Cisco 200 System Messages

This appendix contains system or error messages that might display when you are using the Cisco 200. Most of these messages are generated by the ISDN exchange or PABX and indicate errors during initialization and connection establishment.

Note   See the section "Physical Connection Messages" in this appendix for a list of messages generated by the ISDN carrier.

For information about obtaining technical assistance with your Cisco 200 product, refer to the *Cisco Information Packet*, which shipped with your product.

Software Messages

This section lists the most common Cisco 200 software errors, their causes, and recommended solutions; however, if other error messages are displayed, refer to your *Cisco Information Packet* for information on obtaining technical assistance.

The messages are listed in alphabetical order.

Error Message `Accepted MSN contains invalid characters`

Explanation   The parameter ACCEPTED MSN in the ISDN200.CFG file contains invalid characters.

Recommended Action   Remove the invalid characters. The following lines are valid:

```
ACCEPTED MSN = *
ACCEPTED MSN = digit sequence
```

Error Message `Another application got that call`

Explanation   The Cisco 200 (CISCO200.EXE) tried to accept an incoming call, but another application in the same PC was faster and took the call.

Recommended Action   Remove the other application from memory.

Error Message
```
Application registration failed; code = code

LISTEN_REQ results in error; code = code

GET_MESSAGE results in error; code = code

Did not get LISTEN_CONF message

LISTEN_CONF contains error; code = code

Installation of Signalling function failed; code = code
```

Explanation   Communication between ISDN200 and CAPI200 failed during initialization.

Recommended Action   Unload all drivers, especially CAPI200, then reload them. If the error still occurs, try replacing the ISDN Adapter.

Error Message `Authentication failed - password rejected by remote system`

Explanation This system sent an incorrect password to the connecting router.

Recommended Action Ensure that the system name in the ISDN200.CFG file and the password specified in the router's section are configured correctly. Check these items on the connecting router as well.

Error Message `Authentication failed - remote not configured`

Explanation The connecting router is not configured for the Challenge Handshake Authentication Protocol (CHAP).

Recommended Action Either comment out the line "PASSWORD = ..." in the ISDN200.CFG file (by placing a semicolon [;] as the first character) or reconfigure the connecting router to use CHAP.

Error Message `Authentication failed - remote sent incorrect password`

Explanation The connecting router sent an incorrect CHAP password.

Recommended Action Ensure that the password for this connection is set up correctly on the connecting router. Ensure that the local name is correct and the password is specified in the "Routers" section. Ensure that the passwords match exactly; passwords are case-sensitive.

Error Message `Bearer service not implemented`

Explanation Data transfer with 64 kbps service is not available for your terminal or the destination terminal.

Recommended Action Ask your ISDN carrier or PABX representative if this service is enabled for your ISDN terminal and for your connecting router. Check the telephone number that is displayed when calling ISDN200.

Error Message `Call rejected`

Explanation   Your call was rejected by the connecting router.

Recommended Action   Ensure that your phone number is in the list of acceptable numbers on the connecting router. Check the communications at the connecting router. Some systems reject incoming calls when the origination phone number indicated by the network does not match a specified number. Ensure that the phone number equivalent on the connecting router is set up correctly.

This message can also appear if there is a dialing contention; that is, the connecting router and local system try to call at the same time. The Cisco 200 driver will wait for three seconds (the default) between dialing attempts. You can change this value to avoid contention situations by adding the following line to the "Local" section of the ISDN200.CFG file:

```
PAUSE BETWEEN RETRIES = seconds
```

Error Message `Cause normal`

Explanation   The public exchange or your private branch exchange does not give a reason why the ISDN connection was not established. The connection may have been disabled by the exchange station.

Recommended Action   Try to establish the connection again. If this message recurs, ask an engineer to reset the connection to your PABX. If you have a public ISDN interface, ask your ISDN carrier to check your connection.

Error Message `COMMON ISDN API not found`

Explanation   The Cisco 200 program could not find the CAPI200 file during startup.

