



Error Messages

This appendix describes the Cisco Prime Optical error messages and recommends solutions. It contains the following sections:

- [F.1 Prime Optical Client Error and Warning Messages, page F-1](#)
- [F.2 Prime Optical Server Error Messages, page F-98](#)
- [F.3 Prime Optical Server Audit Messages, page F-148](#)

F.1 Prime Optical Client Error and Warning Messages

Error and warning messages are categorized by message type and are listed in ascending numeric order within each category.



Note

Because error and warning messages are grouped in number ranges, they are not listed in exact numeric order.

Error Message EID-2: The NE Explorer is not supported for this NE type.

Recommended Action Select a different NE for which NE explorer is supported. [Table 1-14 on page 1-32](#) lists the NEs supported in Prime Optical and describes the NE Explorer for each NE.

Error Message EID-3: The connection to the JMS server was lost.

Recommended Action No action is required. The service reconnects automatically to the JMS server.

Error Message EID-100: Fatal error: Cannot connect to EMS server. Check the configuration and retry.

Recommended Action Verify IP connectivity from the client to the server. Verify that the Prime Optical application is running. See [Appendix G, “Troubleshooting,”](#) for additional information.

Error Message EID-102: Fatal error: This service is currently disabled. If the problem persists, contact your service provider.

Recommended Action Retry later. If the problem persists, contact your Prime Optical system administrator.

Error Message EID-103: Fatal error: Connection to the EMS server was lost. The application will be shut down.

Recommended Action Restart the application after verifying that the Prime Optical server is operational and available from the client LAN.

Error Message EID-104: CTM internal error: Invalid help URL.

Recommended Action The Prime Optical client cannot connect to the Prime Optical HTTP server. Contact your Prime Optical system administrator.

Error Message EID-105: This user is currently logged in. Second connection to the EMS server is not allowed.

Recommended Action If you know where you are logged in currently, close that session. If you do not know where you are logged in, ask the administrator to end the session. After the session ends, start a new session.

Error Message EID-106: Fatal error: Cannot initialize database connection. Verify that the EMS database is operational.

Recommended Action Ask the administrator to check the database configuration. Contact Cisco technical support if you cannot find problems with the database.

Error Message EID-107: Cannot launch a JVM for help.

Recommended Action Xterm is missing from the Sun Solaris path. Edit the `ems-client.cfg` file and provide the correct xterm path.

Otherwise, there might not be enough memory to launch a separate help process. Shut down some applications to free memory.

Error Message EID-108: The administrator has logged out your session. The CTM client will be closed.

Recommended Action Try logging into the Prime Optical client again.

Error Message EID-109: Could not log into the CTM server. Cannot start server.

Recommended Action Run the `opticalctl status` command to see what Prime Optical server processes are running. Restart the Prime Optical server using the `opticalctl start` command.

Error Message EID-110: Cannot relogin to CTM standby server(s).

Recommended Action Prime Optical client cannot connect to the servers listed in the Control Panel > Recovery Properties > Server List. Ping the IP address of the server that you are trying to connect to.

Error Message EID-111: Your password has expired. You must set a new password. Do you want to continue?

Recommended Action Enter a new password.

Error Message EID-112: You are entering a protected Cisco domain. Do you want to continue?

Recommended Action Click **OK** to continue.

Error Message EID-113: Invalid password. The password cannot contain the same characters as the user ID, even in a different order.

Recommended Action Choose a different password, one that does not contain the same characters as your username.

Error Message EID-114: Invalid password. The new password must differ from the old password by at least *n* characters.

Recommended Action Choose a different password, one that differs from your old password by at least the number of configured characters.

Error Message EID-115: Cannot save Auto Refresh state in the User Preferences database table.

Recommended Action Check your database. Cannot update Auto Refresh Mode in the USER_PREFERENCES_TABLE.

Error Message EID-116: Cannot launch a browser. CTM uses the default browser to display the online help. The directory where your Mozilla executable is installed must be in your PATH environment variable. Also, verify that the DISPLAY variable is set correctly.

Recommended Action Use the following procedure to correct the error:

-
- Step 1** Verify that graphical applications can be launched from the terminal window where you execute the Prime Optical client; for example, type:
- ```
/usr/openwin/bin/xterm
```
- Step 2** Verify that Mozilla is in your PATH. Type:
- ```
which mozilla
```

If the **which mozilla** command returns “mozilla: command not found,” verify that Mozilla is installed and is in your PATH variable.

- Step 3** Verify that the browser version is supported.
 - Step 4** Ensure that the browser is Javascript-enabled.
 - Step 5** If Steps 1 to 4 do not correct the error, install a new browser.
-

Error Message EID-117: Cannot launch a browser. CTM uses the default browser to display the online help. If you want to use a specific browser to launch the CTM online help, verify that it is the default browser for your workstation.

Recommended Action Use the following procedure to correct the error:

- Step 1** Choose **Start > Run** from the Windows taskbar.
 - Step 2** Enter the following command:
`cmd / start http://www.cisco.com`

If a browser does not start, verify that an Internet browser is installed and that it is in the global Windows PATH.
 - Step 3** Verify that the browser version is supported.
 - Step 4** Ensure that the browser is Javascript-enabled.
 - Step 5** If Steps 1 to 4 do not correct the error, install a new browser.
-

Error Message EID-118: Your password has been set by the administrator. You must set a new password. Do you want to continue?

Recommended Action Continue setting a new password.

Error Message EID-119: Error in retrieving backup categories.

Recommended Action The restore categories could not be retrieved. Restart the Prime Optical client and retry the operation.

Error Message EID-120: Erroneous filename or NE selections.

Recommended Action Select a valid filename or NE.

Error Message EID-121: Categories in backed up file are empty.

Recommended Action Choose a category for the backed-up file.

Error Message EID-122: Cannot continue with Finish. Verify that the backup file is not corrupted and that its contents are valid for the restore operation.

Recommended Action Verify that the backup file is not corrupted and that its contents are valid.

Error Message EID-123: The ONS 15216 OADM password does not match the confirmation password. Retype the password.

Recommended Action Retype the password.

Error Message EID-125: The ONS 155XX username is a mandatory field. Specify a username.

Recommended Action Enter a username.

Error Message EID-126: The table view has changed. You must refresh the table before performing this operation.

Recommended Action Click the **Refresh Data** tool.

Error Message EID-127: An error occurred while scheduling the SNTP configuration.

Recommended Action Error occurred while scheduling Simple Network Time Protocol (SNTP). Try performing the task again.

Error Message EID-128: Maximum number of unlock attempts exceeded. Application will be shut down.

Recommended Action Contact your system administrator to unlock your user account.

Error Message EID-129: The current user account has been locked. Please try again later.

Recommended Action This error occurs during Prime Optical user login authentication when a user account is locked out. Wait for the lockout period to expire; then, log into the Prime Optical client.

Error Message EID-130: Cannot authenticate user. Please try again.

Recommended Action Enter your username and password and retry.

Error Message EID-131: Cannot connect to the specified EMS server. Check IP connectivity and try again.

Recommended Action Ping the server workstation to see if you have IP connectivity. If there is no connectivity, contact the administrator to verify that connectivity is established.

Error Message EID-132: User disabled due to a security violation. Contact the administrator to enable the user account.

Recommended Action Contact the administrator to re-enable the user account.

Error Message EID-133: Please specify a username.

Recommended Action Enter the username.

Error Message EID-134: Please enter or select an IP address.

Recommended Action Enter the IP address.

Error Message EID-135: There are no undeleted NEs in the selection context.

Recommended Action The NEs are no longer available. Relaunch the window.

Error Message EID-136: There is no finish action defined for the selected model.

Recommended Action No action was defined to complete the operation on the NE. Select a different NE.

Error Message EID-137: The selection list contains only the deleted NE.

Recommended Action Relaunch the window.

Error Message EID-138: Your password has expired. Please contact your service provider for assistance.

Recommended Action This error occurs during Prime Optical user login authentication when a user's password has expired and the user is not allowed to change the password. Contact your Prime Optical system administrator for assistance.

Error Message EID-139: Invalid password. The new password must differ from the previous *n* passwords used. The password you have entered is a duplicate of the password set on *date*. Enter another password.

Recommended Action Enter a different password.

Error Message EID-140: Select at least one NE or select Export EMS Alarms.

Recommended Action Select at least one NE or select **Export EMS Alarms**.

Error Message EID-141: Specify the alarm severity.

Recommended Action Select at least one alarm severity from the list provided.

Error Message EID-142: Specify the export destination file.

Recommended Action Specify the export destination file.

Error Message EID-143: Cannot write to specified export file.

Recommended Action Verify that the user has the required permission in the directory where the export file is being created. Verify that there is enough disk space available; then, retry.

Error Message EID-144: Cannot create directory: *directory-name*.

Recommended Action Verify that the user has the required permission in the directory where the export file is being created. Verify that there is enough disk space available; then, retry. Verify that there is no existing directory with the name *directory-name*.

Error Message EID-145: Illegal record count. Enter a positive integer.

Recommended Action Enter a positive integer.

Error Message EID-146: Event Export Manager - Cannot create or append to *filename*. Check access rights and disk space.

Recommended Action Check access rights and disk space.

Error Message EID-147: Event Export Manager - Cannot write to *filename*. Check access rights and disk space.

Recommended Action Check access rights and disk space.

Error Message EID-148: Enter message to be sent.

Recommended Action No message is specified. Enter the message you want to send.

Error Message EID-149: Message is too long. Only the first 512 bytes will be sent.

Recommended Action The maximum message size allowed is 512 bytes. If you entered more than 512 bytes, only the first 512 bytes will be sent.

Error Message EID-150: Illegal threshold value. Enter a number between 0 and 100.

Recommended Action Enter a number from 0 to 100.

Error Message EID-151: Copying of CTC binary to CTM server failed. Ensure that *server-install-directory/cms/* on the server is not write protected.

Recommended Action Write-enable the location *server-install-directory/cms/* and retry.

Error Message EID-154: The ML Series Card to NE Connection username is a mandatory field. Specify a username.

Recommended Action Enter a username for ML card-to-NE connections.

Error Message EID-155: The CTM Server to NE Connection username is a mandatory field. Specify a username.

Recommended Action Enter a username for Prime Optical server-to-NE connections.

Error Message EID-157: The CTM Server to NE Connection username is a mandatory field. Specify a username.

Recommended Action Enter a username for Prime Optical server-to-NE connections.

Error Message EID-159: Selected NEs for software download are of different model types.

Recommended Action Reselect the NEs. All NEs selected for software download must be the same model type.

Error Message EID-160: Year entered is before the current year. Enter a year greater than or equal to the current year.

Recommended Action Enter a year that is later than, or the same as, the current year.

Error Message EID-161: Month entered is before the current month. Enter a month greater than or equal to the current month.

Recommended Action Enter a month that is later than, or the same as, the current month.

Error Message EID-162: Date entered is before the current date. Enter a date equal to or greater than the current date.

Recommended Action Enter a day of the month that is the same as, or later than, the current day of the month. The day should be a valid day for the month and year selected.

Error Message EID-163: Hour entered is before the current hour. Enter an hour greater than or equal to the current hour.

Recommended Action Enter an hour that is later than, or the same as, the current hour.

Error Message EID-164: Minute entered is before the current minute. Enter a minute greater than or equal to the current minute.

Recommended Action Enter a minute that is later than, or the same as, the current minute.

Error Message EID-165: Source filename is empty. Enter a valid filename.

Recommended Action Enter a source filename, which is required for the software download or memory restore operation.

Error Message EID-166: Source file does not exist. Enter a valid filename.

Recommended Action The source filename specified for the software download or memory restore operation does not exist. Specify a valid source filename.

Error Message EID-167: Selected NE list is empty. Select NEs from the Available NEs list.

Recommended Action Select at least one NE for the memory backup or software download operation.



Note You can run the memory restore operation for only one NE at a time.

Error Message EID-168: An error occurred while scheduling the software download operation.

Recommended Action The software download operation could not be scheduled. Restart the Prime Optical client and retry the software download operation.

Error Message EID-169: An error occurred while scheduling the memory restore operation.

Recommended Action The memory restore operation could not be scheduled. Restart the Prime Optical client and retry the memory restore operation.

Error Message EID-170: An error occurred while scheduling the memory backup operation.

Recommended Action The memory backup operation could not be scheduled. Restart the Prime Optical client and retry the memory backup operation.

Error Message EID-171: Selected Users list is empty. Select users from the Available Users list.

Recommended Action Select users from the Available Users list and click **Add** to move them to the Selected Users list.

Error Message EID-172: There are no NEs available in the local user table. Add local NE users first.

Recommended Action Add local NE users first.

Error Message EID-173: An error occurred while sending the message.

Recommended Action The message could not be delivered. Restart the Prime Optical client, retype the message, and resend.

Error Message EID-174: Cannot retrieve the list of existing configuration files for the NE.

Recommended Action Restart the Prime Optical client and retry.

Error Message EID-175: The maximum number of Cisco ONS 15454 NEs must be less than or equal to 100.

Recommended Action Specify 100 or fewer ONS 15454 NEs.

Error Message EID-176: An error occurred while reading the global CTM configuration.

Recommended Action A database error occurred during this operation. Verify that the Prime Optical database is up and running properly. Restart the Prime Optical client and retry.

Error Message EID-177: An error occurred while modifying the global CTM configuration. Changes made might not take effect.

Recommended Action A database error occurred during this operation. Verify that the Prime Optical database is up and running properly. Restart the Prime Optical client and retry.

Error Message EID-178: An error occurred while modifying the global CTM configuration. Changes made might not be communicated to other CTM clients.

Recommended Action Restart the Prime Optical client and retry.

Error Message EID-179: No CTM Server to NE Connection username. Username is a mandatory field. Specify a username.

Recommended Action Enter a username for Prime Optical server-to-NE connections.

Error Message EID-180: An error occurred while starting this service. Verify that this service is installed on the CTM server and retry.

Recommended Action Use the following procedure to verify that the Prime Optical processes are running:

Step 1 Log into the Prime Optical server as the root user and enter the following command:

```
opticalctl status
```

Step 2 Contact Cisco technical support with the results of the **opticalctl status** command.

Error Message EID-181: An internal state error occurred. Do you want to continue using a default standard configuration?

Recommended Action Click **Yes** or **No**; then, continue accordingly. Alternatively, reopen the Control Panel window.

Error Message EID-182: An internal state denied the request to read the configuration. Do you want to continue using a default standard configuration?

Recommended Action Click **Yes** or **No**; then, continue accordingly. Alternatively, reopen the Control Panel window.

Error Message EID-183: An I/O error occurred. Do you want to continue using a default standard configuration?

Recommended Action Click **Yes** or **No**; then, continue accordingly. Alternatively, reopen the Control Panel window.

Error Message EID-184: An internal protocol error occurred. Do you want to continue using a default standard configuration?

Recommended Action Click **Yes** or **No**; then, continue accordingly. Alternatively, reopen the Control Panel window.

Error Message EID-185: An internal error would not allow the current configuration to be opened.

Recommended Action An incorrect server configuration appears on the Control Panel window. Reopen it and verify that the server parameters are correct.

Error Message EID-186: The request to open the current configuration file was denied.

Recommended Action An incorrect server configuration appears on the Control Panel window. Reopen it and verify that the server parameters are correct.

Error Message EID-187: There was a problem opening the current configuration file.

Recommended Action An incorrect server configuration appears on the Control Panel window. Reopen it and verify that the server parameters are correct.

Error Message EID-188: There was an exception opening the current configuration file.

Recommended Action An incorrect server configuration appears on the Control Panel window. Reopen it and verify that the server parameters are correct.

Error Message EID-189: There is an input character problem in the current configuration file.

Recommended Action An incorrect server configuration appears on the Control Panel window. Reopen it and verify that the server parameters are correct.

Error Message EID-190: There is an error in the server configuration file at line *line-number*.

Recommended Action The server configuration file contains an invalid entry (or is missing a mandatory entry) at the line specified. If the line number specified is one more than the last line in the file, invalid data exists on the last line, or some mandatory field values are missing after the last line.

Error Message EID-191: An error occurred while writing the changes to the server configuration file. The changes made to the server configuration have been lost.

Recommended Action Refresh the Control Panel window. Redo the changes and click **Save**.

Error Message EID-192: Server configuration has been modified by another user since it was last read. Click **Refresh Data** to refresh this view before any changes can be made to the server configuration file.

Recommended Action To proceed with the save, click the **Refresh Data** tool, change the selected Control Panel property sheet, and click **Save**.

Error Message EID-193: This IP address was already added as an {0}.

Recommended Action Enter a different IP address.

Error Message EID-194: A maximum of *n* can be configured. You must remove an existing host if you want to add another host.

Recommended Action Remove an existing Simple Network Management Protocol (SNMP) host; then, add a new host.

Error Message EID-196: An error occurred while sending the truncate queue event to the server.

Recommended Action Error while sending event to the server. Restart client.

Error Message EID-197: Maximum number of login attempts exceeded. Application will be shut down.

Recommended Action You logged in incorrectly more than the configured number of times. Restart the application and try logging in with the correct username and password. If your user account is locked, contact your system administrator.

Error Message EID-198: An error occurred while scheduling the alarm profile management operation.

Recommended Action Reschedule the job.

Error Message EID-199: An error occurred while scheduling the disclaimer message management operation.

Recommended Action Reschedule the job.

Error Message EID-200: An error occurred while scheduling the NE defaults management operation.

Recommended Action Reschedule the job.

Error Message EID-201: An error occurred while scheduling the configure node operation.

Recommended Action Verify that the node is reachable and in service. Try again.

Error Message EID-202: The archive log backup directory does not exist. Enter a different directory.

Recommended Action Specify a valid directory for archive log backups.

Error Message EID-203: Cannot delete the user from the database. Verify that the user is not logged in.

Recommended Action Check if the user is logged in. Log out the user; then, delete the user.

Error Message EID-205: The TL1 password does not match the confirmation password. Retype the password.

Recommended Action Retype the TL1 password.

Error Message EID-206: Duplicate server address. Enter a unique address.

Recommended Action Enter a unique server address.

Error Message EID-207: A maximum of *n* servers can be configured. You must remove an existing server to add another server.

Recommended Action Remove an existing server; then, configure another server.

Error Message EID-208: Could not cancel selected task(s). Action failed.

Recommended Action The selected task or job is already running or has already been cancelled. Click the **Refresh Data** tool to see the current status.

Error Message EID-209: Could not cancel selected job(s). Action failed.

Recommended Action The selected task or job is already running or has already been cancelled. Click the **Refresh Data** tool to see the current status.

Error Message EID-210: Could not activate selected task(s). Action failed.

Recommended Action Activate (Commit) fails when the active software version is newer than the standby software version. Only the reactivate (Revert) operation is allowed in this case.

Reactivate (Revert) fails when the active software version is older than the standby software version. Only the activate (Commit) operation is allowed in this case.

Activate or reactivate might fail because a similar administrative operation (such as backup, restore, download, or commit/revert) occurs on the NE. Wait several minutes and try again.

Error Message EID-211: Could not reactivate job(s). Action failed.

Recommended Action Activate (Commit) fails when the active software version is newer than the standby software version. Only the reactivate (Revert) operation is allowed in this case.

Reactivate (Revert) fails when the active software version is older than the standby software version. Only the activate (Commit) operation is allowed in this case.

Activate or reactivate might fail because a similar administrative operation (such as backup, restore, download, or commit/revert) occurs on the NE. Wait several minutes and try again.

Error Message EID-212: Software image download failed for *NE-ID*.

Recommended Action The software image file might be empty or corrupt. Or, the problem might be the communication link between Prime Optical and the NE; the NE might not perform the correct handshake response with the Prime Optical. Retry the software download.

Error Message EID-213: The CTM Server to NE Connection username is a mandatory field. Specify a username.

Recommended Action Enter a username for Prime Optical server-to-NE connections.

Error Message EID-215: There are no reachable or known model NEs.

Recommended Action The NE you chose is unreachable or the NE model type does not support the operation. Choose a different NE.

Error Message EID-216: No partitions for NEs.

Recommended Action Initial discovery might still be in progress. Try again later.

Error Message EID-217: The selected NEs do not have a partition selected to download the image file.

Recommended Action The selected NE does not have a partition selected for downloading the image. Select a partition to which the image will be downloaded.

Error Message EID-218: Some NEs do not have associated partitions to download the image file. Do you want to continue?

Recommended Action One or more of the selected NEs have no partition selected for downloading the image. Select appropriate Flash partitions for all NEs. If you proceed anyway, those NEs will not be scheduled for image download.

Error Message EID-219: Some selected NE flash partitions do not have enough space for the image: *image-name*.

Recommended Action Clean up the space on the Flash partition before job execution time or the job will fail.

Error Message EID-220: This operation will append only the new commands to the already running configuration. It will not replace the existing running configuration. Do you want to continue?

Recommended Action Restoring the configuration file as running configuration will only append to the existing running configuration and will not delete the commands that are now present in the new configuration file. This is not a replacement of the running configuration.

Error Message EID-221: Add at least one NE and a flash bank to Selected Downloads to download the image file.

Recommended Action Add at least one NE and a Flash bank to the Selected Downloads list.

Error Message EID-222: Cannot add the user. The total number of users on this NE has reached 20.

Recommended Action Delete an existing user before adding a new NE user.

Error Message EID-223: Cannot change password at this time. Passwords are allowed to change once every *n* days. You still have *n* (hh:mm:ss) before you will be allowed to change your password.

Recommended Action Wait the specified length of time before changing the password. Alternatively, ask your system administrator to reduce the number of days required between password changes (in the Control Panel > Security Properties pane > Password Rules tab > Interval between password change field).

Error Message EID-224: The FTP password does not match the confirmation password. Retype the password.

Recommended Action Retype the password.

Error Message EID-225: OSS Client Name is a required field. Specify a unique name for this OSS client and retry.

Recommended Action Enter a unique OSS profile name and retry.

Error Message EID-227: IP Address is a required field. Specify a unique IP address for this OSS client and retry.

Recommended Action Enter a unique IP address and retry.

Error Message EID-228: An OSS client with the same name already exists. Specify a unique OSS client name and retry.

Recommended Action Enter a unique OSS client name and retry.

Error Message EID-230: An OSS IP address with the same name already exists. Specify a unique IP address and retry.

Recommended Action Enter a unique IP address and retry.

Error Message EID-231: An error occurred while reading the database. Restart the CTM client and retry.

Recommended Action Restart the Prime Optical client and retry.

Error Message EID-232: An error occurred while creating a new EFD. Add the EFD again.

Recommended Action A database error occurred during this operation. Add the EFD again.

Error Message EID-233: Cannot delete the user from the database. Make the changes again and retry.

Recommended Action Check if the user is logged in.

Error Message EID-234: EFD Name is a required field. Specify a unique name for the EFD and retry.

Recommended Action Enter a unique EFD name and retry.

Error Message EID-235: The password confirmation does not match the actual password. Please try again.

Recommended Action Retype the password.

Error Message EID-236: An error occurred while saving the OSS client properties to the database. Make the changes again and retry.

Recommended Action Redo the EFD changes; then, retry.

Error Message EID-237: The Password field is mandatory. Enter the password.

Recommended Action Enter a password that is at least four characters in length.

Error Message EID-238: At least one NE must be allowed.

Recommended Action Add at least one NE to the EFD.

Error Message EID-239: At least one access element must be allowed.

Recommended Action Add at least one access element to the EFD.

Error Message EID-241: An error occurred while logging out a CTM user.

Recommended Action Retry.

Error Message EID-242: The OSS client name cannot be <NEW>. Enter a different name.

Recommended Action Enter an OSS client profile name other than "<NEW>."

Error Message EID-243: An error occurred while stopping this service.

Recommended Action Use the following procedure to verify that the Prime Optical processes are running:

-
- Step 1** Log into the Prime Optical server as the root user and enter the following command:
- ```
opticalctl status
```
- Step 2** Contact Cisco technical support with the results of the **opticalctl status** command.
-

**Error Message** EID-244: Cannot retrieve the model or service type for this service.

**Recommended Action** Try again.

**Error Message** EID-245: The modified OSS client was not found in the database.

**Recommended Action** Database user data is missing. Recreate the OSS user.

**Error Message** EID-246: An error occurred while sending events to other clients.

**Recommended Action** Java Management Object and Configuration Object (JMOCO) notification error. Restart the Prime Optical client.

**Error Message** EID-247: Cannot delete a new client.

**Recommended Action** An error occurred while deleting the selected OSS client. Select another OSS client with an OSS name length greater than 0 characters.

