Move one or more services to another server. Be sure to check the coresidency requirements for each service in the “Dependencies and limitations” sections of the *Guide to System Administration Activities*. See the appropriate move procedure for the service you want to move in the *Services Maintenance Guide*.
- (2) Use fewer databases on that server.

Page allocation exceeded. Volume full.

Source Communications Monitoring Service

Indicates Inadequate space on the volume caused the Filing Threshold Reached parameter in the monitoring profile to be exceeded

Action Delete files or use a remote directory on another volume. Remember to reset the filing threshold and the remote directory (if changed) using either the **Set Monitoring Profile** command or **Set Remote Log Handling** command.

Parameters are not set.

Source File Service

Indicates The File Service did not find backup parameters for the source volume.

Action Use the **Set Backup Parameters** command to define the backup parameters for the source volume. Then retry the operation.

PC File Service name in use.

Source PC File Service

Indicates The specified service name is already being used by another XC 20 service, either on the same server or on a different server on the local network.

Action Enter a different name for the PC File Service.

Please check the daylight savings time value on the clock. It may need to be changed.

Source ViewPoint Office Accessories Software

Indicates You changed the time zone choice value without changing the daylight savings time value.

Action Check the daylight savings time value on the clock.

Please insert floppy disk into floppy drive.

Source Boot Service

Indicates You did not insert the floppy disk in the drive. Or, you did not insert the disk correctly.

Action (1) Remove the floppy disk and insert it properly. Then retry the operation.

(2) If the message displays again, replace the floppy disk. Retry the operation.

Please insert installation floppy into floppy drive. Press BREAK to abort.

Source Print Service

Indicates There was no floppy disk in the drive when you entered the **Install Fonts and Test Patterns** command.

Action Insert a floppy disk containing fonts in the drive, or press BREAK to abort the command.

Please remove floppy disk and insert the next floppy disk into the drive. Press BREAK to abort.

Source Print Service

Indicates You are trying to load a font file that is contained on more than one floppy disk and part of the font file has already been installed.

Action Remove the floppy disk and insert the one containing the next part of the font file, or press BREAK to abort the command.

Please try again.

Source Boot Service

Indicates This message appears with a generic floppy disk error message.

- Action** (1) Clean the heads of the floppy disk drive. Then retry the operation.
- (2) If the message displays again, replace the floppy disk. Retry the operation.

Port <port name> assigned to this ECS belongs to CIU <CIU name> which is not assigned to this ECS. Port is ignored.

Source External Communication Service

Indicates There is an inappropriate data entry in the server profile.

Action If the External Communication Service performed an inappropriate action, stop the ECS, correct the entry, and restart the External Communication Service.

**Port speed or dialer not compatible with other ports on CIU board.
Add anyway? (Y/N):**

Source External Communication Service

Indicates The parameters you specified for this port conflict with the parameters on another port on the same Communication Interface Unit.

Action Type **Y** to add the entry. Then resolve the conflict before starting the External Communication Service.

****Print Engine Failure, 'Start Printing' to continue.
Stopping printing ...**

Source Print Service

Indicates An image fault was detected during printing. Printing stopped to prevent repeated failures. Various error messages displayed on the screen and on the printer display. The **Show Status** command may display the message Status: Okay. This is because the printer does not keep track of these errors and the software relies on getting the current status from the printer.

Action Run an image test using the **Start Diagnostic** command. The results of this test should then be reported to a field service dispatcher.

Print failure.

Source Print Service

Indicates The document was formatted but could not be printed.

Action Check the banner sheet for possible cause of failure.

****Printer status = A1 - Please clear document feeder.**

Source Print Service

Indicates An original was misfed while being copied.

Action Lift the document feeder and remove the original. Then, close the document feeder and reinsert the original.

****Printer status = C3 - Please check paper cassette.**

Source Print Service

Indicates The paper cassette is not inserted properly.

Action Make sure the paper cassette is inserted correctly.

****Printer status = C3 - Please check paper handle.**

Source Print Service

Indicates The paper handle is not in the locked position.

Action Move the handle to the proper position.

****Printer status = C4 - Please add paper.**

Source Print Service

Indicates The paper cassette is out of paper.

Action If paper is present, check for a paper jam.

****Printer status = C4 - Please check paper cassette.**

Source Print Service

Indicates Paper feeding is not operating properly.

Action Check the paper cassette and add paper, if needed. If paper cassette is not empty, check that the handle is in the locked position.

****Printer status = Diagnostic test failed, please call System Administrator.**

Source Print Service

Indicates The Telecopier 495-1 has failed its internal diagnostic tests.

Action Call your Technical Support Representative to service your machine.

****Printer status = E1 - Please clear paper path.**

****Printer status = E2 - Please clear paper path.**

****Printer status = E3 - Please clear paper path.**

****Printer status = E4 - Please clear paper path.**

Source Print Service

Indicates A paper path misfeed has been detected.

Action Follow the instructions on the printer to clear the paper path.

****Printer status = E4 - Please empty output tray.**

****Printer status = E5 - Please close door.**

Source Print Service

Indicates Informative messages.

Action Check as directed. If message displays again, check for paper jam.

****Printer status = E5 - Please close paper path.**

Source Print Service

Indicates The paper path is open.

Action Push down the upper front corners of the Laser CP to close the paper path.

****Printer status = F5 - Please empty stacker tray.**

Source Print Service

Indicates The printer may be jammed.

Action If the area is clear, check for a paper jam.

****Printer status = Fax error, please call System Administrator.**

Source Print Service

Indicates An error occurred while the server was communicating with the Telecopier 495-1.

Action Run the Telecopier 495-1 internal self test. If the test fails, run the RS232C Loopback Test. Refer to the Internal self test and Performing the isolation test procedures in the "Maintaining your Print Service" section of this book. If the FAX error persists, contact your local Xerox office for service.

****Printer status = J1 - Please add toner.**

Source Print Service

Indicates The printer is low on toner.

Action Add toner.

****Printer status = L<number> Printer needs service - Please call System Administrator.**

Source Print Service

Indicates A printer hardware error has occurred.

Action Record the printer display code number to help locate the type of problem. Call your local Xerox office for printer service.

****Printer status = L1 - Warming, please wait.**

Source Print Service

Indicates The fuser is warming up.

Action If this message displays longer than 6 minutes, the printer needs repair.

****Printer status = L2 - Image fault, please call System Administrator.**

Source Print Service

Indicates An image fault has occurred. The server processor is not receiving the video clock or line-sync signals from the printer. This may be due to a printer problem, a cable problem, or a problem within the server processor.

Action The System Administrator or Xerox service personnel should run an image test using the **Start Diagnostic** command. The results of this test should then be reported to a field service dispatcher.

****Printer status = L4 - Command status fault, please call System Administrator.**

Source Print Service

Indicates A command status fault has occurred. The Print Service is unable to communicate with the printer. The server processor is not detecting correct status signals from the printer in

response to commands sent. This may be due to a printer problem, a cable problem, or a problem with the server processor.

Action Make sure the printer is powered ON. Check the cable connection between the printer and the server processor.

****Printer status = Low power mode.**

Source Print Service

Indicates Power consumption is being reduced. Subsequent printing will require a warm-up period, which will be indicated by code **L1** on the printer control panel.

Action The printer will enter into full power mode automatically when a printing job is initiated, or you may execute the **Wakeup Printer** command. Warm-up time is approximately 6 minutes.

****Printer status = Off line, please call System Administrator to check power supply and RS232 cable.**

Source Print Service

Indicates The Print Service cannot communicate with the Telecopier 495-1.

Action Make sure the paper receptacle is closed. If any part of the Telecopier 495-1 is open, the device automatically shuts off. Make sure the device is powered ON. Make sure there is a proper connection to the RS232C link.

****Printer status = P1 - Image fault, please call System Administrator.**

Source Print Service

Indicates An image fault has occurred. The server processor is not receiving the video data signal from the printer. This may be due to a printer problem, a cable problem, or a problem within the server processor.

Action The **Start Diagnostic** command can be used to further troubleshoot the problem.

****Printer status = P2 - Image fault, please call System Administrator.**

Source Print Service

Indicates An image fault has occurred. The server processor is not receiving the video clock or line-sync signals from the printer. This may be due to a printer problem, a cable problem, or a problem within the server processor.

Action Troubleshoot the problem with the **Start Diagnostic** command.

