norstar   COMPANION

Norstar/Companion
Alarm & Event Code Manual

Introduction

This manual lists alarm codes and event messages for all Norstar and COMPANION systems, except for Norstar Compact systems which must be equipped with wireless capability in order to access the codes and messages.

Each alarm/event is followed by a brief explanation and the appropriate action to take. A check mark indicates whether or not an event results in a system restart.
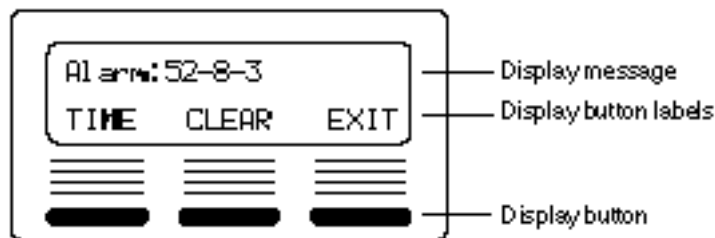
Some events recommend a warm start to reset the system without reinitializing the system memory. To warm start the system, turn the power to the KSU off and on. If the problem persists after you have taken the appropriate actions, replace the existing Feature Cartridge with the most recent version of the Feature Cartridge.

Many of the event messages indicate that the system's internal software has detected an error. Usually there is no disruption or degradation of service, and limited troubleshooting action, however, a call should be placed to the local support group.

Alarms have a higher priority than events. Attend to alarm codes before event messages.

Alarm code displays

Alarm codes appear at the alarm telephone (if one has been identified in Administration programming) and in the System Test Log, the System Event log and the Network log during a Maintenance session. The following figure shows an alarm code as it appears on a Norstar alarm telephone display.
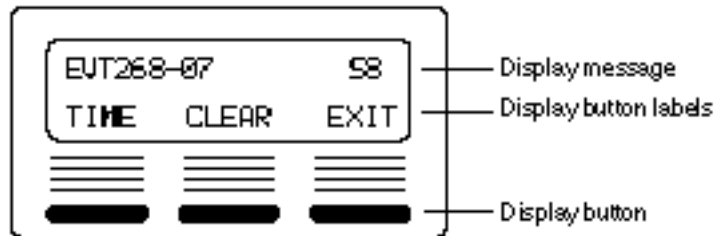

In COMPANION systems, some alarms are indicated by a text string rather than by an alarm code. They are handled in the same way.

Alarm parameters

In addition to the alarm code, a series of digits may appear after hyphens to further define the appropriate port number or Trunk Cartridge number.

Event message displays

Event messages appear as items in the System Administration Log, the System Test Log, System Event Log or the Network Log, during a Maintenance session. The 3-digit event number follows the letters EVT. The following figure shows an event message as it appears on a Norstar telephone display.

Event parameters

In addition to the event number, a series of up to six digits may appear after a hyphen to further define the appropriate port number, directory number, filter or other event parameters. An event message can display up to three 2-digit parameters. For example, in EVTXYZ-011104:

01 = parameter 1, 11 = parameter 2, and 04 = parameter 3.

Severity number

Each event is assigned a severity number from 1 to 9, with 9 being the most severe. An 'S' preceding this number, 'S8' for example, appears in the event message. The severity number is assigned so that if a log is full, new event messages with a higher severity replace existing messages of a lower severity. For this reason, the event messages should be checked at regular intervals.

Local support group

Before reporting an event to your local support group, record all parameter information displayed with the alarm code or event message. Your local support group will also need to know the software version being used.

In some cases, your local support group will request the event or restart traceback data and will supply you with the appropriate password and instructions for retrieving this information. On North American (DR1 to DR5) systems the restart tracebacks must include both SP and RTP tracebacks.

Address of Supplier

Contact Name

Address

Telephone Number

List of abreviations and acronyms

Acronym	Description
AC15A	A private circuit which Norstar uses in the United Kingdom to connect to a private telephone network.
ANI	Auto Number Identification
BLF	Busy Lamp Field
BRI	Basic Rate Interface
CAP	Central Answering Position
CCU	Central Control Unit, equivalant to the controller in COMPANION systems, and the KSU in North American systems.
CII	Call Identification Interface
CLID	Calling Line Number Identification
CPU	Central Processing Unit
CSU	Channel Service Unit
DASS2	Digital Access Signaling System 2
D-Channel	Data Channel
DIA	Direct Inward Access
DN	Directory Number
DNIS	Dialled Number Identification Service
DR	Design Release
DSP	Digital Signal Processor
DTI	Digital Trunk Interface
DTMF	Dual Tone Multi Frequency
D64	64 Kilobit D-channel
EEPROM	Electronically Erasable Programmable Read Only Memory

Acronym	Description
E&M	Ear and Mouth
EVT	Event
FUMP	Functional Messaging Protocol
ID	Identification
ILG	Incoming Line Group
ISDN	Integrated Services Digital Network
IVD	Integrated Voice and Data
KSU	Key Service Unit in Norstar systems, equivalent to the Controller in COMPANION systems, and the CCU in United Kingdom systems.
LID	Logical Identifier
NT	Northern Telecom
NVRAM	Non-Volatile Random Access Memory
PBX	Private Branch Exchange
PC	Personal Computer
PCM	Pulse Code Modulation
PCS	Personal Communications System
PSTN	Public Switched Telephone Network
RAM	Random Access Memory
RAD	Remote Access Device
RTP	Real Time Processor
RSSI	Received Signal Strength Indication
SP	System Processor
TCM	Time Compression Multiplexing

Acronym	Description
TEI	Terminal Endpoint Identifier
TN	Terminal Number
UTAM	Unlicensed PCS ad-hoc committee for 2-GHz microwave Transition and Management.

List of alarm codes

Alarm	Explanation	Action
10	All telephones were disconnected.	Power down the system and check all telephone connections on the KSU.
11	All lines were disconnected.	Power down the system and check all core line connections on the KSU.
20	Wireless re-evaluation required.	Initiate data re-evaluation, or warm start the system.
21	Wireless re-evaluation in progress.	No action required.
22	Wireless re-evaluation completed.	
23	A configured cell failed to come on-line.	Determine which Base Stations belong to the failed cell. Re-execute system reevaluation. If the Base Stations do not appear, check wiring and power. Replace basestation if it is defective and invoke a data re-evaluation, or warm start the system.
24	Wireless communication may be disabled the next time the system is powered up.	The system is brought on-line before all Base Stations are properly connected, or the system is brought on-line before all station modules are properly connected, or there is a break in the power or TCM connections to some Base Stations.
31	The download of firmware to the DTI has failed.	Check the logs for occurrences of event 338. Record the message registered in the log and contact your local support group. Power down the system and check the DTI hardware and the link to the KSU.

Alarm	Explanation	Action
32	The wrong trunk card was selected as the primary clock source.	On systems which administer the primary and secondary clock source, the slot containing the DTI must be administered to be primary. On other systems the DTI must be plugged into the first core slot.
33	A cold start has occurred causing loss of system data.	Record the message registered in the log. Contact your local support group.
34	A BRI download began.	No action required. Wait for event code 871, indicating all Base Station and BRI download are complete.
35	BRI download did not complete correctly	No action required.
36	BRI download did not complete correctly after retries were performed.	Check the log events for previous download errors on this BRI. Check the BRI hardware and connections to the KSU.
37	An unrecoverable error occurred during a protocol download to the BRI card.	Check BRI hardware as well as connection to the KSU.
39	The country is not set or is invalid.	Select the appropriate country.
40	The long term alarm threshold has been surpassed in the DTI for the Unavailable Seconds Error.	Most likely an irregularity with the PSTN connections. Check the logs and look for events ranging from 315-336. If this alarm occurs more than once over a two-week period, contact your local support group.