**Error Message** EID-248: The ONS 15216 OADM username is a mandatory field. Specify a username.

**Recommended Action** Enter a valid username.

**Error Message** EID-249: The critical threshold value must be greater than or equal to the major and minor threshold values. The major threshold value must be greater than or equal to the minor threshold value. Enter valid values.

**Recommended Action** Enter threshold values where the critical value is greater than the major value, which is greater than the minor value.

**Error Message** EID-250: In the Time Period selection, the start time is greater than the end time.

**Recommended Action** Enter a start time that is before the end time.

**Error Message** EID-251: The username, password, and IP address cannot be changed for an active user. Log out the user and try again.

**Recommended Action** Log out the user; then, change the user's username, password, or IP address.

**Error Message** EID-252: An error occurred while saving the OSS client properties to the database. All OSS configuration parameters (except OSS username) can be modified when an active OSS user is logged in. Make the changes again and retry.

**Recommended Action** All OSS configuration parameters (except OSS username) can be modified when an active OSS user is logged in. Verify the input parameters and try again.

**Error Message** EID-253: The selection list contains only the deleted NE.

**Recommended Action** Relaunch the window.

**Error Message** EID-253: Database error: The EFD profile name must be unique. Make the changes again and retry.

**Recommended Action** Enter a unique EFD profile name.

**Error Message** EID-254: The deleted NE has been removed from the selection list.

**Recommended Action** One or more NEs has been deleted. Relaunch the window.

**Error Message** EID-255: The tag can contain only alphanumeric, underscore (\_), and period (.) characters.

**Recommended Action** Add a tag that contains only alphanumeric characters, an underscore, or a period.

**Error Message** EID-256: This username is being used by another CTM user. Choose a different username.

**Recommended Action** Choose a different username.

**Error Message** EID-257: The new password does not match the confirmation password. Retype the password.

**Recommended Action** Retype the password.

**Error Message** EID-258: An error occurred while scheduling the NE user management job.

**Recommended Action** Error occurred while scheduling the job. Try doing the task again.

**Error Message** EID-259: Select a user to modify.

**Recommended Action** Select a user.

**Error Message** EID-260: Select an NE for the user.

**Recommended Action** Select an NE.

**Error Message** EID-261: This user is already defined on some or all of the selected NEs.

**Recommended Action** Select a different user.

**Error Message** EID-262: Select at least one user.

**Recommended Action** Select at least one user.

**Error Message** EID-263: Change the user attributes.

**Recommended Action** Change the user attributes.

**Error Message** EID-264: The selected user has been deleted from the NE.

**Recommended Action** Select a different user.

**Error Message** EID-265: Fatal error occurred while notifying the *product-name* server of this change. Please restart the server and all the clients.

**Recommended Action** Restart the Prime Optical server and clients.

**Error Message** EID-266: Old CTM User Password field cannot be empty. Enter the old CTM user password and retry.

**Recommended Action** Enter the old user password and retry.

**Error Message** EID-267: The CTM password you have entered does not match the CTM user password. Please try again.

**Recommended Action** Retype the user password.

**Error Message** EID-268: The new password does not match the confirmation password. Please try again.

**Recommended Action** Retype the confirmation password.

**Error Message** EID-269: Database error: Cannot change the user password.

**Recommended Action** A database error occurred during this operation. Verify that the Prime Optical database is up and running properly. Restart the Prime Optical client and retry.

**Error Message** EID-270: The ONS 15600 username is a mandatory field. Specify a username.

**Recommended Action** Enter a username.

**Error Message** EID-271: The ONS 15600 password does not match the confirmation password. Retype the password.

**Recommended Action** Retype the password.

**Error Message** EID-272: The new CTC password does not match the confirmation password. Please try again.

**Recommended Action** Retype the CTC password confirmation.

**Error Message** EID-273: Change password feature has been disabled by the administrator for this user.

**Recommended Action** Contact the Prime Optical administrator to enable the change password feature for this user.

**Error Message** EID-274: All of the fields are blank. Enter valid entries.

**Recommended Action** Enter valid entries.

**Error Message** EID-275: The ONS 155XX password does not match the confirmation password. Retype the password.

**Recommended Action** Retype the password.

**Error Message** EID-276: The ONS 1530X username is a mandatory field. Specify a username.

**Recommended Action** Enter a username.

**Error Message** EID-277: The ONS 1530X password does not match the confirmation password. Retype the password.

**Recommended Action** Retype the password.

**Error Message** EID-278: An error occurred while truncating the historical PM collection queue. Please try again.

**Recommended Action** Try the operation again.

**Error Message** EID-283: The ONS 15216 EDFA3 password does not match the confirmation password. Retype the password.

**Recommended Action** Retype the password.

**Error Message** EID-284: Lockout period must be between 1 and 120.

**Recommended Action** Enter a lockout period from 1 to 120.

**Error Message** EID-285: Logout period must be between 1 and 1440.

**Recommended Action** Enter a logout period from 1 to 1440.

**Error Message** EID-286: Enter a valid profile name. Either the profile name is blank, or you selected 'Default' or 'Inherited' as the profile name.

**Recommended Action** Enter a valid profile name.

**Error Message** EID-287: Error: Cannot retrieve profiles from the selected NE.

**Recommended Action** View the Alarm Profile tab on the Cisco Transport Controller (CTC).

**Error Message** EID-288: Select the two configuration files to be compared.

**Recommended Action** Select two different configuration files for comparison.

**Error Message** EID-289: No archived configuration files were found. Schedule a memory backup to archive configuration files.

**Recommended Action** Schedule a memory backup to archive configuration files.

**Error Message** EID-290: The logout period must be greater than the lockout period. Changes will not take effect.

**Recommended Action** Enter a logout period that is greater than the lockout period.

**Error Message** EID-291: The SNTP address cannot be empty when Use SNTP Server is selected.

**Recommended Action** Enter a valid SNTP address.

**Error Message** EID-292: The username cannot be empty when the password is entered. Enter a valid username.

**Recommended Action** Enter a valid username.

**Error Message** EID-299: The ONS 15216 EDFA2 password does not match the confirmation password. Retype the password.

**Recommended Action** Retype the password.

**Error Message** EID-300: Cannot open file *filename*. Privileges to write data are not available.

**Recommended Action** You have read access only; this operation requires read/write access. Log out and login again with a username and password that have read/write access.

**Error Message** EID-301: Export data error: Table not instantiated.

**Recommended Action** You cannot export data before the table is fully open. Wait until the table opens fully; then, click the **Export** tool.

**Error Message** EID-302: Export data: Error occurred while opening file *filename* to export data.

**Recommended Action** The file could not be opened for writing the data. This could be due to insufficient permission in the selected directory. Choose a directory with write permission or change the permission to allow writing data in the selected directory.

**Error Message** EID-303: The Resync Time (1530X only) value must be in the range 30 to 2147483647.

**Recommended Action** Enter a value from 30 to 2147483647.

**Error Message** EID-304: Enter a filename for export.

**Recommended Action** Enter a filename for the exported file.

**Error Message** EID-305: File *filename* already exists. Do you want to overwrite it?

**Recommended Action** The file that you have provided already exists. Verify that you want to overwrite the file before clicking **OK**.

**Error Message** EID-306: Cannot write to *filename*. Check if you have sufficient disk space and permissions to write. Check if another application is using the file.

**Recommended Action** Change the permission on the specified file or choose a different filename. If there is insufficient disk space, delete some files to make space on the disk.

**Error Message** EID-307: *Filename*: Path does not exist or no permission to write. Check that the path to the file exists and you have sufficient permissions to write.

**Recommended Action** A directory that is part of the path that you specified to the file does not exist or has no permissions to read or write. Create the directory structure to store the file with read/write permissions; then, specify the path. Or, specify a valid path.

**Error Message** 308: *Directory-name* is a directory. Enter a filename.

**Recommended Action** Enter a filename instead of a directory name.

**Error Message** EID-309: Enter a character for separating fields during export.

**Recommended Action** You clicked the **Other** radio button but did not specify a separation character. Specify the character that you want to use as the separation character.

**Error Message** EID-310: Graph is not available at this time.

**Recommended Action** The graph could not be started because the NE could not be contacted. Verify that the NE is available and retry.

**Error Message** EID-311: BER statistics are not available at this time.

**Recommended Action** The bit error rate (BER) window could not be opened because the NE could not be contacted. Verify that the NE is available and retry.

**Error Message** EID-312: The table will be sorted on the Time Stamp column to show new rows. Press OK to sort. You can cancel and sort the table on the Time Stamp column later to see the new rows.

**Recommended Action** If you click **Cancel**, the rows will not be sorted in chronological order. If you click **OK**, the rows will be sorted in chronological order and the latest rows appear on top.

**Error Message** EID-313: The password change interval cannot be equal to or greater than the password age interval.

**Recommended Action** Enter a password change interval that is less than the password age interval.

**Error Message** EID-314: Cannot retrieve NE data from the server.

**Recommended Action** Restart the Prime Optical client.

**Error Message** EID-315: An error occurred while retrieving data from the database.

**Recommended Action** Restart the Prime Optical client and retry. Also, check the available memory on the server workstation.

**Error Message** EID-316: An error occurred while setting filter criteria in the database.

**Recommended Action** Restart the Prime Optical client and retry.



**Error Message** EID-317: An error occurred while adding filter criteria in the database.

**Recommended Action** Restart the Prime Optical client and retry.

**Error Message** EID-318: An error occurred while retrieving the total number of rows from the database.

**Recommended Action** Restart the Prime Optical client and retry.

**Error Message** EID-319: An error occurred while sorting data in the database.

**Recommended Action** Restart the Prime Optical client and retry.

**Error Message** EID-320: An error occurred while attempting read/write to the database.

**Recommended Action** Restart the Prime Optical client and retry.

**Error Message** EID-321: An error occurred while sending a JMOCO request for alarm changed.

**Recommended Action** Restart the Prime Optical client and retry.

**Error Message** EID-322: An error occurred while initializing the table.

**Recommended Action** Restart the Prime Optical client and retry.

**Error Message** EID-323: You cannot delete an EFD profile that is used by an OSS client.

**Recommended Action** Verify that the EFD profile you want to delete is not being used by an OSS client.

**Error Message** EID-324: Cannot add an EFD profile.

**Recommended Action** A database error occurred during this operation. Verify that the Prime Optical database is up and running properly. Restart the Prime Optical client and retry.

**Error Message** EID-325: Cannot modify an EFD profile.

**Recommended Action** A database error occurred during this operation. Verify that the Prime Optical database is up and running properly. Restart the Prime Optical client and retry.

**Error Message** EID-326: An error occurred while deleting the selected EFD profile.

**Recommended Action** A database error occurred during this operation. Verify that the Prime Optical database is up and running properly. Restart the Prime Optical client and retry.

**Error Message** EID-327: An error occurred while deleting the selected EFD profile.

**Recommended Action** Restart the Prime Optical client and retry.

**Error Message** EID-328: An error occurred while accessing the database.

**Recommended Action** Restart the Prime Optical client and retry.

**Error Message** EID-329: An error occurred while loading the Java class from the subdirectory.

**Recommended Action** Restart the Prime Optical client and retry.

**Error Message** EID-330: Cannot launch the table.

**Recommended Action** Restart the Prime Optical client and retry.

**Error Message** EID-331: An error occurred. The table will be closed.

**Recommended Action** Restart the Prime Optical client and retry.

**Error Message** EID-332: An exception occurred while creating metadata for *object*.

**Recommended Action** Restart the Prime Optical client and retry.

**Error Message** EID-333: A database timeout occurred. Reduce the scope of the query or increase the timeout.

**Recommended Action** Your database query is too broad and the time it needs to collect the corresponding data from the database exceeds the configured timeout. To solve this problem, you can do one of the following:

- Reduce the scope of the query. To do so, close the error message box, open the filter of the table that generated the problem, and select a more restrictive criterion. For example, if the table, by default, opens with a “Last 4 Hours” time frame, change it to “Last one hour.”
- (Not Recommended) Increase the database timeout by editing the DB\_Query\_Timeout\_Seconds parameter in the config/ems-client.cfg file. The default timeout is 60 seconds.

**Error Message** EID-335: Are you sure you want to delete the selected CTC binary?

**Recommended Action** Confirm whether you want to delete the selected CTC binary.

**Error Message** EID-336: Are you sure you want to activate the selected CTC binary?

**Recommended Action** Confirm whether you want to activate the selected CTC binary.

**Error Message** EID-337: You cannot delete the active CTC binary.

**Recommended Action** Do not delete the active CTC binary.

**Error Message** EID-338: The NE is synchronizing the IOS configuration. Try after some time.

**Recommended Action** Wait for the NE to synchronize with the IOS configuration; then, try again.

**Error Message** EID-339: An error occurred while comparing the two configuration files.

**Recommended Action** Check the configuration files being compared and try again.

**Error Message** EID-340: The end ID must be greater than the start ID. Enter an end ID value that is greater than the start ID value.

**Recommended Action** Enter an end ID value that is greater than the start ID value; then, click **OK** to filter the data.

**Error Message** EID-341: The start and end IDs must be valid values. Enter valid values.

**Recommended Action** Enter valid values for starting and ending IDs.

**Error Message** EID-342: You cannot delete the selected network partition because it is associated with a subnetwork.

**Recommended Action** Do not delete this network partition because it is associated with a subnetwork.

**Error Message** EID-343: This network partition is not associated with an NE.

**Recommended Action** Restart the Prime Optical client and retry.

**Error Message** EID-344: You cannot delete the last network partition.

**Recommended Action** At least one network partition must be present. Do not delete this last network partition.

**Error Message** EID-345: The exported data contains the separator character. Select another separator or check the check box to enclose text in double quotes, which includes the separator.

**Recommended Action** Choose another separator or check the **Enclose text in double quotes** check box.

**Error Message** EID-346: The two files selected for comparison are identical.

**Recommended Action** Select two different configuration files for comparison.

**Error Message** EID-347: The search text was not found.

**Recommended Action** Repeat the search with new search criteria.

**Error Message** EID-348: Enter a valid username.

**Recommended Action** Enter a valid username.

**Error Message** EID-350: Database error: Cannot unlock the user.

**Recommended Action** Retry the unlock operation.

**Error Message** EID-351: No more matches.

**Recommended Action** This error occurs when the search finds one or more matches, after which no additional matches are found. No action required.

**Error Message** EID-352: Enter a valid username.

**Recommended Action** Enter a valid username.

**Error Message** EID-354: Invalid password change interval.

**Recommended Action** Enter the number of days a user must wait between password changes. The range is from 0 to 99 days; the Cisco default is 20 days. A value of 0 disables this feature.

**Error Message** EID-355: The start time cannot be before the end time.

**Recommended Action** Enter a start time that is earlier than the end time.

**Error Message** EID-356: A maximum of 3 parameters can be plotted on a graph.

**Recommended Action** Select no more than three parameters to plot.

**Error Message** EID-357: Cannot remove all parameters from all lists.

**Recommended Action** Select at least one parameter to plot.

**Error Message** EID-358: You cannot compare configuration files between different NE families.

**Recommended Action** Select two different configuration files for comparison. The configuration files must be for NEs of the same type.

**Error Message** EID-359: Select two NEs.

**Recommended Action** Select two NEs.

**Error Message** EID-360: Cannot create the protection group. The working and protect cards must not be part of a regeneration group, must have the same payload data type and termination mode, and must have G.709 OTN enabled (for MXP cards only).

**Recommended Action** Verify that the working and protect cards are not part of a regeneration group, that both cards have the same payload data type and termination mode, and that G.709 OTN is enabled on both cards.

**Error Message** EID-361: The selected network partition ID is no longer present. Select another network partition ID.

**Recommended Action** This error occurs while adding an NE. If a selected network partition has been deleted by another user, this error message appears. Select a different network partition or a different subnetwork under a different network partition.

**Error Message** EID-362: Searched item not found.

**Recommended Action** Repeat the search with new search criteria.

**Error Message** EID-363: A database error occurred while trying to delete the selected CTC user profile.

**Recommended Action** Contact the system administrator.

**Error Message** EID-364: The selected CTC user profile has already been deleted from the database.

**Recommended Action** Select a different CTC user profile.

**Error Message** EID-365: This operation will result in deleting the selected CTC user profile(s) from the database. However, this delete action performed in CTM will not affect the CTC users already configured on the NEs using these profiles. Press 'OK' to continue or 'Cancel' to cancel the operation.

**Recommended Action** Click **OK** to continue or **Cancel** to cancel the operation.

**Error Message** EID-366: You cannot create a link from an unmanaged NE to a group containing SONET and SDH NEs. Select a destination group that contains only SONET or only SDH NEs.

**Recommended Action** Select a different destination group, one that contains only SONET or SDH NEs.

**Error Message** EID-367: The corresponding .dbf file does not exist for the selected .shp file.

**Recommended Action** Choose a different file.

**Error Message** EID-368: An error occurred while modifying the L2 topology bandwidth. Could not modify bandwidth values.

**Recommended Action** A provisioning error occurred while modifying the output quality of service (QoS) policy for the selected topology. Check the Error Log for the reason for the failure.

**Error Message** EID-369: The Committed Bandwidth value is invalid. Enter a valid value.

**Recommended Action** Enter a value from 1 to 99.

**Error Message** EID-370: Failed to enable POS ports.

**Recommended Action** Log into the card and enter the **no shutdown** command on all of the packet-over-SONET (POS) ports in the topology. If you encounter problems while opening a Telnet connection to the card, reset the card; then, enter the **no shutdown** command on the POS ports.

**Error Message** EID-371: Specified VLAN number is already in use.

**Recommended Action** Enter a VLAN number that is not already used.

**Error Message** EID-372: Failed to retrieve next VLAN number.

**Recommended Action** Enter a new VLAN number and provision using that VLAN number.

**Error Message** EID-373: For Layer 2 service creation on an RPR topology, select at least two service drops on two different ML cards.

**Recommended Action** Select at least two drops on two different ML-series cards that are in Resilient Packet Ring (RPR) topology.

**Error Message** EID-374: For Layer 2 service creation on a point-to-point topology, select at least one service drop per ML card.

**Recommended Action** Select at least one drop per ML-series card that is in a point-to-point topology.

**Error Message** EID-375: No Ether ports exist for the selected topology.

**Recommended Action** All of the front ports are used up. Delete drops or L2 services that are not used to free up some front ports.

**Error Message** EID-376: An error occurred while retrieving front ports for the selected topology.

**Recommended Action** All of the front ports are used. Delete drops or L2 services that are not used to free up some front ports.

**Error Message** EID-377: Failed to provision the Layer 2 service.

**Recommended Action** If the topology is not synchronized, close the L2 service wizard and try again after the topology synchronization is complete. If there is an invalid username or password, verify that the username and password configured in the ML-series card are synchronized with the NE username and password. Close the L2 service wizard and try again. Check the command-line interface (CLI) configuration on all ML-series cards in the topology and retry the operation. If the problem persists, contact Cisco technical support.

**Error Message** EID-378: No Layer 2 service is selected to show drops. Select a Layer 2 service.

**Recommended Action** Select one L2 service.

**Error Message** EID-379: Select only one Layer 2 service.

**Recommended Action** Select one L2 service.

**Error Message** EID-380: Failed to retrieve record from the database.

**Recommended Action** Select a row in the VLAN table before selecting the Show Drops button.

**Error Message** EID-381: Failed to create the QoS template.

**Recommended Action** Verify the error details.

**Error Message** EID-382: The CTM server is initializing. Please try again later.

**Recommended Action** Wait for the Prime Optical server to finish initializing; then, try logging in again.

**Error Message** EID-383: The NEs are not reachable. An error occurred while setting the nodes.

**Recommended Action** Try again later. If the problem persists, contact the system administrator.

**Error Message** EID-384: Failed to retrieve the links in the protect path.

**Recommended Action** Verify that there are links in the protect path and that the nodes are in service.

**Error Message** EID-385: Circuits involving ML cards cannot be deleted. Delete the associated topologies.

**Recommended Action** Delete the associated topologies.

**Error Message** EID-386: Editing the UPSR attributes was not successful. There might be a higher-priority request.

**Recommended Action** No action is required.

**Error Message** EID-387: Failed to retrieve TUG2s.

**Recommended Action** Verify that there are available in-service TUG2s on the selected VC3.

**Error Message** EID-388: Failed to retrieve VC12s.

**Recommended Action** Verify that there are available in-service VC12s on the selected object.

**Error Message** EID-389: J1 path trace is not supported by VT circuits or VT tunnels.

**Recommended Action** Launch the J1 path trace window for a different circuit type.

**Error Message** EID-390: J1 path trace is not supported on this card.

**Recommended Action** Launch the J1 path trace window for a different card.

**Error Message** EID-391: Failed to retrieve trace data from the server. Contact the system administrator.

**Recommended Action** Try again later. If the problem persists, contact your system administrator.

**Error Message** EID-392: This circuit has been deleted from another interface. This window will be closed.

**Recommended Action** No action.

**Error Message** EID-393: Failed to retrieve LAP spans.

**Recommended Action** Contact your system administrator.



**Error Message** EID-394: Failed to retrieve LO options.

**Recommended Action** Contact your system administrator.

**Error Message** EID-395: Failed to set LAP destination.

**Recommended Action** Contact your system administrator.

**Error Message** EID-396: There are no paths available on this link. Make another selection.

**Recommended Action** This link does not have enough bandwidth for the current circuit size. Select another route for the current circuit or delete some circuits going through the selected link. If you need help to do this, contact your system administrator.

**Error Message** EID-397: This link cannot be included in the required list. There can be only one incoming and outgoing link for a node. The link source cannot be the destination NE. Check the direction and try again.

**Recommended Action** Your selection is invalid. Change the direction and try again.

**Error Message** EID-398: This NE is not reachable.

**Recommended Action** The NE is not reachable. Check whether the NE is down or has lost connectivity with Prime Optical.

**Error Message** EID-399: Error: Grooming node selection.

**Recommended Action** Select the grooming node for the aggregation circuit.

**Error Message** EID-400: No circuits are selected for deletion. Select one or more circuits for deletion.

**Recommended Action** Select one or more circuits for deletion.

**Error Message** EID-401: Access violation. Check user privileges.

**Recommended Action** Select the grooming node for the aggregation circuit.

**Error Message** EID-402: The Hold Off Time value must be between 0 to 10000 with a precision of 100.

**Recommended Action** Enter a valid hold off time value.

**Error Message** EID-403: There are no NEs selected or the selected NEs are not in service.

**Recommended Action** Select an in-service NE.

**Error Message** EID-404: Incorrect subnetwork selection. The NEs in the selection context belong to different subnetworks.

**Recommended Action** Use the Subnetwork Explorer to change the allocation of NEs to the subnetworks.

**Error Message** EID-405: Failed to trace the following VLANs: *VLANs*

**Recommended Action** Contact the system administrator.

**Error Message** EID-406: ONS 15454 CM Module error while creating selection context for launching the Circuit VLAN table.

**Recommended Action** Contact the system administrator.

**Error Message** EID-407: ONS 15454 CM Module error while creating selection context for launching the Circuit VLAN table.

**Recommended Action** Contact the system administrator.

**Error Message** EID-408: Base circuit and span module error while creating selection context for launching the Circuit Span table.

**Recommended Action** Contact the system administrator.

**Error Message** EID-409: Base circuit and span module error while creating selection context for launching the Circuit Span table.

**Recommended Action** Contact the system administrator.

**Error Message** EID-410: Number of concurrent active sessions exceeded for this user profile. Application will be shut down.

**Recommended Action** The number of permitted simultaneous logins assigned to the user profile has been exceeded. Additional users with the same profile cannot login until current users log out.

**Error Message** EID-411: This session has been logged out. CTM client will be closed.

**Recommended Action** The logout timer has logged you out of this session. Log back into Prime Optical client and modify the client inactivity timer settings in Control Panel > Security Properties > Security tab.

**Error Message** EID-412: Client application cannot be restarted because the required port is not available.

**Recommended Action** Restart Prime Optical client.

**Error Message** EID-413: Your account has been disabled due to inactivity. Contact your administrator for details.

**Recommended Action** Contact your system administrator to re-enable your user account.

**Error Message** EID-414: The Flow Control Low value must be less than the Flow Control High value for all ports on the card.

**Recommended Action** Enter a Flow Control Low value that is less than the Flow Control High value.

**Error Message** EID-415: No configuration data has been detected for this network element.

**Recommended Action** If the NE is available, wait a few minutes; then, reopen the NE Explorer window.

**Error Message** EID-420: Error occurred while reading the STM-1 configuration from the database. The data shown may be inconsistent with the network element's actual configuration.