Recommended Action   Ensure that the CAPI200 file is present and in your PC's path before starting Cisco 200.

Error Message `connection establishment to` *router* `failed`

Explanation   This message is usually preceded by three D-channel error messages (causes).

Recommended Action   Try the solutions listed by the error messages. If that does not resolve the situation, check the following items:

- Try to connect again, at least one more time.

- Check the DIALNUMBER that is actually dialed (after the = sign in the DIALNUMBER line displayed when ISDN200 is executed).

- Check the D-channel protocol. Currently supported protocols are DSS1, NI1, and 5ESS.

- Ensure that your ISDN line has a standard configuration; for example, S_0-multipoint.

- Ensure that the service data transmission of 64 kbps or 56 kbps is enabled by the service supplier for your line.

- Ensure that the cables are connected and operating properly, and that the ISDN Adapter is connected to an NT1 if your ISDN provider requires one.

- Check the line speed of the connecting router. If you are not sure, try to connect using 56 kbps first. Ensure that this is configured on both the sending and receiving sides.

- Check to see if the call is reaching the destination ISDN line by switching on the available debug systems on that line. Ensure that the connecting router will accept the call.

- Ensure that there are no other ISDN facilities connected to the connecting router's ISDN line. These facilities could take over the incoming call. Disconnect all other ISDN facilities from both your local line and the connecting router's line.

- Ensure that the connecting router is PPP-compliant and that the same network protocols are enabled on both sides of the connection.

- Ensure that you specified the correct SPID, directory numbers, or both, if required for your ISDN protocol.

Error Message `connection establishment to` *router* `failed`

Explanation The connection was not established because the maximum time allowed for the establishment of the logical connection was exceeded. You may have established a connection to an unknown ISDN system. The Cisco 200 can communicate only with Cisco Systems or other PPP-compliant ISDN routers.

Recommended Action Check with your system administrator to ensure that the connecting router you are trying to access is a PPP-compliant ISDN router.

Error Message `connection rejected by` *router* `- cause:` *rejection reason*

Explanation A physical connection to the connecting router was established but during the negotiation procedure your call was rejected. This error may also occur if you try to establish a connection with a non-PPP-compliant router.

Recommended Action Ensure that your workstation is on the list of acceptable numbers on the connecting router.

Error Message
`connection with` *router* `cannot be reactivated in current state` *x*

`connection with` *router* `cannot be put to sleep in current state` *x*

Explanation The current connection is in an intermediate state; that is, "going up," "identifying," or "going down." The requested action cannot be invoked during these states.

Recommended Action Wait for the state to change to "activated," "sleeping," or "released" and make the request again.

Error Message
```
Country code is missing in dialnumber number

Area code is missing in dialnumber number

Local code is missing in dialnumber number

Inhouse code is missing in dialnumber number

In specified dialnumber number
```

Explanation   The router's DIALNUMBER specified in the ISDN200.CFG file has a syntax error.

Recommended Action   Specify the DIALNUMBER in one of two ways:

1   Use a dot as the first character and append directly all digits to dial. This string must not contain any characters other than digits. For example:

```
DIALNUMBER = .5553333
```

2   Specify the DIALNUMBER as a three, four, or seven-part number. All parts are separated by a hyphen. A three-part or seven-part number means that the connecting router is connected to a public ISDN line; a four-part number means a connection to a PABX. The parts themselves must contain only digits. For example:

```
DIALNUMBER = 1-408-555-3333
```

or

```
DIALNUMBER = 49-239-5553333
```

Error Message   destination not obtainable

Explanation   The ISDN connection could not be established because the destination address dialed is not valid.

Recommended Action   Check the dialnumber of the connecting router in the ISDN200.CFG file and repeat the call. The number dialed will be displayed when calling ISDN200.

Error Message `Destination out of order`

Explanation The connecting router is not operating.

Recommended Action Ensure that the connecting router is operating and try again.

Error Message `Entry 'NAME' for own configuration is missing in file`

Explanation There is no name entered for your station in your ISDN200.CFG file.