Alarm	Explanation	Action
41	The long term alarm threshold has been surpassed in the DTI for the detection of Loss of Signal.	Most likely an irregularity with the PSTN connections. Check the logs and look for events ranging from 315-336. If this alarm occurs more than once over a two-week period, contact your local support group.
42	The long term alarm threshold has been surpassed in the DTI for the detection of Loss of Frame.	
43	The long term alarm threshold has been surpassed in the DTI for the detection of Alarm Indication Signal.	
44	The long term alarm threshold has been surpassed in the DTI for the detection of Remote Alarm Indication.	
45	The long term alarm threshold has been surpassed in the DTI for the detection of Loss of Signal on time-slot 16.	
46	The long term alarm threshold has been surpassed in the DTI for the detection of Alarm Indication Signal on time-slot 16.	
47	The long term alarm threshold has been surpassed in the DTI for the detection of Remote Alarm Indication on time-slot 16.	
50	All Station Module TCM lines disconnected.	The station module has been disconnected or has lost power, or the 25-pair cable was disconnected from the Station Module, or the fiber cable was disconnected from the Station Module or the Controller, or there is an internal Station Module fault.
51	A Trunk Module has been disconnected.	Record the code displayed on the alarm telephone. Identify the module that caused the alarm. Power down the system. Check all connections to the Trunk Module. If the problem persists, replace the cables.

Alarm	Explanation	Action
52	A Trunk Cartridge has been disconnected.	Record the code displayed on the alarm telephone. Identify the module that caused the alarm. Power down the system. Check all connections to the Trunk Module. Check that the Trunk Cartridge is properly seated. If the problem persists, replace the cables.
53	A single radio has been removed from service due to an error. An accompanying event message will indicate an explicit reason for the radio failure.	Verify wiring from Base Station to the KSU. Replace Base Station if it is defective.
54	A software download to the Base Stations has started.	No action required. During Base Station download, system performance may be sluggish, and wireless functionality will not be complete. Wait for alarm 55.
55	The Base Station download is complete.	No action required.
56	Device Failure	Power has failed or the TCM connection to the Controller is broken, or Base Station radio or RAD has failed.
57	Non-recoverable inconsistency detected. The location and ordering of the modules has changed.	Resume operation with the new configuration, which will automatically adjust, or restore the modules to their original position, or leave the modules in their current position and perform a cold restart.
58	AC-15A plugged into the wrong port. The location and ordering of the modules has changed.	Restore the modules to their original locations and perform a warm start, or leave the modules in their current location and perform a cold restart.

Alarm	Explanation	Action
59	Unable to activate all registered portables. The system requires additional portable credits.	Contact your local support group to obtain a portable credits software key of sufficient capacity to accommodate the registered portables that failed to activate.
60	Incompatible System Configuration	Check KSU and configuration of the expansion ports. Ensure the configuration is either: no expansion, 2 port expansion in the right hand slot, 6 port expansion cartridge/combo card in the right hand slot or two 6 port/combo cards in both left and right slots.
61	The line type programmed is inappropriate or incompatible for the line that is connected to the port.	Check that the line type programmed matches the Trunk Cartridge in the slot. Change programming as required.
62	The line is set to auto answer but the line type does not support auto answer.	Either change the programming of the line to be manual answer, or power down the system and change the Trunk Cartridge to one that supports disconnect supervision.
63	There are no more DTMF receivers that can be allocated.	Wait until a DTMF receiver becomes available. If this alarm occurs frequently, add an additional Trunk Cartridge with DTMF receivers to the system.
64	Invalid Expansion Cartridge configuration.	Insert the Expansion Cartridge in the appropriate slot.
66	An AC15A private circuit is plugged into a telephone port that is not in the allowable range for AC15A private circuits.	Unplug the AC15A private circuit from the KSU, consult the documentation for the correct location of the AC15A ports, and then plug the AC15A private circuit into one of the allowed ports.

Alarm	Explanation	Action
67	An invalid Trunk Cartridge has been connected to the indicated port.	Power down the system. Disconnect the Trunk Cartridge from the indicated port and check Trunk Cartridge compatibility for the specific country. Replace the Trunk Cartridge with the appropriate Trunk Cartridge type as required.
68	A device has been connected to a port which is not available for the device type.	Power down the system and disconnect the device from the port identified. Reconnect it to a valid port.
69	Software registrar error.	Record information from the event and network logs then contact your local support group. Replace the Feature Cartridge with the most recent version.
71	A log event has activated the emergency transfer relay.	No action required. The alarm was generated by a power failure.
72	The ISDN device is requesting a TEI and there are none remaining on the loop, or the device is requesting a TEI that is already in use by a device on that loop.	Unplug one of the devices on that loop or request a different TEI.
73	No DN is available to the new ISDN-S loop terminal.	A DN may be made available by changing the DN type from portable to ISDN. If no portable DN can be changed, a DN can only be available by unplugging an S-loop terminal.
80-99	Alarm generated by external PC applications.	Refer to PC applications for appropriate action.

Alarm	Explanation	Action
200	`Radio cred req'd.` Insufficient radio credits. Too many Base Stations have been connected to the system.	Verify the total and available number of radio credits using the Administration Terminal.
		Remove the excess Base Stations and restart the system.
		If you have increased the number of Base Stations you may need a new UTAM Activation Code to cover the increase in Radios.
		If Radio Credits are required then reevaluation is disabled.
201	`Radio cred decr.`The number of available radio credits has decreased.	No action required.
202	No UTAM password. This alarm indicates the system is performing a warm start or the system has never been enabled.	Contact your local support group for UTAM software codes.
203	`UTAM test failed`. The system detected an incorrect configuration.	Check all power connections, the location and number of Base Stations. Ensure that there are sufficient Radio Credits to support the number of Base Stations.
		Restart the system with the correct system configuration. Verify that radios have initialized and are not defective. The system may require a UTAM Recovery Code.
204	Evaluation override done.	No action required.
205	Disablement test active.	No action required.
206	Disablement test done.	No action required.

Alarm	Explanation	Action
207	System start-up.	No action required.
208	System on-line.	No action required.
209	Demonstration system.	No action required.

List of additional alarm codes

Alarm	Explanation
System coldstart	Reprogram the system using the programming record. Reregister all portable telephones.
System startup	System initialization is beginning.
System online	System initialization is finished.
Re-Eval required	Run System Reevaluation.
Re-Eval complete	System Reevaluation is finished.
BS-1 Dload Start	The controller is downloading Base Station data.
BS-1 Dload Done	The controller has finished downloading Base Station data.
UTAM code req'd	Enter a UTAM Activation Code or obtain a Regression Code.

List of event messages

Event	Restart	Explanation	Action
1	✓	Internal software detected an error.	No action required.
2		The system defaults to LoopStart because it is not able to recognize the mode assigned to the Trunk Cartridge in programming.	Try programming again. If unsuccessful, record information from the event and network logs and contact your local support group.
3		Internal software detected an error.	Warm start the system. If the event recurs, contact your local support group.
4		The system processor is too busy.	No action required. If the event recurs, warm start the system. Record the programming and the information from the event and network logs and contact your local support group.
5		Minor system error indicating that the system processor is too busy.	Record information from the event and network logs then contact your local support group.
6		Internal software detected an error.	
10		System error with the Digital Signal Processor.	Record information from the event and network logs then contact your local support group. Warm start the system.
11		System error with the Digital Signal Processor.	Warm start the system. If the event recurs, contact your local support group.

Event	Restart	Explanation	Action
12	✓	Insufficient memory for the operation of the Digital Signal Processor.	Record information from the restart tracebacks including RTP tracebacks in a North American (DR1 to DR5) system, then contact your local support group.
13		Overload on a Digital Signal Processor reset.	Record information from the event and network logs then contact your local support group.
16		Unable to read the Digital Signal Processor version.	
17		Unable to write to the Digital Signal Processor.	
18		System error with the Digital Signal Processor.	Record the event message. If the event parameter is 2, 3, 4, 5, or 12, contact your local support group. If the parameter is 10 or 11,14, 15, or 16 warm start the system.
19		Error in the Digital Signal Processor messaging.	Record the event message. If the event parameter is 7, contact your local support group. If the parameter is 6, 8 or 9, warm start the system.
20		The Digital Signal Processor has been held up for over 40 minutes, causing a decrease in system performance.	Record information from the event and network logs then contact your local support group. Warm start the system.
21		The Digital Signal Processor firmware has detected an error.	Record information from the event and network logs then contact your local support group. Warm start the system.