**Recommended Action** Wait for a few minutes; then, click the **Refresh Data** tool to refresh the view.

**Error Message** EID-421: Error occurred while reading the VC4 configuration from the database. The data shown may be inconsistent with the network element's actual configuration.

**Recommended Action** Wait for a few minutes; then, click the **Refresh Data** tool to refresh the view.

**Error Message** EID-422: Error occurred while reading the VC3 configuration from the database. The data shown may be inconsistent with the network element's actual configuration.

**Recommended Action** Wait for a few minutes; then, click the **Refresh Data** tool to refresh the view.

**Error Message** EID-423: Error occurred while reading the VC2 configuration from the database. The data shown may be inconsistent with the network element's actual configuration.

**Recommended Action** Wait for a few minutes; then, click the **Refresh Data** tool to refresh the view.

**Error Message** EID-424: Error occurred while reading the VC12 configuration from the database. The data shown may be inconsistent with the network element's actual configuration.

**Recommended Action** Wait for a few minutes; then, click the **Refresh Data** tool to refresh the view.

**Error Message** EID-425: Cannot launch NE Explorer because the CTM server is retrieving data from the NE. Try again in a few minutes.

**Recommended Action** The server configuration is incomplete. You must wait until all the data for that NE is retrieved and stored in the database. Wait for a few minutes; then, retry.

**Error Message** EID-426: Cannot refresh the configuration. Close and reopen the NE Explorer.

**Recommended Action** Close and reopen the NE Explorer window.

**Error Message** EID-427: Cannot process the configuration change. Close and reopen the NE Explorer.

**Recommended Action** Close and reopen the NE Explorer window.

**Error Message** EID-428: Cannot clear the Security Violation/Intrusion alarm on *NE-name*.

**Recommended Action** Use CTC to clear the alarm.

**Error Message** EID-429: DCC/GCC/OSC was created successfully, but the Admin State was not set.

**Recommended Action** The port could not be set. Go to the property sheet of the related card and try to set the Admin State in the Line Config tab.

**Error Message** EID-430: You attempted to set unallowed severities for some alarm conditions. The change was not saved successfully. Severities will be reset to the previous values.

**Recommended Action** Specify a valid alarm severity.

**Error Message** EID-435: Cannot launch the NE Explorer because data retrieval from the NE has failed. You can force the data retrieval by marking the NE Out Of Service and In Service.

**Recommended Action** Mark the NE as Out of Service and then In Service.

**Error Message** EID-448: You cannot delete the default or inherited alarm profiles.

**Recommended Action** Default and inherited alarm profiles cannot be deleted.

**Error Message** EID-449: You cannot change the default or inherited alarm profiles.

**Recommended Action** Default and inherited alarm profiles cannot be changed or deleted.

**Error Message** EID-450: An alarm profile with the same name already exists. Enter another name.

**Recommended Action** The selected name is already in use. Choose a different name.

**Error Message** EID-451: Enter a valid SNTP server IP address.

**Recommended Action** Enter a valid SNTP server IP address.

**Error Message** EID-452: Enter a valid DHCP server IP address.

**Recommended Action** Enter a valid Dynamic Host Configuration Protocol (DHCP) server IP address.

**Error Message** EID-453: The protection group must have working card(s).

**Recommended Action** Select a protection group that contains at least one working card.

**Error Message** EID-454: Enter valid values for Protection Group Name, Protection Type, Protect Module, and Working Entities.

**Recommended Action** Enter valid values.

**Error Message** EID-455: Enter a valid value for Protection Group Name.

**Recommended Action** Enter a valid protection group name.

**Error Message** EID-456: Enter a valid value for Protect Module.

**Recommended Action** Enter a valid protect module value.

**Error Message** EID-457: Enter a valid value for Working Entities.

**Recommended Action** Enter a valid working entities value.

**Error Message** EID-458: Enter a valid value for Protection Type.

**Recommended Action** Enter a valid protection type value.

**Error Message** EID-459: The protection group name is too long. The maximum length is 32 characters.

**Recommended Action** Enter a protection group name that does not exceed 32 characters.

**Error Message** EID-460: Enter a valid SNMP trap destination IP address.

**Recommended Action** Enter a valid SNMP trap destination IP address.

**Error Message** EID-461: Enter a valid SNMP community name.

**Recommended Action** Enter a valid SNMP community name.

**Error Message** EID-462: 0.0.0.0 is not a valid DHCP server IP address. Enter a valid IP address.

**Recommended Action** Enter a valid IP address.

**Error Message** EID-463: 0.0.0.0 is not a valid SNTP server IP address. Enter a valid IP address.

**Recommended Action** Enter a valid IP address.

**Error Message** EID-464: The creation of Ethernet thresholds failed on the following ports: *port-number(s)*.

**Recommended Action** Try creating the thresholds again. See [5.3.16 Creating an Ethernet Threshold, page 5-29](#) for more information.

**Error Message** EID-465: The change was not saved successfully. Data will be reset to the previous values.

**Recommended Action** Some attributes were not saved successfully. Check documentation to see any conditions that must be set up before setting the attributes.

**Error Message** EID-466: One VLAN must be marked as Untagged for each port. The changes for the following port will not be applied to ports: *port-number*.

**Recommended Action** Mark one VLAN as untagged for each port.

**Error Message** EID-467: Delete request already submitted for topology: *topology-name*.

**Recommended Action** The selected topology has already been marked for deletion.

**Error Message** EID-468: Ports cannot be provisioned in transponder mode when autonegotiation is enabled (unidirectional transponding only).

**Recommended Action** Disable autonegotiation to complete this operation.

**Error Message** EID-469: Autonegotiation cannot be enabled when ports are provisioned in transponder mode (unidirectional transponding only).

**Recommended Action** Disable autonegotiation to complete this operation.

**Error Message** EID-470: The creation of FCMR thresholds failed on the following ports: *port-numbers*.

**Recommended Action** Check the parameters used for threshold creation and verify that the rising threshold is greater than the falling threshold. Verify that there are no thresholds defined on the same variable on the same port. Then, try this operation again.

**Error Message** EID-471: Enter a valid value for Range OSPF Area ID. The value should be one of the DCC area IDs or the LAN port area ID if OSPF is enabled on the LAN.

**Recommended Action** Enter a valid value for Range OSPF Area ID.

**Error Message** EID-472: Invalid UDP port. The port number must be 162, 391, or any number between 1024 and 65535. The port number is 161 for NE versions earlier than R4.6.

**Recommended Action** Enter a valid User Datagram Protocol (UDP) port number.

**Error Message** EID-473: Relays must be provided in order. Enter data for Relay A before using Relay B or Relay C.

**Recommended Action** Enter relays in order.

**Error Message** EID-474: Relays must be provided in order. Enter data for Relay B before using Relay C.

**Recommended Action** Enter relays in order.

**Error Message** EID-475: If OSPF is active on the LAN, the DCC area IDs cannot be 0.0.0.0. Change all DCC area IDs to not be 0.0.0.0 before enabling OSPF on the LAN.

**Recommended Action** Enter a valid DCC area ID value.

**Error Message** EID-476: Ordering error. The absolute value must be ELWBATVG <= LWBATVG < HIBATVG <= EHIBATVG.

**Recommended Action** Enter the voltages in the correct order.

**Error Message** EID-477: Ordering error. The absolute value must be ELWBATVG < EHIBATVG.

**Recommended Action** Enter the voltages in the correct order.

**Error Message** EID-478: Enter a valid value for OSPF Area Range Address.

**Recommended Action** Enter a valid Open Shortest Path First (OSPF) area range address value. See [5.3.4.3.1 Viewing OSPF Virtual Links, page 5-6](#) for more information.

**Error Message** EID-479: A community name without an associated IP address is not allowed.

**Recommended Action** Enter a community name associated with an IP address.

**Error Message** EID-480: Enter a valid value for RIP Summary Address.

**Recommended Action** Enter a valid Routing Information Protocol (RIP) summary address value.

**Error Message** EID-481: Enter a valid value for Neighbor Address.

**Recommended Action** Enter a valid neighbor address value.

**Error Message** EID-482: Authentication key mismatch. Re-enter:

**Recommended Action** Retype the authentication key.

**Error Message** EID-483: The Dead Interval value must be greater than the Hello Interval value.

**Recommended Action** Enter a dead interval that is greater than the hello interval.

**Error Message** EID-484: The RIP metric range is 1 to 15.

**Recommended Action** Enter a RIP metric from 1 to 15.

**Error Message** EID-485: Invalid subnet mask for static route.

**Recommended Action** Enter a valid subnet mask address for the static route.

**Error Message** EID-486: Invalid virtual link neighbor address.

**Recommended Action** Enter a valid virtual link neighbor address.



**Error Message** EID-487: Invalid Telnet port. The selected port cannot be used to telnet to the node. Choose any port in the range 0 to 9998, but do not use any of the following ports because they might be in use by the node for other services. Some of these ports are configurable or are not always in use, in which case Telnet would be able to use them, but this might interfere with the operation of the node.

0 (reserved)  
20 (FTP-data)  
21 (FTP-control)  
22 (SSH)  
80 (HTTP)  
111 (RCP)  
513 (LOGIN)  
1024  
1025  
1080 (SOCKS)  
2001-2018 (ML card access)  
2361 (TL1)  
3082 (TL1)  
3083 (TL1)  
5080  
9100  
9102  
9999  
10240-12280 (SOCKS Internal)  
57790 (CORBA IIOP)

**Recommended Action** Enter a valid Telnet port number that is not one of the port numbers listed above.

**Error Message** EID-488: Change the port state to Out of Service before changing card parameters.

**Recommended Action** Mark the port as Out of Service.

**Error Message** EID-489: The ONS 15327 password does not match the confirmation password. Retype the password.

**Recommended Action** Retype the password.

**Error Message** EID-492: The ONS 15454 ML-series password does not match the confirmation password. Retype the password.

**Recommended Action** Retype the password.

**Error Message** EID-494: The ONS 15454 SDH password does not match the confirmation password. Retype the password.

**Recommended Action** Retype the password.

**Error Message** EID-495: The ONS 15454 password does not match the confirmation password. Retype the password.

**Recommended Action** Retype the password.

**Error Message** EID-496: Cannot change Credits Available unless Auto Detect Credits is unchecked. Data will be reset to the previous values.

**Recommended Action** Uncheck the **Auto Detect Credits** check box in the Distance Extension tab. Then, retype the new value in the **Credits Available** field.

**Error Message** EID-497: Cannot change GFP Buffers Available unless Autoadjust GFP Buffer Threshold is unchecked. Data will be reset to the previous values.

**Recommended Action** Uncheck the **Autoadjust GFP Buffer Threshold** check box in the Distance Extension tab. Then, retype the new value in the **GFP Buffers Available** field.

**Error Message** EID-498: A network element with this IP address already exists in the database, or this is a secure IP address.

**Recommended Action** Enter a unique IP address that is not in use.

**Error Message** EID-500: Searched item not found.

**Recommended Action** No item in the Domain Explorer topology tree matches the search criteria that you specified. Redefine the search criteria and run a new search.

**Error Message** EID-501: Cannot launch a remote console to the selected NE.

**Recommended Action** Xterm is missing from the Sun Solaris path. Edit the `ems-client.cfg` file and provide the correct xterm path.

Or, there is not enough memory to launch a separate Telnet process. Shut down some applications to free up memory.

**Error Message** EID-502: Group Name is a mandatory field. Enter a unique group name and retry.

**Recommended Action** Enter a unique name for the new group.

**Error Message** EID-503: A group with the same name already exists. Specify a unique group name and retry.

**Recommended Action** Enter a unique name for the new group.

**Error Message** EID-504: A group name cannot be the same as a domain name. A domain with the same name already exists. Specify a unique group name and retry.

**Recommended Action** Enter a unique name for the new group.

**Error Message** EID-505: Database error: An error occurred while adding the new group to the database.

**Recommended Action** A database error occurred while adding the new group. Verify that the Prime Optical database is up and running properly. Restart the Prime Optical client and retry adding a new group.

**Error Message** EID-506: Error in launching CTC Node View for *NE-ID*.

**Recommended Action** If the CTC progress screen and login dialog box appear, the CTC username or password is incorrect. If you are trying to launch CTC but CTC is locked, you receive this EID. To correct this error:

- 
- Step 1** Choose **Administration > Users**.
  - Step 2** In the Cisco Prime Optical Users table, choose **Edit > Modify**.
  - Step 3** Click **Next**. In the CTC User Properties panel, change the CTC username and password to match those configured for the device.  
  
If the CTC progress screen idles for a long time before the login dialog box appears, there might be network connectivity problems to the device.
  - Step 4** (Optional) From a DOS command window or a Sun Solaris terminal, ping the device. If there is no response, set up the routes so that the device is available; then, restart CTC.
  - Step 5** (Optional) If CTC does not start, your workstation might have resource constraints. Close some open applications and try again. Close some instances of CTC that are managing other groups of ONS 15454 NEs and try again.
- 

**Error Message** EID-507: Error in launching CTC node view for selected NE.

**Recommended Action** Please try again later.

**Error Message** EID-508: Error in launching CTC node view for 15600 NE.

**Recommended Action** Please try again later.

**Error Message** EID-509: Error in launching CTC node view for 15600 SDH NE.

**Recommended Action** Please try again later.

**Error Message** EID-511: NE ID is a mandatory field. Enter a unique NE ID and retry.

**Recommended Action** Enter a unique ID for the NE.

**Error Message** EID-512: An NE or GNE with the same ID already exists in the database. Enter a unique NE ID and retry.

**Recommended Action** Enter a unique ID for the NE.

**Error Message** EID-513: An NE with the same IP address already exists. Enter a unique IP address and retry.

**Recommended Action** Enter a unique ID for the NE that does not exceed 128 alphanumeric characters.

**Error Message** EID-514: IP Address is a mandatory field. Enter a unique IP address and retry.

**Recommended Action** Enter a unique IP address for the NE.

**Error Message** EID-515: No IP address is selected. Select an IP address and retry.

**Recommended Action** Enter a unique IP address and retry.

**Error Message** EID-516: Invalid IP address. Enter a valid IP address in four decimal bytes (for example, 196.100.200.300) and retry.

**Recommended Action** Enter a unique IP address that uses the specified format.

**Error Message** EID-519: The selected NEs do not have a partition selected to download the image file.

**Recommended Action** The selected NE does not have a partition selected for downloading the image. Select a partition to which the image will be downloaded.

**Error Message** EID-520: Database error: An error occurred while adding the new NE to the database.

**Recommended Action** A database error occurred while adding the new NE. Verify that the Prime Optical database is up and running properly. Restart the Prime Optical client and retry adding a new NE.

**Error Message** EID-522: The IOS FTP username is a mandatory field.

**Recommended Action** Specify a username.

**Error Message** EID-523: The IOS Config Engine username is a mandatory field. Specify a username.

**Recommended Action** Enter the username.

**Error Message** EID-524: Database error: Cannot set the In-Service time stamp in the database.

**Recommended Action** A database error occurred while storing the NE's in-service time stamp in the database. Verify that the Prime Optical database is up and running properly. Restart the Prime Optical client and retry.

**Error Message** EID-525: Database error: Cannot set the Config Mode in the database.

**Recommended Action** A database error occurred while setting the NE type in the database. Verify that the Prime Optical database is up and running properly. Restart the Prime Optical client and retry.

**Error Message** EID-526: Invalid tree node selected. You cannot perform this operation with the current selection. Select a group or domain node and retry.

**Recommended Action** Select a group or domain node and retry.

**Error Message** EID-527: Error occurred while registering with the CTM event notification subsystem. Exit and restart the application.

**Recommended Action** Restart the Prime Optical server and all of the clients. Contact Cisco technical support if the problem persists.

**Error Message** EID-528: A fatal error occurred while notifying the *server-name* server of this change. Restart the server and all the clients.

**Recommended Action** Restart the Prime Optical server and all of the clients. Contact Cisco technical support if the problem persists.

**Error Message** EID-529: An error occurred while writing data to the database.

**Recommended Action** Exit and restart the Prime Optical client.

**Error Message** EID-530: An error occurred while reading data from the database.

**Recommended Action** Exit and restart the Prime Optical client.

**Error Message** EID-531: A domain with the same name already exists. Specify a unique domain name and retry.

**Recommended Action** Specify a unique domain name.

**Error Message** EID-532: Database error: Cannot modify the domain description.

**Recommended Action** A database error occurred during this operation. Verify that the Prime Optical database is up and running properly. Restart the Prime Optical client and retry.

**Error Message** EID-533: Database error: Cannot modify the domain name.

**Recommended Action** A database error occurred during this operation. Verify that the Prime Optical database is up and running properly. Restart the Prime Optical client and retry.

**Error Message** EID-534: Domain Name is a mandatory field. Specify the domain name and retry.

**Recommended Action** Enter a name for the domain.

**Error Message** EID-535: Group Name is a mandatory field. Specify the group name and retry.

**Recommended Action** Enter a name for the group.

**Error Message** EID-536: Database error: Cannot modify the group name.

**Recommended Action** A database error occurred during this operation. Verify that the Prime Optical database is up and running properly. Restart the Prime Optical client and retry.

**Error Message** EID-537: Database error: Cannot modify the group description.

**Recommended Action** A database error occurred during this operation. Verify that the Prime Optical database is up and running properly. Restart the Prime Optical client and retry.

**Error Message** EID-538: Database error: Cannot modify the group location.

**Recommended Action** A database error occurred during this operation. Verify that the Prime Optical database is up and running properly. Restart the Prime Optical client and retry.

**Error Message** EID-539: Database error: Cannot modify the NE name.

**Recommended Action** A database error occurred during this operation. Verify that the Prime Optical database is up and running properly. Restart the Prime Optical client and retry.

**Error Message** EID-540: Database error: Cannot modify the NE IP address.

**Recommended Action** A database error occurred during this operation. Verify that the Prime Optical database is up and running properly. Restart the Prime Optical client and retry.

**Error Message** EID-541: Database error: Cannot modify the network element NSAP address.

**Recommended Action** A database error occurred when you tried to modify the NE Network Service Access Point (NSAP) address. Verify that the Prime Optical database is up and running properly. Restart the Prime Optical client and retry.

**Error Message** EID-542: Database error: Cannot modify the NE state.

**Recommended Action** A database error occurred during this operation. Verify that the Prime Optical database is up and running properly. Restart the Prime Optical client and retry.

**Error Message** EID-543: Database error: Cannot modify the NE description.

**Recommended Action** A database error occurred during this operation. Verify that the Prime Optical database is up and running properly. Restart the Prime Optical client and retry.

**Error Message** EID-544: Database error: Cannot modify the NE community string.

**Recommended Action** A database error occurred during this operation. Verify that the Prime Optical database is up and running properly. Restart the Prime Optical client and retry.

**Error Message** EID-545: Database error: Cannot modify the NE location name.

**Recommended Action** A database error occurred during this operation. Verify that the Prime Optical database is up and running properly. Restart the Prime Optical client and retry.

**Error Message** EID-546: Database error: Cannot modify the NE GNE ID.

**Recommended Action** A database error occurred during this operation. Verify that the Prime Optical database is up and running properly. Restart the Prime Optical client and retry.

**Error Message** EID-549: Database error: Cannot set the NE type in the database.

**Recommended Action** A database error occurred during this operation. Verify that the Prime Optical database is up and running properly. Restart the Prime Optical client and retry.

**Error Message** EID-550: Database error: Cannot set the NE PM collection state in the database.

**Recommended Action** A database error occurred during this operation. Verify that the Prime Optical database is up and running properly. Restart the Prime Optical client and retry.

**Error Message** EID-551: Database error: Cannot set the model type in the database.

**Recommended Action** A database error occurred during this operation. Verify that the Prime Optical database is up and running properly. Restart the Prime Optical client and retry.

**Error Message** EID-552: Database error: Cannot set the NE username in the database.

**Recommended Action** This error occurs when there is a database exception while setting the username for the NE in the NE Authentication tab. Perform the operation again.

**Error Message** EID-553: Database error: Cannot set the NE user password in the database.

**Recommended Action** This error occurs when there is a database exception while setting the username for the NE in the NE Authentication tab. Perform the operation again.

**Error Message** EID-554: Database error: Cannot create the new user.

**Recommended Action** Perform the operation again.

**Error Message** EID-555: Username is a mandatory field. Enter a unique username and retry.

**Recommended Action** Enter a unique username. See [Table 8-3 on page 8-16](#) for the Prime Optical username restriction.

**Error Message** EID-556: Username is a mandatory field. Enter a username and retry.

**Recommended Action** Enter a unique username.

**Error Message** EID-557: A CTM user with the same name already exists. Enter a unique username and retry.

**Recommended Action** Enter a unique username.

**Error Message** EID-558: A CTC user with the same name already exists. Enter a unique username and retry.

**Recommended Action** Enter a unique username.

**Error Message** EID-559: User Password is a mandatory field. Enter a unique user password and retry.

**Recommended Action** Enter a unique user password. See [Table 8-3 on page 8-16](#) for the Prime Optical user password restriction.

**Error Message** EID-560: Enter a username that contains at least 3 characters.

**Recommended Action** Enter a username that contains at least three characters.



**Error Message** EID-561: The username must start with an alphabetic character (A - Z, a - z). Enter a valid username and retry.

**Recommended Action** Enter a valid username.

**Error Message** EID-562: A CTC password cannot be specified without a username. Enter a username and retry.

**Recommended Action** Enter a valid username.

**Error Message** EID-563: A user password is mandatory to create a CTM user. Enter a unique user password and retry.

**Recommended Action** Enter a unique user password.

**Error Message** EID-564: The Add User wizard has been closed because the user privileges list has changed. Launch the wizard again.

**Recommended Action** Relaunch the Create User Profile wizard.

**Error Message** EID-565: User Password is a mandatory field. Enter a unique user password and retry.

**Recommended Action** Enter a unique password for the user. The user password must contain at least six characters. Of those six characters, at least one must be a nonalphanumeric character (\*, -, &, %, and so on).

**Error Message** EID-566: Database error: Cannot modify user properties.

**Recommended Action** A database error occurred during this operation. Verify that the Prime Optical database is up and running properly. Restart the Prime Optical client and retry.

**Error Message** EID-567: The password confirmation does not match the actual password. Try again.

**Recommended Action** Retype the password.

**Error Message** EID-568: The domain name cannot be the same as a group name. A group with the same name already exists. Specify a unique domain name and retry.

**Recommended Action** Specify a unique domain name.

**Error Message** EID-569: No objects are assigned to the user. Assign at least one object to the user.

**Recommended Action** Assign an object to the user.

**Error Message** EID-570: Database error: Cannot create the new user type.

**Recommended Action** This error occurs when a new user profile is being created or if an existing profile is being modified. If it occurs while creating a user profile, delete the newly created user profile and try recreating the user profile. If it occurs while modifying an existing user profile, perform the operation again.

**Error Message** EID-571: User Type Name is a mandatory field. Enter a unique name and retry.

**Recommended Action** Enter a unique user type name.

**Error Message** EID-572: Database error: Cannot modify user properties.

**Recommended Action** A database error occurred during this operation. Verify that the Prime Optical database is up and running properly. Restart the Prime Optical client and retry.

**Error Message** EID-573: The password confirmation does not match the actual password. Reconfirm the password.

**Recommended Action** Reconfirm the password.

**Error Message** EID-574: A CTM user type with the same name already exists. Enter a unique name and retry.

**Recommended Action** Enter a unique user type name.

**Error Message** EID-575: No objects are assigned to the user. Assign at least one object to the user.

**Recommended Action** Assign at least one object to the user and retry.

**Error Message** EID-576: Enter a user type name that contains at least 6 characters.

**Recommended Action** Enter a user type name that contains at least 6 characters.

**Error Message** EID-577: Enter a user type name that contains at least 6 characters.

**Recommended Action** Enter a user type name that contains at least 6 characters.

**Error Message** EID-578: Database error: Cannot delete one or more users.

**Recommended Action** Perform the operation again.

**Error Message** EID-579: Fatal error: Restart the *server-name* server and all the clients.

**Recommended Action** Restart the Prime Optical server and all of the clients.

**Error Message** EID-580: The selected user is currently logged in. The user cannot be deleted until he or she logs out.

**Recommended Action** Ask the selected users to log out from all of the clients and retry.

**Error Message** EID-581: User(s) with this profile already exist(s). The profile cannot be deleted until you delete the user(s) from the CTM Users table.