****Printer status = P3 - Image fault, please call System Administrator.**

Source Print Service

Indicates An image fault has occurred. The printer clock interface signal is not within its timing tolerance. This may be due to a printer problem, a cable problem, or a problem within the server processor.

Action The **Start Diagnostic** command can be used to troubleshoot the problem.

****Printer status = P4 - Communication fault, please call System Administrator.**

Source Print Service

Indicates The Print Service is unable to communicate with the printer. The server processor is not detecting correct status signals from the printer in response to commands sent. This may be due to a printer problem, a cable problem, or a problem with the server processor.

Action Make sure that the printer is powered ON. Check the cable connection between the server processor and the printer. Reboot the printer by switching the power OFF, then ON. Start printing. If this status recurs, call your local Xerox office for printer service.

****Printer status = P5 - Sequence fault, please call System Administrator.**

Source Print Service

Indicates The Print Service detected an unrecoverable error in the Laser CP Electronic Printer command/status sequence.

Action Reboot the printer by switching the power OFF, then ON. Start printing. If this status recurs, call your local Xerox office for printer service.

****Printer status = Please add dry imager.**

Source Print Service

Indicates The level of dry imager is too low.

Action Follow the directions for adding dry imager that are printed on the dry imager hopper cover of the Laser CP. Then press the Off-line switch to place the printer on line.

****Printer status = Please clear paper path.**

Source Print Service

Indicates The printer has a paper jam.

Action Clear the printer paper path.

****Printer status = Please unload page sequence tray.**

Source Print Service

Indicates An unexpected software problem exists since the tray is no longer shipped with the printer.

Action Contact your Technical Support Representative.

****Printer status = Printer in copy mode - please wait.**

Source Print Service

Indicates The printer is being used as a convenience copier.

Action Wait until the printer has completed the copy process and try the operation again.

****Printer status = Printer in repair mode, queuing and printing have been stopped.**

Source Print Service

Indicates Print Service operation is suspended during the repair of the printer hardware.

Action Reboot with the printer cover installed to exit repair mode.

****Printer status = RS232 communication line number provided by clearinghouse server is incorrect, please call System Administrator.**

Source Print Service

Indicates The communication line number is unknown to the Clearinghouse.

Action Verify the number in the Clearinghouse database.

****Printer status = RS232 communication line number provided by clearinghouse server is not available, please call System Administrator.**

Source Print Service

Indicates The External Communications Service (ECS) or other communications service attempted to use the local RS232C port.

Action The Telecopier 495-1 printing option is not compatible with any of the communication services. Remove all communication services from the server running the Print Service Telecopier 495-1 option.

****Printer status = RS232C hardware error, please call System Administrator.**

Source Print Service

Indicates The RS232C communication hardware or software is not working.

Action Contact your service representative.

****Printer status = Warming, please wait.**

Source Print Service

Indicates The fuser is warming up.

Action If this message persists longer than 6 minutes, the printer needs repair.

Problem accessing device: I/O error during transfer.

Corrective action: cannot use this media. Try other media. If problem persists, run diagnostics.

Source Print Service

Indicates The floppy disk is unreadable for some reason.

Action Use another floppy disk. If the problem continues, run the server floppy diagnostics.

Problem: Bad return code while enumerating object in sibling.

Source Clearinghouse Service

Indicates A failure occurred while a domain was being added. The message is usually accompanied by another message describing the problem. The addition of the failed domain, along with any other work that was partially done, will not be completed.

Action Try the operation again.

Problem encountered in retrieving file to working directory. This file is not completely copied to the working directory.

Source Boot Service

Indicates A problem was encountered in retrieving a file to the working directory. The file was not copied completely.

Action Use the **List Files** command to see if the incomplete file is listed on the working directory. If it is listed, use the **Delete File** command to remove it from the directory. Then retry the operation.

Problem: Incorrect access rights to add <member> to <name> group.

Source Clearinghouse Service

Indicates You do not have sufficient access privileges to modify the group.

Action Use the **Show Group Access** command to examine the access controls for the group and determine the appropriate action to take.

Problem: Incorrect access rights to delete <member> from <name> group.

Source Clearinghouse Service

Indicates You do not have sufficient access privileges to modify the group.

Action Use the **Show Group Access** command to examine the access controls for the group and determine the appropriate action to take.

Problem: Insufficient access privileges.

Source Clearinghouse Service

Indicates You do not have sufficient access privileges to perform the operation.

Action Make sure that you are attempting access to the correct domain by typing **Show Default**. Also check to see if you are on the proper access list. If you are, retry the operation later. The Clearinghouse that checks the access list may be temporarily too busy to verify your access rights.

Problem: Malformed Domain name.

Source Clearinghouse Service

Indicates You entered a domain name in an unacceptable format.

Action Check that you entered the correct name. Make sure the spelling, format, or syntax are correct. Enter the name, then try the operation again.

Problem: Malformed name.

Source Clearinghouse Service

Indicates The Clearinghouse Service could not recognize a user, domain, or organization name.

Action Check that you entered the correct name. Make sure the spelling, format, or syntax are correct. Enter the name, then try the operation again.

Problem: Malformed Organization name.

Source Clearinghouse Service

Indicates You entered an organization name in an unacceptable format.

Action Check the name you entered. Make sure the spelling and format or syntax are what you intended to enter. Refer to the *Network Administration Library: Clearinghouse Services* volume for a list of illegal characters and format or syntax rules. If you did not enter the name you intended, re-enter the name. Then, try the operation again.

Problem: Necessary CHSs unavailable.

Source Clearinghouse Service

Indicates The Clearinghouses serving the domain are down or unavailable.

Action Ensure that the server running the Clearinghouse you are attempting to access is running properly. Also check the Internetwork Routing Service links.

Problem: No such Domain.

Source Clearinghouse Service

- Indicates** You entered an incorrect domain name or the domain is not registered in the Clearinghouse.
- Action** Check that you entered the correct name. Make sure the spelling, format, or syntax are correct. Enter the name, then try the operation again. If the message displays again use the **Show Domain** command to check the Clearinghouse database for the actual domain entry.

Problem: No such Organization.

- Source** Clearinghouse Service
- Indicates** You entered an incorrect organization name, or the organization is not registered in the Clearinghouse.
- Action** Check that you entered the correct name. Make sure the spelling, format, or syntax are correct. Enter the name, then try the operation again. If the message displays again use the **Show Organization** command to check the Clearinghouse database for the actual domain entry.

Problem: No such registered object.

- Source** Clearinghouse Service
- Indicates** The Clearinghouse could not recognize a name you entered as a registered object.
- Action** Check that you entered the correct name. Make sure the spelling, format, or syntax are correct. Enter the name, then try the operation again. If the message displays again, check the Clearinghouse database for the actual entry.

**Problem starting new clusternet.
or
Problem stopping old clusternet.**

Source Internetwork Routing Service

Indicates Error message concerning clusternet definition.

Action See the entry level chapter of *Fault Isolation Process*.

Problem: The database is full.

Source Clearinghouse Service

Indicates The Clearinghouse database is full.

Action Type **Show Status**. If the database is less than 75 percent full, retry the operation. If the database is greater than 75 percent full, expand the Clearinghouse database.

Problem: The domain name has incorrect length or an incorrect character in it.

Source Clearinghouse Service

Indicates You entered a domain name that is longer than 40 characters or includes an incorrect character.

Action Check that you entered the correct name. Make sure the spelling, format, or syntax are correct. Enter the name, then try the operation again.

Problem: The organization name has incorrect length or an incorrect character in it.

Source Clearinghouse Service

Indicates This message may appear when you entered an organization name that is longer than 40 characters or includes an incorrect character.

Action Check that you entered the correct name. Make sure the spelling, format, or syntax are correct. Enter the name, then try the operation again.

Problem with communication medium.

Source Communications Monitoring Service

Indicates There is a cabling or hardware problem.

Action Check the communications hardware and try the operation again.

Problem with report location: Bad pathname.

Source File Service

Indicates You entered a volume pathname using improper format or syntax.

Action Check that you entered the correct name. Make sure the spelling, format, or syntax are correct. Enter the name, then try the operation again.

Problem with report location: File in use.

Source File Service

Indicates The Disk Usage Output Report is being used by another user.

Action Try the command again later.

Problem with report location: File not found.

Source File Service

Indicates The Disk Usage Output Report does not exist on the volume you selected.

Action (1) Check the filename. Enter the correct filename, then retry the operation.
(2) If you entered the filename correctly, make sure the volume exists. Then retry the operation.

