



Redundant System Error and Status Messages

Redundant system error and status (RED) messages describe system software conditions associated with system controller redundancy and update channel processing.

RED messages are described in the following manner:

REDnn: Message

Explanation An explanation of the message.

Action A description of the action the user should take.

RED Messages

RED01: ACT Date/Time Sent (Active only)

Explanation Date/time was sent to the standby controller in a redundant system. The update channel established itself and the ACT system initiates file synchronization.

Action None required.

RED02: Status Ready Sent

Explanation The controller indicates that file synchronization is ready to begin. On the active side, all card status updates were sent and controller has waited for the “Status Ready” message from the standby side. On the standby side, the “Status Ready” message is received from the active side.

Action None required.

RED03: *** Data Overflow - Channel Will Be Stopped **

Explanation Too much update information is being held to be passed from one controller to the other. The update channel is turned off and data that is held on the system is thrown away. The channel reestablished itself and file synchronization processing restarts. This condition can occur when a new database is being created or loaded on the active side.

Action None required.

RED04: WARNING: Error Logs on SBY Will Not be Complete

Explanation Error log file space on this system is no longer available. The other controller is still processing, but its error logs do not match those on the active controller. This generally occurs when one side runs for an extended period of time without the other running or without the update channel established.

Action Remove unneeded files from the hard drive to make space for additional error logs.

RED08: Starting Database Reload

Explanation The database is being reloaded from hard disk on the standby side, after receipt of at least one database file from the active side during file synchronization.

Action None required.

RED10: Bad Error Message Packet Rec'd - Type x Length x

Explanation The standby controller received a faulty message packet across the update channel.

Action If the problem persists, investigate possible problems with SWI/Combined Controller cards.

RED12: Database Reload Has Completed

Explanation The database was updated on the standby side and was reloaded into DRAM. Both the active and standby sides now have the same database information.

Action None required.

RED13: ERROR: Unable to Update Date/Time on SBY

Explanation The standby controller is unable to update its date/time—possible clock error on either side. This could also indicate a faulty SWI card on either side. The active side always controls system time. The standby side tries to update the clock five times before reporting this error. There is a loss of time synchronization between the active and standby controllers.

Action Investigate possible problems with the SWI/Combined Controller or CPU cards.

RED14: ERROR xx Creating [filename]

Explanation An error was detected while attempting to create the file specified in the message during file synchronization. The file could not be created.

Action If the problem persists, investigate possible problems with the following: CPU, SCSI cable, hard disk and floppy disk assembly, or Storage I/O Module.

RED15: ERROR xx Inserting in [filename]

Explanation An error was detected while attempting to insert data into the file specified in the message during file synchronization. The file was not changed.

Action If the problem persists, investigate possible problems with the following: CPU, SCSI cable, hard disk and floppy disk assembly, or Storage I/O Module.

RED16: ERROR xx Opening [filename]

Explanation An error was detected while attempting to open the file specified in the message during file synchronization. The file could not be opened. This can occur if the hard disk drive has become full. This can occur if tracing is activated and left to run over a long period of time or during very high call volume. If the disk drive becomes full, further file system activity cannot be performed.

Action Boot the system from the installation diskette and use the Disk Utilities screen to identify and remove any unnecessary large files to free up disk space. If space is not the problem, investigate possible problems with the following: CPU, SCSI cable, hard disk and floppy disk assembly, or Storage I/O Module.

RED17: ERROR xx Updating [filename]

Explanation An error was detected while attempting to update the file specified in the message during file synchronization. The file was not updated.

Action If the problem persists, investigate possible problems with the following: CPU, SCSI cable, hard disk and floppy disk assembly, Storage I/O Module.

RED18: ERROR xx Closing [filename]

Explanation An error was detected while attempting to close the file specified in the message during file synchronization. The file could not be closed.

Action If the problem persists, investigate possible problems with the following: CPU, SCSI cable, hard disk and floppy disk assembly, or Storage I/O Module.

RED20: SBY File Sync Complete

Explanation The standby system controller was fully synchronized with the active controller.

Action None required.

RED21: ERROR: Bad Date/Time Update Packet Rec'd - Type x

Explanation The standby controller received a faulty date/time message packet across the update channel. The channel does not establish itself between the two controllers. File synchronization does not begin.

Action The system should recover automatically. If the problem persists, investigate possible problems with the following: CPU, SCSI cable, hard disk and floppy disk assembly, Storage I/O Module.

RED22: File Sync Has Started

Explanation The automatic file synchronization task between redundant system controllers was initiated over the update channel. This message prints once for the active controller and once for the standby controller.

Action None required.

RED24: ERROR: Unknown File Xfer Packet Rec'd - File = [filename]

Explanation The standby controller received file transfer data for an unknown file from the active controller. This could indicate a faulty SWI card on either side or a software error. Unknown data is discarded.

Action The system should recover automatically. If the problem persists, investigate possible problems with the following: CPU, hard disk and floppy disk assembly, SCSI cable, or Storage I/O module.