Event	Restart	Explanation	Action
22		Internal software detected an error.	Warm start the system. Record information from the event and network logs then contact your local support group.
102	✓	Memory allocation error.	Record information from the restart tracebacks, including RTP tracebacks in a North American (DR1 to DR5) system.
103	✓	Invalid address for NVRAM memory allocation/ de-allocation.	
104	✓	No more RAM available.	
105	✓	No more NVRAM available.	
106	✓	No more timers available.	
107		Timer duplication error.	Record information from the event and network logs then contact your local support group.
108	✓	Timer error.	Record information from the restart tracebacks, including RTP tracebacks in a North American (DR1 to DR5) system.
109	✓		
110	✓	Invalid number of timers.	
111	✓	The system is trying to do an operation on an invalid timer ID.	
112	✓	Duplication of timers.	
113		Invalid timer.	Record information from the event and network logs then contact your local support group.
114	✓	The Real Time Processor is resetting.	Record information from the restart tracebacks, including RTP tracebacks in a North American (DR1 to DR5) system.

Event messages 115 to 129

Event	Restart	Explanation	Action
115		The system software is using an invalid index.	Record information from the event and network logs then contact your local support group.
116	✓	The system is using an invalid port index.	Record information from the restart tracebacks, including RTP tracebacks in a North American (DR1 to DR5) system.
117		Internal software detected an error with the RTP.	Record information from the event and network logs then contact your local support group.
118	✓	Messaging error.	Record information from the restart tracebacks, including RTP tracebacks in a North American (DR1 to DR5) system.
119	✓	Queuing error.	
120	✓	An internal message is too long.	
121		The queuing subsystem not yet initialized.	Record information from the event and network logs then contact your local support group.
122		Queuing error.	
123		The system is trying to reinitialize the queuing subsystem.	Warm start the system.
124	✓	The system is trying to use an invalid line number.	Record information from the restart tracebacks, including RTP tracebacks in a North American (DR1 to DR5) system, then contact your local support group.
125	✓	The system is trying to use an invalid directory number.	
126		The system is trying to use an invalid tone on a core line.	Record information from the event and network logs then contact your local support group.
127		Stimulus messaging error.	
128		Internal FUMP error.	
129			

Event	Restart	Explanation	Action
130	✓	FUMP interpreter missing.	Record information from the restart tracebacks, including RTP tracebacks in a North American (DR1 to DR5) system, then contact your local support group.
131		Too many FUMP interpreters.	Record information from the event and network logs then contact your local support group. Warm start the system.
132		Invalid FUMP monitoring.	
133	✓	Stimulus handling error.	Record information from the restart tracebacks, including RTP tracebacks in a North American (DR1 to DR5) system, then contact your local support group.
134	✓	FUMP handling error.	
135		The system is trying to use an invalid telephone ID.	Record information from the event and network logs then contact your local support group. Warm start the system.
136		The system is trying to use invalid indexing on a message.	
137	✓	The system is trying to start a timer that is still running, or trying to cancel a timer that is not running.	Record information from the restart tracebacks, including RTP tracebacks in a North American (DR1 to DR5) system, then contact your local support group.
138		Internal software detected an error.	Record information from the event and network logs then contact your local support group. Warm start the system.

Event	Restart	Explanation	Action
139		The time-out procedure has been running for too long and barely avoided a watchdog time-out.	Record information from the event and network logs then contact your local support group.
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141			
142			
143			
144		The system does not recognize hardware configuration. Some peripherals may be out of service.	Record programming. Record information from the event and network logs then contact your local support group. Power down the KSU. Check all hardware connections. Check that the Expansion Cartridge is properly seated.
145		Trying to send a message that has length 0.	Record information from the event and network logs then contact your local support group.
147		Incorrect line message destination. Some of the off-core lines may not function properly.	Record information from the event and network logs then contact your local support group. Power down the KSU. Check all Trunk Module connections. Check that the Expansion Cartridge and Trunk Cartridges are properly seated.
148		The system's application layer is trying to define a bad value for the maximum D-channel message size.	Contact your local support group.

Event	Restart	Explanation	Action
149		The system is trying to set invalid DTMF dialing parameters.	Record information from the event and network logs then contact your local support group.
150		The system is trying to dial invalid DTMF digit(s) or no digits at all.	
151		A software routine has received an invalid parameter.	
152		The system is calling for a software routine that is not supported.	Record information from the event and network logs then contact your local support group.
160		The system is trying to program an invalid PCM mode in the A08 chip. This occurs only on North American products equipped with an RTP or on North American Compact systems.	
161		The system is trying to set illegal parameters for a connection.	
162		The system is trying to perform a conference function but the parameters relating to the conference address are out of range.	
163		When attempting to configure some operating parameters on the line hardware, a number of parameters were either not recognized or badly formatted.	Attempt to reset the Trunk Cartridge through a Maintenance session. If code persists contact your local support group.
164		Internal software detected an error.	No action required.
165		Proceed to Send and Number Received signaling protocol not supported by on-core lines.	Record information from the event and network logs then contact your local support group.
166		Attempted to read or clear the pulse meter for a core line.	

Event	Restart	Explanation	Action
170		Internal software detected an error.	Record information from the event and network logs then contact your local support group. Warm start the system.
171		The dial tone detector has failed a self-test and activated the emergency transfer relay.	Contact your local support group. Warm start the system.
172		Attempting to route a message before the operating parameters are set.	Record information from the event and network logs then contact your local support group.
173		Router operating parameters were set more than once.	
174		Trying to copy too many parameters.	
176		D64 message has not been allocated.	Warm start the system.
177		D64 message is not currently operational.	
178		Invalid entity type has been used to define a D64 message handler.	
179		Attempting to associate a D64 channel with an invalid index range.	
180		The tones download failed during system initialization.	Warm start the system.
181		The DSP download failed during system initialization.	
182		The system is trying to set a new timer but there is none available.	Record information from the event and network logs then contact your local support group. Warm start the system.
183		This event may indicate a problem with the KSU.	If problem persists contact your local support group.

Event	Restart	Explanation	Action
184		Invalid message length over the D64 channel.	Record information from the event and network logs then contact your local support group. Warm start the system.
185		Internal software detected an error. A corresponding alarm code 69 will occur.	Record information from the event and network logs then contact your local support group.
186		Internal software detected an error.	Warm start the system.
187		The Expansion Cartridge is plugged into the wrong slot on the KSU. A corresponding alarm code 64 will occur.	Insert the Expansion Cartridge in the appropriate slot.
188	✓	Invalid time slot or no response from the core controller hardware.	Record information from the restart tracebacks, including RTP tracebacks in a North American (DR1 to DR5) system, then contact your local support group.
189	✓	Error in the Digital Signal Processor.	
190		Corrupt data between the core controller and core controller interface software.	Record the event message and contact your local support group.
191		Download for the Digital Signal Processor failed at system initialization.	Record information from the restart tracebacks, including RTP tracebacks in a North American (DR1 to DR5) system, then contact your local support group.
192		Too many IVD read requests are outstanding.	
193		Error message received from the Core Controller hardware	Record the event message and contact your local support group. If the parameter is 5 then re-seat the feature card, otherwise no action required.

Event messages 194 to 209

Event	Restart	Explanation	Action
194	✓	Internal software detected an error.	Warm start the system.
195		Expansion cartridge placed in wrong slot. A corresponding alarm code 60 will occur.	Check expansion cartridge configuration.
196		Internal modem software error	Record the event message and contact your local support group.
197		Slow system operation or software error on a system with play/record (auto attendant) capability.	Contact your local support group.
200		The command type of the FUMP message is invalid.	Warm start the system.
201		Invalid message type.	Record the event message and contact your local support group.
202		Invalid parameter type.	
203		The system is dealing with an event message that is not found in the event table.	
204		The system is dealing with an alarm code that is not found in the alarm table.	
205		The event has too many parameters associated with it.	
206		Invalid input was received during a Maintenance session.	
207		Maintenance timer has expired but its ID is invalid for the current context.	
208		Internal Maintenance software has detected an error.	
209		Internal Maintenance software has detected an error.	