Problem with report location: Indeterminate access.

Source File Service

Indicates The File Service was unable to determine your access rights to the location requested for the Disk Usage Output Report.

Action Try the operation again later.

Problem with report location: Insufficient access.

Source File Service

Indicates The File Service determined that you do not have sufficient access rights to the location requested for the Disk Usage Output Report.

Action (1) Check the filename. If you did not enter the name you intended, enter the correct filename, then retry the operation.

(2) If you entered the filename correctly, use the **Change File Drawer** command to add your name to the access list for the report location. Then retry the operation.

Problem with report location: Not enough space to store report.

Source File Service

Indicates There was not enough space to store the Disk Usage Output Report at the specified report location.

Action Store the report in another location, remove data from the source location, or increase the page limit on the location file drawer. Then try the operation again.

Problem with report location: That Clearinghouse name is not valid.

or

Problem with report location: That Clearinghouse name was not found.

or

Problem with report location: That service is unknown.

Source File Service

Indicates You entered an incorrect pathname.

Action Check the pathname. Enter the correct pathname, then retry the operation.

Problem: You must be a domain administrator to change passwords other than your own.

Source Clearinghouse Service

Indicates You tried to change another user's password and did not log on as a Domain Administrator.

Action Log on as Domain Administrator or request that a Domain Administrator change the password.

Problems deleting old data base files.

Source Librarian Service

Indicates You attempted to restore a database, but the database (assumed to be defective) could not be deleted.

Action Reboot and try the operation again.

Problems encountered with RS232C software, monitoring not started.

Source Communications Monitoring Service

Indicates The RS232C software is not loaded properly.

Action Re-load the software and try again.

Procedure is not available.

Source Server Monitor Service

Indicates There is a problem communicating with the monitored server.

Action No action is necessary.

Profile ERROR found in <Line Number> entry. No RS232C ports configured. Add RS232C port before starting logging.

Source Communications Monitoring Service

Indicates A problem was encountered with the line number entry in the monitoring profile, and no RS232C ports were found.

Action You must add an RS232C port before you start logging operations or the **Start Logging** command will also fail.

**Profile ERROR found in <Line Number> entry.
No RS232C ports configured.
Illegal line number specified.
Default line number being used.**

Source Communications Monitoring Service

Indicates You specified an RS232C port that does not exist. The Communications Monitoring Service will use the default RS232C port (the server's local port).

Action Use the **Set Monitoring Profile** or **Set Log Attributes** command, to specify the correct port.

Profile ERROR found in Remote Directory...auto logging disabled.

Source Communications Monitoring Service

Indicates A problem was encountered with the Remote Directory parameter when the File Service was accessed. The Communications Monitoring Service may not have the required access to the remote directory. All remote log handling values have been reset and auto-logging has been disabled.

Action Add the Communications Monitoring Service to the remote file drawer's access list, then use the **Set Monitoring Profile** command to incorporate this new information. In addition, check that the File Service specified in the monitoring profile exists.

Protocol error

Source Mail Service

Indicates A problem with the RS232C port and autodialer.

Action Check the communication equipment and the configuration files used in the startup of the Mail Service.

Protocol version mismatch.

Source Server Monitor Service

Indicates There is a problem communicating with the monitored server.

Action No action is necessary.

Purged from formatter.

Purged from forwarder.

Purged from printer.

Purged from queue.

Purged from receiving queue.

Source Print Service

Indicates A document found in the queue at system restart was automatically aborted. The printer usually provides banner sheet or job termination summary. The document is usually retried once before being aborted.

Action The document might be malformed. Check the banner sheet for additional information on any purged job.

PV on such drive.

Source Server Monitor Service

Indicates There is a problem communicating with the monitored server.

Action No action is necessary.

Queue failure.

Source Print Service

Indicates The document could not be queued. This may occur if there is not enough free space on the server disk, the workstation sending the document interrupted (shut off while sending), or the user specified an unavailable paper size. Check the workstation for other messages to help determine the cause of the queue failure.

Action If your document is large, divide it into smaller pieces. Print without the collation feature on ViewPoint. Make sure that the printer is using the paper size you want..

Remote Batch Service needs profile information. Remote Batch Service is idle.

Source Remote Batch Service

Indicates You have not yet provided the port and partner information. The Remote Batch Service automatically enters an idle state if this information is lacking.

Action Add missing profile information. Or, change incorrectly recorded information. Then, stop and restart the Remote Batch Service. See the Remote Batch Service chapter of the *Services Installation and Setup Guide*.

Remote directory not set.

Source Communications Monitoring Service

Indicates Auto-logging is enabled. However, you did not specify a remote directory.

Action Disable auto-logging or specify a remote directory.

Source Services System Software

Indicates You did not specify a remote directory as required by a command.

Action Set the remote directory and issue the command again.

Remote host is not a Network Services Server.

Source Server Monitor Service

Indicates There is a problem in communicating with the monitored server.

Action Refer to the entry level chapter in *Fault Isolation Process* and complete the Problem Report Form.

Remote printing or local printing has not been loaded, cannot proceed with request.

Source ViewPoint Local Laser Printing or Remote Printing Software

Indicates The remote or local printing has not been loaded.

Action Load the printing application.

Remote service is not responding.

Source ViewPoint Conversion and Emulations Software

Indicates The External Communication Service is not answering a request to establish a connection

Action Check to see if the External Communication Server is loaded and running. Then, retry the operation.

Requeued.

Source Print Service

Indicates The document was requeued on the printer after being aborted for some reason. For example, the document was in progress when the printer was stopped or it was in progress at system restart.

Action No action is required.

Required memory already allocated to another incompatible function.

Source Print Service

Indicates The Print Service cannot run because an other incompatible service or option has been installed, such as the Multiport Option Kit. The Print Service is incompatible with the Multiport Option Kit. It cannot coexist on the same server because both options reserve the same special area of memory.

Action (1) Expunge the Print Service and install it on a different server.
(2) Alternatively, type **Delete File** and enter MultiportSDF.BCD as the file to delete. Deleting this file makes sense if you do not intend to use the Multiport Option Kit on this server.

**Required memory is not available.
Please activate Print Service and reboot server.**

Source Print Service

Indicates The Print Service cannot run because it needs a large amount of real memory which is no longer available. This occurs when the Print Service is not activated and you try to run it after a normal startup.

Action Activate the Print Service and reboot the server.

Restore time may not be later than current time.

Source File Service

Indicates You specified a time later than the current time.

Action Enter the correct restore time and continue the operation.

Retrieve of <pathname> <root>.<extension> failed: <reason for failure>.

Source Librarian Service

Indicates You could not retrieve the .Records or .HashTable files during a recovery operation.

Action Take the appropriate action for the indicated reason for failure. Call the Systems Customer Support Center, if you need more information.

****Rotation error: Insufficient volume space.**

Source Print Service

Indicates Font rotation could not be completed because of insufficient disk space.

Action Provide free space equal to twice the size of the font file being rotated. Some fonts may have been rotated successfully. Any fonts left unrotated are rotated as needed for output. This takes more time than rotating the fonts in advance, but the printed output will be the same.

****Rotation error: Unknown.**

Source Print Service

Indicates An unexpected error occurred during font rotation. Some fonts may have been rotated successfully. Any fonts left unrotated are rotated as needed for output. This takes more time than rotating the fonts in advance, but the printed output will be the same.

Action Refer to the entry level chapter in the *Fault Isolation Process* and complete the Problem Report Form.

RS232C channel in use

Source Mail Service

Indicates A problem has occurred with the RS232C port and autodialer.

Action Check the communication equipment and the configuration files used in the startup of the Mail Service.

RS232C monitoring not available for this service.

Source Communications Monitoring Service

Indicates The Internetwork Routing Service cannot be monitored at the RS232C level.

Action Monitor the Internetwork Routing Service using X.25 monitoring.



You can only monitor the X.25 switched virtual circuits of an Internetwork Routing Service.

RS232C monitoring stopped at < time > . RS232C monitoring restart failed at < time > . RS232C monitoring restarted at < time > .

Source Communications Monitoring Service

Indicates Dial-up lines are disconnected.

Action Reestablish the communication link. When the link is reestablished, the service will make an attempt to restart monitoring.

RS232C port entry not found in profile file.

Source Remote Batch Service

Indicates You have not added configuration information for an RS232C port.

Action Check to make sure this RS232C port exists. If it does not, install it.