**Recommended Action** Delete the user(s) from the Cisco Prime Optical Users table.

**Error Message** EID-582: This is a default user profile. It cannot be deleted.

**Recommended Action** You cannot delete the default user profile. Select a different user profile to delete.

**Error Message** EID-583: A GNE or NE with the same name already exists. Specify a unique GNE name and retry.

**Recommended Action** Enter a unique gateway network element (GNE) name.

**Error Message** EID-584: The to and from IP addresses are from different subnetworks.

**Recommended Action** This error occurs during the addition of bulk NEs. When a range of IP addresses is specified in the Add NE wizard, the subnet mask of the From and To IP Address must be the same. Verify that the first three parts of the IP address are the same in order to add a range of NEs.

**Error Message** EID-585: The "to" IP Address is lower than the "from" IP Address.

**Recommended Action** This error occurs during the addition of bulk NEs. Verify that the To IP Address is greater than the From IP Address.

**Error Message** EID-586: The selected GNE ID is no longer present. Select another GNE ID.

**Recommended Action** This error occurs while adding an NE. If a selected GNE has been deleted by another user, this error message appears. Select a different GNE.

**Error Message** EID-587: Database error: Cannot delete one or more user profiles.

**Recommended Action** Database error occurred while checking for uniqueness of the user type name or deleting the user from the USER\_TYPE\_TABLE. It also occurred while writing rows in the OPERATIONS\_PERMISSION\_TABLE. Check your database connection.

**Error Message** EID-588: The selected subnetwork ID is no longer present. Select another subnetwork ID.

**Recommended Action** Select another subnetwork ID.

**Error Message** EID-589: The specified IP address has already been included in the list.

**Recommended Action** Select another IP address.

**Error Message** EID-590: Database error: An error occurred after saving the new privileges in the database.

**Recommended Action** Check the database connection. If the problem persists, restart the Prime Optical server.

**Error Message** EID-591: User profiles have changed. You must refresh the table before modifying a profile.

**Recommended Action** Choose **File > Refresh Data** to refresh the table. Then, modify the user profile.

**Error Message** EID-592: A CTC user with the same name is used by the server. Enter another username and retry.

**Recommended Action** Enter a unique CTC username.

**Error Message** EID-593: A CTC user with the same name already exists. Enter a unique username that will be created on all NEs and retry.

**Recommended Action** Enter a unique CTC username.

**Error Message** EID-594: A CTC user with the same name already exists on all NEs. Enter a unique username and retry.

**Recommended Action** Enter a unique CTC username.

**Error Message** EID-595: A CTC user with the same name already exists among users created on all NEs. Enter another username and retry.

**Recommended Action** Enter a unique CTC username.

**Error Message** EID-596: The password cannot be equal to the Username.

**Recommended Action** Enter a unique user password. See [Table 8-3 on page 8-16](#) for the Prime Optical user password restriction.

**Error Message** EID-597: The last reference of a group can be deleted only after removing all the network elements it contains. Remove all the network elements this group contains and retry.

**Recommended Action** Copy or move all of the NEs in this group to another group; then, retry.

**Error Message** EID-598: A database error occurred while deleting the selected group from all references of its parent. The group might not be deleted completely.

**Recommended Action** Restart the Prime Optical client. Check if the deleted group still exists under all references of its parents. If it does, select each reference in the Domain Explorer tree and choose **Edit > Delete**.

**Error Message** EID-599: The autodisable interval range is 0 to 365 days. Enter a new disable interval and retry.

**Recommended Action** Enter an autodisable interval from 0 to 365 days.

**Error Message** EID-600: Internal error: Cannot register with the event notification subsystem for events. You might not receive updates from other users.

**Recommended Action** Restart the Prime Optical client.

**Error Message** EID-603: An error occurred while subscribing to EMS events.

**Recommended Action** Restart the Prime Optical client.

**Error Message** EID-604: An error occurred while unsubscribing from the Cisco Transport Manager event notification subsystem.

**Recommended Action** Restart the Prime Optical client.

**Error Message** EID-607: A GNE or NE with the same IP address already exists. Enter a unique IP address and retry.

**Recommended Action** Enter a unique IP address.

**Error Message** EID-608: You cannot change this user's privilege, because this user is the last one with SysAdmin privilege. To change this user's privilege, you must create another user with SysAdmin privilege.

**Recommended Action** Create a second user with SysAdmin privileges. Then, you can change the user privilege of the first SysAdmin user.

**Error Message** EID-609: There is not enough space in the backup directory. Do you want to continue?

**Recommended Action** This error indicates that there is not enough memory for the database backup. You can click OK to continue, but the backup might not succeed if there is not enough space. To ensure a successful database backup, free up space in the backup directory.

**Error Message** EID-610: Error starting database backup. Re-enter the password and try again.

**Recommended Action** Re-enter the password and try again.

**Error Message** EID-611: Error starting database export.

**Recommended Action** In the Domain Explorer window, choose **Administration > Audit Log**. Read the details of the failure in the Audit Log, and correct the problem accordingly.

**Error Message** EID-612: Cannot connect to the database. Check whether the database is up and retry.

**Recommended Action** If the database is down, restart it. Verify that the workstation where the database is installed is IP-reachable from the client machine. If the database is not reachable, make the appropriate corrections to the network. When the database is up and reachable, start the client.

If the database is up and reachable but the problem persists on Windows, check the following:

- Verify that your path contains *client-installation-directory/lib* by opening a command prompt and entering **set path**.
- Verify that an Oracle client is installed on your PC. The earliest Oracle client version that Prime Optical supports is Oracle 10g. If you installed an earlier Oracle release (such as Oracle version 8), upgrade to a later Oracle release.

**Error Message** EID-614: A database error occurred while deleting the selected subnetwork from the database. The subnetwork might not be deleted completely.

**Recommended Action** A database error occurred during this operation. Verify that the Prime Optical database is up and running properly. Restart the Prime Optical client and retry.

**Error Message** EID-615: An error occurred while changing the subnetwork name.

**Recommended Action** Restart the Prime Optical client.

**Error Message** EID-616: An error occurred while changing the subnetwork title.

**Recommended Action** Restart the Prime Optical client.

**Error Message** EID-617: An error occurred while changing the subnetwork description.

**Recommended Action** Restart the Prime Optical client.

**Error Message** EID-618: An error occurred while changing the subnetwork type.

**Recommended Action** Restart the Prime Optical client.

**Error Message** EID-619: An error occurred while changing the subnetwork topology.

**Recommended Action** Restart the Prime Optical client.

**Error Message** EID-621: Community String is a mandatory field. Enter the community string and retry.

**Recommended Action** Enter the community string.

**Error Message** EID-622: A fatal error occurred while requesting the topology change.

**Recommended Action** Restart the Prime Optical server and all of the clients.

**Error Message** EID-623: An error occurred in response to a topology change. Refresh the view.

**Recommended Action** Close, then reopen the topology window.

**Error Message** EID-624: Subnetwork Name is a mandatory field. Enter a unique subnetwork name and retry.

**Recommended Action** Enter a unique subnetwork name.

**Error Message** EID-625: A subnetwork with the same name already exists. Specify a unique subnetwork name and retry.

**Recommended Action** Enter a unique subnetwork name.

**Error Message** EID-626: Database error: An error occurred while adding the new subnetwork to the database.

**Recommended Action** A database error occurred during this operation. Verify that the Prime Optical database is up and running properly. Restart the Prime Optical client and retry.

**Error Message** EID-627: You cannot add this NE model under the selected network partition. Select a different subnetwork or network partition.

**Recommended Action** Select a different subnetwork or network partition.

**Error Message** EID-628: Cisco Transport Manager initialization failed. Cannot connect to the CTM database.

**Recommended Action** The Prime Optical client cannot read a required table from the database. Restart the application and start the Debug Log (choose **File > Debug Options**). If the problem persists, contact Cisco technical support with the Debug Log trace.

**Error Message** EID-629: A fatal error occurred while trying to retrieve new assignments from the server. The application will be shut down. Restart the application.

**Recommended Action** Restart the Prime Optical server and all of the clients.

**Error Message** EID-630: The selected NE was not found in the database. The database might be corrupted.

**Recommended Action** Restart the Prime Optical client.

**Error Message** EID-631: A user with administrator privileges has changed your password. The application will be closed. Login again with the new password.

**Recommended Action** Log in with the revised user password.

**Error Message** EID-632: A user with administration privileges has disabled this user. The application will be closed.

**Recommended Action** The administrator disabled the selected user's access. Contact the administrator to re-enable user access.

**Error Message** EID-633: The administrator has deleted this user. The application will be closed.

**Recommended Action** The administrator deleted the selected user. Contact the administrator to create a new user account.

**Error Message** EID-634: The IOS Config Engine password does not match the confirmation password. Retype the password.

**Recommended Action** Retype the password.



**Error Message** EID-638: A CTM administrator has modified the CTM domain. As a result, your request to modify the CTM topology is invalid. Try again.

**Recommended Action** While you were adding an NE or group to an existing group, another administrator deleted the existing group. Consequently, your request to add an NE or group is now invalid. Reselect the node and retry.

**Error Message** EID-640: Search string was not found.

**Recommended Action** Repeat the search with new search criteria.

**Error Message** EID-641: Cannot create the new subnetwork. Try again.

**Recommended Action** Create the new subnetwork again.

**Error Message** EID-642: Database error: Cannot paste the requested node.

**Recommended Action** Try the paste action again. If the problem persists, contact Cisco technical support.

**Error Message** EID-643: Database error: Cannot delete the requested node.

**Recommended Action** Delete the node again. If the problem persists, contact Cisco technical support.

**Error Message** EID-644: Database error: Cannot undelete the requested node.

**Recommended Action** Undelete the node again. If the problem persists, contact Cisco technical support.

**Error Message** EID-645: Cannot purge the requested NE. Action failed.

**Recommended Action** An NE can be purged only if it is marked Out of Service. If the operational state of the NE is not Out of Service, undelete the NE, mark it Out of Service, and delete it again. Try to purge the NE again.

**Error Message** EID-646: Cannot add the new NE. An NE with the same name or IP address still exists in the CTM domain. Contact Cisco TAC for support.

**Recommended Action** Contact Cisco technical support.

**Error Message** EID-647: Cannot copy because the source and destination are the same.

**Recommended Action** Specify a different source and destination.

**Error Message** EID-648: Selected subnetwork contains deleted NEs. Delete those NEs from the database before deleting the subnetwork.

**Recommended Action** Delete the NEs in the Deleted NEs group; then, delete the subnetwork.

**Error Message** EID-649: A duplicate target is not allowed.

**Recommended Action** Specify a target that has not been used before.

**Error Message** EID-650: Specify a target.

**Recommended Action** Specify a target.

**Error Message** EID-651: The target cannot contain *string*.

**Recommended Action** Specify a target that does not contain this string.

**Error Message** EID-652: The target must contain 4 dot-separated integers.

**Recommended Action** Specify a target that contains four dot-separated integers.

**Error Message** EID-653: The target is invalid.

**Recommended Action** Specify a valid target.

**Error Message** EID-654: Retry values must be integers between 0 and 5.

**Recommended Action** Specify the retry value as an integer from 0 to 5.

**Error Message** EID-655: Timeout values must be integers between 1 and 60.

**Recommended Action** Specify the timeout as an integer from 1 to 60.

**Error Message** EID-656: Specify a write string.

**Recommended Action** Specify a write string.

**Error Message** EID-657: An error occurred while retrieving the flash partition files.

**Recommended Action** Contact the system administrator.

**Error Message** EID-658: Rediscover request has been accepted.

**Recommended Action** Your rediscover request was accepted; no action is required.

**Error Message** EID-659: Rediscover request failed.

**Recommended Action** This error occurs when rediscovery is done manually from the ONS 155xx configuration menu. Perform the operation again.

**Error Message** EID-660: This will result in rediscovery of the selected ONS 155xx devices. Do you want to continue?

**Recommended Action** Click **OK** to continue with the rediscovery of the selected NEs.

**Error Message** EID-661: This will result in rediscovery of all ONS 155xx devices. Do you want to continue?

**Recommended Action** Click **OK** to continue with the rediscovery of all ONS 155xx NEs.

**Error Message** EID-662: Power level refresh failed.

**Recommended Action** Connection to the device might have timed out. Contact your system administrator.

**Error Message** EID-663: The circuit ID cannot exceed 64 characters.

**Recommended Action** Enter a circuit ID that does not exceed 64 characters.

**Error Message** EID-665: Config exception: Cannot change EMS identification.

**Recommended Action** Enter an EMS ID that has from 1 to 64 characters and does not contain an apostrophe ('), a semicolon (;), a colon (:), or a comma (,).

**Error Message** EID-667: Network Partition ID is a mandatory field. Enter a unique network partition ID and retry.

**Recommended Action** Enter a unique network partition ID.

**Error Message** EID-668: A network partition with the same ID already exists. Specify a unique network partition ID and retry.

**Recommended Action** Enter a unique network partition ID.

**Error Message** EID-669: Cannot create the new network partition. Try again.

**Recommended Action** Check the database connection. If the problem persists, restart the Prime Optical server.

**Error Message** EID-670: Cannot modify the network partition. Try again.

**Recommended Action** Check the database connection. If the problem persists, restart the Prime Optical server.

**Error Message** EID-671: An error occurred while changing the network partition.

**Recommended Action** This error occurs while changing the name of the network partition. Retry changing the network partition name.

**Error Message** EID-672: Invalid browser path.

**Recommended Action** Verify that a browser is installed on your system and that the browser path in `ems-client.cfg` is set correctly.

**Error Message** EID-673: Network Partition Description is a mandatory field. Enter a unique network partition description and retry.

**Recommended Action** Enter a unique network partition description.

**Error Message** EID-675: Cannot export data on {0}.

**Recommended Action** A critical malfunction occurred on the property sheet; the data cannot be exported. Contact Cisco technical support.

**Error Message** EID-676: Some of the data was not exported correctly. See the file *filename* for details.

**Recommended Action** A malfunction occurred while displaying data in the property sheet. A parameter cannot be exported, but the export operation will continue processing other parameters. Contact Cisco technical support.

**Error Message** EID-677: Cannot execute the operation. Another NE configuration report is in progress.

**Recommended Action** Wait until the report is finished; then, repeat the operation.

**Error Message** EID-678: Error: Cannot export some of the data in the *tab-name* tab.

**Recommended Action** A malfunction occurred while displaying data in the property sheet. A parameter cannot be exported, but the export operation will continue processing other parameters. Contact Cisco technical support.

**Error Message** EID-679: Enter a directory for the export.

**Recommended Action** Specify the name of the directory to use for the export operation.

**Error Message** EID-680: {path} is not a directory path. Enter a directory.

**Recommended Action** Specify the name of the directory to use for the export operation.

**Error Message** EID-681: The ONS 15305 CTC password does not match the confirmation password. Retype the password.

**Recommended Action** Retype the password.

**Error Message** EID-682: The ONS 15305 CTC username is a mandatory field. Specify a username.

**Recommended Action** Enter a unique username.

**Error Message** EID-683: Cannot plot all the graphs for the selected row. Select valid parameters for plotting.

**Recommended Action** Choose another row that contains valid parameters for plotting.

**Error Message** EID-684: An error occurred while scheduling the export inventory table operation.

**Recommended Action** This error is a job scheduling error. Check the Job Monitor table to see what type of error is reported.

**Error Message** EID-689: The CTC User Password field cannot be empty. Enter a unique CTC user password and retry.

**Recommended Action** Enter a unique CTC user password.

**Error Message** EID-690: A similar job is currently in progress. Wait for the job to finish; then, try again.

**Recommended Action** No action is required.

**Error Message** EID-691: Cannot add the new GNE. A GNE with the same name or IP address still exists in the CTM domain. Contact Cisco TAC for support.

**Recommended Action** Contact Cisco technical support.

**Error Message** EID-692: No circuit sizes are assigned to the user. Assign at least one circuit size to the user.

**Recommended Action** Assign at least one circuit size to the user.

**Error Message** EID-693: Cannot purge the requested NE because it is connected to another node with a link.

**Recommended Action** This error occurs when you purge an NE that has links to other NEs. Delete all links associated with this NE and retry the purge operation.

**Error Message** EID-694: Cannot move the requested NE or subnetwork because there are existing links. Delete the links before changing the partition.

**Recommended Action** Delete all of the links before moving the NE or subnetwork to another partition.

**Error Message** EID-695: You cannot create a link from an unmanaged NE to a group that contains SONET and SDH NEs.

**Recommended Action** The destination group must contain either SONET or SDH NEs.

**Error Message** EID-697: A database error occurred while trying to modify the selected CTC user profile.

**Recommended Action** Contact the system administrator.

**Error Message** EID-698: A database error occurred while trying to add the CTC user profile to the database.

**Recommended Action** Contact the system administrator.

**Error Message** EID-699: A CTC user profile with the same ID already exists. Select a different user ID and retry.

**Recommended Action** Select a different CTC user and retry.

**Error Message** EID-700: An error occurred while saving node coordinates to the database. Refresh the view and retry.

**Recommended Action** Click the **Refresh Data** tool to refresh the view and recustomize the coordinates.

**Error Message** EID-701: An error occurred while saving the node icon to the database. Refresh the view and retry.

**Recommended Action** Click the **Refresh Data** tool to refresh the view and recustomize the node icons.

**Error Message** EID-703: An error occurred while creating the new link between the selected nodes. Recreate the link.

**Recommended Action** Recreate the link.

**Error Message** EID-704: Links must be created between two distinct nodes of compatible types on the same network map. Recreate the link.

**Recommended Action** Recreate the link between two distinct nodes.

**Error Message** EID-705: An error occurred while deleting the selected link(s). Check the communication status of the source and destination nodes.

**Recommended Action** Click the **Refresh Data** tool to refresh the view and attempt to delete the link again.

**Error Message** EID-706: An error occurred while deleting the selected link(s).

**Recommended Action** Retry the link deletion later. If the problem persists, contact Cisco technical support.

**Error Message** EID-709: An error occurred while opening the selected image file at the specified file path.

**Recommended Action** The selected image file does not exist in the selected file path. Select an image file from the file list in the selected subdirectory.

**Error Message** EID-710: An error occurred while loading the node icon image. Retry.

**Recommended Action** The image could not be loaded from the file you selected. Check the size of the file and reload the icon image. The size of the map file should not exceed 100 KB.

**Error Message** EID-711: An error occurred while loading the default background map image.

**Recommended Action** Exit the Prime Optical client and retry. If the error persists, some map images were deleted. Reinstall the Prime Optical client.

**Error Message** EID-712: An error occurred while loading the link from the database.

**Recommended Action** Restart the Network Map. If the error persists, exit the Prime Optical client and retry.

**Error Message** EID-713: An error occurred while opening the node.

**Recommended Action** Restart the Network Map. If the error persists, exit the Prime Optical client and retry.

**Error Message** EID-714: An error occurred while opening the parent node.

**Recommended Action** Restart the Network Map. If the error persists, exit the Prime Optical client and retry.

**Error Message** EID-715: An error occurred while loading the background map image file. Retry.

**Recommended Action** The image could not be loaded from the file you selected. Check the size of the file and reload the background image. The size of the map file should not exceed 100 KB.

**Error Message** EID-716: An error occurred while deleting a node from the map. Refresh the view and retry.

**Recommended Action** Click the **Refresh Data** tool to refresh the view.

**Error Message** EID-717: An error occurred while saving the map background image file. Refresh the view and retry.

**Recommended Action** The image could not be saved to the database. Click the **Refresh Data** tool to refresh the view and recustomize the background image. If the problem persists on a Solaris workstation, check the file permissions for the map background and map icon subdirectories under your installed subdirectory.

**Error Message** EID-718: You cannot delete the selected link(s) because they are autodiscovered. Action failed.

**Recommended Action** You selected an autodiscovered link that is not in an invalid state, and therefore cannot be deleted. You can delete only manual or invalid links.

**Error Message** EID-719: Cannot initiate the Rediscover operation because the NE Service is not active. Activate the NE Service before trying the Rediscover operation.

**Recommended Action** In the Control Panel, check the NE Service status and activate the NE Service if it is not active.

**Error Message** EID-721: Links must be created between two nodes that are in service and available. Recreate the link.

**Recommended Action** Recreate the link.

**Error Message** EID-722: Circuits must be created between two nodes that are in service and available. Recreate the circuit.

**Recommended Action** Recreate the circuit.

**Error Message** EID-723: Links cannot be created between two off-view nodes. Recreate the link.

**Recommended Action** Recreate the link.



**Error Message** EID-724: An exception occurred while launching the Circuit table.

**Recommended Action** An error occurred while launching the Circuit table. Try to relaunch the Circuit table.

**Error Message** EID-725: Enter a valid link name that contains 1 to 256 characters.

**Recommended Action** Enter a valid link name that contains 1 to 256 characters.

**Error Message** EID-726: Enter a valid link description that contains 1 to 256 characters.

**Recommended Action** Enter a valid link description that contains 1 to 256 characters.

**Error Message** EID-727: Enter a valid link name (1 to 64 characters) and description (1 to 256 characters).

**Recommended Action** Enter a valid link name and link description.

**Error Message** EID-728: There is no support for this model yet.

**Recommended Action** The network element software version is not supported. Contact Cisco technical support for more information.

**Error Message** EID-731: Action was not completed or was partially completed.

**Recommended Action** A link already exists with the same name. Create a link with a unique name.

**Error Message** EID-732: Source and destination nodes cannot be the same. Choose a different destination node.

**Recommended Action** Choose a different destination node.

**Error Message** EID-733: The node is not available or there are no available physical termination points for the given link size in the specified layer and direction.

**Recommended Action** All link termination points have links for the specified link size. Delete existing links and perform the operation again.

**Error Message** EID-735: Create link action was not completed or was partially completed for the link. The link name might be in use.

**Recommended Action** A link already exists with the same name. Create a link with a unique name.

**Error Message** EID-736: Modify link action was not completed or was partially completed for the link: *link-ID*.

**Recommended Action** A link already exists with the same name. Create a link with a unique name.

**Error Message** EID-738: Cannot create a link with link name *name*. Verify that both source and destination NEs are in the same network partition.

**Recommended Action** Verify that both the source and destination NEs belong to the same network partition.

**Error Message** EID-739: Cannot retrieve possible link sizes or link protection information.

**Recommended Action** Cannot retrieve possible link sizes on the node. Check if the node is in service.

**Error Message** EID-740: A link has already been created with this PTP. Enter a different PTP value.

**Recommended Action** Enter a different physical termination point (PTP) value.

**Error Message** EID-741: An error occurred while retrieving PTP information through CORBA for the unmanaged NE.

**Recommended Action** CORBA exception occurred. Check if the node is in service. For more information, contact Cisco technical support.

**Error Message** EID-742: The link rate or protection type selected is not supported by the unmanaged NE. Choose 'Not Applicable' and recreate the link.

**Recommended Action** Select Not Applicable as the link rate or protection type and retry. If the problem persists, contact Cisco technical support.

**Error Message** EID-744: There is no common link layer or size currently supported between the selected source and destination NE(s).

**Recommended Action** Specify different source and destination NEs that share a common link layer or size.

**Error Message** EID-745: Enter a link cost between 1 and 2,147,483,647.

**Recommended Action** Enter a link cost within the valid range.

**Error Message** EID-746: Enter 5 comma-separated alphanumeric group names.

**Recommended Action** Enter up to five comma-separated, alphanumeric, unique group names.

**Error Message** EID-747: Group names must be unique.

**Recommended Action** Enter unique group names.

**Error Message** EID-748: The group name cannot contain more than 32 characters.

**Recommended Action** Enter a group name that contains 32 characters or fewer.

**Error Message** EID-750: The selected row does not contain valid parameters for plotting.

**Recommended Action** Choose another row that contains valid parameters for plotting.

**Error Message** EID-751: Error in launching CTC provisioning view (NE Explorer) for *NE-ID*.

**Recommended Action** Use the following procedure to correct this error:

- 
- Step 1** Choose **Administration > Users**.
- Step 2** In the Cisco Prime Optical Users table, choose **Edit > Modify**.
- Step 3** Click **Next**. In the CTC User Properties panel, change the CTC username and password to match those configured for the device.
- If the CTC progress screen idles for a long time before the login dialog box appears, there might be network connectivity problems to the device.
- Step 4** (Optional) From a DOS command window or a Sun Solaris terminal, ping the device. If there is no response, set up the routes so that the device is available; then, restart CTC.
- Step 5** (Optional) If CTC does not start, your workstation might have resource constraints. Close some open applications and try again. Close some instances of CTC that are managing other groups of ONS 15454 NEs and try again.
- 

**Error Message** EID-755: The CTM Server to NE Connection username is a mandatory field. Specify a username.

**Recommended Action** Enter a username for Prime Optical server-to-NE connections.

**Error Message** EID-757: The ONS 15310 password does not match the confirmation password. Retype the password.

**Recommended Action** Retype the password.

**Error Message** EID-759: You cannot delete this user, because this user is the last one with SysAdmin privileges. To delete this user, you must first create another SysAdmin user.