Event	Restart	Explanation	Action
210		A maintenance test has been started.	No action required.
211		The system has finished the maintenance test and presents the results.	
220		The admin log file has been cleared.	
221		The test log file has been cleared.	No action required.
222		Entering **DEBUG facility that is password protected.	
223	✓	The system is restarting after the restore was successful.	
224	✓	Could not re-enable all devices after an NVRAM restore took place.	Record information from the restart tracebacks, including RTP tracebacks in a North American (DR1 to DR5) system, then contact your local support group.
225		An NVRAM backup or restore was successful.	No action required.
226		AN NVRAM backup failed.	Record the event message and contact your local support group.
227		Starting an NVRAM restore.	No action required.
228		Starting an NVRAM backup.	
229	✓	An NVRAM restore failed.	Record information from the restart tracebacks, including RTP tracebacks in a North American (DR1 to DR5) system, then contact your local support group.

Event	Restart	Explanation	Action
230		Internal maintenance software has detected an error.	Record the event message and contact your local support group.
231		Internal maintenance software has detected an error.	
232			
233			
234			
235		Invalid software request.	Record the event message and contact your local support group.
245		System waiting to receive more data.	
246		System could not register a background process.	
247		An invalid channel related event was received.	
248		Invalid maintenance index.	
250		A Station Module has been disconnected. A corresponding alarm code 50 will occur.	Record the event message. Power down the system. Check the Station Module connections. Check that the Expansion Cartridge is properly seated.
251		A Trunk Module has been disconnected. A corresponding alarm code 51 will occur.	Record the event message. Power down the system. Check the Trunk Module connections. Check that the Expansion Cartridge is properly seated.
252		A Trunk Cartridge has been disconnected. A corresponding alarm code 52 will occur.	Record the event message. Power down the system. Check the Trunk Module connections. Check that the Expansion Cartridge and Trunk Cartridge are properly seated.

Event	Restart	Explanation	Action
253		All telephones were disconnected. A corresponding alarm code 10 will occur.	Check the telephone connections. If problem persists call your local support group.
254		All lines were disconnected. A corresponding alarm code 11 will occur.	Check the cable connections. If problem persists call your local support group.
255		The line type programmed is inappropriate or incompatible for the line which is present at that port. A corresponding alarm code 61 will occur.	Check that line type programmed matches the Trunk Cartridge in the slot. Change programming as required.
256		The line is set to auto answer but the line type does not support auto answer. A corresponding alarm code 62 will occur.	Either change the programming for the line to be manual answer, or power down the system and change the Trunk Cartridge to one that supports disconnect supervision.
257		Device failure on module. A corresponding alarm code 56 will occur.	Contact your local support group.
258		Recoverable Inconsistancy.The location and ordering of the modules has changed. A corresponding alarm code 57 will occur.	Resume operation with the new configuration, which will automatically adjust, or restore the modules to their original position, or leave the modules in their current position and perform a cold restart.
259		Non-Recoverable Inconsistancy.The location and ordering of the modules has changed. A corresponding alarm code 58 will occur.	Restore the modules to their original locations and perform a warm start, or leave the modules in their current location and perform a cold restart.

Event	Restart	Explanation	Action
260		The system is expecting an external line to be connected to a port but that port is empty, or the line is incorrectly programmed.	If no line is attached to the port, attach a line. If a line is attached, determine if the line is operational. Check programming for that line.
261		A line which has previously failed a line presence test has had a line attached and has now passed the line presence test.	No action required.
262		A line was seized but no dial tone is present.	Check the physical line to determine if it is operating correctly.
263		The handshake which occurs between the KSU line and the network when a line is released was not properly completed. The problem could be related to equipment used in PSTN.	Check the line interface with the network to determine if it is operating correctly.
264		The KSU line detected the completion of the release handshake after it had previously failed.	No action required.
265		Network did not acknowledge the KSU request to seize the line.	Check the line interface with the network to determine if it is operating correctly.
266		An AC15A private circuit is plugged into a telephone port that is not in the allowable range for AC15A private circuits. A corresponding alarm code 66 will occur.	Unplug the AC15A private circuit from the KSU. Consult the documentation for the correct location of the AC15A ports, and then plug the AC15A private circuit into one of the allowable ports.
267		All DTMF receives have been allocated. A corresponding alarm code 63 will occur.	Examine system setup to determine if more DTMF rx needs to be added. If problem persists contact your local support group.

Event	Restart	Explanation	Action
268		A system audit has detected memory corruption in the storage of the dialing filters for external dialing restrictions and exceptions.	All dialing filter definitions have been defaulted as a result of this error. Reprogram all dialing filters.
269		A system audit has detected memory corruption in the storage of dialing filters applied to specific line appearances on an telephone.	Any dialing filters applied to a dedicated line appearance on a specific telephone have been defaulted as a result of this error. Reprogram all line/set dialing filters.
270		The system is dealing with a multi-byte message that it does not understand, while trying to initialize the telephone. May be caused by a noisy line.	If the event occurs many times, unplug the telephone, wait for 3 minutes, then replug the telephone. Check the external lines.
271		Incomplete telephone firmware.	Initiate a Maintenance session to check the telephone firmware version. Contact your local support group. If required, upgrade the telephones that generated the event.
272		The handshake which occurs on a line with supervision was not properly completed.	No action required.
274		An extra CII box was connected or the is incompatible with the KSU.	In a single CII system, change the CII so that it is compatible with the current KSU. In a multi-CII system, the CII is connected to an invalid telephone port, or the CII is installed incorrectly. Call your local support group to verify installation, wiring, and version of CII devices.

Event	Restart	Explanation	Action
275		Unable to activate all registered portables. The system ran out of portable credits. One event is generated per portable that failed to activate. The repetition of the corresponding alarm code 59 indicates how many additional credits must be purchased.	Contact your local support group to obtain a portable credits software key of sufficient capacity to accommodate the registered portables that failed to activate. After this key has been applied, warm start the system. This event will prompt a `Radio cred req'd` alarm.
280		The alarm telephone has received a code it cannot handle in its current state.	Record information from the event and network logs then contact your local support group. Warm start the system.
281		Software error with alarm telephone.	
283		Software error causing a bad instance on alarm telephone.	

Event	Restart	Explanation	Action
285	✓	An address error occurred.	Record information from the restart tracebacks, including RTP tracebacks in a North American (DR1 to DR5) system, then contact your local support group.
286	✓	Internal software detected an error.	
287	✓	Internal software detected an error.	
288	✓	Internal software detected an error.	
289	✓	Internal software detected an error.	
290	✓	Internal software detected an error.	
291	✓	Internal software detected an error.	
292	✓	Internal software detected an error.	
293	✓	Internal software detected an error.	
294	✓	Internal software detected an error.	
295	✓	Internal software detected an error.	
296	✓	Internal software detected an error.	
297	✓	Problems in multi-tasking.	Record information from the restart tracebacks, including RTP tracebacks in a North American (DR1 to DR5) system, then contact your local support group.
298	✓	Internal software detected an error.	
299		The KSU is being powered up.	No action required.
300		A single radio was removed from service due to an operational error. A corresponding alarm code 53 will occur.	Perform diagnostics on the Base Station, if defective then replace.
301		The Base Station cannot successfully write the data image it is receiving in the download. Both radios belonging to the Base Station will be disabled.	Return the Base Station to NT for inspection.

Event	Restart	Explanation	Action
302		The Base Station's flash EEPROM is faulty and it cannot be written to. A corresponding alarm code 53 will occur.	Replace the Base Station.
303		The Base Station cannot be synchronized with the other Base Stations in the system. Both radios belonging to the Base Station will be disabled. A corresponding alarm code 53 will occur.	Record information from the event and network logs then contact your local support group. Replace the Base Station.
304		The Base Station has lost synchronization with the other Base Stations in the system due to loss of TCM synchronization. A corresponding alarm code 53 will occur.	
305		A B2 Channel radio cannot be synchronized because its partner B1 radio was disabled in a Maintenance session. A corresponding alarm 53 will occur.	Re-enable the B1 radio first, then the B2 radio. If the B1 radio cannot be re-enabled, then the Base Station should be replaced.
306		A radio cannot be synchronized because there are no B2 channel radios.Both radios belonging to the Base Station will be disabled. Two events are raised: one for the B1 channel radio and another for the B2 channel radio. A corresponding alarm code 53 will occur.	Verify the wiring from the Base Station to the controller, or replace the Base Station.
307		A hardware fault has occurred in the Base Station.	Record information from the event and network logs then contact your local support group. Replace the Base Station.
308		A Base Station with a radio protocol not supported by the KSU has been attached to the system.	Replace the radio in question with a compatible radio.

