



Diagnostic Messages

Diagnostic (DGN) messages describe user activities and system conditions while the user is working with the VCO/4K system administration's Diagnostic menu options.

DGN messages are described in the following manner:

DGNnn: Message

Explanation An explanation of the message.

Action A description of the action the user should take.

DGN Messages

DGN02: No Outpulsing Channels Available

Explanation No Digital Tone Generator (DTG) ports are available for the T1 card or DTMF/MF receiver diagnostic test. Testing using the DTG for outpulsing cannot be performed at this time.

Action The test can be reattempted when tone channels become available.

DGN03: (Test Name) Test Complete - ATP - X Tests Executed

Explanation The test sequence for a trunk or receiver was successfully completed. ATP stands for "All Tests Passed" and x is the number of test loops executed.

Action None required.

DGN04: Receiver RLSP x,X,XX,XX Interdigit Timeout

Explanation A trunk or receiver test failure. A diagnostic test of a trunk or receiver was not completed before the receiver port at the specified address reported an interdigit timeout (for DTMF receivers) or no "ST" (stop) digit was received (for MF receivers). A port did not pass the expected digit.

Action Run the test again and note if the same failure is reported. If the failure persists, replace the card that has the faulty port.

DGN05: RLSP X,X,XX,XX rcvd xx exptd XX

Explanation A trunk or receiver test failure. The specified port expected to receive the digit string XX but instead received the digit string xx. A port passed an incorrect digit.

Action Run the test again and note if the same failure is reported. If the failure persists, replace the card that has the faulty port.

DGN06: (Test Name) Test Complete - STF - X Tests Executed, X Failed

Explanation The specified trunk or receiver test sequence was completed with some test failures. STF stands for “Some Tests Failed” and the two X values indicate the number of tests executed and number of test failures.

Action Run the test again and note if the same failure is reported. If the failure persists, replace the card experiencing the failures.

DGN07: Receiver RLSP X,X,XX,XX Passed

Explanation The rack, level, slot, port (RLSP) address of the receiver port as the diagnostic test sequence is completed for each MF or DTMF tone receiver port.

Action None required.

DGN08: IPRC R,L,S No Response From XXX Test

Explanation Issued when the IPRC under test does not respond to the diagnostic test request. XXX may be DRAM, SCSI Interface, or PCM Interface. The IPRC may be failing.

Action Run the test again. If the problem persists, replace the IPRC.

DGN09: (Test Name) Test Aborted By Operator - ATP - X Tests Executed

Explanation The operator exited the Service Circuit Test Utility or Test T1 Card menus before the test sequence was completed. All tests had passed up to that time.

Action None required.

DGN11: (Test Name) Test Aborted by Operator - STF - x Tests Executed, x Failed

Explanation A Service Circuit Test or T1 Test was aborted by the operator. Some of the tests performed to that point failed. The number of ports tested before the process was aborted and the number of failed tests are specified in the message. Testing was stopped prior to completion.

Action Run the test again. If the card or span continues to experience test failures, replace the affected card.

DGN13: Receiver RLSP X,X,XX,XX Timeout

Explanation A receiver diagnostic failure. The specified receiver did not receive the test digits within the allotted time before timing out. The specified receiver card may be failing.

Action Run the test again. If the problem persists, replace the receiver card.

DGN14: RCVR RLSP X,X,XX,XX - TNK RLSP X,X,XX,XX Timeout

Explanation A trunk diagnostic failure. The specified receiver did not receive the test digits from the indicated trunk within the allotted time before timing out.

Action Run the test again. If the problem persists, replace the specified trunk card.

DGN15: IPRC R,L,S XXX Test Passed

Explanation This message is issued following each executed test if the user selected “N” in the screen field labeled “Print Error Messages Only.” of the Service Circuit Test Utility screen or the Test Port Card screen.

Action None required.

DGN16: Receiver RLSP X,X,XX,XX Internal

Explanation A receiver diagnostic outpulse channel failure. The specified receiver did not report outpulse complete from the tone card.

Action Run the test again. If the problem persists, replace the affected receiver card.

DGN17: RCVR RLSP X,X,XX,XX - TNK RLSP X,X,XX,XX Internal

Explanation A trunk diagnostic outpulse channel failure. A channel of the specified trunk did not outpulse the test tone to the indicated receiver.

Action Run the test again. If the problem persists, replace the affected trunk card.

DGN18: Receiver RLSP X,X,XX,XX Field Timeout

Explanation A failed receiver diagnostic test. During the diagnostic, the indicated receiver port reported a timeout before receiving all expected digits.

Action Run the test again. If the problem persists, replace the affected receiver card.

DGN19: RCVR RLSP X,X,XX,XX - TNK RLSP X,X,XX,XX Field Timeout

Explanation A failed trunk diagnostic test. During the diagnostic, the indicated trunk port reported a timeout before sending all expected digits to the specified receiver.

Action Run the test again. If the problem persists, replace the affected trunk card.

DGN20: Receiver RLSP X,X,XX,XX No Response

Explanation A failed receiver diagnostic test. During the diagnostic, the receiver channel at the specified rack, level, slot, port (RLSP) did not report digits received or a timeout.

Action Run the test again. If the problem persists, replace the affected receiver card.

DGN21: RCVR RLSP X,X,XX,XX - TNK RLSP X,X,XX,XX No Response

Explanation A failed trunk diagnostic test. During the diagnostic, the receiver channel at the specified rack, level, slot, port (RLSP) did not receive the digits from the indicated trunk and did not report.

Action Run the test again. Run the test using different trunk and receiver cards to identify which card may be having the problem. If the problem persists, replace the affected receiver or trunk card.