RS232C software not loaded.

Source Communications Monitoring Service

Indicates You did not load the software required to perform the particular type of monitoring.

Action Load the necessary software and try again.

Server and workstation are incompatible (Courier).

Source ViewPoint Conversion and Emulations Software

Indicates The terminal icon cannot connect to the External Communication Service because of incompatible software.

Action Check that the ViewPoint Terminal Emulation software is compatible with the External Communication Services software.

Server and workstation are incompatible (GAP).

Source ViewPoint Conversion and Emulations Software

Indicates The terminal icon cannot connect to the External Communication Service because of incompatible software.

Action Check that the ViewPoint Terminal Emulation software is compatible with the External Communication Services software.

Server and workstation are incompatible (Transport).

Source ViewPoint Conversion and Emulations Software

Indicates The terminal icon cannot connect to the External Communication Service because of incompatible software.

Action Check that the ViewPoint Terminal Emulation software is compatible with the External Communication Services software.

Server being accessed not configured compatible software.

Source Communications Monitoring Service

Indicates The server at which you are performing an operation does not have the necessary software configured, or has an incompatible version of the software.

Action Add or update the software. Trying the operation again.

Server cannot be started.

Source Services System Software

Indicates A previously reported error cannot be recovered at this point.

Action Look up the previously recorded message. Perform the described recovery procedure.

Server error: System Reports no Product factoring

Source Communications Monitoring Service

Indicates The Communications Monitoring Service has not been enabled.

Action Enable and then install the Communications Monitoring Service.

Server error: Too many service options total. CMS not available.

Source Communications Monitoring Service

Indicates There is not enough room on the server to add the Communications Monitoring Service.

Action Determine the other services that can be removed. Then expunge them from the server so you can add the Communications Monitoring Service.

Server Monitor Service is not product factored.

Source Server Monitor Service

Indicates The Server Monitor Service has not been enabled.

Action Enable and then install the Server Monitor Service.

Server name already exists as alias.

Source Services System Software

Indicates The name you entered is already registered in the Clearinghouse Service.

Action Choose a different name for the server.

Server name not found or invalid.

Source Services System Software

Indicates You entered a name that does not exist in the Clearinghouse Service.

Action Enter the correct name for the server.

Server not registered properly.

Source Services System Software

Indicates The server cannot validate its entry in the Clearinghouse Service. The reason for the failure is given prior to this message. The server will try to correct the problem, and ask you to log on.

Action Log on. You should be a Domain Administrator of the server's domain.

Server not responding.

Source Communications Monitoring Service

Indicates The server is not working.

Action Check to see that the server is operational. If so, try the operation again.

Service did not respond to connection request.

Source Interactive Terminal Service

Indicates The Interactive Terminal Service was unable to make the service connection requested by an ITS user. The service may be down, or the network connection may be inoperative.

Action Try the connection again later. Or, connect to another service.

Service is not available at this time.

Source Interactive Terminal Service

Indicates The Interactive Terminal Service was unable to provide access to the service. Either the service has been stopped, or the service name is incorrectly registered in the Clearinghouse Service.

Action Try the connection again later.

Service is too busy to accept new connections.

Source Interactive Terminal Service

Indicates The Interactive Terminal Service could not accept new users at this time.

Action Try the connection again later.

Service name and description unknown.

Source Services System Software

Indicates The name you entered cannot be found in the Clearinghouse Service database. No changes are made to the Clearinghouse.

Action Enter a new name and description.

Service name not found or invalid.

Source PC File Service

Indicates The name you specified was not set, was too long, or contained one or more non-ASCII characters. Invalid characters might be control characters, certain punctuation characters, or multinational characters.

Action Enter the service name again using the correct form.

Service unavailable.

Source File Service

Indicates A remote service is unable to accept any more connections.

Action Check the status of the remote service. Then, retry the operation.

Simple key does not exist.

Source Server Monitor Service

Indicates There is a problem in communicating with the monitored server.

Action Check the name that was entered. Make sure the spelling and format or syntax are correct. Reenter the name and retry the operation.

SNA monitoring not available for this service.

- Source** Communications Monitoring Service
- Indicates** The RS232C port configuration does not correspond to the type of monitoring requested.
- Action** Change the protocol selection to correspond to the configuration of the RS232C port.

SNA software not loaded.

- Source** Communications Monitoring Service
- Indicates** The software required to perform SNA monitoring was not loaded.
- Action** Reload the necessary software and try the operation again.

Software option not enabled. Cannot install <service name>.

- Source** Services System Software
- Indicates** The selected service has not been enabled.
- Action** Enable and then install the service.

Space for floppy is too small.

Source Boot Service

Indicates The space required does not exist.

Action Delete unnecessary files to create space. Retry the operation.

Space for floppy microcode is not available.

Source Boot Service

Indicates Not enough space exists on the working directory for the Boot Service microcode file.

Action Use the **List Files** command to see which files you can move or delete from the working directory. Use the **Delete File** command to remove one or more files from the directory. Then, retry the operation.

Space on the server's working directory is exhausted. Cannot complete.

Source Boot Service

Indicates There is no more space on the server's working directory.

Action (1) Check which files you can move or delete from the working directory. Remove one or more files from the directory. Then, retry the operation.

- (2) If you require all the files on the working directory, move either the Boot Service or another resident service to another server. Then, retry the operation.

Specified printing cannot proceed because required software option is not enabled.

- Source** Remote Printing Software
- Indicates** The required software option is not enabled.
- Action** Enable the software option.

Standard services not product factored. Boot Service will not run.

- Source** Boot Service
- Indicates** The Standard Services Software option has not been set on this server.
- Action** Enable the Standard Services Software option.

Standard Services Software option has not been set.

- Source** Services System Software
- Indicates** You need a password to set the software options. This message displays only when the server has never run services before.

Action Indicate that you wish to continue. Note the information on the screen. Call the Software Control Center and give them the software serial number. They will give you a password that allows you to enable the software options.

Store of <pathname> <root>.<extension> failed: <reason for failure>.

Source Librarian Service

Indicates You could not store a file during a backup operation.

Action Take the appropriate action for the indicated reason for failure. Call the Systems Customer Support Center, if you need more information.

String too short to hold floppy disk's name.

Source Boot Service

Indicates You may have pressed RETURN without entering a name for the floppy disk.

Action Enter the name of the floppy disk and press RETURN.

Strong key does not exist.

Source Server Monitor Service

Indicates There is a problem in communicating with the monitored server.

Action Check the spelling in the Clearinghouse entry.

Stronger credentials required.

Source Communications Monitoring Service

Indicates You need System Administrator access rights to perform the operation.

Action Make sure you have System Administrator access rights. Then log on and enable in the service context.

Summary Only: Document Not Printed because of <error>.

<Error> is one of the following:

Error

Error in processing interpress master

Forwarding error

Transmit error

Source Print Service Banner Message

Indicates The document is malformed, beyond the Interpress subset supported, or could not be transmitted to the target print service.

Action Check the document at your workstation. If the message is a transmit error, try to send the document through Format Print Service. Then, retry the operation.

Summary Only: job purged from <queue> at System Restart.

<Queue> is one of the following:
Communications Queue
Formatter
Forwarder
In-Process Queue

Source Print Service Banner Message

Indicates The document was found in the Print Service queue and was not printed. The document may have been malformed.

Action Check the document at your workstation. Then, retry the operation.

System Administrator needed to perform current operation.

Source Services System Software

Indicates You need System Administrator access rights to perform the operation.

Action Make sure you have System Administrator access rights. Then log on and enable.

Tape media problem.

Source Boot Service

Indicates The Boot Service has detected a problem with the cartridge tape.

- Action**
- (1) Check to make sure the correct tape is inserted in the drive. Then, retry the operation.
 - (2) If the message displays again, replace the cartridge tape or clean the tape drive. Then, retry the operation.

That Clearinghouse name is not valid.

Source File Service

Indicates You used improper format or syntax when entering a volume pathname.

Action Make sure the spelling, format, or syntax are correct. Reenter the name and retry the operation.

That Clearinghouse name was not found.

Source File Service

Indicates The name you entered did not match those in the Clearinghouse Service database.

- Action**
- (1) Make sure the spelling, format, or syntax are correct. Reenter the name and retry the operation.
 - (2) If the message displays again, use the **List Users** command or the **List Groups** command to make sure the name is registered in the Clearinghouse Service. Then retry the operation.