Recommended Action Edit the ISDN200.CFG file and add a name to the NAME= line. For example:

```
NAME = MyHomeOffice
```

Error Message `Error establishing D channel Layer 1 - Cable may be broken`

Explanation A connection from your ISDN adapter to the ISDN switch could not be established.

Recommended Action Ensure that the cables to and from the NT1 and the ISDN Adapter are firmly connected and operating properly. Ensure that the ISDN connection to the exchange is operating properly.

Error Message `Error establishing D channel Layer 2`

Explanation A D-channel layer 2 connection from your ISDN card to the ISDN switch could not be established.

Recommended Action Ensure that the ISDN line is configured correctly and that the line is configured as a multipoint line with TEI negotiation.

Error Message `Error establishing D channel Layer 3 - possibly wrong protocol`

Explanation   A D-channel layer 3 connection from your ISDN Adapter to the ISDN switch could not be established. This usually occurs if the wrong D-channel protocol has been selected.

Recommended Action   Ensure that you started CAPI200 with the correct protocol specification parameter (*p number*). On NI1 and 5ESS lines, ensure that the SPID and directory numbers are specified correctly.

Error Message   `Inconsistent line found`

Explanation   A line in the ISDN200.CFG file contains an error. The applicable line is displayed after the message.

Recommended Action   Edit the ISDN200.CFG file to fix the line.

Error Message   `INDICATED DIALNUMBER of` *router* `contains invalid characters`

Explanation   The parameter INDICATED DIALNUMBER in the "Router" section contains invalid characters.

Recommended Action   Remove the invalid characters from that line. The following lines are valid:

```
INDICATED DIALNUMBER = IGNORE
INDICATED DIALNUMBER = string of digits
```

Error Message
`Cisco 200 driver not found at interrupt` *xxxx*

`Cisco 200 driver not found`

Explanation   The CISCO200.EXE file is not present at the interrupt indicated.

Recommended Action   Check the jumpers on the ISDN Adapter. Make sure they are configured for the correct interrupt. Refer to the *Cisco 200 ISDN Adapter Hardware Installation and Configuration Guide.*

Error Message *keyword* too long - cut after first *n* characters

Explanation The ISDN200.CFG file contains a line that has an argument with too many characters. The argument string is truncated after the given number of characters.

Recommended Action Edit the ISDN200.CFG file to reduce the number of characters.

Error Message
```
CISCO200 found at interrupt xxxx

ISDN200.EXE found
```

Explanation ISDN200 could not find either the Cisco 200 or a packet driver in the system's main memory.

Recommended Action Start the Cisco 200 before calling ISDN200.

Error Message
```
Line 'INDICATED DIALNUMBER = number' must not be used
concurrently with line 'INDICATED DIALNUMBER = IGNORE'

Line 'INDICATED DIALNUMBER = IGNORE' must not be used
concurrently with line 'INDICATED DIALNUMBER = number
```

Explanation You specified one or multiple indicated dialnumbers and at the same time turned off the dialnumber check.

Recommended Action Remove the following line:

```
INDICATED DIALNUMBER = IGNORE
```

or all lines of the following form:

```
INDICATED DIALNUMBER = string of digits
```

from the router's record. For temporary attempts, you can comment out these lines by inserting a semicolon [;] in the first row of the line.

Error Message `Network congestion`

Explanation There is congestion on the ISDN network.

Recommended Action Try to establish a connection again. If the error message recurs, contact your ISDN carrier.

Error Message `Network out of order`

Explanation The ISDN network is currently not operating properly.

Recommended Action Try to establish a connection again. If the error recurs, contact your ISDN carrier.

Error Message
`No route to specified`

`No route to destination`

Explanation The ISDN connection could not be established because the destination address dialed is not valid.

Recommended Action Check the dialnumber of the respective connecting router in the ISDN200.CFG file and repeat the action. The number dialed will be displayed when calling ISDN200.

Error Message `No user responding`

Explanation The connecting router is not responding.