**Recommended Action** Create a second user with SysAdmin privileges. Then, you can delete the first SysAdmin user.

**Error Message** EID-800: Selected NEs are invalid or not reachable. NEs must be in the same network partition and must be reachable.

**Recommended Action** This error occurs because all NEs under a group are in service or under maintenance but are not reachable, or because the NEs are reachable but in different network partitions. Verify that the selected NEs are in the same network partition.

**Error Message** EID-801: None of the NEs contain ML cards or all ML cards are used for an L2 topology.

**Recommended Action** This error occurs if there are no ML cards with both POS ports available for the NEs selected during RPR circuit creation. Verify that all ML-series cards used for topology creation are available.

**Error Message** EID-802: An error occurred while creating the service provisioner.

**Recommended Action** Wait until the NEs under the selected group are in service; then, try again.

**Error Message** EID-803: An error occurred while retrieving card list from server. Selected NE does not have ML cards or all cards are used for L2 topology creation.

**Recommended Action** This error occurs if there are no ML-series cards with both POS ports available in the NEs selected during RPR creation. Verify that the selected NEs have ML-series cards and are available for L2 topology creation.

**Error Message** EID-804: Failed to delete the topologies.

**Recommended Action** Verify that you have user privileges to perform the delete operation. If the L2 Service Resync status is Complete, Partially Completed, In Progress, or Sync Needed, delete all of the VLANs in the topology; then, try the operation again.

**Error Message** EID-805: Failed to delete circuit(s).

**Recommended Action** This is an informational message. Wait for some time; then, try to delete the circuit(s) again.

**Error Message** EID-806: An L2 topology with the same name already exists. Enter a unique L2 topology name.

**Recommended Action** Enter a unique topology name.

**Error Message** EID-807: The L2 topology name conflicts with an existing topology or circuit. Enter a unique L2 topology name.

**Recommended Action** Enter a unique topology name.

**Error Message** EID-808: The CoS Commit value is invalid. Enter a valid value in the range 0 to 7.

**Recommended Action** Enter a valid value within the range specified.

**Error Message** EID-809: Failed to create RPR.

**Recommended Action** If RPR creation is partial, create the remaining circuits using CTC or Prime Optical to complete the RPR. If no circuits were created in the RPR, try performing the same operation again. If the error persists, use CTC to create circuits in the RPR; then, report the problem to Cisco technical support.

**Error Message** EID-810: An L2 topology with the same name already exists. Change the L2 topology name.

**Recommended Action** Enter a unique L2 topology name.

**Error Message** EID-811: Enter a valid L2 topology name.

**Recommended Action** The L2 topology name that you entered is empty or starts with a blank space. Enter a valid L2 topology name.

**Error Message** EID-812: You cannot create an L2 topology between ports on the same card.

**Recommended Action** Create a topology between ports on different cards.

**Error Message** EID-813: Select at least two NEs.

**Recommended Action** Select at least two NEs.

**Error Message** EID-814: Select at least two cards.

**Recommended Action** Select at least two cards.

**Error Message** EID-815: Select at least one card per NE.

**Recommended Action** Select at least one card per NE.

**Error Message** EID-816: Select an L2 topology to modify.

**Recommended Action** Select a topology to modify.

**Error Message** EID-817: Select an L2 topology to delete.

**Recommended Action** Select a topology to delete.

**Error Message** EID-818: Select an L2 topology to view circuits in the topology.

**Recommended Action** Select a topology.

**Error Message** EID-819: The selected L2 topology is resynchronizing. Wait until the resynchronization is complete.

**Recommended Action** Select the topology after the resynchronization is complete.

**Error Message** EID-820: Some of the selected L2 topologies are resynchronizing. Wait until the resynchronization is complete. Click Details to see the list of L2 topologies that are resynchronizing.

**Recommended Action** Select the topologies after the resynchronization is complete.

**Error Message** EID-821: Select a row and click the Create L2 Service button.

**Recommended Action** Select a row and click **Create L2 Service**.

**Error Message** EID-822: The selected L2 topology is resynchronizing. Wait until the resynchronization is complete.

**Recommended Action** Select the topology after the resynchronization is complete.

**Error Message** EID-823: Bandwidth mismatch on the existing topologies on the source and destination cards. Cannot set bandwidth values. Change the source or destination for PTP creation.

**Recommended Action** The selected source and destination cards are already configured with a PTP L2 topology. The two cards have different bandwidth values. Select a different source or destination and try again.

**Error Message** EID-824: The NEs in the L2 topology are not in the user domain.

**Recommended Action** Verify that the NEs are in the user domain.

**Error Message** EID-825: Failed to update the L2 topology name or description.

**Recommended Action** Verify that the Prime Optical server is up and running.

**Error Message** EID-826: No ports are available for modification.

**Recommended Action** Verify that the selected L2 topology state is Complete and that the L2 Service Resync status is Complete. Close the Modify Ports window and try again.

**Error Message** EID-827: Failed to modify the ports.

**Recommended Action** Verify that the selected L2 topology state is Complete and that the L2 Service Resync status is Complete. Close the Modify Ports window and try again.

**Error Message** EID-828: There are no ML cards in the L2 topology.

**Recommended Action** Verify that the selected L2 topology state is Complete and that the L2 Service Resync status is Complete. Close the Modify Ports window and try again.

**Error Message** EID-829: Select a segment or select the Automatically Route RPR option.

**Recommended Action** Select a segment or select the **Automatically Route RPR** option.

**Error Message** EID-830: Manual routing failed.

**Recommended Action** This error occurs if manual creation of a PTP or RPR circuit fails. Try performing the same operation again. If error persists, use CTC; then, report the problem.

**Error Message** EID-831: Route validation failed for the selected segment.

**Recommended Action** This error occurs if manual or automatic creation of an RPR circuit segment fails. Try performing the same operation again. If the error persists, use CTC to create segment; then, report the problem to Cisco technical support.

**Error Message** EID-832: Unexpected exception. Failed to provision the segment.

**Recommended Action** This error occurs if manual or automatic circuit creation of an RPR circuit segment throws a generic exception. Try performing the same operation again. If the error persists, use CTC to create the segment; then, report the problem to Cisco technical support.

**Error Message** EID-833: Invalid source or destination selected for routing.

**Recommended Action** Select a valid source or destination.

**Error Message** EID-834: An error occurred while retrieving L2 topology segments from the server.

**Recommended Action** This error occurs because the server is still initializing. Close the wizard and perform the operation again later.

**Error Message** EID-835: Invalid L2 topology segment.

**Recommended Action** Select a valid topology segment.

**Error Message** EID-836: The segment is already provisioned.

**Recommended Action** Select an unprovisioned segment.

**Error Message** EID-837: You cannot delete this topology because there are L2 services on this topology. Delete all the L2 services for this topology before deleting it.

**Recommended Action** Delete the L2 services on the topology before deleting the topology itself.

**Error Message** EID-838: The sum of bandwidth values for SP Management, Committed Rate, AVVID Control, Best Effort, and Multicast Traffic cannot exceed 99%.

**Recommended Action** Enter combined bandwidth values that do not exceed 99%.

**Error Message** EID-839: The CoS values for both the multicast commands cannot be the same. Change the values and try again.

**Recommended Action** Enter unique CoS values for the different multicast bandwidth parameters.

**Error Message** EID-840: The SP Management Bandwidth value is invalid. Enter a valid value.

**Recommended Action** Enter a value from 1 to 99.

**Error Message** EID-841: The Committed CoS value is invalid. Enter a valid value.

**Recommended Action** Enter comma-separated values from 0 to 7.

**Error Message** EID-842: The Best Effort Bandwidth value is invalid. Enter a valid value.

**Recommended Action** Enter a value from 1 to 99.



**Error Message** EID-843: Cannot remove this card. You must retain at least two cards from different NEs to form an RPR.

**Recommended Action** You cannot delete this card because an RPR must contain at least two cards from different NEs. Select a different card for deletion.

**Error Message** EID-844: The AVVID Voice Video Bandwidth value is invalid. Enter a valid value.

**Recommended Action** Enter a value from 1 to 99.

**Error Message** EID-845: The SP Management CoS value is invalid. Enter a valid value.

**Recommended Action** Enter a value from 1 to 99.

**Error Message** EID-846: The AVVID Control CoS value is invalid. Enter a valid value.

**Recommended Action** Enter comma-separated values from 0 to 7.

**Error Message** EID-847: The AVVID Voice Video CoS value is invalid. Enter a valid value.

**Recommended Action** Enter comma-separated values from 0 to 7.

**Error Message** EID-848: The existing L2 topology on one of the selected ML cards is not synchronized completely. Bandwidth parameters cannot be determined.

**Recommended Action** There is a PTP L2 topology on the other POS port of the selected ML card. Wait until the L2 Service Resync status is Complete.

**Error Message** EID-849: Failed to shut down POS ports.

**Recommended Action** This problem occurs because the Telnet connection to the card failed, or because the card was reset while performing the Add/Remove card operation. Try the operation again. If the problem persists, contact Cisco technical support.

**Error Message** EID-850: Failed to create IOS user.

**Recommended Action** Verify that the Cisco IOS configuration exists on the card. The default Cisco IOS user must be visible in the IOS Users table before you can perform any Cisco IOS user-related operations. Wait until the default user is visible in the IOS Users table; then, try the operation again.

**Error Message** EID-851: Failed to delete IOS user.

**Recommended Action** Verify that the Cisco IOS configuration exists on the card. The default Cisco IOS user must be visible in the IOS Users table before you can perform any Cisco IOS user-related operations. Wait until the default user is visible in the IOS Users table; then, try the operation again.

**Error Message** EID-852: Failed to delete IOS user.

**Recommended Action** Verify that the Cisco IOS configuration exists on the card. The default Cisco IOS user must be visible in the IOS Users table before you can perform any Cisco IOS user-related operations. Wait until the default user is visible in the IOS Users table; then, try the operation again.

**Error Message** EID-853: IOS user is not selected.

**Recommended Action** Select a Cisco IOS user.

**Error Message** EID-854: One or more default IOS users selected. You cannot delete the default IOS user.

**Recommended Action** Select a different user for deletion.

**Error Message** EID-855: You cannot modify the default IOS user.

**Recommended Action** Select a different user for modification.

**Error Message** EID-856: No data cards are available to create the IOS user.

**Recommended Action** Add data cards to the network before creating Cisco IOS users.

**Error Message** EID-857: No IOS cards are selected. Select at least one IOS card from the available IOS cards.

**Recommended Action** Select at least one Cisco IOS card.

**Error Message** EID-858: The user VLAN ID is already in use.

**Recommended Action** Enter a unique user VLAN ID.

**Error Message** EID-859: Failed to modify the Layer 2 service.

**Recommended Action** If the topology is not synchronized, close the L2 service wizard and try again after the topology synchronization is complete. If there is an invalid username or password, verify that the username and password configured in the ML-series card are synchronized with the NE

username and password. Close the L2 service wizard and try again. Check the command-line interface (CLI) configuration on all ML-series cards in the topology and retry the operation. If the problem persists, contact Cisco technical support.

**Error Message** EID-860: Failed to add service drops to the Layer 2 service.

**Recommended Action** If the topology is not synchronized, close the L2 service wizard and try again after the topology synchronization is complete. If there is an invalid username or password, verify that the username and password configured in the ML-series card are synchronized with the NE username and password. Close the Add/Delete Drops wizard and try again. Check the CLI configuration on all ML-series cards in the topology and retry the operation.

**Error Message** EID-861: Failed to delete service drops on the Layer 2 service.

**Recommended Action** If the topology is not synchronized, close the L2 service wizard and try again after the topology synchronization is complete. If there is an invalid username or password, verify that the username and password configured in the ML-series card are synchronized with the NE username and password. Close the Add/Delete Drops wizard and try again. Check the CLI configuration on all ML-series cards in the topology and retry the operation.

**Error Message** EID-862: No Layer 2 service is selected to modify service drops. Select a Layer 2 service.

**Recommended Action** Select an L2 service.

**Error Message** EID-863: Select only one Layer 2 service.

**Recommended Action** Select one L2 service.

**Error Message** EID-864: Failed to retrieve record from the database.

**Recommended Action** Select a row in the VLAN table before clicking the Add or Delete button.

**Error Message** EID-865: No Layer 2 service is selected for modification. Select a Layer 2 service.

**Recommended Action** Select one L2 service.

**Error Message** EID-866: Select only one Layer 2 service.

**Recommended Action** Select one L2 service.

**Error Message** EID-867: Failed to retrieve record from the database.

**Recommended Action** Select a row in the VLAN table before clicking the Modify button.

**Error Message** EID-868: No Layer 2 service drop is selected. Select a Layer 2 service drop.

**Recommended Action** Select one L2 service drop.

**Error Message** EID-869: Select only one Layer 2 service drop.

**Recommended Action** Select one L2 service drop.

**Error Message** EID-870: Failed to retrieve record from the database.

**Recommended Action** Select a row in the VLAN table before selecting the Show Drops button.

**Error Message** EID-871: PIR should be greater than or equal to CIR.

**Recommended Action** Enter a peak information rate (PIR) value that is greater than or equal to the committed information rate (CIR).

**Error Message** EID-872: Max PIR burst should be greater than or equal to max CIR burst.

**Recommended Action** Enter a PIR that is greater than or equal to the maximum CIR burst.

**Error Message** EID-873: Failed to modify service drops on the Layer 2 service.

**Recommended Action** If the topology is not synchronized, close the L2 service wizard and try again after the topology synchronization is complete. If there is an invalid username or password, verify that the username and password configured in the ML-series card are synchronized with the NE username and password. Close the Add/Delete Drops wizard and try again. Check the CLI configuration on all ML-series cards in the topology and retry the operation.

**Error Message** EID-874: Failed to modify some drops on the Layer 2 service. Click Details to see the list.

**Recommended Action** If the topology is not synchronized, close the L2 service wizard and try again after the topology synchronization is complete. If there is an invalid username or password, verify that the username and password configured in the ML-series card are synchronized with the NE username and password. Close the Add/Delete Drops wizard and try again. Check the CLI configuration on all ML-series cards in the topology and retry the operation.

**Error Message** EID-875: Select at least one drop to delete.

**Recommended Action** Select at least one drop to delete to complete the delete drop port operation. Otherwise, cancel the delete drop port operation.

**Error Message** EID-876: Select at least one new drop to add.

**Recommended Action** Select at least one drop to add to complete the add drop port operation. Otherwise, cancel the add drop port operation.

**Error Message** EID-877: Enter a valid port VLAN ID for the following drops. Click Details to see the list.

**Recommended Action** Enter a valid port VLAN ID from 1 to 2095.

**Error Message** EID-878: Failed to reset general Layer 2 service attributes.

**Recommended Action** Close the modify L2 service window and try again.

**Error Message** EID-879: Failed to reset QoS values for the Layer 2 service.

**Recommended Action** Close the modify L2 service window and try again.

**Error Message** EID-880: Failed to reset the Enable/Disable values for the drops in the Layer 2 service.

**Recommended Action** Close the modify L2 service window and try again.

**Error Message** EID-881: There are not enough drops for Layer 2 service creation on the RPR topology.

**Recommended Action** All drop ports are used. Delete unused drops on VLANs on the cards belonging to the topology; then, launch the wizard.

**Error Message** EID-882: There are not enough drops for Layer 2 service creation on the point-to-point topology.

**Recommended Action** All drop ports are used. Delete unused drops on VLANs on the cards belonging to the topology; then, launch the wizard.

**Error Message** EID-883: The Layer 2 topology is resynchronizing. Wait until the resynchronization is complete.

**Recommended Action** Wait until the topology resynchronization has completed before starting the operation.

**Error Message** EID-884: The Layer 2 topology state is incomplete.

**Recommended Action** Selected topology is incomplete. Complete the topology by creating missing circuits. Try the operation again after completing the topology.

**Error Message** EID-885: There are no ML cards in the topology.

**Recommended Action** Add the ML-series cards to the topology and wait until the topology is completed. Wait until the topology resynchronization status becomes complete. If the problem persists, contact Cisco technical support.

**Error Message** EID-886: The Layer 2 service creation request timed out. The operation is running in the background.

**Recommended Action** No action required.

**Error Message** EID-887: Select at least one drop to create the Layer 2 service.

**Recommended Action** Select at least one drop to create the L2 service.

**Error Message** EID-888: The ONS 15216 EDFA3 password does not match the confirmation password. Retype the password.

**Recommended Action** Retype the password.

**Error Message** EID-889: Failed to modify the QoS template.

**Recommended Action** Verify the error details.

**Error Message** EID-890: Failed to delete the QoS template.

**Recommended Action** Verify the error details.

**Error Message** EID-891: The QoS profile name is invalid.

**Recommended Action** Enter a valid QoS profile name.

**Error Message** EID-892: Enter a valid value for CoS.

**Recommended Action** Enter comma-separated values from 0 to 7.

**Error Message** EID-893: Enter a valid value for DSCP.

**Recommended Action** Enter comma-separated values from 0 to 63.

**Error Message** EID-894: Enter a valid value for IP Precedence.

**Recommended Action** Enter comma-separated values from 0 to 7.

**Error Message** EID-895: Select at least one traffic match criteria.

**Recommended Action** No match criteria are selected. Make at least one selection.

**Error Message** EID-896: Failed to clone the QoS profile.

**Recommended Action** Verify the error details.

**Error Message** EID-897: Mark CoS for violate action.

**Recommended Action** The Allow radio button is selected on the Violations tab, but CoS is not marked. Click the **Mark CoS** radio button and specify the CoS value.

**Error Message** EID-898: Failed to delete some QoS profiles. Click Details to see the list.

**Recommended Action** This is an informational message; no action is required.

**Error Message** EID-899: You cannot delete the selected L2 topology because it is in Incomplete/Sync Failed state, which prevents any provisioning. Refer to the Circuit table to see what is preventing this L2 topology from transitioning to Complete state.

**Recommended Action** Launch the Circuit table to see what is preventing this L2 topology from transitioning to Complete state. After the topology transitions to Complete, you can delete it.

**Error Message** EID-900: You must be the root user to upgrade the client.

**Recommended Action** Login as the root user to perform this operation.

**Error Message** EID-901: Cannot launch the wizard. The selected source(s) and destination(s) are in different subnetworks, or are incompatible NE models, or are not reachable, or not inter-connected.

**Recommended Action** You can only create circuits between reachable NEs that are compatible for circuit creation when NEs are in the same subnetwork, or when NEs are connected (even if they are in different subnetworks of the same network partition). Select NEs that are interconnected directly or indirectly through links known by Prime Optical.

**Error Message** EID-902: Failed to set the circuit attributes.

**Recommended Action** Prime Optical enforces the uniqueness of the circuit ID. Change the circuit name and retry.

**Error Message** EID-903: Circuit Name is a mandatory field. Enter a valid circuit name (1 or more characters or a word other than the keyword 'Unknown') and retry.

**Recommended Action** Enter a circuit name.

**Error Message** EID-904: Failed to set the circuit end points for circuit creation.

**Recommended Action** The server service is not ready. Wait several minutes and try again.

**Error Message** EID-905: Source is not fully specified.

**Recommended Action** Specify the source NE and connection termination points (CTPs).

**Error Message** EID-906: Destination is not fully specified.

**Recommended Action** Specify the destination NE and CTPs.

**Error Message** EID-907: Slot selection is mandatory. Select the slot and retry.

**Recommended Action** Select a slot and retry.

**Error Message** EID-908: Port selection is mandatory. Select the port and retry.

**Recommended Action** Select a port and retry.

**Error Message** EID-909: STS/VT selection is mandatory. Select the STS or VT and retry.

**Recommended Action** Select a synchronous transport signal (STS) or Virtual Tributary (VT) and retry.

**Error Message** EID-910: Secondary slot selection is mandatory. Select the slot and retry.

**Recommended Action** Select a secondary slot and retry.

**Error Message** EID-911: Secondary port selection is mandatory. Select the port and retry.

**Recommended Action** Select a secondary port and retry.

**Error Message** EID-912: Secondary STS/VT selection is mandatory. Select the STS or VT and retry.

**Recommended Action** Select a secondary STS or VT and retry.



**Error Message** EID-913: Failed to retrieve slots.

**Recommended Action** The server service is not ready. Wait several minutes and try again.

**Error Message** EID-914: Failed to retrieve ports.

**Recommended Action** Verify that there are available in-service ports on the selected slot.

**Error Message** EID-915: Failed to retrieve STSs.

**Recommended Action** The server service is not ready. Wait several minutes and try again.

**Error Message** EID-916: Failed to retrieve VTs.

**Recommended Action** Verify that there are available in-service VTs on the selected STS.

**Error Message** EID-917: Sources cannot be the same.

**Recommended Action** You cannot select the same CTPs for the source and secondary source. Select a different source or secondary source and retry.

**Error Message** EID-918: Destinations cannot be the same.

**Recommended Action** You cannot select the same CTPs for the destination and secondary destination. Select a different destination or secondary destination and retry.

**Error Message** EID-919: Source and destination CTPs cannot be identical.

**Recommended Action** You cannot select the same CTPs for the source and destination.

**Error Message** EID-920: Failed to retrieve adjacent nodes for the current nodes.

**Recommended Action** Verify that there is at least one link between the selected nodes.

**Error Message** EID-921: Failed to retrieve links between the current node and the adjacent node.

**Recommended Action** Verify that there is at least one link between the selected nodes.

**Error Message** EID-922: Failed to retrieve segments for the selected link.

**Recommended Action** Verify that CTC contains spans for the selected link.

**Error Message** EID-923: VLAN selection is mandatory. Select the VLAN and retry.

**Recommended Action** Select a VLAN and retry.

**Error Message** EID-924: The VLAN ID must be an integer greater than 1.

**Recommended Action** Enter a VLAN ID that is greater than 1.

**Error Message** EID-925: Failed to retrieve VLANs.

**Recommended Action** The server is not ready. Wait several minutes and try again. If the error persists, restart the server.

**Error Message** EID-926: Failed to set VLANs.

**Recommended Action** The underlying circuit might have been deleted. Reopen the Circuit wizard and try again.

**Error Message** EID-927: Failed to provision circuit manually.

**Recommended Action** The selected link does not exist. The link might have been deleted. Reopen the Circuit wizard and create the circuit.

**Error Message** EID-928: A span is already added for the selected link.

**Recommended Action** A span has been added for the current hop. If you want to add a new span, remove the existing span and add the new one.

**Error Message** EID-929: Select a span in the current hop.

**Recommended Action** Select a span in the current hop.

**Error Message** EID-930: No available *object* found for the selected link.

**Recommended Action** All of the objects are in use for the selected link.

**Error Message** EID-931: Failed to provision the circuit.

**Recommended Action** The underlying circuit is not in the correct state. The circuit must be in a Creating or Active state. Reopen the Circuit wizard and try again.

**Error Message** EID-932: Failed to route the circuit.

**Recommended Action** The server is not ready. Wait several minutes; then, reopen the Circuit wizard and try again.

**Error Message** EID-933: VLAN creation failed.

**Recommended Action** Enter a unique VLAN name and a unique VLAN ID that is greater than 1 and less than the MAX\_VLAN\_ID value.

**Error Message** EID-934: Failed to add drops.

**Recommended Action** The underlying circuit might have been deleted. Reopen the Circuit wizard and try again.

**Error Message** EID-935: Failed to set the circuit end points for editing.

**Recommended Action** Source or destination end points are already in use. Reopen the Circuit wizard and try again.

**Error Message** EID-936: Failed to retrieve the connection information.

**Recommended Action** Verify that there is at least one link between the selected nodes.

**Error Message** EID-937: Failed to retrieve the nodes in the working and protect paths.

**Recommended Action** Verify that the nodes are in service in the Domain Explorer.

**Error Message** EID-938: Failed to retrieve the links in the working path.

**Recommended Action** Verify that there are links in the working path and that the nodes are in service.

**Error Message** EID-939: Failed to retrieve trace data from the server.

**Recommended Action** Contact the system administrator.

**Error Message** EID-940: Invalid circuit attributes. Select a circuit with valid attributes.

**Recommended Action** Select a circuit with a valid source and destination and an active state.

**Error Message** EID-941: Cannot launch the trace report because the source and destination are the same.

**Recommended Action** The trace report shows both the primary and the secondary routes that are taken by the circuit. Because the source and destination are the same, there is no route.