RED25: ERROR: Data Lost Xferring [filename]

Explanation Records were lost for a data file while being transferred across the update channel to the standby controller. File synchronization is aborted and the update channel is reestablished.

Action If the problem persists, investigate possible problems with the SWI/Combined Controller.

RED28: File Synchronization Has Timed Out

Explanation Automatic file synchronization time expired; file transfer is not complete. The update channel fails and is reestablished.

Action None required.

RED29: ERROR: Bad XFER Packet Rec'd

Explanation A corrupted transfer packet was detected by the receiving system controller. File synchronization is aborted, and the update channel fails and is reestablished.

Action If the problem persists, investigate possible problems with the SWI/Combined Controller.

RED30: ERROR nn, Removing [filename]

Explanation An error occurred while trying to remove the old copy of a database file on the standby side during file synchronization processing. File synchronization is aborted, and the update channel fails and is reestablished.

Action If the problem persists, investigate possible problems with the SWI/Combined Controller.

RED31: SBY Checkpoint Sent

Explanation A checkpoint is used to indicate that changes were made to the database file. Whenever a change is made to a file, the checkpoint is incremented. During file synchronization, this checkpoint data is sent by the standby controller to the active controller. This is the second step in the file synchronization process.

Action None required.

RED32: ACT File Sync Completed

Explanation The active system controller is now fully synchronized with the standby system controller.

Action None required.

RED33: ERROR: Unable to Update Transferred File [filename]

Explanation Somewhere in the process of renaming the received file, and removing the original file, the update task failed. System controllers are no longer synchronized. File synchronization aborts, and the update channel fails and is reestablished.

Action If the problem persists, investigate possible problems with the SWI/Combined Controller.

RED34: System Reset Forced By Host

Explanation A Change Active Controllers command was issued by the host. If the controller was active, it is now standby, and a reset of the controller occurs.

Action None required.

RED35: ERROR: Unable to Update Active Tone Card

Explanation The standby controller is unable to mark a specific DTG as active as passed by the active controller because of an internal error. This is followed by a system reboot. The standby controller is reset.

Action If the problem persists, investigate possible update channel problems with the SWI/Combined Controller.

RED37: ERROR: xxx Reading [filename]

Explanation An error was detected while trying to read the file specified in the message. If [filename] was being transferred, then file synchronization is aborted and the channel fails and is reestablished.

Action If the problem persists, investigate possible problems with the following: hard disk and floppy disk assembly, SCSI cable, or Storage I/O module.

RED38: System Switched by Host

Explanation The active and standby controllers were switched because a Change Active Controllers (\$C0 01) command was issued by the host. The active side is now standby. The standby side is now active.

Action None required.

RED39: System Switched by Operator

Explanation The operator switched active and standby controllers via the Maintenance Menu screen. The active side is now standby. The standby side is now active.

Action None required.

RED41: System Time Set By Host on xx System

Explanation The system time was set by the host using the Configure VCA/Set System Clock (\$C0 00) command on the controller indicated by xx (active or standby). System time is changed.

Action None required.

RED42: Standby DB Update Error - Bad Record Size, File [filename]

Explanation An error was detected while trying to update the database file specified on the standby controller. File synchronization was lost between the active and standby controllers for this specific file. File synchronization is reestablished following an update channel failure or system reboot.

Action None required.

RED43: Standby DB Update Error - Bad Record Offset, File [filename]

Explanation An error was detected while trying to update the database file specified on the standby controller. File synchronization was lost between the active and standby controllers for this specific file. File synchronization is reestablished following an update channel failure or system reboot.

Action None required.

RED44: Standby DB Update Error - Bad Record Count, File [filename]

Explanation An error was detected while trying to update the database file specified on the standby controller. File synchronization was lost between the active and standby controllers for this specific file. File synchronization is reestablished following an update channel failure or system reboot.

Action None required.

RED45: Standby DB Update Error - DB Queue Error, File [filename]

Explanation An internal queue overrun error occurred when the active controller attempted to transmit a database update to the standby controller. File synchronization was lost between the active and standby controllers for this specific file. File synchronization is reestablished following an update channel failure or system reboot.

Action None required.

RED46: Standby DB Update Acknowledged, File [filename]

Explanation The database file specified was successfully updated on the standby controller.

Action None required.

RED47: WARNING: ACT & SBY Licensed Different

Explanation The A and B sides of the redundant system are not licensed for the same amount of time slots. If this condition is not corrected, the system uses the lower number of time slots on both sides. System operation is not affected. It may not be possible to add additional cards to the database.

Action Ensure that appropriate license numbers are entered for both the A and B side controllers. Contact the Cisco Systems TAC for assistance.

RED48: WARNING: SBY Serial Number Mismatch

Explanation The CPU card on the standby side has been replaced. In order for the standby side to operate, you must update its license number.

Action Access the License Configuration screen and update the license number.