Recommended Action Ensure that the connecting router is on, or test the dialnumber of the connecting router. Ensure that the connecting router is configured correctly to accept the incoming call.

Error Message `NODE ADDRESS is setable via NET.CFG only`

Explanation The ISDN200.CFG file contains a line with the keyword "NODE ADDRESS."

Recommended Action Remove the line from the ISDN200.CFG file. Edit your NET.CFG file instead and specify the following line in the "Link Driver Cisco 200" section:

```
NODE ADDRESS = hexadecimal digits
```

Error Message `NODE ADDRESS is 0 - setup entry 'NODE ADDRESS' in file NET.CFG`

Explanation The NET.CFG file does not contain a specification of a NODE ADDRESS for the Cisco 200 driver.

Recommended Action Add the following line to the "Link Driver Cisco 200" section of the NET.CFG file:

```
NODE ADDRESS = address
```

Ensure that the node address is unique within the entire network.

Error Message
```
NODE ADDRESS is 0 - setup entry 'NODE ADDRESS' in file NET.CFG

NODE ADDRESS is 0 - change entry 'NODE ADDRESS' in file
```

Explanation These messages are most likely caused by one of the following:

1 Your ISDN Adapter is not supplying a serial number, and the driver's Ethernet address (NODE ADDRESS) is 0, which is not permitted.

2 Cisco 200 cannot find the correct NET.CFG file.

Recommended Action The solutions to these problems are as follows:

1 Add the NODE ADDRESS line to the NET.CFG file in the "Cisco 200" section. If you are using the packet driver, add the following line for your own configuration in the ISDN200.CFG file:

```
NODE ADDRESS = value
```

2 Make sure that the AUTOEXEC.BAT file correctly calls the directory location of the CONNECT.BAT file.

Error Message `Normal call clearing`

Explanation This message indicates that an attempt was made to contact the connecting router. If the attempt is successful, no further messages will appear. If the attempt is unsuccessful, a more specific message might follow.

Recommended Action If no messages follow this one, you need take no action; the Cisco 200 has successfully contacted the connecting router. If other messages follow this one, refer to their explanations and recommended actions elsewhere in this appendix.

Error Message `number changed`

Explanation The phone number of the connecting router has changed.

Recommended Action Ask your network administrator for the new phone number and change the phone number in the ISDN200.CFG file.

Error Message `Old Section [ALL] is not allowed anymore`

Explanation The ISDN200.CFG file contains an [ALL] section. No router section can be named [ALL].

Recommended Action Change the section name to another name.

Error Message `Only one of the parameters -s, -d, -c, -a and -r may be given`

Explanation You cannot use more than one parameter switch at a time.

Recommended Action Use only one of the displayed parameter switches at a time.

Error Message `out of order`

Explanation The connecting router is not operational.

Recommended Action Repeat the action. If the error continues to appear, check the operation of the connecting router.

Error Message
`Own configured DIALNUMBER too long`

`DIALNUMBER of partner` *name* `too long`

`INDICATED DIALNUMBER of` *router* `too long - cut after` *n* `chars`

Explanation The INDICATED DIALNUMBER line in the ISDN200.CFG file contains a syntax error in the keyword string.

Recommended Action Reduce the number of characters in the keyword string. Retry running CONNECT.BAT.

Error Message `Parameter CHANNELS is not allowed for PPP connections`

Explanation The CHANNELS parameter is specified in the ISDN200.CFG file; however, channel bundling is not yet available with PPP.

Recommended Action Remove the CHANNELS statement from the ISDN200.CFG file.

Error Message `Parameter file does not contain entry for`
`partner` *name*

Explanation The router name specified in the command line of the ISDN200.EXE program must match the partner name in the "Routers" section of the ISDN200.CFG file.

Recommended Action Compare the router name in the ISDN200.CFG file with the router name on the command line.

Error Message
```
ISDN200.CFG file not found
```
```
An error occurred reading the file
```

Explanation   Either the ISDN200.EXE program could not find the ISDN200.CFG file or an error occurred when the ISDN200.CFG file was read.