**Error Message** EID-942: A delete job is already in progress on the selected circuit(s). Wait until the job completes.

**Recommended Action** You cannot delete this circuit because the delete request has been submitted on this circuit already.

**Error Message** EID-943: Circuit deletion failed.

**Recommended Action** Prime Optical reports this error message if any associated cross-connections from the NEs could not be deleted. Prime Optical places the circuit in an Incomplete state. Try to delete this circuit again or take the appropriate action described by the failure event.

**Error Message** EID-944: Delete drop failed.

**Recommended Action** Click the **Refresh Data** tool to refresh the list of existing drops. Wait for the circuit to change to the ACTIVE or DROP\_PENDING state and try again. Alternatively, the node might be down or initializing. Wait for the node to come up or finish its initialization and try again.

**Error Message** EID-945: There are no adjacent nodes for the selected node.

**Recommended Action** Verify that there is at least one link from the selected node to the other nodes.

**Error Message** EID-946: There are no available links between the selected nodes.

**Recommended Action** Verify that there is at least one link between the selected nodes.

**Error Message** EID-947: Editing the SNCP attributes was not successful. There might be a higher-priority request.

**Recommended Action** Contact your system administrator.

**Error Message** EID-948: Change the circuit name and retry.

**Recommended Action** Enter a unique circuit name.

**Error Message** EID-949: The number of circuits must be greater than or equal to 1. Enter a valid number and retry.

**Recommended Action** Enter a value that is greater than or equal to 1.

**Error Message** EID-950: Failed to upgrade the selected circuit(s).

**Recommended Action** Select another circuit. Only circuits that are in an upgradable state can be upgraded. Wait for the source node to be discovered.

**Error Message** EID-951: Cannot upgrade the selected circuit because it is not in an upgradeable state.

**Recommended Action** Select another circuit that is in an upgradeable state.

**Error Message** EID-952: Failed to delete stitched nodes.

**Recommended Action** Circuit is not complete or not in an active state. Wait for each node involved in the circuit to be discovered.

**Error Message** EID-953: Failed to add nodes.

**Recommended Action** Circuit is not complete or not in an active state. Wait for each node involved in the circuit to be discovered.

**Error Message** EID-954: Failed to retrieve the circuit provisioner.

**Recommended Action** The server service is not ready. Wait several minutes and try again.

**Error Message** EID-955: Failed to retrieve the possible Ethernet nodes.

**Recommended Action** Wait for each node involved in the circuit to be discovered.

**Error Message** EID-956: Selected nodes are not in the same network partition.

**Recommended Action** You cannot add or delete VLANs from the Manage VLAN dialog box if the selected NEs are moved to a different network partition. Relaunch the Manage VLAN dialog box and try again.

**Error Message** EID-957: Cannot launch the VLAN table.

**Recommended Action** Contact your system administrator.

**Error Message** EID-958: Failed to change the circuit name.

**Recommended Action** Check if the Prime Optical server is up and running. The Prime Optical server service might not be available for some time. Try again. You should also verify that the circuit name is unique.

**Error Message** EID-959: Failed to change the circuit description.

**Recommended Action** Check if the Prime Optical server is up and running. Try again when the server is available.

**Error Message** EID-960: Failed to change the circuit state.

**Recommended Action** Check if the Prime Optical server is up and running. Try again when the server is available.

**Error Message** EID-961: A circuit with the same name already exists. Enter a unique circuit name.

**Recommended Action** Enter a unique circuit name.

**Error Message** EID-962: There are no active NEs available.

**Recommended Action** Launch the Circuit table only on NEs available for circuit creation.

**Error Message** EID-963: Circuit cannot be traced. Circuit status must be Active or Roll Pending.

**Recommended Action** Launch a circuit trace for Discovered, Discovered\_TL1, or Roll Pending circuits only.

**Error Message** EID-964: The requested search criteria did not return any data.

**Recommended Action** Modify the search criteria.

**Error Message** EID-965: Inconsistent VLANs detected. Cannot edit circuit attributes.

**Recommended Action** Delete the existing circuit and create a new circuit.

**Error Message** EID-966: An error occurred while checking VLAN applicability.

**Recommended Action** Check the Ethernet card mode and try to create the circuit again.

**Error Message** EID-967: Failed to change the customer ID.

**Recommended Action** Verify that the Prime Optical server is up and running.

**Error Message** EID-968: Failed to change the service ID.

**Recommended Action** Verify that the Prime Optical server is up and running.

**Error Message** EID-969: The source NE for this circuit is not in the user domain.

**Recommended Action** Verify that the source NE is in the user domain.

**Error Message** EID-970: VLAN deletion failed.

**Recommended Action** To delete the VLAN from the network partition, all NEs in the partition must be reachable. Verify that all NEs in the partition are in service and reachable; then, try deleting the VLAN again.

**Error Message** EID-971: When 'Ignore All Circuit Names' is not selected, at least one circuit name must be added to the Selected Names list.

**Recommended Action** Add at least one circuit name to the Selected Names list.

**Error Message** EID-972: When 'Ignore All Customer IDs' is not selected, at least one customer ID must be added to the Selected Names list.

**Recommended Action** Add at least one customer ID to the Selected Names list.

**Error Message** EID-973: When 'Ignore All Service IDs' is not selected, at least one service ID must be added to the Selected Names list.

**Recommended Action** Add at least one service ID to the Selected Names list.

**Error Message** EID-974: VLAN manager was not created.

**Recommended Action** Contact your system administrator.

**Error Message** EID-975: Cannot remove all objects from *location*.

**Recommended Action** Select at least one VLAN for the circuit.

**Error Message** EID-976: There are no NEs selected or the selected NEs are not in service.

**Recommended Action** Select valid NEs.

**Error Message** EID-977: An error occurred while retrieving the NE data provider.

**Recommended Action** Contact your system administrator.

**Error Message** EID-978: Failed to trace the following VLANs: *VLANs*.

**Recommended Action** Contact your system administrator.

**Error Message** EID-979: An error occurred while creating the selection context for the Trace VLAN table.

**Recommended Action** Try the operation again.

**Error Message** EID-980: An error occurred while launching the Trace VLAN table.

**Recommended Action** Contact your system administrator.

**Error Message** EID-981: Failed to change the circuit parameters.

**Recommended Action** Contact your system administrator.

**Error Message** EID-982: Failed to retrieve the monitor source points.

**Recommended Action** Contact your system administrator.

**Error Message** EID-983: Cannot create monitor circuits on a port grouping circuit.

**Recommended Action** No action.

**Error Message** EID-984: An error occurred while retrieving the circuit drop points.

**Recommended Action** Contact your system administrator.

**Error Message** EID-985: An error occurred while retrieving the circuit drop nodes.

**Recommended Action** Contact your system administrator.

**Error Message** EID-986: Cannot create drops on the circuit. There are no available drops.

**Recommended Action** No action.

**Error Message** EID-987: There are no available Ethernet nodes to add.

**Recommended Action** No action.

**Error Message** EID-988: Cannot create monitor circuits on this termination point.

**Recommended Action** No action.

**Error Message** EID-989: Access violation. Verify that you have user privileges to perform this operation on this circuit.

**Recommended Action** Check your user ID access permissions. If you need help doing this, contact the system administrator.



**Error Message** EID-990: Circuit Size is a mandatory field. If the circuit size could not be selected, check the user privileges and verify that the circuit sizes are assigned.

**Recommended Action** Verify that your user ID has permissions to create circuits with the sizes available on the selected NEs. If you need help to check your user permissions, contact the system administrator.

**Error Message** EID-991: VLAN Name is a mandatory field. Enter a valid VLAN name that contains 1 or more characters and retry.

**Recommended Action** Enter a valid VLAN name.

**Error Message** EID-992: Failed to modify the MTU size for the SPR interface.

**Recommended Action** This is an informational message. Wait for some time; then, try to modify the MTU size.

**Error Message** EID-993: Request timed out. The operation is running in the background. Please check after some time for the updated attributes.

**Recommended Action** Wait for some time; then, check again to see the updated attributes.

**Error Message** EID-993: An error occurred while parsing the XML file. Provide a correct XML file to launch the wizard.

**Recommended Action** Specify a valid XML file; then, relaunch the wizard.

**Error Message** EID-996: Cannot launch the wizard. You must first specify an XML and log file.

**Recommended Action** Specify a valid XML and log file; then, relaunch the wizard.

**Error Message** EID-997: Cannot launch the wizard. You must first specify an XML file.

**Recommended Action** Specify a valid XML file; then, relaunch the wizard.

**Error Message** EID-998: Cannot launch the wizard. You must first specify a log file.

**Recommended Action** Specify a valid log file; then, relaunch the wizard.

**Error Message** EID-1001: Failed to retrieve circuit service provider object.

**Recommended Action** Verify that the Prime Optical server and the database are up and running.

**Error Message** EID-1002: Failed to retrieve NE system ID.

**Recommended Action** The NEs are not present in the system. Make the NE active and try again.

**Error Message** EID-1003: Both old and new MAC addresses are mandatory.

**Recommended Action** Enter both values.

**Error Message** EID-1004: Failed to retrieve circuit manager object.

**Recommended Action** Verify that the Prime Optical server is up and running.

**Error Message** EID-1006: An invalid L2 topology with the same name already exists. Do you want to delete the invalid topology? Click Cancel to change the L2 topology name.

**Recommended Action** Delete the invalid topology, or click **Cancel** and change the L2 topology name to a unique name.

**Error Message** EID-1007: Select an L2 topology to view cards in the topology.

**Recommended Action** Select an L2 topology.

**Error Message** EID-1008: Failed to modify the PoS ports state.

**Recommended Action** Retry the operation.

**Error Message** EID-1009: The sum of bandwidth values for SP Management, Committed Rate, AVVID Control and Best Effort cannot exceed 99%.

**Recommended Action** Enter combined bandwidth values that do not exceed 99%.

**Error Message** EID-1010: An error occurred while applying the base card configuration. Check whether the barebone configuration is present in ML cards.

**Recommended Action** Verify that the ML-series card contains a barebone configuration file.

**Error Message** EID-1011: Failed to retrieve network manager object.

**Recommended Action** Verify that the Prime Optical server is up and running.

**Error Message** EID-1012: Failed to retrieve path trace mode.

**Recommended Action** Verify that the Prime Optical server is up and running. Check the NE connectivity.

**Error Message** EID-1013: Failed to retrieve transmit text.

**Recommended Action** Verify that the Prime Optical server is up and running. Check the NE connectivity.

**Error Message** EID-1014: Failed to retrieve expected text.

**Recommended Action** Verify that the Prime Optical server is up and running. Check the NE connectivity.

**Error Message** EID-1015: Failed to retrieve received text.

**Recommended Action** Verify that the Prime Optical server is up and running. Check the NE connectivity. Verify that the provisioned card is present in the slot.

**Error Message** EID-1016: Failed to retrieve transmit text.

**Recommended Action** Verify that the Prime Optical server is up and running. Check the NE connectivity.

**Error Message** EID-1017: Failed to retrieve expected text.

**Recommended Action** Verify that the Prime Optical server is up and running. Check the NE connectivity.

**Error Message** EID-1018: Failed to retrieve path trace mode.

**Recommended Action** Verify that the Prime Optical server is up and running. Check the NE connectivity.

**Error Message** EID-1019: There are no circuits selected for J1 path trace. Select a circuit.

**Recommended Action** Select an active STS (for SONET) or active LOP/HOP/VCT (for SDH).

**Error Message** EID-1020: Select only one circuit from the table.

**Recommended Action** Select only one active STS (for SONET) or active LOP/HOP/VCT (for SDH).

**Error Message** EID-1021: Failed to retrieve the record from the database.

**Recommended Action** Verify that Prime Optical server and database is up and running.

**Error Message** EID-1022: Circuit is not active.

**Recommended Action** Select an active STS (for SONET) or active LOP/HOP/VCT (for SDH).

**Error Message** EID-1065: Error creating ring Provisioner: Could get data for the selected ring.

**Recommended Action** Check the connectivity for all NEs in the BLSR. Mark the NEs in the ring as Out of Service and In Service.

**Error Message** EID-1079: Failed to retrieve endpoints.

**Recommended Action** Verify that the NE supports the selected circuit type and size.

**Error Message** EID-1115: Failed to delete the selected SVLAN(s).

**Recommended Action** Verify that the selected SVLANs are valid circuit entries and have not already been deleted. Then, verify that the SVLAN nodes are reachable and in service. Refresh the SVLAN table and try again.

**Error Message** EID-1116: Failed to modify the selected SVLAN.

**Recommended Action** Verify that the selected SVLAN is a valid circuit entry and has not been deleted.

**Error Message** EID-1117: Failed to delete the SVLAN drop: *drop-name*.

**Recommended Action** Verify that the selected drop has not already been deleted. Verify that the SVLAN circuit state is Discovered. Verify that the SVLAN nodes are reachable and in service. Refresh the SVLAN table and try again.

**Error Message** EID-1118: Failed to retrieve SVLAN information.

**Recommended Action** Verify that the SVLAN nodes are reachable and in service. Refresh the SVLAN table and try again.

**Error Message** EID-1130: Access violation. You do not have the required user privileges to create this circuit.

**Recommended Action** You do not have the required permissions to create this type of circuit. This is an informational message; no action is required.

**Error Message** EID-1200: An error occurred while setting the values. See the log file for more information.

**Recommended Action** Use the log file to identify the error that occurred, and make the necessary changes.

**Error Message** EID-1201: Failed to modify the port parameters related to the drop ports of the Layer 2 service. Use the "Modify Ports" dialog to change the parameters if necessary.

**Recommended Action** This is an informational message; no action is required.

**Error Message** EID-1202: The modify port parameters request timed out. The operation is running in the background.

**Recommended Action** No action required.

**Error Message** EID-1203: Failed to modify the port parameters related to the drop port of the Layer 2 service. Use the "Modify Ports" dialog to change the parameters if necessary.

**Recommended Action** Use the Modify Ports dialog box to change port parameters.

**Error Message** EDI-1204: Not all drops might be deleted as the request got timed out. The process is however continuing in the background. Please verify the drops deleted after sometime.

**Recommended Action** Wait for some time; then, check again to verify that all drops have been deleted.

**Error Message** EID-1205: Request timed out. The operation is running in the background. Please check after sometime for the updated attributes.

**Recommended Action** Wait for some time; then, check again to see the updated attributes.

**Error Message** EID-1206: Request timed out. The operations can not be executed completely.

**Recommended Action** Ensure that the NE is connected and reachable (pingable) and try again after a few minutes.

**Error Message** EID-1210: You cannot create a server trail link between the selected NEs.

**Recommended Action** Select a different NE as the source or destination for the server trail.

**Error Message** EID-1213: The TL1 Tunnel password does not match the confirmation password. Retype the password.

**Recommended Action** Retype the confirmation password.

**Error Message** EID-1214: The alarm profile file is corrupt. Use a new file.

**Recommended Action** You cannot upload a corrupt alarm profile management file to the NE. Choose a profile that is not corrupt.

**Error Message** EID-1220: Database error: Cannot modify the NE SNMP version.

**Recommended Action** A database error occurred during this operation. Verify that the Prime Optical database is up and running properly. Restart the Prime Optical client and retry.

**Error Message** EID-1221: Database error: Cannot modify the NE SNMPv3 required user.

**Recommended Action** A database error occurred during this operation. Verify that the Prime Optical database is up and running properly. Restart the Prime Optical client and retry.

**Error Message** EID-1222: Database error: Cannot modify the NE SNMPv3 trap user.

**Recommended Action** A database error occurred during this operation. Verify that the Prime Optical database is up and running properly. Restart the Prime Optical client and retry.

**Error Message** EID-1223: The GNE TID cannot be empty. Either uncheck the Enable check box or enter a valid GNE TID.

**Recommended Action** Uncheck the Enable check box or enter a valid GNE TID.

**Error Message** EID-1234: The PM Clear operation is not supported on ML-series and Ethernet-series cards.

**Recommended Action** Choose cards other than ML-series or Ethernet-series cards for the PM Clear operation.

**Error Message** EID-1235: The PM Clear operation is not supported on ML-series and Ethernet-series cards but is supported on other cards.

**Recommended Action** Choose cards other than ML-series or Ethernet-series cards for the PM Clear operation.

**Error Message** EID-1236: The PM Clear operation failed.

**Recommended Action** Retry the operation, using cards other than ML-series or Ethernet-series cards.

**Error Message** EID-1600: Cannot provision the Layer 2 service.

**Recommended Action** The operation is not supported on NE releases earlier than release 5.0. Remove those drops from the VLAN creation.

**Error Message** EID-4045: Exception: The alarm profile is incompatible with the selected node.

**Recommended Action** Select a different alarm profile, one that is compatible with the selected NE type.

**Error Message** EID-5039: The CTM GateWay/CORBA service cannot be started because the notification service listening port is in use. Change the notification service port and restart the service, or try again after some time.

**Recommended Action** Change the notification service port to a different port number. Alternatively, wait for some time and then try starting the Prime Optical GateWay/CORBA service.

**Error Message** EID-5040: The CTM GateWay/CORBA service cannot be started because the notification service failed to start.

**Recommended Action** Wait for a few minutes; then, retry.

**Error Message** EID-6055: IOS communication session is null; cannot proceed.

**Recommended Action** Wait for a few minutes; then, retry.

**Error Message** EID-6059: ML card resync failure.

**Recommended Action** Verify that the barebone configuration has been uploaded on the ML-series card. Reset the card. Verify that the SNMP trap destination has been set for the server on the NE.

**Error Message** EID-6082: Cannot provision the port because bandwidth is not available.

**Recommended Action** This error message is returned when an already provisioned port has consumed the entire available bandwidth for the group. Try provisioning the port in another group.

**Error Message** EID-6292: The alarm type name cannot exceed 20 characters.

**Recommended Action** Enter a unique alarm type name that contains 20 characters or fewer. Only the following characters are valid: 0-9, A-Z, a-z, and hyphen (-).

**Error Message** EID-6293: The alarm type name cannot be blank. Enter a unique alarm type name.

**Recommended Action** Enter a unique alarm type name that contains 20 characters or fewer. Only the following characters are valid: 0-9, A-Z, a-z, and hyphen (-).

**Error Message** EID-6294: The alarm type name contains invalid characters. Only the following characters are valid: 0-9, A-Z, a-z, and hyphen (-).

**Recommended Action** Enter a unique alarm type name that contains 20 characters or fewer. Only the following characters are valid: 0-9, A-Z, a-z, and hyphen (-).

**Error Message** EID-6296: You cannot add more than 50 alarm types.

**Recommended Action** You have exceeded the maximum number of alarm types. You must delete an existing alarm type before adding a new one.

**Error Message** EID-6298: The alarm type name that you entered already exists. Enter a unique alarm type name.

**Recommended Action** Enter a unique alarm type name that contains 20 characters or fewer. Only the following characters are valid: 0-9, A-Z, a-z, and hyphen (-).

**Error Message** EID-7033: Select the users to send the message to.

**Recommended Action** In the Notify Users dialog box > Message Targets field, select recipients for your message. This list includes the default SuperUser, SysAdmin, NetworkAdmin, Provisioner, and Operator profiles, as well as any custom user profile that has been generated. You can select custom and multiple profiles by using the **Shift** and **Control** keys while clicking the profile, or click the **All CTM Users** radio button to send your message to all users, regardless of user type.

**Error Message** Photonic Path Trace is in progress.

**Recommended Action** Wait until the current Photonic Path Trace ends.

**Error Message** An Inactive or Roll Pending circuit state is preventing Photonic Path Trace from starting. If Inactive, restore to Active. If Roll Pending, commit the roll operation.

**Recommended Action** If the status of the circuit is Roll Pending, commit the roll operation. If the circuit is not active, check the service and restore its state to Active.

**Error Message** Splitter-protected circuits are not supported.

There is no workaround. The Photonic Path Trace feature is not supported for splitter-protected circuits.

**Error Message** Regenerated circuits are not supported.

There is no workaround. The Photonic Path Trace feature is not supported for circuits belonging to a regeneration group.



**Error Message** The Source NE list is unavailable. Verify that the service on the circuit is active and that the state of all NEs is In Service.

**Recommended Action** Check the service and the network elements involved in the circuit. The status of the service must be Active and the state of all the network elements must be In Service.

**Error Message** The Destination NE list is unavailable. Verify that the service on the circuit is active and that the state of all NEs is In Service.

**Recommended Action** Check the service and the network elements involved in the circuit. The status of the service must be Active and the state of all the network elements must be In Service.

**Error Message** The source circuit node is unavailable. Verify that it is not damaged. There is no workaround. The circuit could be damaged.

**Error Message** The destination circuit node is unavailable. Verify that it is not damaged.

There is no workaround. The circuit could be damaged.

**Error Message** No such entity exists.

There is no workaround.

**Error Message** No such interface.

There is no workaround.

**Error Message** An I/O error occurred.

There is no workaround.

**Error Message** No Photonic Path Trace is available for this circuit. Verify that the circuit is not damaged.

There is no workaround. The circuit could be damaged.

**Error Message** No reverse Photonic Path Trace is available for this circuit. Verify that the circuit is not damaged.

There is no workaround. The circuit could be damaged.

**Error Message** Photonic Path Trace could not be completed from the source to the destination. Restart Photonic Path Trace; if the problem persists, check the NE connections.

**Recommended Action** Start Photonic Path Trace again. If the error persists, check the stability of connections with the network elements.

**Error Message** Photonic Path Trace could not be completed from the destination to the source. Restart Photonic Path Trace; if the problem persists, check the NE connections.

**Recommended Action** Start Photonic Path Trace again. If the error persists, check the stability of connections with the network elements.

## F.2 Prime Optical Server Error Messages

Prime Optical server error messages appear in the Error Log and have the following syntax:

*Date time: filename(line-number): module-severity-error-ID: error-message*

Example:

01/01/05 09:56:01 PM: cliROUTINES.c(80): CONFIG-DEBUG-1201: Unknown\_ETHERNET\_PORT 0

The following error messages are categorized by severity (critical, major, minor, and debug) and are listed in ascending numeric order within each category.



### Note

Because error messages are grouped in number ranges, they are not listed in exact numeric order.

The following subsections contain information about the various levels of server error messages:

- [F.2.1 Critical Server Error Messages, page F-98](#)
- [F.2.2 Major Server Error Messages, page F-107](#)
- [F.2.3 Minor Server Error Messages, page F-129](#)
- [F.2.4 Debug Server Error Messages, page F-147](#)

### F.2.1 Critical Server Error Messages

**Error Message** EID-601: Failed to open trap listener socket.

**Recommended Action** UDP socket 162 should not be taken by another program. If another program is using UDP socket 162, stop that program. Also, verify that the Prime Optical server is running as root.

**Error Message** EID-1023: Failed to retrieve circuit manager.

**Recommended Action** Contact the system administrator.

**Error Message** EID-1024: Failed to retrieve circuit data. Check circuit status. Contact the system administrator if the problem persists.

**Recommended Action** Verify that the circuit has been discovered. Contact the system administrator if the problem persists.

**Error Message** EID-1025: Could not get access to one of the circuit nodes. Verify that you have user privileges for all circuit nodes. Contact the administrator if the problem persists.

**Recommended Action** Verify that you have user privileges for all the nodes in the circuit. If the problem persists, contact your system administrator.

**Error Message** EID-1026: Roll creation request failed.

**Recommended Action** Try again. Contact system administrator for more information.

**Error Message** EID-1027: Error: Cannot proceed with roll creation.

**Recommended Action** Close the wizard and try again.

**Error Message** EID-1028: An error occurred while setting the roll to point. Try again.

**Recommended Action** Perform the operation again.

**Error Message** EID-1029: Roll to point is not fully specified. Choose available points.

**Recommended Action** Choose available points.

**Error Message** EID-1030: Select the circuit termination point.

**Recommended Action** Select the circuit termination point.

**Error Message** EID-1031: The selected roll path is invalid.

**Recommended Action** Choose a valid circuit termination point as the roll path.

**Error Message** EID-1032: Failed to complete the roll.

**Recommended Action** Contact your system administrator.

**Error Message** EID-1033: Failed to delete the roll.

**Recommended Action** Contact your system administrator.

**Error Message** EID-1034: Failed to cancel the roll.

**Recommended Action** Contact your system administrator.

**Error Message** EID-1035: Failed to finish the roll.

**Recommended Action** Contact your system administrator.

**Error Message** EID-1036: Failed to retrieve VAP spans.

**Recommended Action** Contact your system administrator.

**Error Message** EID-1037: Failed to retrieve VT options.

**Recommended Action** Contact your system administrator.

**Error Message** EID-1038: Failed to set low-order options.

**Recommended Action** Contact your system administrator.

**Error Message** EID-1039: Failed to set VAP destination.

**Recommended Action** Contact your system administrator.

**Error Message** EID-1040: An error occurred while setting the nodes.

**Recommended Action** Contact your system administrator.

**Error Message** EID-1041: Invalid span selection.

**Recommended Action** Select a different route.

**Error Message** EID-1042: Failed to retrieve circuit attributes from the database.

**Recommended Action** Try again later. If the problem persists, contact the system administrator.

**Error Message** EID-1043: There are no links available for circuit creation.

**Recommended Action** Select node groups that have links between them. Circuits cannot be created between nodes that are not connected by links.