That file may not be inserted into the specified directory.

Source Communications Monitoring Service

Indicates The directory is full.

Action Delete files to create space on the directory or use another directory.

That operation is illegal for remote files.

Source Communications Monitoring Service

Indicates The operation you are trying to perform is not allowed for remote files.

Action Do not perform the operation on a remote file.

That service is not registered correctly.

Source Communications Monitoring Service

Indicates The service you are trying to use has not been correctly registered in the Clearinghouse.

Action Refer to the service chapter in the *Services Installation and Setup Guide* for instructions to initialize and register the service with the Clearinghouse.

The application cannot be run because the required software option is not enabled.

Source ViewPoint Software

Indicates The application will not run without the required software option enabled.

Action Enable the software option. Try the operation again.

The authentication server is not responding.

Source ViewPoint Conversion and Emulations Software

Indicates Unable to connect to the server to verify the identity of the logon user.

Action Check if the server is operating properly. Then, retry the operation.

The Authentication Service is busy.

Source Communications Monitoring Service

Indicates The Authentication Service cannot respond at this time.

Action Try the operation again later.

The Clearinghouse became unavailable during the operation.

Source Communications Monitoring Service

Indicates The Clearinghouse is no longer operating.

- Action** (1) Reboot or restart the Clearinghouse Service.
(2) If this does not activate the Clearinghouse, refer to *Fault Isolation Process*.
-

Source Clearinghouse Service, File Service

Indicates While an operation was in progress, the Clearinghouse Service became unavailable.

- Action** (1) Try the operation again.
(2) If the message displays again, retry the operation at a less busy time.

The Clearinghouse data base is full.

Source Clearinghouse Service, File Service

Indicates The Clearinghouse database is full and cannot accept the volume name entered.

- Action** Enlarge the Clearinghouse Service database then, retry the operation. See the Clearinghouse Service chapter of the *Services Maintenance Guide*.

The Clearinghouse server is down.

Source Server Monitor Service

Indicates The server supporting the Clearinghouse Service is not operating.

Action (1) Reboot or restart the Clearinghouse Service.
(2) If this does not activate the Clearinghouse, refer to *Fault Isolation Process*.

The Clearinghouse server is unavailable.

Source Server Monitor Service

Indicates The server supporting the Clearinghouse Service is not available.

Action (1) Reboot or restart the Clearinghouse Service.
(2) If this does not activate the Clearinghouse, refer to *Fault Isolation Process*.

The desktop is unable to open the 3270 icon selected. Please retrieve a new 3270 icon from the directory.

Source ViewPoint Conversion and Emulations Software

Indicates The 3270 icon is in an older format that is incompatible with the current software.

Action Copy a new icon from the directory. Delete the old icon.

The directory already exists.

Source PC File Service

Indicates The specified directory name already exists on the specified pathname.

Action Try the operation again using a different directory name.

The directory does not exist.

Source PC File Service

Indicates The specified directory name does not exist on the specified pathname.

Action Try the operation again using the correct directory name.

The directory is in use. Try again later.

Source PC File Service

Indicates The specified directory is busy.

Action Try the operation again later.

The directory pathname does not exist.

Source PC File Service

Indicates The specified pathname does not specify an existing directory on that volume.

Action Make sure you entered the correct pathname and try the operation again.

The domain name was not found.

Source Clearinghouse Service

Indicates The domain portion of the specified name was not registered to the specified Clearinghouse organization.

Action (1) Make sure the spelling, format, or syntax are correct. Reenter the name and retry the operation.

(2) Make sure the domain is registered in the Clearinghouse Service. If it is not, register it. Then retry the operation.

The file does not exist.

Source PC File Service

Indicates The specified file does not exist on the specified path.

Action Make sure you entered the correct file name and try the operation again.

The File Service is not a currently enabled software option and cannot be started.

Source File Service

Indicates The File Service is not enabled.

Action Contact your Xerox representative to purchase a File Service under a separate license agreement.

The floppy disk needs scavenging. If this error persists, use the scavenge command on the property sheet.

Source ViewPoint Software

Indicates An error occurred while the floppy disk drive property sheet was open.

Action Use the Scavenge operation on the property sheet to correct the error on the floppy disk.

The IBM 3270 Host entry named <name> already exists in the server profile.

Source External Communication Service

Indicates You entered a name currently in use.

Action Enter a different name for the IBM 3270 host or delete the conflicting entry.

The local name was not found.

Source Clearinghouse Service

Indicates You entered a local name that is not registered to the specified Clearinghouse domain and organization.

- Action**
- (1) Make sure the spelling, format, or syntax are correct. Reenter the name and retry the operation.
 - (2) If the message displays again, use the **List Organizations** command to see if the local name is registered in the Clearinghouse Service. If it is not, add the name. Then, retry the operation.

The machine is not product factored for this application.

Source ViewPoint Office Accessories Software

Indicates The workstation is not enabled for the application you selected.

Action Enable the workstation for the desired application.

The name cannot be translated.

Source PC File Service

Indicates The file name (or one or more components of the pathname) has no valid ASCII characters, so a valid MS-DOS file name cannot be constructed.

Action Make sure you specified the name correctly and try the operation again.

The name is too long.

Source File Service

Indicates The name you entered exceeds the number of characters allowed for the field.

Action Make sure the spelling, format, or syntax are correct. Reenter the name and retry the operation.

The net share list for this volume is full.

Source PC File Service

Indicates More data cannot be added to the net share list for this volume.

Action Delete another entry or entries from this volume and try the operation again.

The net share list is empty.

Source PC File Service

Indicates There are no entries in the net share list. This will occur if the volume is closed.

Action Open the volume, restart the PC File Service, and try the operation again.

The network name is already in use.

Source PC File Service

Indicates The specified network name is already being used by another filing resource.

Action Try the operation again using a different network name for this resource.

The organization name was not found.

Source Clearinghouse Service

Indicates The organization name you entered is not registered to the specified Clearinghouse domain.

Action (1) Make sure the spelling, format, or syntax are correct. Reenter the name and retry the operation.

(2) If the message displays again, the organization name may not be registered in the Clearinghouse Service. If it is not, register it and retry the operation.

The parent file is not a directory.

Source PC File Service

Indicates The parent of the specified directory is a non-directory file.

Action Make sure the pathname is correct and try the operation again.

The parent of this directory does not exist.

Source PC File Service

Indicates The specified path to the new directory does not exist.

Action Make sure all components of the specified path are correct and try the operation again.

The parent of this directory is in use. Try again later.

Source PC File Service

Indicates The parent directory is in use.

Action Try the operation again later.

The registered name has the wrong property.

Source File Service

Indicates You did not enter the name of a correct object type, such as a user, service, or group. You may have entered the name of a service when you were supposed to enter the name of a user.

- Action** (1) Check the name you entered. Make sure it is the correct object type and that the spelling, format, or syntax are correct. Reenter the name and retry the operation.
- (2) If the message displays again, check whether the object name may not be registered in the Clearinghouse Service. If it is not, register it and retry the operation.

The remote service had an error during the operation.

Source File Service

Indicates A remote service failed during backup or restore. Although the cause for failure was not identified, the operation could not complete.

Action Retry the operation.

The remote service is too busy.

Source File Service

Indicates Remote service is currently unavailable. This may occur because backup or restore operations have started.

Action Try the operation again later.

The remote service is unavailable or not found.

Source File Service

Indicates Remote service is currently unavailable. This may occur because backup or restore operations have started.

Action Try the operation again later.

The repair cannot be completed due to an insoluble space problem.

Source Mail Service

Indicates The database repair operation requires that a small amount of space be available on the system volume.

Action (1) Create disk space on the system volume.

(2) Reinitialize the Mail Service or restore it using the most recent backup copy.

The specified container is in use.

Source File Service

Indicates Another user is accessing the container you specified.

Action Retry the operation later.

The specified MS is no longer available.

Source Mail Service

Indicates The Mail Service is not currently available.

Action Check the state of the remote Mail Service and try the operation again.

The specified MS is too busy.

Source Mail Service

Indicates The remote Mail Service is not accepting any more requests at this time.

Action Try the operation again in a few minutes.

The tape drive is in use for some other purpose.

Source Boot Service

Indicates The cartridge tape drive is being used by another service.

Action Check to see if the cartridge tape is in the drive. If it has been removed, determine what operation was disrupted. Then, restart that operation.

The tape drive is not ready.

Source Boot Service

Indicates The cartridge tape drive is not ready to operate.