DGN22: Receiver RLSP X,X,XX,XX Garbled

Explanation A failed trunk diagnostic test. During the diagnostic, the receiver channel at the specified rack, level, slot, port (RLSP) reported the receipt of garbled digits.

Action Run the test again. If the problem persists, replace the affected receiver card.

DGN23: RCVR RLSP X,X,XX,XX - TNK RLSP X,X,XX,XX Garbled

Explanation A failed trunk diagnostic test. During the diagnostic, the receiver channel at the specified rack, level, slot, port (RLSP) reported the receipt of garbled digits.

Action Run the same test again. If the message is displayed, run the test using different trunk and receiver cards to identify which card may be having the problem. If the problem persists, replace the affected receiver or trunk card.

DGN24: RCVR RLSP X,X,XX,XX - TNK RLSP X,X,XX,XX Inter Digit Timeout

Explanation A failed trunk diagnostic test. During the trunk diagnostic, the indicated receiver port timed out before the digit string was received.

Action None required.

DGN25: RX RLSP X,X,XX,XX - Sent [digit]

Explanation During trunk diagnostics, the specified receiver port was sent the indicated digit sequence by an output channel. If the digit string does not match the digit string received by the T1 in message DGN28, this indicates a test failure.

Action Run the same test again. If the message is displayed, run the test using different trunk and receiver cards to identify which card may be having the problem. If the problem persists, replace the affected receiver or trunk card.

DGN26: Port RLSP X,X,XX,XX Not Idle

Explanation The trunk or receiver port specified was not idle when the trunk or receiver diagnostic attempted to use it. The port was skipped over by the diagnostic test and left in its previous state.

Action Place the port in Diagnostic mode to conduct tests on it.

DGN27: RCVR RLSP X,X,XX,XX - TNK RLSP X,X,XX,XX Passed

Explanation The rack, level, slot, port (RLSP) address is logged as the receiver test sequence is completed for each T1 channel.

Action None required.

DGN28: Trunk RLSP X,X,XX,XX - rcvd [digit]

Explanation During the trunk diagnostic, the specified T1 channel received the digit string indicated in the message. If the digit string does not match the digit string received by the receiver port in message DGN25, this indicates a test failure.

Action Run the same test again. If the message is displayed, run the test using different trunk and receiver cards to identify which card may be having the problem. If the problem persists, replace the affected receiver or trunk card.

DGN29: RX RLSP X,X,XX,XX - Sent [digit string]

Explanation A trunk diagnostic test failure. Always output as a pair with message DGN30. The receiver port was sent the specified digit string by the DTG but instead received the digit string listed in message DGN30.

Action Run the test again. If the error persists, replace the receiver card.

DGN30: Interdigit Timeout TNK RLSP X,X,XX,XX - rcvd [digit string]

Explanation A trunk diagnostic test failure. Always output as a pair with message DGN29. The digit string specified was received by the receiver but an interdigit timeout occurred (more than 6 seconds passed between digit receipt).

Action Run the test again. Run the test using a different receiver. Use the same receiver with a different trunk. If the problem persists, replace the affected trunk card or receiver.

DGN31: Interdigit Timeout RLSP X,X,XX,XX - rcvd [digit string] exptd [digit string]

Explanation A service circuit diagnostic test failure. The DTMF receiver port specified reported an interdigit timeout (more than 6 seconds passed between digit receipt). The transmitted (expected) and received digits strings are shown.

Action Run the test again. If the problem persists, replace the receiver card.

DGN32: [event] detected at RLSP X,X,XX,XX

Explanation The signaling event detected on the specified line/trunk port during a call progress tone monitor diagnostic test.

Action None required.

DGN33: CPA RLSP X,X,XX,XX Passed

Explanation The specified CPA port passed during a service circuit card test. The CPA port correctly detected the series of call progress tones presented to it.

Action None required.

DGN38: Too Many Digits Seen

Explanation A service circuit diagnostic test failure. The DRC/MRC port reported receiving more digits than were actually sent.

Action Run the test again. If the problem persists, replace the affected receiver card.

DGN39: Invalid Tone Event

Explanation A service circuit diagnostic test failure. The CPA port reported an invalid tone event.

Action Run the test again. If the problem persists, replace the CPA card.

DGN40: Test Failure - Port XX, Tone Event XX

Explanation A service circuit diagnostic test failure. The specified CPA port failed to detect the tone event within the test period.

Action Run the test again. If the problem persists, replace the CPA card.

DGN41: Incorrect Event Detected - Expected XX, Detected XX

Explanation A service circuit diagnostic test failure. The CPA port detected a tone out of the sequence expected.

Action Run the test again. If the problem persists, replace the CPA card.

DGN42: Unexpected Tone Event Received CPA Card NN, CPA Port XX

Explanation A service circuit diagnostic test failure. The specified CPA port reported a tone out of the sequence expected.

Action Run the test again. If the problem persists, replace the CPA card.

DGN45: Test Aborted, Card Went OOS -ATP- x Tests Executed

Explanation The test was aborted; the card went out-of-service (OOS). Of the tests executed prior to the card going OOS, all tests passed.

Action Identify the reason for the card going OOS. Reactivate the card. Run the test again. If the problem persists, replace the card.

DGN46: xx Test Aborted, Card Went OOS -STF- x Tests Executed, n

Explanation A test (xx) was aborted; the card went out-of-service (OOS). Of the tests executed prior to the card going out-of-service, some tests failed. (“x” equals the number of tests executed, “n” equals the number of tests planned for execution.)

Action Identify the reason for the card going OOS. Reactivate the card. Run the test again. If the problem persists, replace the card.