**Error Message** EID-1044: VT tunnel links cannot be used for STS/VT tunnel circuit types.

**Recommended Action** Select other link types from the wizard map and continue.

**Error Message** EID-1045: There are no spans available for this link.

**Recommended Action** This link does not have enough bandwidth for the current circuit size. Select another route for the current circuit or delete some circuits going through the selected link. If you need help to do this, contact your system administrator.

**Error Message** EID-1046: Select an adjacent node first.

**Recommended Action** Select an adjacent node.

**Error Message** EID-1047: Select a node first.

**Recommended Action** Select a node.

**Error Message** EID-1048: The link is down. Select another link.

**Recommended Action** Select another link.

**Error Message** EID-1049: Cannot select this node. Only source nodes and nodes attached to the included spans are selectable.

**Recommended Action** In the map view, select a node that is attached to an already included span.

**Error Message** EID-1050: This port is already assigned. The east and west ports must be different.

**Recommended Action** Choose another port.

**Error Message** EID-1051: You cannot create a BLSR with these attributes. This means that all nodes and spans in your network have been excluded. Click the "Excluded nodes" button to see a list of nodes and why they cannot be included in the BLSR you are creating.

**Recommended Action** To correct this error:

- 
- |               |                                                                                                                                                                 |
|---------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Step 1</b> | Click <b>OK</b> in the warning dialog box. The Working Span Selection dialog box appears with an empty map.                                                     |
| <b>Step 2</b> | Click <b>Excluded Nodes</b> . The Excluded Nodes dialog box appears. It lists all the nodes excluded from the ring creation and the reasons for excluding them. |
| <b>Step 3</b> | Correct the problem and perform the operation again.                                                                                                            |
| <b>Step 4</b> | If the problem persists, contact the system administrator.                                                                                                      |
-

**Error Message** EID-1052: An error occurred while adding the span.

**Recommended Action** Click the **Details** button to view the reason why the span was not added. If reason is “not sufficient,” contact your system administrator.

**Error Message** EID-1053: An error occurred while removing the span.

**Recommended Action** The Details button shows the reason for not removing the span. Review the reasons. If the problem persists, contact Cisco technical support.

**Error Message** EID-1054: An error occurred while reversing the span.

**Recommended Action** The Details button shows the reason for not reversing the span. Review the reasons. If the problem persists, contact Cisco technical support.

**Error Message** EID-1055: An error occurred while setting the protect ports.

**Recommended Action** Click the **Details** button to view the reason for the failure. Correct the error and retry or contact your system administrator.

**Error Message** EID-1056: An error occurred while retrieving the working spans for map update.

**Recommended Action** The ring model might not exist in the server. Close the table; then, relaunch it and try to upgrade again.

**Error Message** EID-1057: An error occurred while provisioning.

**Recommended Action** Click the **Details** button to view the reason why provisioning failed. Correct the problem and retry. If the problem persists, contact your system administrator.

**Error Message** EID-1058: An error occurred while upgrading.

**Recommended Action** Click the **Details** button to view the reason why the update failed. Correct the problem and retry. If the problem persists, contact your system administrator.

**Error Message** EID-1059: An error occurred while editing.

**Recommended Action** Click the **Details** button to view the reason why the edit failed. Correct the problem and retry. If the problem persists, contact your system administrator.

**Error Message** EID-1060: An error occurred while deleting.

**Recommended Action** Click the **Details** button to view the reason why the deletion failed. For more information, contact Cisco technical support.

**Error Message** EID-1061: An error occurred while creating the ring provisioner.

**Recommended Action** Mark the NEs in the ring as Out of Service and In Service again.

**Error Message** EID-1062: An error occurred while retrieving the protect port details.

**Recommended Action** Click the **Details** button to view the reason for failure. For more information, contact Cisco technical support.

**Error Message** EID-1063: Cannot have a four-fiber ring on *location*.

**Recommended Action** The current topology does not support 4-fiber rings. Click the **Details** button to view reasons why the 4-fiber ring is not supported. Contact your system administrator.

**Error Message** EID-1064: An error occurred while submitting the switch command job to the server.

**Recommended Action** Try again later.

**Error Message** EID-1065: Cannot set reversion to INCONSISTENT.

**Recommended Action** Change the selection.

**Error Message** EID-1066: The Start Ring ID value must be less than or equal to the End Ring ID value.

**Recommended Action** Enter a start ring ID that is less than or equal to the end ring ID.

**Error Message** EID-1067: The Start Ring ID value cannot be empty.'

**Recommended Action** Enter a start ring ID.

**Error Message** EID-1068: The End Ring ID value cannot be empty.

**Recommended Action** Enter an end ring ID.

**Error Message** EID-1069: The ring ID cannot be empty.

**Recommended Action** Enter a value in the Ring ID field.

**Error Message** EID-1070: Member numbers must be unique and must be in the range 1 to 256.

**Recommended Action** Enter a unique number from 1 to 256.

**Error Message** EID-1071: The member circuit name cannot end with `\\"ROLL**\\"` and the name length must be less than 48.

**Recommended Action** Enter a name that contains fewer than 48 characters and does not end with `\\"ROLL**\\"`.

**Error Message** EID-1072: You must select a span for each member. No span selected for member #.

**Recommended Action** Select a span for the member.

**Error Message** EID-1074: The time slot is already allocated for another member of this VCAT. Please select a different time slot.

**Recommended Action** Change the values you entered in the Time Slot Restriction field, in the Member Preferences table, so the numbers are not identical.

**Error Message** EID-1701: Cannot allocate memory for: *value*.

**Recommended Action** The CTMServer.cfg file has been corrupted. Reinstall the Prime Optical server.

**Error Message** EID-1704: Error connecting to the database.

**Recommended Action** The CTMServer.cfg file has been corrupted. Reinstall the Prime Optical server.

**Error Message** EID-1715: Failed to get memory for SNMP packet.

**Recommended Action** Restart the Prime Optical server. If the problem persists, add memory to the workstation.

**Error Message** EID-1717: Failed to bind SNMP socket.

**Recommended Action** There is a conflict for the UDP socket. Stop the conflicting UNIX process or reboot the Prime Optical server.

**Error Message** EID-1722: Failed to open SNMP port.

**Recommended Action** There is a conflict for the UDP socket. Stop the conflicting UNIX process or reboot the Prime Optical server.

**Error Message** EID-1725: Failed to open a disk file *filename*  
*errno=error-number-from-file /usr/include/sys/errno.h.*

**Recommended Action** Prime Optical could not open SpoolFile in the CTMSHOME directory. Check for file permissions and verify that the Prime Optical server is running with SuperUser privileges. The file system containing SpoolFile must be installed on a local file system.



**Error Message** EID-1726: Line *line-number*: Syntax error: *string*.

**Recommended Action** This error relates to a process resource or syntax error on a line number. You should tune the resource or correct the syntax error.

**Error Message** EID-1734: Service *service-name* failed to initialize.

**Recommended Action** Look for previous error messages from the service that failed to determine the cause and fix for the problem. Verify that the Oracle database is running and that there are enough free resources (memory, sockets, and so on) on the server workstation.

**Error Message** EID-1736: Failed to initialize UDP socket pool.

**Recommended Action** There were not enough sockets available for the server to start. Check the */etc/system* file on the server workstation for the following lines:

```
set rlim_fd_max=XXX
set rlim_fd_cur=YYY
```

The value of *XXX* should be greater than or equal to 4096. The value of *YYY* should be greater than or equal to 2048. Adjust the value; then, restart the server workstation.

**Error Message** EID-2002: Bad category *value* in JMOCO event.

**Recommended Action** If you are having operational problems, contact Cisco technical support with this error message. Otherwise, ignore this error message; no action is required.

**Error Message** EID-2003: JMOCO event is null.

**Recommended Action** If you are having operational problems, contact Cisco technical support with this error message. Otherwise, ignore this error message; no action is required.

**Error Message** EID-2025: Cannot initialize the NE Service. Trying to stop the service.

**Recommended Action** Restart the Prime Optical server. If the problem persists, contact Cisco technical support with the output from the *getinfo* script.

**Error Message** EID-2026: Exception *string* occurred while initializing the NE Service. Trying to stop the service.

**Recommended Action** Restart the Prime Optical server. If the problem persists, contact Cisco technical support with the output from the *getinfo* script.

**Error Message** EID-3101: *init*: Exception *value* occurred while initializing trap service. The *snmpTrapDispatcher* or *snmpTrapHandler* could not be started.

**Recommended Action** The SNMP Trap Service could not start worker threads. Restart the Prime Optical server.

**Error Message** EID-3105: createSnmpTrapHandler: Snmp Exception

**Recommended Action** This message might indicate a conflict in binding to the trap listener port. Remove any other UNIX process that is using this port.

**Error Message** EID-3106: createSnmpTrapHandler: Exception *string*.

**Recommended Action** Report the exception string to Cisco technical support.

**Error Message** EID-3107: createSnmpTrapHandler: run Exception *string*.

**Recommended Action** Report the exception string to Cisco technical support.

**Error Message** EID-3110: Exception: *string* occurred while creating Snmp trap queue.

**Recommended Action** This is a fatal error with the Prime Optical initialization. Restart the Prime Optical server.

**Error Message** EID-3111: Main exception: *string* occurred while creating Snmp Trap Service.

**Recommended Action** This is a fatal error with the Prime Optical initialization. Restart the Prime Optical server.

**Error Message** EID-3112: Run failed deque/publish trap exception: Cannot send a message to the JMS server; - nested throwable: (java.net.SocketException: Broken pipe)

**Recommended Action** This error occurs when the SNMP Trap Service fails to publish messages to the JMS bus. The problem is caused by a stale or dead JBOSS (JMS) process. To fix the problem, enter the command `/usr/ucb/ps -auxww | grep -i org.jboss.Main`, which gives you the ID of the JBOSS process. Then, kill the process and restart the SNMP Trap Service. Alternatively, enter the command `opticalctl stop`, then `opticalctl start`.

**Error Message** EID-4033: LCI trap forwarder not available for ONS 1530x.

**Recommended Action** Restart the NE service for the ONS 15305 NE.

**Error Message** EID-4235: Exception: No node exists with NEDB ID *string*.

**Recommended Action** Contact Cisco technical support.

**Error Message** EID-4237: Exception: Network Manager creating links from DB rows generated an exception.

**Recommended Action** Contact Cisco technical support.

**Error Message** EID-6050: Exception. This method is not implemented for this network element.

**Recommended Action** Contact Cisco technical support.

**Error Message** EID-6051: Exception occurred while retrieving NE information.

**Recommended Action** Contact Cisco technical support.

## F.2.2 Major Server Error Messages

**Error Message** EID-202: Error destroying thread.

**Recommended Action** The CTMServer.cfg file has been corrupted. Reinstall the Prime Optical server.

**Error Message** EID-203: Invalid thread ID.

**Recommended Action** If the Prime Optical server starts, ignore this internal error. If the server does not start, increase the memory or swap space on the server workstation. If the problem persists, contact Cisco technical support.

**Error Message** EID-204: The ML Series Card to NE Connection username is a mandatory field. Specify a username.

**Recommended Action** Enter a username for ML card-to-NE connections.

**Error Message** EID-206: Error scheduling work.

**Recommended Action** If the Prime Optical server starts, ignore this internal error. If the server does not start, increase the memory or swap space on the server workstation. If the problem persists, contact Cisco technical support.

**Error Message** EID-208: Work queue/work was destroyed.

**Recommended Action** If the Prime Optical server starts, ignore this internal error. If the server does not start, increase the memory or swap space on the server workstation. If the problem persists, contact Cisco technical support.

**Error Message** EID-209: Worker thread is exiting.

**Recommended Action** If you receive this error during normal operation, restart the server. This error is normal during shutdown.

**Error Message** EID-212: Error waiting on a semaphore.

**Recommended Action** If the Prime Optical server starts, ignore this internal error. If the server does not start, increase the memory or swap space on the server workstation.

**Error Message** EID-218: Memory corruption: bad header.

**Recommended Action** Restart the Prime Optical server.

**Error Message** EID-219: Memory corruption: bad footer.

**Recommended Action** Restart the Prime Optical server.

**Error Message** EID-226: Error creating socket.

**Recommended Action** If the Prime Optical server starts, ignore this internal socket-related error. If the server does not start, check the /etc/system file on the server workstation for the following lines:

```
set rlim_fd_max=XXX
set rlim_fd_cur=YYY
```

The value of XXX should be greater than or equal to 4096. The value of YYY should be greater than or equal to 2048. The value of rlim\_fd\_max should be greater than the value of rlim\_fd\_cur. Adjust the values; then, restart the server workstation.

**Error Message** EID-227: Error in socket bind.

**Recommended Action** If the Prime Optical server starts, ignore this internal socket-related error. If the server does not start, check the /etc/system file on the server workstation for the following lines:

```
set rlim_fd_max=XXX
set rlim_fd_cur=YYY
```

The value of XXX should be greater than or equal to 4096. The value of YYY should be greater than or equal to 2048. Adjust the value; then, restart the server workstation.

**Error Message** EID-228: Error in socket listen.

**Recommended Action** This is an internal error. If the Prime Optical server is not operating normally, restart the server.

**Error Message** EID-229: Invalid socket.

**Recommended Action** This is an internal error; no action is required.

**Error Message** EID-232: Error establishing connection.

**Recommended Action** The CTMServer.cfg file has been corrupted. Reinstall the Prime Optical server.

**Error Message** EID-237: Timer thread exiting.

**Recommended Action** If the timer thread exits, the software and configuration upload/download will not work properly. Restart the server.

**Error Message** EID-238: Unable to schedule timer work.

**Recommended Action** This is an internal error; no action is required.

**Error Message** EID-313: Length of request is more than expected.

**Recommended Action** This is an internal protocol error. The Prime Optical client will display the appropriate message.

**Error Message** EID-314: CTM server port not specified in configuration file.

**Recommended Action** This is an internal protocol error. The Prime Optical client will display the appropriate message.

**Error Message** EID-321: Unable to set up database entry for NE #*NE-ID*.

**Recommended Action** This is an internal protocol error. The Prime Optical client will display the appropriate message.

**Error Message** EID-325: Error encoding arguments.

**Recommended Action** This is an internal protocol error. The Prime Optical client will display the appropriate message.

**Error Message** EID-326: Error disabling the user login for *username*.

**Recommended Action** This is an internal protocol error. The Prime Optical client will display the appropriate message.

**Error Message** EID-327: Maximum number of client connections exceeded for *IP-address:socket-number*.

**Recommended Action** This is an internal protocol error. The Prime Optical client will display the appropriate message.

**Error Message** EID-425: The EMS server may require a restart.

**Recommended Action** Restart the server. If the error persists, capture a LAN trace from the Prime Optical server to help debug the problem.

**Error Message** EID-606: Active alarm recovery looping for NE *ID*.

**Recommended Action** The Prime Optical server cannot recover the active or standing alarms on the NE because of a loop in the SNMP agent on the NE. Restart the NE.

**Error Message** EID-809: Circuit creation failed between endpoints.

**Recommended Action** Create circuits using CTC or the Prime Optical Create Circuit wizard.

**Error Message** EID-810: RPR got created partially because creation of some member circuit failed.

**Recommended Action** Create the member circuits using the L2 topology point-to-point Create Circuit wizard or CTC.

**Error Message** EID-819: Selected topology is undergoing Resync. Please wait until the L2 Topology Resync is completed.

**Recommended Action** Wait until the topology resynchronization is completed.

**Error Message** EID-820: Some of the selected L2 topologies is undergoing Resync. Please wait until the L2 Topology Resync is completed. Please click details to see the list of L2 topologies undergoing resync.

**Recommended Action** Wait until all the selected topologies complete the resynchronization or select the topologies that have completed resynchronization and then perform the operation.

**Error Message** EID-821: Select a row and then click on Create L2 service button.

**Recommended Action** Select a row in the topology table before clicking the Create L2 Service button.

**Error Message** EID-1101: *Database-error-string*.

**Recommended Action** The database error string describes the error in detail. If the Prime Optical server fails to come up, check the Oracle username and password. For more information, refer to the Oracle documentation.

**Error Message** EID-1301: *Error-string*.

**Recommended Action** This is a generic internal error used for debugging purposes.

**Error Message** EID-1302: System error: *error-string*.

**Recommended Action** This is a generic internal error used for debugging purposes.

**Error Message** EID-1401: The OSI daemon `osiamxd` is not present.

**Recommended Action** The `CTMServer.cfg` file has been corrupted. The Open System Interconnection (OSI) daemon `osiamxd` is missing. Reinstall the Prime Optical server.

**Error Message** EID-1721: Failed to connect to a socket.

**Recommended Action** The `CTMServer.cfg` file has been corrupted. Reinstall the Prime Optical server.

**Error Message** EID-1723: Invalid write `errno = error-number-from-file`  
`/usr/include/sys/errno.h, size_to_write = size, wrote number bytes.`

**Recommended Action** This is an internal socket error. Data to the OSS overflowed, but the error will be corrected automatically.

**Error Message** EID-1724: Invalid read `errno = error-number-from-file`  
`/usr/include/sys/errno.h, size_to_read = size.`

**Recommended Action** This is an internal socket error. Check network connectivity.

**Error Message** EID-1727: Cannot allocate memory.

**Recommended Action** Increase the available memory or swap space on the server workstation and restart the application.

**Error Message** EID-1728: Cannot find table element.

**Recommended Action** This is an internal CLI parser error; no action is required.

**Error Message** EID-1729: Entry already present in the table.

**Recommended Action** This is an internal CLI parser error; no action is required.

**Error Message** EID-1730: Invalid type in `cfg_find_or_add`.

**Recommended Action** This is an internal CLI parser error; no action is required.

**Error Message** EID-2008: Exception `string` occurred while notifying main.

**Recommended Action** The internal TCP/IP communication channel has gone down. The Prime Optical server will restart the service automatically.

**Error Message** EID-2014: Exception: `string`.

**Recommended Action** If you are having operational problems, contact Cisco technical support with this error message. Otherwise, ignore this error message; no action is required.

**Error Message** EID-2015: Null NetElement for NE: *NE-ID*.

**Recommended Action** If you are having operational problems, contact Cisco technical support with this error message. Otherwise, ignore this error message; no action is required.

**Error Message** EID-2016: Null NodeModel for NE: *NE-ID*.

**Recommended Action** If you are having operational problems, contact Cisco technical support with this error message. Otherwise, ignore this error message; no action is required.

**Error Message** EID-2017: Exception: *string* for NE *ID* while *string*.

**Recommended Action** If you are having operational problems, contact Cisco technical support with this error message. Otherwise, ignore this error message; no action is required.

**Error Message** EID-2018: Null pointer: *exception-string* for NE: *NE-ID*.

**Recommended Action** If you are having operational problems, contact Cisco technical support with this error message. Otherwise, ignore this error message; no action is required.

**Error Message** EID-2019: Operation failed: *exception-string* for NE: *NE-ID*.

**Recommended Action** If you are having operational problems, contact Cisco technical support with this error message. Otherwise, ignore this error message; no action is required.

**Error Message** EID-2021: Inventory collection was not completed for NE: *NE-ID*.

**Recommended Action** If you are having operational problems, contact Cisco technical support with this error message. Otherwise, ignore this error message; no action is required.

**Error Message** EID-2027: VlanSetManager is null.

**Recommended Action** If you are having operational problems, contact Cisco technical support with this error message. Otherwise, ignore this error message; no action is required.

**Error Message** EID-2028: NetCircuitWatchDog is null.

**Recommended Action** If you are having operational problems, contact Cisco technical support with this error message. Otherwise, ignore this error message; no action is required.

**Error Message** EID-2029: TopologyClientImpl is null.

**Recommended Action** If you are having operational problems, contact Cisco technical support with this error message. Otherwise, ignore this error message; no action is required.



**Error Message** EID-2030: EventDispatcher received is null.

**Recommended Action** If you are having operational problems, contact Cisco technical support with this error message. Otherwise, ignore this error message; no action is required.

**Error Message** EID-2031: CerentCMSERVICE is null.

**Recommended Action** If you are having operational problems, contact Cisco technical support with this error message. Otherwise, ignore this error message; no action is required.

**Error Message** EID-2032: Exception *string* occurred while reading NE *NE-ID* from the NE\_Info\_Table.

**Recommended Action** If you are having operational problems, contact Cisco technical support with this error message. Otherwise, ignore this error message; no action is required.

**Error Message** EID-2033: Exception *string* occurred while reading GNE *GNE-ID* from the GNE\_Table.

**Recommended Action** If you are having operational problems, contact Cisco technical support with this error message. Otherwise, ignore this error message; no action is required.

**Error Message** EID-2034: Cannot find matching GNE in the GNE\_Table. The database might be inconsistent.

**Recommended Action** Check the GNE information; then, restart the Prime Optical server.

**Error Message** EID-2041: Network is null.

**Recommended Action** If you are having operational problems, contact Cisco technical support with this error message. Otherwise, ignore this error message; no action is required.

**Error Message** EID-2042: Circuit main thread has been interrupted.

**Recommended Action** If you are having operational problems, contact Cisco technical support with this error message. Otherwise, ignore this error message; no action is required.

**Error Message** EID-2043: *Exception-string* occurred while initializing the circuit database tables.

**Recommended Action** If you are having operational problems, contact Cisco technical support with this error message. Otherwise, ignore this error message; no action is required.

**Error Message** EID-2044: *Exception-string* occurred while deleting from Circuit Table.

**Recommended Action** If you are having operational problems, contact Cisco technical support with this error message. Otherwise, ignore this error message; no action is required.

**Error Message** EID-2045: *Exception-string* occurred while deleting from Circuit Destination Table.

**Recommended Action** If you are having operational problems, contact Cisco technical support with this error message. Otherwise, ignore this error message; no action is required.

**Error Message** EID-2046: *Exception-string* occurred while deleting from Circuit Span Table.

**Recommended Action** If you are having operational problems, contact Cisco technical support with this error message. Otherwise, ignore this error message; no action is required.

**Error Message** EID-2047: *Exception-string* occurred while deleting from Circuit VLAN Table.

**Recommended Action** If you are having operational problems, contact Cisco technical support with this error message. Otherwise, ignore this error message; no action is required.

**Error Message** EID-2048: *Exception-string* occurred while adding to Circuit Table.

**Recommended Action** If you are having operational problems, contact Cisco technical support with this error message. Otherwise, ignore this error message; no action is required.

**Error Message** EID-2049: *Exception-string* occurred while adding to Circuit Destination Table.

**Recommended Action** If you are having operational problems, contact Cisco technical support with this error message. Otherwise, ignore this error message; no action is required.

**Error Message** EID-2050: *Exception-string* occurred while adding to Circuit Span Table.

**Recommended Action** If you are having operational problems, contact Cisco technical support with this error message. Otherwise, ignore this error message; no action is required.

**Error Message** EID-2051: *Exception-string* occurred while adding to Circuit VLAN Table.

**Recommended Action** If you are having operational problems, contact Cisco technical support with this error message. Otherwise, ignore this error message; no action is required.

**Error Message** EID-2056: *Exception-string* occurred while sending circuit update event.

**Recommended Action** The internal TCP/IP communication channel has gone down. Restart the Prime Optical server.

**Error Message** EID-2057: Cannot instantiate Circuit Manager. Network instance is null.

**Recommended Action** If you are having operational problems, contact Cisco technical support with this error message. Otherwise, ignore this error message; no action is required.

**Error Message** EID-2058: Cannot instantiate Circuit Manager. VLAN set manager is null.

**Recommended Action** If you are having operational problems, contact Cisco technical support with this error message. Otherwise, ignore this error message; no action is required.

**Error Message** EID-2059: Cannot add discovered NE. Hostelem is null.

**Recommended Action** If you are having operational problems, contact Cisco technical support with this error message. Otherwise, ignore this error message; no action is required.