Recommended Action   Ensure that the ISDN200.CFG file is in the directory in which you installed the Cisco 200 software. If the file is missing, use an ASCII text editor to generate the ISDN200.CFG file as described in the appendix "Modifying the Cisco 200 Configuration Files" or reinstall the Cisco 200 software.

Error Message   `file not found`

Explanation   The ISDN200 program could not find the ISDN200.CFG file. Ensure that the ISDN200.CFG file is in the directory in which you installed the Cisco 200 software.

Recommended Action   If the file is missing, use an ASCII text editor to generate the ISDN200.CFG file.

Error Message   `Parameter -i has got invalid argument`

Explanation   The interrupt switch **-i** was specified with an invalid argument, for example, an incorrect interrupt number.

Recommended Action   Use **-i** with a hexadecimal argument (for example, **-i** *0x63*) or a decimal argument (for example, **-i** *94*). Be sure you leave a space between the **-i** and the argument.

Error Message   `Parameter SERVICE has invalid argument`

Explanation   The SERVICE parameter specified in the ISDN200.CFG file has an invalid argument.

Recommended Action   Change the argument to a valid entry. Valid arguments are DATA64 (default) and DATA56.

Error Message
```
physical connection established

Timeout - connection establishment to router failed
```
or
```
physical connection established

logical connection establishment failed - welcome procedure error
```

Explanation   If either message sequence displays, the maximum time allowed for the logical connection establishment has been exceeded and the connection has failed. However, the physical ISDN connection (the D channel) was established and is working properly.

Recommended Action   Follow these steps to correct this situation:

- The connecting router might not be 100 percent PPP-compliant. Ensure that the connecting router is configured to use PPP and is using the same ISDN protocols as the Cisco 200. Do not use X.75.

- Ensure that the DIALNUMBER parameter is correctly specified in the ISDN200.CFG file. The DIALNUMBER parameter must match the number that is actually dialed. Compare the DIALNUMBER line that follows the CONNECT.BAT line entry with the number that is actually dialed.

- Verify that PUBLIC_ACCESS is not set to "9" if it is not required.

- Verify that both sides are configured to the same line speed value; that is, both sides are either 56 kbps or 64 kbps. Use the statement "SERVICE = DATA56" or "SERVICE = DATA64" (the default) in the "Routers" section of the ISDN200.CFG file to change this value on the Cisco 200 side. Even though both settings are configured to 64 kbps, the actual line speed might only be 56 kbps. In this case, switch both systems to 56 kbps.

Error Message   `remote procedure error`

Explanation   The connection was disabled by the ISDN exchange due to an undefined problem in the local node.

Recommended Action   Try to establish a connection again.

Error Message `Remote Router name is needed to initialize Cisco 200`

Explanation You must specify the name of the connecting router when starting the Cisco 200.

Recommended Action Enter the following:

```
CONNECT routername
```

or include the following statement in your initialization script:

```
ISDN200 routername
```

Error Message `Router name is needed to initialize Cisco 200`

Explanation ISDN200 was started for the first time without additional parameters after loading the Cisco 200 software.

Recommended Action When running ISDN200 for the first time, specify the name of the connecting router. On subsequent calls, the current driver configuration will be displayed.

Error Message
```
service not available
```
```
requested fac. not subscr
```

Explanation Data transfer with 64 kbps service is not applied to your terminal or the destination terminal.

Recommended Action Ask your ISDN carrier or the representative of your PABX if this service is enabled for your ISDN terminal and for your connecting router. Check the selected dialnumber that is displayed when running CONNECT.BAT.

Error Message `The LSL is not loaded`

Explanation The network manager link support layer (LSL) could not be found in the PC's memory.

Recommended Action Check the CONNECT.BAT file to ensure that LSL is loaded before the Cisco 200 software is installed.

Error Message `Timeout - connection establishment to` *router* `failed`

Explanation   The establishment of a physical ISDN connection failed because the maximum time allowed for the physical connection establishment was exceeded. This is similar to a "ringing telephone" situation. The destination you tried to contact sent an alert to its switch indicating that it will take some time until the call will be accepted or rejected. An alert can take up to three minutes in an ISDN network.