Event	Restart	Explanation	Action
309		The DTI maintenance software has received an invalid event.	Record the event message and contact your local support group. No further action required.
310		Bad stimulus message received by DTI from KSU.	Record information from the event and network logs then contact your local support group. Check the DTI connections. If the problem persists call the T1 service provider.
311		System error associated with the KSU software.	Record information from the event and network logs then contact your local support group. No further action required.
312		The clock server received an unexpected event or invalid FUMP message received by the clock.	
313		The clock server did not receive the clock alarm from the N15 after a time-out period.	
314	✓	Failed to register logical address of DTI emulator.	Record information from the restart tracebacks, including RTP tracebacks in a North American (DR1 to DR5) system, then contact your local support group.

Event	Restart	Explanation	Action
315		Long term alarm threshold has been surpassed in the DTI cartridge for the Unavailable Seconds Error. Event relating to T1 service. A corresponding alarm code 40 will occur.	Most likely an irregularity with the PSTN connections. If this event occurs more than once over a two-week period, contact your local support group.
316		Long term alarm threshold has been surpassed in the DTI cartridge for the detection of Loss of Signal. Event relating to T1 service. A corresponding alarm code 41 will occur.	
317		Long term alarm threshold has been surpassed in the DTI cartridge for the detection of Loss of Frame. Event relating to T1 service. A corresponding alarm code 42 will occur.	
318		Long term alarm threshold has been surpassed in the DTI cartridge for the detection of Alarm Indication Signal. Event relating to T1 service. A corresponding alarm code 43 will occur.	
319		Long term alarm threshold has been surpassed in the DTI cartridge for the detection of Remote Alarm Indication. Event relating to T1 service. A corresponding alarm code 44 will occur.	
320		Long term alarm threshold has been surpassed in the DTI cartridge for the detection of Loss of Signal on time-slot 16. Event relating to T1 service. A corresponding alarm code 45 will occur.	

Event	Restart	Explanation	Action
321		Long term alarm threshold has been surpassed in the DTI cartridge for the detection of Alarm Indication Signal on time-slot 16. Event relating to T1 service. A corresponding alarm code 46 will occur.	Most likely an irregularity with the PSTN connections. If this event occurs more than once over a two-week period, contact your local support group.
322		Long term alarm threshold has been surpassed in the DTI cartridge for the detection of Remote Alarm Indication on time-slot 16. Event relating to T1 service. A corresponding alarm code 47 will occur.	
323		Short term alarm threshold has been surpassed in the DTI cartridge for the detection of a Degraded Minute. Event relating to T1 service.	
324		Short term alarm threshold has been surpassed in the DTI cartridge for the detection of a Severely Errored Second. Event relating to T1 service.	
325		Short term alarm threshold has been surpassed in the DTI cartridge for the detection of an Errored Second. Event relating to T1 service.	
326		Short term alarm threshold has been surpassed in the DTI cartridge for the detection of Controlled Slip Underflow. Event relating to T1 service.	
327		Short term alarm threshold has been surpassed in the DTI cartridge for the detection of Controlled Slip Overflow. Event relating to T1 service.	

Event	Restart	Explanation	Action
328		Short term alarm threshold has been surpassed in the DTI cartridge for the detection of a Line Code Violation. Event relating to T1 service.	Most likely an irregularity with the PSTN connections. If this event occurs more than once over a two-week period, contact your local support group.
329		Short term alarm threshold has been surpassed in the DTI cartridge for the detection of Loss of Signal. Event relating to T1 service.	
330		Short term alarm threshold has been surpassed in the DTI cartridge for the detection of Loss of Frame. Event relating to T1 service.	
331		Short term alarm threshold has been surpassed in the DTI cartridge for the detection of Alarm Indication Signal. Event relating to T1 service.	
332		Short term alarm threshold has been surpassed in the DTI cartridge for the detection of Remote Alarm Indication. Event relating to T1 service.	
333		Short term alarm threshold has been surpassed in the DTI cartridge for the detection of Loss of Frame in time-slot 16. Event relating to T1 service.	
334		Short term alarm threshold has been surpassed in the DTI cartridge for the detection of Alarm Indication Signal in time-slot 16. Event relating to T1 service.	
335		Short term alarm threshold has been surpassed in the DTI cartridge for the detection of Remote Alarm Indication in time-slot 16. Event relating to T1 service.	

Event	Restart	Explanation	Action
336		The long-term alarm has cleared in the DTI cartridge. Event relating to T1 service.	No action required.
337		The Network Log has been cleared.	
338		The download of software to the DTI has failed.	May simply be a transmission problem that will correct itself. The download will automatically be restarted if the maximum number of attempts has not been exceeded. If the problem persists, record the event message and contact your local support group.
339		The maximum number of attempts to successfully download firmware to the DTI has been exceeded. A corresponding alarm code 31 will occur.	Check the logs for occurrences of event 338. Record the event message and contact your local support group. Power down the system and check the DTI hardware and the link to the KSU.
340		Error identified while system monitoring messages. There is an interaction problem in the Message Monitor software. The system will continue to function normally but will terminate the message monitor session.	Record information from the event and network logs then contact your local support group.
341		System error associated with line provisioning. An already provisioned line is being provisioned, or an already de-provisioned line is being de-provisioned.	
342		System error associated with the maintenance terminal emulator.	

Event	Restart	Explanation	Action
343		An invalid Trunk Cartridge has been connected to the indicated port. A corresponding alarm code 67 will occur.	Power down the system. Disconnect the Trunk Cartridge from the indicated port and check the Trunk Cartridge compatibility for the specific country. Replace the Trunk Cartridge with an appropriate Trunk Cartridge type as required.
344	✓	Event logged to record a change in the clock control settings for the Digital Trunk Interface.	No action required.
345		Error in a request to the maintenance server.	Record information from the restart tracebacks, including RTP tracebacks in a North American (DR1 to DR5) system, then contact your local support group.
346		Error in a request between the maintenance server and the Maintenance Terminal Emulator.	
347		A module enable or disable request has been rejected by the maintenance server.	Record information from the event and network logs then contact your local support group. Note the disable code (10), or the enable code (12).
348		Configuration set-up error. The DTI cartridge is a clock source. There is no clock control hardware inserted in the KSU.	Install a Services Cartridge.
349		CSU feature detected an error.	Record information from the restart tracebacks, including RTP tracebacks in a North American (DR1 to DR5) system, then contact your local support group.
350		The country is not set or is invalid. A corresponding alarm code 39 will occur.	Select the appropriate country.

Event	Restart	Explanation	Action
351		The wrong trunk card was selected as the primary clock source. A corresponding alarm code 32 will occur.	On systems which administer the primary and secondary clock source, the slot containing the DTI must be administered to be primary. On other systems the DTI must be plugged into the first core slot.
352		The ISDN device is requesting a TEI and there are none remaining on the loop, or the device is requesting a TEI that is already in use by a device on that loop. A corresponding alarm code 72 will occur.	Unplug one of the devices on that loop or request a different TEI.
353		The BRI maintenance software has received an event that is incompatible for the current state.	Record information from the event and network logs then contact your local support group. No further action required.
354		Bad message received by the BRI from CCU.	No action required.
355		A BRI download began. A corresponding alarm code 34 will occur.	No action required. Wait for event code 871, indicating all Base Station and BRI downloads are complete.
356		BRI download did not complete correctly. A corresponding alarm code 35 will occur.	No action required.
357		Error occurred during download to BRI card.	If maximum number of download attempts have not been completed, the download will be restarted.
358		BRI download did not complete correctly after retries were performed. A corresponding alarm code 36 will occur.	Check the log events for previous download errors on this BRI. Check the BRI hardware and connections to the KSU.

