



Preface

Objective

The *Cisco VCO/4K System Messages* document contains a complete listing of all messages associated with the Cisco VCO/4K system software and optional software products. System messages are sent to the master console's system messages area, system printer, and the system log file (C:/log).

Audience

This document is intended for all personnel using VCO/4K system administration functions.

Document Organization

This document is organized as follows:

Chapter 1, "Alarm Condition Messages," lists alarm condition messages that may be present on the system.

Chapter 2, "Call Record Processing Messages," lists start call and end call record processing error messages.

Chapter 3, "Database Administration Messages," lists error, warning, user activity, and system condition messages associated with the VCO/4K system administration's Database Administration menu options.

Chapter 4, "Diagnostic Messages," lists user activity and system condition messages associated with the VCO/4K system administration's Diagnostic menu options.

Chapter 5, "Fault Recovery and Maintenance Messages," lists system processing messages.

Chapter 6, "Host Manager Messages," lists host link and internal overlay messages.

Chapter 7, "Peripheral Manager Messages," lists system peripheral status messages.

Chapter 8, "Redundant System Error and Status Messages," lists system controller redundancy and update channel processing messages.

Chapter 9, "TeleRouter Processing Messages," lists system error messages associated with call routing.

Chapter 10, "Signaling System No. 7 Messages," lists error and status messages associated with American National Standards Institute/International Telecommunication Union (ANSI/ITU) and Integrated Services Digital Network User Part (ISUP) applications.

Chapter 11, “System Administration and Miscellaneous Messages,” alphabetically lists error, warning, and prompt messages associated with general system administration.

Documentation Conventions

This document uses the following convention:



Note

Means *reader take note*. Notes contain helpful suggestions or references to material not covered in the manual.

Related Documentation

The messages contained in this document may be encountered while using the following documents:

- *Cisco VCO/4K System Administrator's Guide*
- *Cisco VCO/4K Software Installation Guide*
- *Cisco VCO/4K ISDN Supplement*
- *Cisco VCO/4K Ethernet Guide*
- *Cisco VCO/4K System Software Version 5.1(n) Release Notes*
- *Cisco VCO/4K Tone Plan Release Notes*
- *Cisco VCO/4K TeleRouter Reference Guide*
- Applicable SS7 ANSI, ITU, and ISUP supplements
- Applicable tone plan supplements

Obtaining Documentation

The following sections provide sources for obtaining documentation from Cisco Systems.

World Wide Web

You can access the most current Cisco documentation on the World Wide Web at the following sites:

- <http://www.cisco.com>
- <http://www-china.cisco.com>
- <http://www-europe.cisco.com>

Documentation CD-ROM

Cisco documentation and additional literature are available in a CD-ROM package, which ships with your product. The Documentation CD-ROM is updated monthly and may be more current than printed documentation. The CD-ROM package is available as a single unit or as an annual subscription.

Ordering Documentation

Cisco documentation is available in the following ways:

- Registered Cisco Direct Customers can order Cisco Product documentation from the Networking Products Marketplace:
http://www.cisco.com/cgi-bin/order/order_root.pl
- Registered Cisco.com users can order the Documentation CD-ROM through the online Subscription Store:
<http://www.cisco.com/go/subscription>
- Nonregistered Cisco.com users can order documentation through a local account representative by calling Cisco corporate headquarters (California, USA) at 408 526-7208 or, in North America, by calling 800 553-NETS(6387).

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To submit your comments by mail, use the response card behind the front cover of your document, or write to the following address:

Attn Document Resource Connection
Cisco Systems, Inc.
170 West Tasman Drive
San Jose, CA 95134-9883

We appreciate your comments.

Obtaining Technical Assistance

Cisco provides Cisco.com as a starting point for all technical assistance. Customers and partners can obtain documentation, troubleshooting tips, and sample configurations from online tools. For Cisco.com registered users, additional troubleshooting tools are available from the TAC website.

Cisco.com

Cisco.com is the foundation of a suite of interactive, networked services that provides immediate, open access to Cisco information and resources at anytime, from anywhere in the world. This highly integrated Internet application is a powerful, easy-to-use tool for doing business with Cisco.

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Customers and partners can self-register on Cisco.com to obtain additional personalized information and services. Registered users can order products, check on the status of an order, access technical support, and view benefits specific to their relationships with Cisco.

To access Cisco.com, go to the following website:

<http://www.cisco.com>

Technical Assistance Center

The Cisco TAC website is available to all customers who need technical assistance with a Cisco product or technology that is under warranty or covered by a maintenance contract.

Contacting TAC by Using the Cisco TAC Website

If you have a priority level 3 (P3) or priority level 4 (P4) problem, contact TAC by going to the TAC website:

<http://www.cisco.com/tac>

P3 and P4 level problems are defined as follows:

- P3—Your network performance is degraded. Network functionality is noticeably impaired, but most business operations continue.
- P4—You need information or assistance on Cisco product capabilities, product installation, or basic product configuration.

In each of the above cases, use the Cisco TAC website to quickly find answers to your questions.

To register for Cisco.com, go to the following website:

<http://www.cisco.com/register/>

If you cannot resolve your technical issue by using the TAC online resources, Cisco.com registered users can open a case online by using the TAC Case Open tool at the following website:

<http://www.cisco.com/tac/caseopen>

Contacting TAC by Telephone

If you have a priority level 1 (P1) or priority level 2 (P2) problem, contact TAC by telephone and immediately open a case. To obtain a directory of toll-free numbers for your country, go to the following website:

<http://www.cisco.com/warp/public/687/Directory/DirTAC.shtml>

P1 and P2 level problems are defined as follows:

- P1—Your production network is down, causing a critical impact to business operations if service is not restored quickly. No workaround is available.
- P2—Your production network is severely degraded, affecting significant aspects of your business operations. No workaround is available.