Action (1) Remove the cartridge tape and insert it properly. Then, retry the operation.

- (2) If the message displays again, clean the heads of the cartridge tape drive. Then, retry the operation.

The tape is unformatted and cannot be read or written.

Source Boot Service

Indicates The cartridge tape currently in the drive is not usable.

- Action**
- (1) Check to make sure the cartridge tape in the drive is the one you intended to use. If the tape is a new one, format it. Then, retry the operation.
 - (2) If the message displays again, clean the heads of the cartridge tape drive. Then, retry the operation.

The tape is write protected.

Source Boot Service

Indicates A write-protected cartridge tape is in the tape drive.

Action If you need read and write access to the tape, insert a screwdriver in the write-protect plug on the cartridge tape and point the arrow away from the word SAFE. Then, retry the operation.

The 3270 character translation data file has an incompatible format and cannot be used.

Source ViewPoint Conversion and Emulations Software

Indicates The EBCDIC to Xerox character code translation file is obsolete.

Action Replace the ViewPoint Terminal Emulation of the IBM 3270 application.

The user-name or password entered is not acceptable. Please retype using your fully-qualified name and valid password.

Source ViewPoint Software

Indicates You entered an invalid name or password.

Action Check the spelling and syntax of the name and password you entered. Re-enter the name and password.

There are queued messages which must be moved to another MS (“n”).

Source Mail Service

Indicates Mail messages have remained in the queue when the Mail Service shut down.

Action Move the queued messages to a nearby Mail Service.

There are still mailboxes on this server (“n” of them).

Source Mail Service

Indicates Mailboxes have remained on the server when the Mail Service shut down.

Action Move the mailboxes to a nearby server.

There is already an active entry assigned to this RS232C port.

Source External Communication Service

Indicates The port has been configured for another use.

Action Change the configuration or use another port.

Source 850/860 Gateway Service

Indicates The server's RS232C port is already assigned to another service on the local server.

Action Determine which other service is using the RS232C port. Change the configuration or use another port.

There is already an entry assigned to this RS232C port.

Source External Communication Service

Indicates The port is already being used by the External Communication Service.

Action Choose another port.

There was an unexpected error connecting the remote service.

Source File Service

Indicates The File Service is unable to connect with the remote service. This may occur because backup or restore operations have started.

Action (1) Try the operation again.

(2) If the message displays again, check the status of the remote service. Then, retry the operation.

This floppy disk contains mangled data and is unreadable.

Source Boot Service

Indicates The Boot Service is unable to read the floppy data.

Action (1) Clean the heads of the floppy disk drive. Then, retry the operation.

(2) If the message displays again, replace the floppy disk. Then, retry the operation.

Source Services System Software

Indicates The system is unable to read the floppy disk.

Action If this message displays during installation, replace the floppy disk.

This floppy disk is incorrectly formatted.

Source Boot Service

Indicates The Boot Service does not recognize the format of the floppy disk.

- Action** (1) Check the floppy disk you inserted in the drive. Make sure it is the correct disk and that you inserted it properly.
- (2) If you did insert the correct disk, clean the heads of the floppy disk drive. Then, retry the operation.
-

Source Services System Software

Indicates The server does not recognize the format of the inserted floppy disk.

Action Replace the floppy disk with a correctly formatted floppy disk. Refer to the entry level chapter of *Fault Isolation Process*.

This workstation is not Product Factored to run CUSP buttons.

Source ViewPoint CUSP Buttons Software

Indicates The workstation has not been enabled for the CUSP buttons application.

Action Product factor the workstation for the CUSP button application.

This workstation is not Product Factored to run this Solution application.

Source ViewPoint CUSP Buttons Software

Indicates The workstation has not been enabled for the Solution application.

Action Product factor the workstation for the Solution application.

Timeout while dialing

Source Mail Service

Indicates The Mail Service is having a problem using the RS232C port and autodialer.

Action Check the communication equipment and the configuration files used in the startup of the Mail Service. Retry the operation.

Too many client entities.

Source Server Monitor Service

Indicates The Server Monitor Service is unable to monitor all the servers you have specified.

Action Remove unneeded servers from the monitored server list.

Too many connections.

Source Mail Service

Indicates The Mail Service is having a problem using the RS232C port and autodialer.

Action Check the communication equipment and the configuration files used in the startup of the Mail Service. Then, retry the operation.

Too many event recipients.

Source Server Monitor Service

Indicates The Server Monitor Service is unable to send messages to all the event recipients you have specified.

Action Remove unneeded event recipients from the Server Monitor Service list.

Transfer aborted.

Source Communications Monitoring Service

Indicates The entire file cannot be transferred to the File Service. This may be due to a lack of space.

Action Check the disk storage space available on the File Service. If space is no longer available, move or delete files to make space available. Then retry the operation.

Transfer problem.

Source File Service

Indicates There was a problem transferring a file to or from a remote service during a backup or restore operation.

Action Try the operation later.

Transmit error.

Source Print Service

Indicates The document was not transmitted because of a communication error.

Action Try to send the document again.

Trouble accessing volume.

Source File Service

Indicates The File Service was unable to access a volume.

Action (1) Try the operation later.

(2) If the message displays again, reboot the server or use the **Set Backup Parameters** command to reset the backup parameters. Then, retry the operation.

Unable to build TTY translation table.

Source ViewPoint Conversion and Emulations Software

Indicates The ASCII to Xerox Character code translation file has an incorrect format. This may be because the Remote System Administration application folder is damaged.

Action Replace the Remote System Administration application folder.

**** Unable to catalog fonts because of test pattern in progress. Use the Start Printing command after test pattern completes.**

Source Print Service

Indicates The Print Service is making a test pattern.

Action Reenter the **Start Printing** command when the test pattern has completed.

Unable to configure board because line speeds of RS232C port entries not within any valid range. Board and ports will be ignored.

Source External Communication Service

Indicates The External Communication Service is unable to configure RS232C port entries.

Action (1) Stop the External Communication Service.

- (2) Correct the speeds of asynchronous ports on the Communication Interface Unit board by referring to the External Communication Service Worksheet. Restart the External Communication Service. Make sure the transmission speed (bps) for all asynchronous ports are within one of the following line speed ranges:

1st speed range	110 - bps
2nd speed range	75, 300, 600 - bps
3rd speed range	150, 300, 600 - bps
4th speed range	300, 600, 1200 - bps
5th speed range	600, 1200, 2400 - bps
6th speed range	1200, 2400, 4800 - bps
7th speed range	9600 - bps

Unable to configure board because of disk error. Board and ports will be ignored.

Source External Communication Service

Indicates There may not be enough room for the file the External Communication Service is trying to write.

Action Check the disk storage space available on the server. Move or delete files to make space available. Then, stop and restart the External Communication Service.

Unable to configure board because parity option not available on CIU. Board and ports will be ignored.

Source External Communication Service

Indicates The External Communication Service is unable to configure the Communication Interface Unit with the information provided.

Action Stop the External Communication Service. Change the parity option for the RS232C port to either odd, even, or none. Then, restart the External Communication Service.

Unable to configure board because synchType option not available on CIU. Board and ports will be ignored.

Source External Communication Service

Indicates The External Communication Service is unable to configure the Communication Interface Unit with the information provided. SynchType, or synchronous communication, is not supported by the Communication Interface Unit. IBM 3270 BSC emulation is an example of synchronous communication.

Action Stop the External Communication Service. Change the entry for the specified RS232C port. Then, restart the External Communication Service.

Unable to configure board because unsupported dialer(s) specified for CIU. Board and ports will be ignored.

Source External Communication Service

Indicates The External Communication Service is unable to configure the Communication Interface Unit using the information provided.

Action Stop the External Communication Service. Correct the problem entry. Then, restart the External Communication Service.

Unable to configure Communication Interface Unit, <CIU name> board <A or B> because synchType option not available on CIU. Board and ports ignored.

Source External Communication Service

Indicates The External Communication Service is unable to configure the Communication Interface Unit using the information provided.

Action Stop the External Communication Service. Change the entry for the specified RS232C port. Then, restart the External Communication Service.

Unable to configure Communication Interface Unit, < CIU name > board < A or B > because unsupported dialer(s) specified for CIU. Board and ports ignored.

Source External Communication Service

Indicates The External Communication Service is unable to configure the Communication Interface Unit. You may have either a Ven-Tel or Racal Vadec dialer on a Communication Interface Unit board, but not both.