Event	Restart	Explanation	Action
359		This is an informational event code that occurs when de-provisioning a BRI loop.	If this event persists, check the card wiring and set up.
360		An recoverable error occurred during a protocol download to the BRI card.	If maximum number attempts have not been completed, the protocol download will automatically be re-attempted.
361		An unrecoverable error occurred during a protocol download to the BRI card. A corresponding alarm code 37 will occur.	Check BRI hardware as well as connection to the KSU.
362		A Bit Error Rate test has been started on the KSU.	No action required.
363		A Bit Error Rate test has ended on the KSU.	No action required.
364		The information transfer server has had a buffer overflow. The first parameter indicates which buffer is affected.	Parameter 0 indicates the Bearer Capability buffer has overflowed. Parameter 1 indicates the High Layer Capability buffer has overflowed. Parameter 2 indicates the Low Level Capability buffer has overflowed. Parameter 3 indicates the Calling Party Subaddressing buffer has overflowed. Parameter 4 indicates the Called Party Subaddressing buffer has overflowed. Parameter 5 indicates the Connected Party Subaddressing buffer has overflowed. Parameter 6 indicates the IT Index Lookup Table buffer has overflowed. In all cases, the corresponding buffer should be set higher.

Event	Restart	Explanation	Action
365		Synchronization Interface Unit detected an error.	The Synchronization Interface Unit is used when two controllers are installed next to each other to ensure they are on the same frequency. Verify that there are no more than 10 Synchronization Interface Units. If the event persists call your local support group.
366		Internal Software detected an error.	Record information from the event and network logs then contact your local support group.
400	✓	System is being restarted.	No action required.
401		Device can no longer be identified by system.	Check the status of devices and proper programming through a Maintenance session. Once the problem ports have been identified, disconnect and reconnect the devices on each port, and note whether this event occurs. Report the software version to your local support group and get event tracebacks.
403		System is dealing with an invalid station type.	Record information from the event and network logs then contact your local support group.
405		A section of NVRAM memory block is corrupt.	
406		Feature 9XX was activated. Invalid parameter contained in message.	Record information from the event and network logs then contact your local support group. Retry the feature code.

Event	Restart	Explanation	Action
407		No more memory available to store personal speed dial numbers.	Delete some of the personal speed dial numbers to make room for new ones.
409		The NVRAM memory block that contains the personal speed dialler information is corrupted.	Record information from the event and network logs then contact your local support group.
410		There is not enough memory to handle this request. There are too many line appearances on the telephones, too many intercom buttons per telephone, too many ILG appearances on the telephones or too many Answer buttons on the telephones.	Reduce the number of line, intercom, ILG, or Answer buttons on telephones.
411		An unexpected FUMP message was received by the admin server during an Administration programming session. This may be a session involving telephone changes.	Record information from the event and network logs then contact your local support group.
412		The Installer password has been changed. The parameter contains the directory number that changed the password.	No action required.
413		The Administration password has been changed. The parameter contains the directory number that changed the password.	
414		Someone has unsuccessfully tried to enter the Installer password to access a programming session.	Check the logs to identify which telephone has attempted to access programming. If this happens frequently, change the password.
415		Someone has unsuccessfully tried to enter the Administration password to access a programming session.	

Event	Restart	Explanation	Action
416		Someone has initiated a Configuration programming session.	No action required.
417		Someone has initiated an Administration programming session.	
418		The directory number of one or more terminals has been changed successfully by a user in Configuration programming. This can be either a DN# length change, or individual telephone changes.	
419		Someone changed the system time and/or date.	Check that the time and/or date are correct.
421		Telephone changes initiated by a user in Configuration programming have not completed successfully.	Check whether the changes made by the user have taken effect at all telephones. If not, repeat the remaining changes in Configuration programming.
422		A request to change directory number length has been received during a Configuration programming session.	No action required.
423		A request to change an individual telephone has been received in a Configuration programming session.	
424		DTMF pool manager software error.	Record information from the event and network logs then contact your local support group.
425		Trying to add a directory number or a code that is already in the table.	Change the directory number or other codes to ensure full compatibility between numbering schemes in the system.

Event	Restart	Explanation	Action
426	✓	Trying to register an invalid block or service identifier.	Record information from the restart tracebacks, including RTP tracebacks in a North American (DR1 to DR5) system, then contact your local support group.
427	✓	The NVRAM memory manager has received a request from the software to register a data block that has already been registered.	
428	✓	The NVRAM manager received a request from a KSU application procedure to access a data block or service that has already been registered.	
429	✓	Insufficient NVRAM memory available or cannot reallocate memory size using a negative value.	
430	✓	Request to read or write to an address outside the boundaries of the specified data block	
431		NVRAM corruption is detected.	
432	✓	The NVRAM manager received a request to perform a function that is not allowed. Usually occurs after system initialization is complete.	
433		User interface subsystem error.	Record information from the event and network logs then contact your local support group.
434		The register password has been changed.	No action required.
435		A second CII was plugged into the system. The KSU only supports one CII.	Unplug the second CII.
436		No more communication between CII and KSU. The CII may have been unplugged.	Check the CII connections.

Event	Restart	Explanation	Action
437	✓	Internal software has detected an error.	Record information from the restart tracebacks, including RTP tracebacks in a North American (DR1 to DR5) system, then contact your local support group.
438		The message monitor password has been properly entered.	This is a security information message to ensure that the message monitor session is an authorized one. If not, change the Installer password to prevent recurrence.
440		An invalid password has been entered for a display button.	No action required. This is a security information message to trace invalid password entry attempts.
441		An interdigit timeout occurred at the start of or during the collection of address digits.	Check that there is compatible trunk programming, or ANI/DNIS protocol between the system and the central office.
442		An interdigit timeout occurred while waiting for ANI or DNIS digits.	
443		Display button provisioning error.	Record information from the event and network logs then contact your local support group.
444		Software error in **Debug (Activity Chain Dump).	No action required.
445		Someone has entered the Registration programming session.	No action required.
446		Someone is trying to enter the Registration password. The parameter contains the telephone that is trying to enter the password.	If this happens often, investigate the invalid attempts to access the registration password.

Event	Restart	Explanation	Action
447		No DN is available to the new ISDN-S loop terminal. A corresponding alarm code 73 will occur.	A DN may be made available by changing the DN type from portable to ISDN. If no portable DN can be changed, a DN can only be available by unplugging an S-loop terminal.
448		A copy to a range of sets has started.	No action required.
449		A copy to a range of sets has completed.	No action required.
450		An administration session from Norstar/COMPANION Manger has started.	No action required.
451		A remote access user made three unsuccessful attempts to enter the installer password to access the Remote Monitoring feature.	If this happens often, investigate the invalid attempts to access the installer password.
600	✓	FUMP monitoring error.	Record information from the restart tracebacks, including RTP tracebacks in a North American (DR1 to DR5) system, then contact your local support group.
601	✓	Cannot register a TN.	
602	✓	Timer error may arise if the timer ID is invalid or too many timers are active.	
603		Internal software detected an error.	No action required.
604		Insufficient RAM to allocate additional pools.	Record information from the event and network logs then contact your local support group. No action required.
606		Emulator software error in dealing with node allocation/de-allocation.	

Event	Restart	Explanation	Action
607		System initialization error may arise from attempting to register a device type not defined in the software, or a device driver has been included which uses a device type that the emulator does not recognize.	Check that all types of attached TCM peripherals (telephone, Trunk Cartridge, etc.) initialize and function. Record the type of any non-functioning device and the byte parameter indicating device type. Contact your local support group.
608		System initialization error may arise from attempting to attach a device not supported by the KSU.	Check that all types of attached TCM peripherals (telephone, Trunk Cartridge, etc.) initialize and function. Refer to Feature Cartridge documentation to check that all attached device types are supported. Remove any unsupported device types, or obtain a Feature Cartridge that supports the peripheral.
609		No software emulator is running.	Record information from the event and network logs then contact your local support group.
610		Internal software message error.	
611		The transmit queue is full. Cannot send a message.	
612		Message has an invalid protocol.	
613		Internal software error for a message definition.	
614	✓	Activation table is full. There are too many activation messages registered with the feature activator.	Record information from the restart tracebacks, including RTP tracebacks in a North American (DR1 to DR5) system, then contact your local support group.