Recommended Action   Verify that the connecting router receives a call. Switch on Q.931 or D-channel layer 3 debug facilities to check for incoming setup messages. If the setup message is received, the connecting router is configured incorrectly and will not accept the call. If the call is not received, the network is not delivering the call. In that case, perform standard physical connection checks.

Error Message `Timeout - connection with` *router* `won't sleep`

Explanation   You tried to place the ISDN connection in a sleep state by executing **ISDN200 -s**. The line did not go to sleep because there is still valid traffic on the line, which reestablished the connection.

Recommended Action   Wait until there is no longer any traffic on the line and try using the **ISDN -s** command again.

Error Message `Timeout - release of connection with` *router* `is still`
`pending - unload driver`

Explanation   The connection could not be released when you executed **ISDN200 -d**. This can occur due to a malfunction of the ISDN switch or of CAPI200.EXE.

Recommended Action   Unload all drivers, including CAPI200.EXE.

Error Message `To establish a connection with` *router* `the current`
`partner has to be released first - use 'ISDN200 -d'`

Explanation   Only one connection can be used at a time. Before you can start a connection to the specified router, you must release the currently active router.

Recommended Action   Release the currently active router either by entering: **DCONNECT.BAT** or by executing **ISDN200 -d**.

Error Message `Too many INDICATED DIALNUMBERs specified for partner` *name*

Explanation   Too many lines with the parameter INDICATED DIALNUMBER are specified in the "Routers" section of the ISDN200.CFG file. A maximum of 16 INDICATED DIALNUMBER lines per router are allowed.

Recommended Action   Reduce the number of lines accordingly.

Error Message
`Unallocated number`

`Normal call clearing`

Explanation   On NI1 and 5ESS lines, these causes are typical for SPID and directory number configuration problems on the local side.

Recommended Action   Ensure that you specified the correct SPID and directory number for your ISDN line. Both values must be given as parameters loading CAPI200.

Error Message   `User busy`

Explanation   The connecting router is busy.

Recommended Action   Ensure that the connecting router is activated and that at least one B channel is available for data communication.

Error Message   `Version of ISDN200 does not match Cisco 200 version`

Explanation   You must use ISDN200 and Cisco 200 files from the same Cisco 200 software version. Reinstall the newest version of Cisco 200 software.

Physical Connection Messages

This section lists messages that might be generated by the ISDN carrier. Troubleshooting questions for these messages should be directed to the ISDN carrier (telephone company).

Error Message

```
Access info discarded

Bearer cap. not authorized

Bearer cap. not impl

B.cap. not pres. avail

Call delivered in estab. ch

Call identity in use

Call rejected

Call (requ.call id) cleared

Channel type not impl

Channel unacceptable

Destination out of order

Facility rejected

Identified chan.not exist

Incompatible destination

Inv. transit network selec

Invalid crn value

Invalid informationelem

Invalid message

Invalid number format

Mandatory infoelem. miss

Message not compatible in call state

Message type not impl/exs
```

```
Network out of order
No answer from alerted user
No call suspended
No channel available
No route to destination
No route to specified
No user responding
Non-selected user clearing
Normal call clearing
Normal, unspecified
Number changed
Only rest.dig.info.b.cap
Protocol error, unspec
Qual.of service unavail
Recovery on timer expiry
Request fac. not subscr
Requested chan. not avail
Requested fac. not impl
Resources unavailable
Response to STATUS ENQUIRY
Service not available
Service not implemented
Susp.call ex.,bad call id
Switching equip. congest
Temporary failure
```

```
Unallocated number

Unknown informationelement

User busy
```

Explanation   Error messages preceded with "0x34," such as the messages above, are
generated when a physical connection cannot be established.

Recommended Action   Ensure that the ISDN Adapter is properly installed and
connected. If it is, contact your ISDN provider and ask to have the physical connection
checked.