Action Stop the External Communication Service. Correct the problem entry. Then, restart the External Communication Service.

Unable to display coversheet. Please try again later or see System Administrator.

Source Documenter Software

Indicates A network service file or courier error occurred when you attempted to access a remote cover sheet.

Action Try the procedure later.

Unable to establish an authentication conversation.

Source ViewPoint Conversion and Emulations Software

Indicates The server may not be operating.

- Action** (1) Check to see if the authentication server is installed and running. Try the procedure again.
(2) If the problem continues log off your desktop. Log on again. Then, retry the operation.

Unable to find the necessary TIP file.

Source ViewPoint Conversion and Emulations Software

Indicates The system file required to run TTY emulations is missing. This may be because the Remote System Administration application is damaged.

Action Replace the Remote System Administration desktop icon.

Unable to find 3270 character translation data file.

Source ViewPoint Conversion and Emulations Software

Indicates The EBCDIC to Xerox character code translation file is missing.

Action Replace the ViewPoint Terminal Emulation of IBM 3270 application.

Unable to find TTY data file(s).

Source ViewPoint Conversion and Emulations Software

Indicates The system file required to run TTY is missing.

Action Close any open windows or reboot the workstation.

**Unable to mail error message to: <name >
concerning: <folder name >.
Contents of mail note follows:**

Source Remote Batch Service

Indicates The Remote Batch Service is unable to mail the referenced message.

Action Check to see that the user has a mailbox. If a mailbox exists, check to see for problems on the internetwork (for example, the Internetwork Routing Service may be down, the Mail Service may be stopped).

**Unable to register Remote Batch Service.
Remote Batch Service not started.**

Source Remote Batch Service

Indicates The Remote Batch Service cannot complete its registration because the Clearinghouse Service or the Authentication Service are not unavailable.

Action Try to register the Remote Batch Service at a later time.

Unable to write CIU boot file named: <file name >.

Source External Communication Service

Indicates There may not be enough room for the External Communication Service to write a file.

Action Check the remaining file space with the **Show Space** command. Delete any unneeded files from the user volume.

Unexpected authentication problem.

Source Communications Monitoring Service

Indicates The Communications Monitoring Service was unable to access the Authentication Service.

Action (1) Try the operation again later.

(2) If the message displays again, use the **Show Status** command to check the status of the Clearinghouse Service. See the Clearinghouse Service chapter of the *Services Maintenance Guide*.

Source File Service

Indicates The File Service was unable to access the Authentication Service.

Action (1) Try the operation again later.

(2) If the message displays again, use the **Show Status** command to check the status of the Clearinghouse Service. See the Clearinghouse Service chapter of the *Services Maintenance Guide*.

Unexpected dialout problem

- Source** Mail Service
- Indicates** The service is experiencing problems using the RS232C port and autodialer.
- Action** Check the communication equipment and the configuration files used in the start up of the Mail Service.

Unexpected error while accessing file.

- Source** PC File Service
- Indicates** The specified pathname contains a "/" as the first character.
- Action** Enter the pathname correctly and try the operation again.

Unexpected hardware error. Cannot continue installation.

- Source** Services System Software
- Indicates** A problem with the floppy disk drive or controller.
- Action** Refer to the entry level chapter of *Fault Isolation Process*.

Unexpected problem

- Source** Mail Service
- Indicates** The service is experiencing problems using the RS232C port and autodialer.
- Action** Check the communication equipment and the configuration files used in the startup of the Mail Service.

Unexpected Server Monitor problem. Please try again.

- Source** Server Monitor Service
- Indicates** The Server Monitor Service has encountered an unidentified problem.
- Action** Refer to the entry level chapter of *Fault Isolation Process*.

Unknown boot file type.

- Source** Boot Service
- Indicates** A boot file encountered in the profile entry did not match one of the following types: Microcode, Germ, or Boot. The Boot Service profile file may be damaged.
- Action** Copy the BootService.profile file to the working directory from a known good floppy disk. Retry the operation.

Unknown error reason.

Source Server Monitor Service

Indicates The Server Monitor Service has encountered an unidentified problem.

Action Refer to the entry level chapter of *Fault Isolation Process*.

Unknown floppy problem.

Source Boot Service

Indicates The Boot Service cannot access the floppy disk.

Action (1) Check the floppy disk drive. Make sure it is powered ON and the connections are secure. If the connections are secure and the power is ON, retry the operation.

(2) If the message displays again, refer to the entry level chapter in *Fault Isolation Process*.

Unknown librarian error.

Source Librarian Service

Indicates An untranslatable error occurred while a libject was being checked in, or during a backup or recover operation.

Action Try the operation again. If the message displays again, call the Systems Customer Support Center.

Unknown problem. Operation aborted.

Source Services System Software

Indicates An unexpected event occurred during an update of the Clearinghouse database.

Action Retry the operation. If the message displays again, check the Clearinghouse Service to verify whether it is running correctly.

Untranslatable document < document name > left in Mail Folder < name > .

Source 850/860 Gateway Service

Indicates While sending a document to a 850 user, the 850/860 Gateway Service was unable to translate from 860 to 850 document format. The untranslatable document remains in the user's mailbox.

Action Retrieve the document using an 860 Information Processing System or an 6085/8010 workstation. Modify it appropriately. Then, re-mail it.

Untranslatable document received. User disconnected.

Source 850/860 Gateway Service

Indicates A 850 user tried to send an incorrectly formatted document.

Action Modify the document. Then, resend it.

User <alias> is not registered in the Clearinghouse.

Source 850/860 Gateway Service

Indicates The alias is not registered in the Clearinghouse.

Action Enter the user's fully-qualified name. Register the alias in the Clearinghouse.

Verify <specified server> failed. Server does not have event reporting service, but SMS monitors it.

Source Server Monitor Service

Indicates The server does not have event reporting capability, but it is monitored by the Server Monitor Service.

Action Install the event site reporting option of the Server Monitor Service.

Volume busy at this time. Try again later.

Source File Service

Indicates You tried to access a volume locked by a backup procedure.

Action Wait for backup to complete. Try the operation again.

Volume is full. Cannot complete installation.

Source Services System Software

Indicates Additional files cannot be installed because the volume is full.

Action Move or delete existing files to make space available on the volume.

Waiting for communication session to end (<reason>).

Source Remote Batch Service

Indicates The Remote Batch Service is terminating a communication session.

Action Refer to the entry level chapter of *Fault Isolation Process*.

Warning: <host name> is the default host for <port name>. Delete it? (Y/N).

Source External Communication Service

Indicates The IBM 3270 host entry you want to delete is the default host for the RS232C port.

Action To delete the host, type **Y**. Assign a different host for the RS232C port.

Warning--Can't find Authentication Service. Proceeding.

- Source** Services System Software
- Indicates** The Authentication Service cannot be found.
- Action** Try registering the service again later to ensure that a valid Clearinghouse Service entry exists.

Warning--Can't find Clearinghouse. Proceeding.

- Source** Services System Software
- Indicates** The Clearinghouse Service cannot be found during registration or unregistration.
- Action** Try the registration again later to ensure that a valid Clearinghouse Service entry exists.

Warning: CHS database is full.

- Source** Clearinghouse Service
- Indicates** The Clearinghouse Service database is full.
- Action** Reboot the server. Enter the Clearinghouse Service context and use the **Show Status** command. If the database is greater than 75 percent full, reboot and expand the database.

Warning - Communication error while trying to boot <CIU address>.

Source External Communication Service

Indicates The External Communication Service will automatically try to reboot the Communication Interface Unit (CIU).

Action Reboot the CIU. If the CIU does not reboot, check the CIU connections.

Warning - Communication error while trying to send first block to <CIU address>.

Source External Communication Service

Indicates The External Communication Service received an error while trying to transmit to the Communication Interface Unit.

Action If the CIU does not reboot, check the CIU connections.

Warning - Couldn't force boot <CIU address>.

Source External Communication Service

Indicates The External Communication Service was unable to boot the Communication Interface Unit.

Action Check that both the External Communication Service and the Communication Interface Unit are operational. Make sure the Communication Interface Unit is booted with the updated files.

Warning: Damaged file backed up.

Source File Service

Indicates The File Service encounter a damaged file during a backup operation.

Action See the File Service chapter of the *Backup and Restore Guide* for procedures to repair the damaged file.