Event	Restart	Explanation	Action
615		Internal software detected an error.	Record information from the event and network logs then contact your local support group.
616		Internal software detected an error.	
617		Cannot establish a wireless session.	
618		Call processing will not function.	Warm start the system. If problem persists contact your local support.
619		Invalid stimulus message may indicate incompatible message protocols between the peripheral and the KSU driver.	Check that the peripheral firmware versions are compatible with the KSU software. Look for other evidence of D-channel message errors. Remove any incompatible device types, and correct any TCM wiring problems that cause D-channel errors. Contact your local support group.
620		A software error with the digit collector. May be an attempt to activate an active digit collector.	No action required.
622		A software error with the digit collector. A user has entered too many digits.	
623		Internal software activation error.	Record information from the event and network logs then contact your local support group.
624		Display driver error within the software configuration load.	Check that the system load is appropriate and up to date. Check that no inappropriate telephones have been plugged into the system. Record information from the event and network logs then contact your local support group.

Event	Restart	Explanation	Action
625		System has run out of RAM to store telephone data during telephone initialization.	Check that the software load is appropriate. Record information from the event and network logs then contact your local support group.
626			
627		System has run out of RAM to store telephone data during telephone initialization. As the system becomes less busy, functionality will return.	Record information from the event and network logs then contact your local support group.
628		Insufficient RAM for display purposes. As the system becomes less busy, functionality will return.	
629		Timer error.	
630	✓	Timer error.	Record information from the restart tracebacks, including RTP tracebacks in a North American (DR1 to DR5) system, then contact your local support group.
631		Internal software has detected an error.	Record information from the event and network logs then contact your local support group.
632			
633			
634		Memory is low. May cause some operations to fail. As the system becomes less busy, functionality will return.	
635			
636		Memory is low. May cause some operations to fail. As the system becomes less busy, functionality will return.	Check that the software load is appropriate. Record information from the event and network logs then contact your local support group.

Event	Restart	Explanation	Action
638		Error in the software that controls add-on devices (BLF, CAP module, etc.)	Record information from the event and network logs then contact your local support group.
639		Fault in the CAP module.	Record information from the event and network logs then contact your local support group. Reinitialize the CAP module. If necessary, reinitialize the KSU. Check the compatibility of the CAP module and the KSU software.
640		Internal software detected an error while initializing CAP module.	Record information from the event and network logs then contact your local support group.
641		Internal software detected an error.	
642		Internal software detected an error.	
643		Internal software detected an error.	
644		No memory to handle a conference.	Record information from the event and network logs then contact your local support group. If this occurs frequently, more memory may be made available by removing some physical line appearances, intercom, Answer, and ILG buttons.
645		No memory to handle a transfer.	

Event	Restart	Explanation	Action
646		An unknown functional message type has been received by an emulator in the system.	Disconnect unrecognized applications running on all functional devices connected to the system. Record information from the event and network logs then contact your local support group.
647		Error initializing logical lines. Some logical lines have not been initialized.	Record information from the event and network logs then contact your local support group. Warm start the system.
648		Internal software detected an error.	Record information from the event and network logs then contact your local support group.
649		The device is not supported by the software.	Record information from the event and network logs then contact your local support group. Check device compatibility.
650		An unrecognized device is attempting to register a loss plan.	Record information from the event and network logs then contact your local support group. Identify and remove the incompatible device.
651		No loss plan procedure has been registered against a device.	Record information from the event and network logs then contact your local support group.
652		Invalid start message.	

Event	Restart	Explanation	Action
653		Internal software has detected an error, task did not successfully complete.	Try completing task again.
654		Timer error.	Record information from the event and network logs then contact your local support group.
655		Internal software detected an error. This event may be due to excessive system activity.	If this persists, contact your local support group.
656			
657		Internal software detected an error.	No action required.
658		Internal software conference error.	Record information from the event and network logs then contact your local support group.
659		Internal software error with Answer button feature. This event may arise when more than one answer key feature has been included in the load. Since the software supports one, the first registrant will be considered.	Record information from the event and network logs then contact your local support group.
660			
661		Error while initializing cell managers.	Record information from the event and network logs then contact your local support group.
662		An incoming call is attempting to complete, all data has been cleared.	
663		Internal software detected an error.	No action required.
664		Insufficient data to capture on RSSI signature. A corresponding alarm code 24 will occur.	Run reevaluation.

Event	Restart	Explanation	Action
665		Insufficient radio credits. Too many Base Stations have been connected to the system. A corresponding alarm code 200 will occur.	Verify the total and available number of radio credits using the Administration Terminal Remove the excess Base Stations and restart the system. If you have increased the number of Base Stations you may need a new UTAM Activation Code to cover the increase in Radios. If Radio Credits are required then reevaluation is disabled.
666		The number of Radio Credits has decreased. A corresponding alarm code 201 will occur.	No action required.
667		No UTAM password. This event indicates the system is performing a warm start or the system has never been enabled. A corresponding alarm code 202 will occur.	Contact your local support group for UTAM software codes.
668		UTAM test failed. The system detected an incorrect configuration. A corresponding alarm code 203 will occur.	Check all power connections, the location and number of Base Stations. Ensure that there are sufficient Radio Credits to support the number of Base Stations. Restart the system with the correct system configuration.
669		Reevaluation override done. A corresponding alarm code 204 will occur.	No action required.

Event messages 670 to 679

Event	Restart	Explanation	Action
670		UTAM disablement test began. A corresponding alarm code 205 will occur.	No action required.
671		UTAM disablement test ended. A corresponding alarm code 206 will occur.	No action required.
672		Mobile system startup. A corresponding alarm code 207 will occur.	No action required.
673		Mobile system on-line. A corresponding alarm code 208 will occur.	No action required.
674		The UTAM disablement sub-system has detected an error.	Record information from the event and network logs then contact your local support group.
675		Demonstration system indication. A corresponding alarm code 209 will occur.	No action required.
676		Internal software detected an error.	Record information from the event and network logs then contact your local support group.
677		Internal software detected an error.	Record information from the event and network logs then contact your local support group.
678		An error has been detected involving the buffering of the System Services Interface messages.	Record information from the event and network logs then contact your local support group.
679		This is an informational event code for use by Northern Telecom.	No action required.

Event	Restart	Explanation	Action
680		Wireless communication has been disabled. This event will always precede a `UTAM code req'd` or `UTAM test failed` alarm.	The system has detected a configuration change, verify configuration, or there are insufficient Radio Credits to support the number of Base Stations. Contact your local support group for UTAM software codes.
681		A UTAM Activation Code or Recovery Code was successfully entered.	No action required.
682		These are informational event codes for use by Northern Telecom.	No action required.
683			
684		Reevaluation has been disabled due to an insufficient number of Radio Credits. This event is usually associated with a `Radio cred req'd` alarm.	There are insufficient Radio Credits to support the number of Base Stations. Contact your local support group.
685		A scheduled reevaluation was automatically cancelled by the system. This is caused by the time and date having been advanced passed the scheduled time and date.	Determine if a reevaluation should be re-scheduled.
686		The number of portable credits exceeds the maximum allowed.	No action required.
799		Call processing error.	Contact your local support group.
800		The line has encountered an unknown event.	No action required.
806		Internal software error with the line driver.	

Event messages 808 to 820

Event	Restart	Explanation	Action
808	✓	The language table contains the same language twice.	Record information from the restart tracebacks, including RTP tracebacks in a North American (DR1 to DR5) system, then contact your local support group.
809		Too many languages loaded or could not load the specific language.	Record information from the event and network logs then contact your local support group.
810	✓	The format for time and/or date cannot be entirely displayed because the display is too small. Can occur in debug or when time change occurs.	Record information from the restart tracebacks, including RTP tracebacks in a North American (DR1 to DR5) system, then contact your local support group.
811		Out of RAM.	Record information from the event and network logs then contact your local support group.
812		Attempt to register/deregister a DTMF to an incompatible Address Manager.	
813			
814			
815		Application has made an error in connection request by passing an invalid parameter to the Address Manager interface.	
816		Unable to generate a tone on a particular E&M trunk.	
818		Network Manager unable to satisfy DTMF receiver connection request.	
819		The line driver software is sending invalid information.	
820		An event received by the line driver software, which controls the trunk hardware is not recognized.	

Event	Restart	Explanation	Action
821		DTMF error.	Contact your local support group. Get tracebacks and logger file if available.
822		Trying to break dialing tone after the first digit but unsuccessful because TN is incorrect or tone is not supported. The user will continue to hear dial tone after entering the first digit.	
823	✓	AC15A private circuit driver problem.	Record information from the restart tracebacks, including RTP tracebacks in a North American (DR1 to DR5) system, then contact your local support group.
825		Network monitor received an improper event.	Record information from the event and network logs then contact your local support group.
826		A glare condition occurs on seize or while waiting for an answer from the line.	No action required. If it persists, record information from the event and network logs then contact your local support group.
827		The line has not responded to the KSU within 95 seconds of provisioning the line.	Check that the link to the line is in proper working order. If the problem persists, Record information from the event and network logs then contact your local support group.
828		The number of incoming digits received from the far-end exceeds the maximum number allowed.	Record information from the event and network logs then contact your local support group.
829		The number of CLID digits from the far-end exceeds the maximum number allowed.	

Event	Restart	Explanation	Action
830		Internal software driver error.	Record information from the event and network logs then contact your local support group.
831		Internal software detected an error.	
832		System cannot locate portables. Internal software detected an error.	Record information from the event and network logs then contact your local support group.
833		The radio driver software which directly controls the Base Stations device has experienced an internal error.	
834		System cannot locate portables.	
835		Internal software detected an error.	
836		Wireless system access error.	Record information from the event and network logs then contact your local support group.
837		Trying to register an incompatible wireless device.	
840		Wireless system software error in dealing with a portable telephone.	
841		Wireless system software error.	
842		Portable does not support specific display character.	Extend the driver to support the new requirement by replacing the feature cartridge with the appropriate version.
843		Internal radio driver error.	Record information from the event and network logs then contact your local support group.
846		Internal software detected an error.	Contact your local support group.
847			

Event	Restart	Explanation	Action
848		A cell manager has been unable to register with the router.	If this event code persists contact your local support group.
849		Synchronization error.	No action required.
850			
851		Software error.	
852		The Base Station relayed a message to the Data Transfer server that an error has occurred.	
853		Internal software detected an error.	
854		Invalid event for Data Transfer.	
855		Internal wireless subsystem software error.	
856		Internal wireless subsystem locator error.	No action required.
857			
858		Network manager internal software error.	
859		All possible wireless telephone numbers have been registered to portable terminals. No directory number is available to handle the registration Link setup request.	A portable directory number must be made available by de-registering a portable terminal.
860		The CII is not plugged into a valid port or something is wrong with the CII driver.	Make sure the CII is plugged into the correct port.
861		Internal software detected an error.	Contact your local support group.
862		Defaults are incompatible with the country specified during programming. KSU will boot with some country specific information incorrect.	Restart and re-specify the country.

Event messages 863 to 874

Event	Restart	Explanation	Action
863		A device has been connected to a port that is incompatible with the device type. A corresponding alarm code 68 will occur.	Disconnect the device from the port identified in the event message. Reconnect it to a valid port.
864		A Base Station has received a corrupted stimulus message.	Use logger to identify the defective portable. Remove defective portable from the system.
865		The Base Station does not respond to the received stimulus message. Trying to use a type of portable that the system does not support.	Notify users that this type of enhanced operation is not supported on the system.
867		Pulse meter feature error.	Warm start the system. If the problem persists, contact your local support group.
868			
869		Wireless subsystem language loading error.	Record information from the event and network logs then contact your local support group.
870		Base Station download is starting. A corresponding alarm code 54 will occur.	No action required.
871		Base Station and/or BRI download is complete. A corresponding alarm code 55 will occur.	
872		Controller and Access Mobility Control Point releases are incompatible.	Record information from the event and network logs then contact your local support group.
873		Wireless subsystem Common Signaling Channel server software error.	
874		Internal software detected an error.	Contact your local support group.

Event	Restart	Explanation	Action
875		Target call was not released properly.	Record information from the event and network logs then contact your local support group.
876		Speed dial bin number is out of range.	Record information from the event and network logs then contact your local support group.
877		Wireless Auto-admin subsystem detected that a data reevaluation is required. A corresponding alarm code 20 will occur.	Initiate an immediate data re-evaluation or schedule a re-evaluation for a convenient date and time.
878		Wireless data re-evaluation has started. A corresponding alarm code 21 will occur.	No action required. Wireless calls cannot be made while a re-evaluation is in progress.
879		Wireless data re-evaluation has completed. A corresponding alarm code 22 will occur.	No action required.
880		The timer is still running when an active call is nil.	Record information from the event and network logs then contact your local support group.
881		Wireless Auto-admin indicating that a configured cell failed to come on-line. Alarm 23 will display cell that failed.	Determine which Base Stations belong to the failed cell. Replace Base Stations and invoke a data re-evaluation, or warm start the system. Record information from the event and network logs then contact your local support group.

Event	Restart	Explanation	Action
882		A wireless data re-evaluation was initiated.	No action required.
883		An invalid dial pulse digit was detected by the T1 firmware. Indicates that the far-end is not sending dial pulse digits according to specification.	
884		The Autoadmin Mobility Controller has detected an internal software error.	Record information from the event and network logs then contact your local support group.
885		Sequencer functionality has detected an error.	
886		The Wireless Auto-admin Initial Intelligence component has detected an error.	
887		The reevaluation radio configuration software has detected a problematic Base Station. This event may indicate a reevaluation failure. A corresponding alarm 23 may occur.	Execute system reevaluation.
888		The Radio Manager has detected an internal software error.	Record information from the event and network logs then contact your local support group.
889		Remote access timed out waiting for a response from the parser.	Ensure that the remote access dialing plan is administered properly.
890		Error on an incoming DASS2 call.	Record information from the event and network logs then contact your local support group.
891		Error in the Set Index or Originating Line Identification number when trying to access OLI server NVRAM.	
892		Error in call charge processing.	
893		The M1 line driver received an unexpected timeout or entered into a wrong dial mode.	

Event	Restart	Explanation	Action
894		The digital link went down and the DTI was unable to report it to the system.	Record information from the event and network logs then contact your local support group. Check that the DASS2 link is operational and the DTI is still functioning. If necessary, deprovision and then reprovision the line in a Maintenance session.
895		The Wireless Auto-admin Initial Intelligence component has detected radio RSSI discrepancies.	Verify the operation of radios specified in the log event.
896		The maximum number of Call Forward Busy retry attempts has been exceeded.	Change any Call Forward Busy settings that may result in a loop.
897		Internal software detected an error.	Record information from the event and network logs then contact your local support group.
898		ILG key error.	
899		Message waiting error.	Record parameters and contact your local support group.
900		The message received is not of the expected length.	Record information from the event and network logs then contact your local support group.
901		Internal software detected an error. A cold start was initiated.	Contact your local support group and give details of events leading up to the cold start and the data recorded from the logs. Reprogram system, all programming has been defaulted.

Event	Restart	Explanation	Action
902		Part or all of the system memory is corrupted, or the system has shrunk, or the current feature cartridge is not compatible with the previous version. A corresponding alarm code 33 will occur.	Record information from the event and network logs then contact your local support group.
903		ISDN message is too long and a portion is discarded.	
904		ISDN Loop Driver received unexpected input.	If the event persists, contact your local support group.
910		The line mode is invalid.	Record information from the event and network logs then contact your local support group.
940		A terminal is reporting an error to the maintenance software.	
941		A terminal's internal message received buffer is saturated.	Reset the terminal by unplugging and replugging it.
942			
943		Terminal related error.	
944		The Emergency Transfer Relay is activated, one or more lines are now connected to the emergency telephone. A corresponding alarm code 71 will occur.	Warm start the system to de-activate.
945		Internal software detected an error.	Contact your local support group and get event tracebacks.
946			
947		Internal software detected an error.	Record information from the event and network logs then contact your local support group.
948			
949			
950-989		An event generated by external PC applications.	Refer to PC applications for appropriate action.

Event	Restart	Explanation	Action
990		Due to a system reset the Auto Attendant greetings were erased.	Re-record the Auto Attendant greetings.
991		Internal software detected an error.	Record information from the event and network logs then contact your local support group.
1000		Internal software detected an error.	Record information from the event and network logs then contact your local support group.
1001			
1002			

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