CAUTION: If the backup medium is a floppy disk, the damaged file is backed up but cannot be restored. However, if the backup medium is a rigid disk, the damaged file is **not** backed up.

Warning: Damaged file skipped.

Source File Service

Indicates The File Service encountered a damaged file during a restore operation. The damaged file was skipped (along with all its descendants, if it is a directory).

Action

- (1) If you are restoring a rigid disk, run the File Check procedure on the volume containing the backup data.
- (2) If you cannot salvage the file, use the **Restore Container** command to restore the individual descendants of the damaged file. See the File Service chapter of the *Backup and Restore Guide* for procedures to repair the damaged file.

Warning: Foreign Domain already served by some Mail Service.

Source Mail Service

Indicates You specified a foreign domain that is already served by another Mail Service.

Action Continue only if you are moving a foreign domain to this Mail Service. Otherwise, make sure that you are adding the correct domain. If you are moving a foreign domain to this service, use the **Delete Foreign Domain** command to delete it from the old Mail Gateway Service.

Warning: Foreign Gateway still has Foreign Domain attached.

Source Mail Service

Indicates You specified a foreign gateway that still has one or more foreign domains attached to it.

Action Reconfirm the Foreign Gateway.

Warning: ITS could not locate the Terminal Description File. Contact your System Administrator.

Source Interactive Terminal Service

Indicates The Interactive Terminal Service was unable to locate the Terminal Description File.

Action Re-install the Interactive Terminal Service. Refer to the Services System Software chapter of the *Services Installation and Setup Guide*.

Warning: local device inaccessible

- Source** Boot Service
- Indicates** The Boot Service is unable to access the local external storage device (the floppy disk or cartridge tape).
- Action** (1) Check the drive. Make sure it is on and the connections are secure. If the connections are secure. Retry the operation.
- (2) If the message displays again, perform Floppy Disk Drive or Cartridge Tape Drive On-line diagnostics test.

Warning: local device unknown

- Source** Boot Service
- Indicates** The Boot Service was unable to find the local external storage device type (e.g., the floppy disk or the cartridge tape) in the internal list of devices.
- Action** Enable the Standard Services Software option. Refer to the *Network Administration Library: Services System Software* chapter. Then, retry the operation.

Warning: Mail Service has been stopped. Please start the Mail Service.

- Source** Clearinghouse Service

Indicates The coresident Mail Service has been stopped for longer than one hour.

Action Restart the Mail Service.

Warning: Mailbox is registered on another server.

Source Mail Service

Indicates You specified a name already in use for a mailbox on another Mail Service.

Action Confirm a second time to move the mailbox and its contents to the local server.

Warning: Mailbox not empty; mail will be lost.

Source Mail Service

Indicates You tried to delete a mailbox containing one or more items of mail.



If you added a new mailbox to another Mail Service, it may be that the mailbox move is not yet complete. Do not delete the mailbox from the old site; this occurs automatically.

Action Cancel the delete operation. Remove the mail from the mailboxes. Re-enter the command to delete the mailbox.

WARNING---Network number in server profile does not agree with net number on the internet.

Source Services System Software

Indicates You have moved the server or its profile to a different internetwork. The moved server detects from another server on the new network that its profile contains a different network number. The moved server then assumes that the number of the other server is correct, writes the new number into the profile, and displays it on the screen for the user's benefit.

Action Make sure that this is the correct number. If it is, there is no action required. The server automatically continues initialization.

If the server has been accidentally moved to a different internetwork, and the number is incorrect, immediately move the server from the incorrect network to the correct one. Reboot the server.



CAUTION: Make sure that the server profile displays the correct network number. If the Clearinghouse Service propagates the wrong network number, this can cause major damage to the network. It may result in failure of servers running Internetwork Routing Service. If this situation occurs, call your Systems Analyst immediately.

Warning: No <object> named <name> is registered.

Source Clearinghouse Service

Indicates The specified object is not registered in the database or cannot be located due to update propagation problems.

Action Check the spelling of the object. Try the command again.

Warning - No active RS232C port assigned to this Communication Interface Unit, < CIU name >, Board, < A or B >.

Source External Communication Service

Indicates Ports on the board will not be accessible to any user. Even though the External Communication Service will boot the Communication Interface Unit, if requested.

Action Stop the External Communication Service. Perform the appropriate procedure in the External Communication Service chapter of the *Services Installation and Setup Guide*. Then, restart the External Communication Service.

Warning - No Boot Files for < CIU address >.

Source External Communication Service

Indicates Internal switches of the Communication Interface Unit (CIU) are set improperly.

Action Check the internal CIU switch settings. Correct the setting. Retry the operation.

Warning: rate of congestion exceeds 10%.

- Source** Internetwork Routing Service
- Indicates** The rate of congestion exceeds the 10 percent threshold. This may indicate a communications hardware problem.
- Action** Reduce the modem speed.

Warning: rate of CRC error exceeds 5%.

- Source** Internetwork Routing Service
- Indicates** The cyclic redundancy check error rate exceeds the 5 percent threshold. This may indicate a communications hardware problem.
- Action** Reduce the modem speed.

Warning: Some files may have been skipped because they were in use.

- Source** PC File Service
- Indicates** Some files were not examined because they were in use.
- Action** Try the operation again later.

Warning: Some files may have been skipped owing to insufficient or indeterminate access rights.

Source PC File Service

Indicates Some files were not examined because the user did not have access or the access could not be determined.

Action If the user is a System Administrator, enable and try the operation again.

Warning: The domain <domain:organization> does not exist.

Source Clearinghouse Service

Indicates The domain and organization components of the name did not correspond to an existing domain.

Action Use the **List Domains** command to check the spelling (including spaces and punctuation) of the domain and organization names. Or, if the domain is not on the list, check with the System Administrator.

Warning: The last MS restart attempt failed, this may indicate a damaged database.

Source Mail Service

Indicates The last Mail service restart was interrupted before it finished repairing the database. This may have been because of the damaged database.

Action Continue the restart procedure. If the procedure fails, see *Fault Isolation Process*.

Warning: The local Clearinghouse will suffer if the Mail Service is stopped for any length of time.

Source Clearinghouse Service

Indicates You should not allow the Mail Service to be stopped for an unreasonable amount of time.

Action Stop the service to perform the required tasks and restart as soon as possible.

Warning: There is only one other copy of Domain <Domain:Organization>.

Source Clearinghouse Service

Indicates You tried to delete one of only two existing copies of the specified domain.

Action To delete one of the existing domains, type **Y** to confirm. To cancel the deletion, type **N**.

Warning: This is the only copy of Domain <Domain:Organization>.

Source Clearinghouse Service

Indicates You tried to delete the only existing copy of the specified domain.



CAUTION: Deleting the last instance of a domain prevents you from using that domain name again for 30 days.



CAUTION: If you are deleting the last domain in an organization, the organization name will also be removed from the database and cannot be used again for 30 days.

Action To delete the last copy of the domain, type **Y** to confirm. To cancel the deletion, type **N**.

Warning - Timeout while trying to boot <CIU address>.

Source External Communication Service

Indicates Possible communication hardware problems.

Action Refer to the entry level chapter of *Fault Isolation Process*.

Warning - Timeout while trying to send first block to <CIU address>.

Source External Communication Service

Indicates Possible communication hardware problems.

Action Refer to the entry level chapter of *Fault Isolation Process*.

Will attempt to reestablish lost connection to modem to IBM 3270 Host <host name> through RS232C port <port name>.

Source External Communication Service

Indicates The switched SNA connection has ended.

Action Determine the cause of the lost connection. Check with personnel at the IBM 3270 host site to correct the problem.

Will not be able to boot Communication Interface Unit <CIU name> Board <A or B>, since it needs file <file name>.

Source External Communication Service

Indicates The External Communication Service is unable to boot the Communication Interface Unit (CIU).

Action Refer to the entry level chapter of *Fault Isolation Process*.

X25 monitoring not available for this service.

Source Communications Monitoring Service

Indicates The RS232C port configuration does not correspond to the type of monitoring requested.

Action Change the protocol selection to correspond to the configuration of the RS232C port.

X25 software not loaded.

Source Communications Monitoring Service

Indicates The software required to monitor the X.25 network and circuits was not loaded.

Action Reload the necessary software. Try the operation again.

Your password is no longer valid. Please contact your System Administrator.

Source ViewPoint NetCom Software

Indicates Your password is no longer recognized by the system.

Action Check the connection to the network. Make sure the workstation is communicating with the File Service.