**Error Message** EID-2060: Cannot add discovered NE. Error occurred while converting the IP address to a long value.

**Recommended Action** If you are having operational problems, contact Cisco technical support with this error message. Otherwise, ignore this error message; no action is required.

**Error Message** EID-2061: Cannot add discovered node. NE information for GNE is null.

**Recommended Action** If you are having operational problems, contact Cisco technical support with this error message. Otherwise, ignore this error message; no action is required.

**Error Message** EID-2062: *Exception-string* occurred while adding discovered NE.

**Recommended Action** If you are having operational problems, contact Cisco technical support with this error message. Otherwise, ignore this error message; no action is required.

**Error Message** EID-2063: Null database row returned while adding a discovered NE.

**Recommended Action** If you are having operational problems, contact Cisco technical support with this error message. Otherwise, ignore this error message; no action is required.

**Error Message** EID-2064: Null NE ID returned while adding a discovered NE.

**Recommended Action** If you are having operational problems, contact Cisco technical support with this error message. Otherwise, ignore this error message; no action is required.

**Error Message** EID-2065: *Exception-string* occurred while getting tree node string for parent.

**Recommended Action** If you are having operational problems, contact Cisco technical support with this error message. Otherwise, ignore this error message; no action is required.

**Error Message** EID-2066: *Exception-string* occurred while adding discovered NE to the area tree table.

**Recommended Action** If you are having operational problems, contact Cisco technical support with this error message. Otherwise, ignore this error message; no action is required.

**Error Message** EID-2067: Error occurred while adding discovered NE to the database.

**Recommended Action** If you are having operational problems, contact Cisco technical support with this error message. Otherwise, ignore this error message; no action is required.

**Error Message** EID-2068: *Exception-string* occurred while initializing discovered NE.

**Recommended Action** If you are having operational problems, contact Cisco technical support with this error message. Otherwise, ignore this error message; no action is required.

**Error Message** EID-2069: *Exception-string* occurred while updating NE IP address.

**Recommended Action** If you are having operational problems, contact Cisco technical support with this error message. Otherwise, ignore this error message; no action is required.

**Error Message** EID-2070: *Exception-string* occurred while initializing discovered NE that exists in the database.

**Recommended Action** If you are having operational problems, contact Cisco technical support with this error message. Otherwise, ignore this error message; no action is required.

**Error Message** EID-2074: Invalid instance in topology update.

**Recommended Action** If you are having operational problems, contact Cisco technical support with this error message. Otherwise, ignore this error message; no action is required.

**Error Message** EID-2077: Cannot add discovered NE to the database. JMOCO session is null.

**Recommended Action** The internal TCP/IP communication channel has gone down. The Prime Optical server will restart the service automatically.

**Error Message** EID-2081: Exception: *string* occurred while retrieving network links from the database.

**Recommended Action** If you are having operational problems, contact Cisco technical support with this error message. Otherwise, ignore this error message; no action is required.

**Error Message** EID-2082: Exception: *string* occurred while reading snmp-trap-queue-size parameter value from the CTMServer.cfg file.

**Recommended Action** Check the CTMServer.cfg file for possible corruption. If the problem persists, contact Cisco technical support with this error message.

**Error Message** EID-2083: Exception: *value* occurred while reading snmp-trap-drop-size parameter value from the CTMServer.cfg file.

**Recommended Action** Check the CTMServer.cfg file for possible corruption. If the problem persists, contact Cisco technical support with this error message.

**Error Message** EID-2084: Exception: *string* occurred while reading snmp-trap-forwarding-port parameter value from the CTMServer.cfg file.

**Recommended Action** Check the CTMServer.cfg file for possible corruption. If the problem persists, contact Cisco technical support with this error message.

**Error Message** EID-2086: Exception: *value* occurred while reading the ons15454-callback-iiop-listen-port parameter value from the CTMServer.cfg file.

**Recommended Action** If you are having operational problems, contact Cisco technical support with this error message. Otherwise, ignore this error message; no action is required.

**Error Message** EID-2087: Exception: *value* occurred while configuring the CORBA listener port for callbacks from ONS 15327 or ONS 15454 NEs.

**Recommended Action** If you are having operational problems, contact Cisco technical support with this error message. Otherwise, ignore this error message; no action is required.

**Error Message** EID-2104: *Exception-string* occurred while adding discovered NE with IP address *IP-address*.

**Recommended Action** Exception needs to be analyzed. Contact Cisco technical support.

**Error Message** EID-2105: Adding operation for discovered NE with IP address *IP-address* not completed.

**Recommended Action** Exception needs to be analyzed. Contact Cisco technical support.

**Error Message** EID-2200: Software download operation failed on NE ID.

**Recommended Action** Retry the download operation. The cause of the software download operation failure is unknown.

**Error Message** EID-2201: Software download operation failed on NE ID because it is not supported by the running agent version.

**Recommended Action** The current TL1 agent version does not support the software download. The user cannot download a new agent software version through Prime Optical. Use the following procedure to correct the error:

- 
- Step 1** Open an FTP connection between the TFTP boot server and the NE.
  - Step 2** Enter the STDBY directory of the NE.
  - Step 3** From the TFTP server directory containing the catalog.txt file, manually transfer the catalog.txt file and all files listed in the catalog.txt file.
- 

**Error Message** EID-2202: Software download operation failed on NE ID because of a Flash read/write problem.

**Recommended Action** The agent version transfer from the master Control and Monitoring Processor (CMP) to the slave CMP has failed. Use the following procedure to correct the error:

- 
- Step 1** Check the configuration of the master and slave CMPs.
  - Step 2** Check the status of the network between the master CMP and the slave CMP and verify that the CMP slaves are reachable.
- 

**Error Message** EID-2203: Software download operation failed on NE ID because of a problem during transfer from the TFTP server to the Master CMP.

**Recommended Action** Transfer from the TFTP boot server to the master CMP has failed. Use the following procedure to correct the error:

- 
- Step 1** Verify that the TFTP boot server is running.
  - Step 2** Verify that the TFTP server address is correct.
  - Step 3** Check the status of the network between the TFTP server and the master CMP.
  - Step 4** Verify that the path name that lists where the catalog.txt file is located is correct.
  - Step 5** Verify that all files listed in the catalog.txt file are present in the same directory that contains the catalog.txt file.
- 

**Error Message** EID-2204: Software download operation failed on NE ID because the standby agent version is running.

**Recommended Action** The standby agent version is running. A download operation is allowed only when the active agent version is running. There are two options to correct the error:

- Reset the NE to run the active agent version; then, overwrite the standby agent version by using the download operation.
- Swap the active and standby agent versions through the commit operation; then, overwrite the new standby agent version by using the download operation.

**Error Message** EID-2205: Software revert operation failed on NE ID.

**Recommended Action** The cause of the software revert operation failure is unknown. Retry the revert operation.

**Error Message** EID-2206: Software revert operation failed on an NE ID because it is not supported by the running agent version.

**Recommended Action** The current TL1 agent version does not support the revert operation. You cannot run the standby agent version through Prime Optical. Use the following procedure to correct the error:

- 
- Step 1** Connect to the NE through a Telnet connection.
- Step 2** Swap the files contained in the STDBY directory and ACTIVE directory.
- Step 3** Reset the NE.



**Note** The effect of this operation is different from that of a revert operation. In this operation, swapping the files of the STDBY and ACTIVE directories causes each subsequent NE reset operation to execute the software that was previously contained in the STDBY directory, which is now contained in the ACTIVE directory. In the revert operation, the default agent version is not changed.

---

**Error Message** EID-2207: Software revert operation failed on NE ID because the standby agent version is corrupted.

**Recommended Action** The standby agent version is corrupted. Use the following procedure to correct the error:

- 
- Step 1** Execute a new download operation to replace the current standby agent version with the valid one.
- Step 2** Execute the revert operation again; then, verify that the new downloaded version works correctly.
- 

**Error Message** EID-2208: Software commit operation failed on NE ID.

**Recommended Action** The reason for the failure of the software commit operation is unknown. Retry the commit operation.

**Error Message** EID-2209: Software commit operation failed on NE ID because it is not supported by the running agent version.

**Recommended Action** The current TL1 Agent version does not support the commit operation. The user cannot make the active agent version the current standby agent version in Prime Optical. Use the following procedure to correct the error:

- 
- Step 1** Connect to the NE through a Telnet connection.
  - Step 2** Swap the files contained in the STDBY directory and ACTIVE directory.
  - Step 3** Reset the NE.
- 

**Error Message** EID-2210: Software commit operation failed on NE ID because the standby agent version is corrupted.

**Recommended Action** The standby agent version is corrupted. Use the following procedure to correct the error:

- 
- Step 1** Execute a new download operation to replace the current standby agent version with the valid one.
  - Step 2** Execute a revert operation and verify that the new downloaded version works correctly.
  - Step 3** Execute the commit operation again.
- 

**Error Message** EID-2211: Exception during NE ID reset.

**Recommended Action** Reset the NE again.

**Error Message** EID-2212: Software download operation failed because of invalid path parameter.

**Recommended Action** Verify that the path name (representing the path on the TFTP server where the catalog.txt file is located) has the correct format.

**Error Message** EID-2213: NE User Management failed - Limit of ten TL1 user profiles definition has been reached on the NE ID.

**Recommended Action** There are already ten TL1 users configured on the NE. Use the following procedure to correct the error:

- 
- Step 1** Open the NE User Access Administration table.
  - Step 2** Delete one TL1 user.
  - Step 3** Retry the previous failed operation.
-



**Error Message** EID-2214: NE User Management failed - Selected user doesn't exist on NE ID.

**Recommended Action** No action.

**Error Message** EID-2217: NE User Management failed - Duplicated username for NE ID.

**Recommended Action** Retry the operation and verify that the username is not already present in the NE User Access Administration table.

**Error Message** EID-2218: NE User Management failed - Super user cannot be modified or deleted on NE ID.

**Recommended Action** You tried to delete or modify a SuperUser that had an active connection open. Use the following procedure to correct the error:

---

**Step 1** Open the NE Active Users table and disconnect the SuperUser connection.

**Step 2** Retry the operation.



---

**Note** You cannot delete a SuperUser.

---

**Error Message** EID-2219: Performance Monitoring Task (date and time) not completed because of Agent busy on NE ID.

**Recommended Action** This error occurs when the agent on the NE is busy. Verify that the agent on the NE is not overloaded.

**Error Message** EID-2220: Performance Monitoring Task failed TL1 login to NE ID.

**Recommended Action** Verify that the login information is correct. If the problem persists, contact Cisco technical support.

**Error Message** EID-2221: Performance Monitoring task failed to connect to NE ID.

**Recommended Action** Verify that the login information is correct. If the problem persists, contact Cisco technical support.

**Error Message** EID-3015: Cannot start collector.

**Recommended Action** Open the Control Panel. Expand **Prime Optical** and **PM Service**. Stop and restart the PM service. If the problem persists, contact the Prime Optical administrator.

**Error Message** EID-3016: Cannot register for events.

**Recommended Action** Open the Control Panel. Expand **Prime Optical** and **PM Service**. Stop and restart the PM service. If the problem persists, contact the Prime Optical administrator.

**Error Message** EID-3017: Cannot open tables.

**Recommended Action** Open the Control Panel. Expand **Prime Optical** and **PM Service**. Stop and restart the PM service. If the problem persists, contact the Prime Optical administrator.

**Error Message** EID-3018: Cannot add new Cisco ONS 15454 value.

**Recommended Action** Delete the NE from Prime Optical. Add the NE again; then, enable PM after the NE is reachable. If the problem persists, contact the Prime Optical administrator.

**Error Message** EID-3019: Cannot retrieve information for new NE value.

**Recommended Action** Delete the NE from Prime Optical. Add the NE again; then, enable PM after the NE is reachable. If the problem persists, contact the Prime Optical administrator.

**Error Message** EID-3020: Cannot add new Cisco ONS 15454. Database is null value.

**Recommended Action** Open the Control Panel. Expand **Prime Optical** and **PM Service**. Stop and restart the PM service. If the problem persists, contact the Prime Optical administrator.

**Error Message** EID-3021: Cannot collect PM information from value. Value Retries failed (HTTP error: *string*).

**Recommended Action** Wait for the next PM cycle. If the problem persists, open the CTMServer.cfg file and change the pm-wait-period value from 10000 to 30000. If the problem still persists, contact the Prime Optical administrator.

**Error Message** EID-3022: Exception raised while retrieving InventoryTable from CTC.

**Recommended Action** If you are having operational problems, contact Cisco technical support with this error message. Otherwise, ignore this error message; no action is required.

**Error Message** EID-3023: Error in getting InventoryTable from CTC. XML received is null.

**Recommended Action** If you are having operational problems, contact Cisco technical support with this error message. Otherwise, ignore this error message; no action is required.

**Error Message** EID-3024: Error in parsing ETM XML.

**Recommended Action** If you are having operational problems, contact Cisco technical support with this error message. Otherwise, ignore this error message; no action is required.

**Error Message** EID-3025: Error in parsing ETM XML.

**Recommended Action** If you are having operational problems, contact Cisco technical support with this error message. Otherwise, ignore this error message; no action is required.

**Error Message** EID-3026: Exception raised while retrieving time from CTC.

**Recommended Action** If you are having operational problems, contact Cisco technical support with this error message. Otherwise, ignore this error message; no action is required.

**Error Message** EID-3027: Error in getting time from CTC. XML received is null.

**Recommended Action** If you are having operational problems, contact Cisco technical support with this error message. Otherwise, ignore this error message; no action is required.

**Error Message** EID-3028: Error in parsing time XML.

**Recommended Action** If you are having operational problems, contact Cisco technical support with this error message. Otherwise, ignore this error message; no action is required.

**Error Message** EID-3029: Exception raised while retrieving NE tick rate from CTC.

**Recommended Action** If you are having operational problems, contact Cisco technical support with this error message. Otherwise, ignore this error message; no action is required.

**Error Message** EID-3030: Error in getting tick rate. XML received is null.

**Recommended Action** If you are having operational problems, contact Cisco technical support with this error message. Otherwise, ignore this error message; no action is required.

**Error Message** EID-3031: Error in parsing tick rate XML.

**Recommended Action** If you are having operational problems, contact Cisco technical support with this error message. Otherwise, ignore this error message; no action is required.

**Error Message** EID-3032: Exception raised while retrieving NE time zone from CTC.

**Recommended Action** If you are having operational problems, contact Cisco technical support with this error message. Otherwise, ignore this error message; no action is required.

**Error Message** EID-3033: Error in getting time zone. XML received is null.

**Recommended Action** If you are having operational problems, contact Cisco technical support with this error message. Otherwise, ignore this error message; no action is required.

**Error Message** EID-3034: Error in parsing time zone XML.

**Recommended Action** If you are having operational problems, contact Cisco technical support with this error message. Otherwise, ignore this error message; no action is required.

**Error Message** EID-3035: Exception raised while retrieving NE date from CTC.

**Recommended Action** If you are having operational problems, contact Cisco technical support with this error message. Otherwise, ignore this error message; no action is required.

**Error Message** EID-3036: Error in getting date. XML received is null.

**Recommended Action** If you are having operational problems, contact Cisco technical support with this error message. Otherwise, ignore this error message; no action is required.

**Error Message** EID-3037: Error in parsing date XML.

**Recommended Action** If you are having operational problems, contact Cisco technical support with this error message. Otherwise, ignore this error message; no action is required.

**Error Message** EID-3038: Exception raised while retrieving InventoryTable from CTC.

**Recommended Action** If you are having operational problems, contact Cisco technical support with this error message. Otherwise, ignore this error message; no action is required.

**Error Message** EID-3039: Error in getting InventoryTable from CTC. XML received is null.

**Recommended Action** If you are having operational problems, contact Cisco technical support with this error message. Otherwise, ignore this error message; no action is required.

**Error Message** EID-3104: Exception: value occurred while reading ne-service-thread-pool-size parameter value from the CTMServer.cfg file.

**Recommended Action** Check the CTMServer.cfg file for possible corruption. If the problem persists, contact Cisco technical support with this error message.

**Error Message** EID-3108: Exception: value occurred while reading snmp-trap-port parameter value from the CTMServer.cfg file.

**Recommended Action** Check the CTMServer.cfg file for possible corruption. If the problem persists, contact Cisco technical support with this error message.

**Error Message** EID-3109: Exception: *value* occurred while reading snmp-trap-queue-size parameter value from the CTMServer.cfg file.

**Recommended Action** Check the CTMServer.cfg file for possible corruption. If the problem persists, contact Cisco technical support with this error message. Or, reinstall the Prime Optical server.

**Error Message** EID-4001: Exception: *string* occurred while connecting the CORBA object to the Object Request Broker (ORB).

**Recommended Action** Restart the Prime Optical server. If the problem persists, contact Cisco technical support with this error message.

**Error Message** EID-4002: Exception: *string* occurred while creating the ConfigManager Interoperable Object Reference (IOR).

**Recommended Action** Restart the Prime Optical server. If the problem persists, contact Cisco technical support with this error message.

**Error Message** EID-4003: Error in creating the ConfigManager IOR file.

**Recommended Action** Restart the Prime Optical server. If the problem persists, contact Cisco technical support with this error message.

**Error Message** EID-4004: Exception: *string* occurred while writing the IOR to the file.

**Recommended Action** Restart the Prime Optical server. If the problem persists, contact Cisco technical support with this error message.

**Error Message** EID-4005: Exception: *string* occurred while waiting for a CORBA client connection.

**Recommended Action** If you are having operational problems, contact Cisco technical support with this error message. Otherwise, ignore this error message; no action is required.

**Error Message** EID-4006: Error in creating the SessionManager.

**Recommended Action** Restart the Prime Optical server. If the problem persists, contact Cisco technical support with this error message.

**Error Message** EID-4007: Exception: *string* occurred while creating the NodeManager for *NE-ID*.

**Recommended Action** If you are having operational problems, contact Cisco technical support with this error message. Otherwise, ignore this error message; no action is required.

**Error Message** EID-4008: Exception: *string* occurred while connecting the NodeManager for *NE-ID* to ORB.

**Recommended Action** If you are having operational problems, contact Cisco technical support with this error message. Otherwise, ignore this error message; no action is required.

**Error Message** EID-4018: Exception: *string* while registering for the internal CTM events with the main server.

**Recommended Action** Restart the Prime Optical server. If the problem persists, contact Cisco technical support with this error message.

**Error Message** EID-4020: Exception: *string* while configuring the Internet Inter Orb Protocol (iiop) listen port in CORBA ORB.

**Recommended Action** Restart the Prime Optical server. If the problem persists, contact Cisco technical support with this error message.

**Error Message** EID-4023: Exception: *string* while reading the list of logged users using JMOCO.

**Recommended Action** If you are having operational problems, contact Cisco technical support with this error message. Otherwise, ignore this error message; no action is required.

**Error Message** EID-4026: Exception: *string* while disconnecting the NodeManager for *NE-ID* to ORB.

**Recommended Action** If you are having operational problems, contact Cisco technical support with this error message. Otherwise, ignore this error message; no action is required.

**Error Message** EID-4027: Exception: *string* ConfigManager Init. Failed.

**Recommended Action** If you are having operational problems, contact Cisco technical support with this error message. Otherwise, ignore this error message; no action is required.

**Error Message** EID-4233: Failed to get available termination points.

**Recommended Action** Try again later. If the problem persists, contact Cisco technical support.

**Error Message** EID-4034: Could not add forwarding from IP *IP-address-1* to IP *IP-address-2*, port *port-number*. Exception: *string*.

**Recommended Action** Close all Cisco Edge Craft (CEC) sessions that are currently open. Retry opening CEC. If the error persists, restart the NE service for the ONS 15305 NE.

**Error Message** EID-4239: Exception: NetworkManager.setPathTrace APIs raised exception.

**Recommended Action** Try again later. If the problem persists, contact Cisco technical support.

**Error Message** EID-4241: Exception: NetworkManager.getPathTrace APIs raised exception.

**Recommended Action** Try again later. If the problem persists, contact Cisco technical support.

**Error Message** EID-4242: Exception: Unable to delete manual link. Link ID is *string*.

**Recommended Action** Review the reason for failure stated in the error message. Try again later. If the problem persists, contact Cisco technical support.

**Error Message** EID-4301: 15454/15454SDH/15327/15600 equipment provisioning operation failed for NE *string*. Reason: *NE-ID*.

**Recommended Action** View the reason for the failure. Correct the error by retrying the provision operation, or contact your system administrator.

**Error Message** EID-4400: Error while constructing outgoing XML to CTC.

**Recommended Action** Internal errors. No action is required. If you are having operational problems, contact Cisco technical support with this audit message.

**Error Message** EID-4401: Error while parsing incoming XML from CTC.

**Recommended Action** Internal errors. No action is required. If you are having operational problems, contact Cisco technical support with this audit message.

**Error Message** EID-5000: Exception: *string* occurred while initializing ServiceManager.

**Recommended Action** If you are having operational problems, contact Cisco technical support with this error message. Otherwise, ignore this error message; no action is required.

**Error Message** EID-5001: Exception: *string* occurred while connecting the CORBA object to the ORB.

**Recommended Action** If you are having operational problems, contact Cisco technical support with this error message. Otherwise, ignore this error message; no action is required.

**Error Message** EID-5002: Exception: *string* occurred while creating the ServiceManager IOR.

**Recommended Action** If you are having operational problems, contact Cisco technical support with this error message. Otherwise, ignore this error message; no action is required.

**Error Message** EID-5003: Error in creating the ServiceManager IOR file.

**Recommended Action** If you are having operational problems, contact Cisco technical support with this error message. Otherwise, ignore this error message; no action is required.

**Error Message** EID-5006: Exception: *string* occurred while initializing CORBA.

**Recommended Action** If you are having operational problems, contact Cisco technical support with this error message. Otherwise, ignore this error message; no action is required.

**Error Message** EID-5007: Exception: *string* occurred while getting POA reference.

**Recommended Action** If you are having operational problems, contact Cisco technical support with this error message. Otherwise, ignore this error message; no action is required.

**Error Message** EID-5013: Exception: *string* occurred while notifying main.

**Recommended Action** If you are having operational problems, contact Cisco technical support with this error message. Otherwise, ignore this error message; no action is required.

**Error Message** EID-5031: Exception: *string* occurred while launching service process.

**Recommended Action** Verify that the server has adequate RAM and swap space as listed in the [Cisco Prime Optical 9.6.3 Installation Guide](#). Do not run unapproved software on the server.

**Error Message** EID-5041: Exception: *string* occurred while trying to connect to Service Manager.

**Recommended Action** Run the **opticalctl status** command to see what Prime Optical server processes are running. Restart the Prime Optical server using the **opticalctl start** command.

**Error Message** EID-5042: Exception: *string* occurred while trying to disconnect from Service Manager.

**Recommended Action** Run the **opticalctl status** command to see what Prime Optical server processes are running. Restart the Prime Optical server using the **opticalctl start** command.



**Error Message** EID-6055: ML series card provisioning operation failed for NE: *string* - slot: *NE\_ID* Reason: *string*.

**Recommended Action** Check the ML-series card setting (Telnet information) and if the problem persists, contact Cisco technical support.

**Error Message** EID-7002: Cannot retrieve wavelength values.

**Recommended Action** Force a Refresh from NE operation on both ends of the link.

**Error Message** EID-7032: Exception: *string* occurred when rolling back the transaction.

**Recommended Action** Clean up the data cards that are involved in the topology and retry the operation.

**Error Message** EID-7068: Topology should be in Sync Not Ready state to enable an L2 service on it.

**Recommended Action** You cannot enable an L2 service on an L2 topology that is not in Sync Not Ready state. Select a different L2 topology. Alternatively, wait for the current topology state to change to Sync Not Ready; then, enable the L2 service on it.

## F.2.3 Minor Server Error Messages

**Error Message** EID-411: Invalid return of UDP sockets.

**Recommended Action** This is an internal error; no action is required.

**Error Message** EID-412: No free UDP sockets in pool.

**Recommended Action** This is an internal error. Restart Prime Optical if the application is not communicating with any NEs.

**Error Message** EID-413: Invalid SNMP type in packet.

**Recommended Action** This is an internal error. Restart Prime Optical if the application is not communicating with any NEs.

**Error Message** EID-414: Failed to open SNMP session.

**Recommended Action** This is an internal error. Restart Prime Optical if the application is not communicating with any NEs.

**Error Message** EID-416: Error in SNMP packet: *error-string*.

**Recommended Action** This is an internal SNMP protocol error; no action is required.

**Error Message** EID-417: Mangled SNMP response packet.

**Recommended Action** This is an internal SNMP protocol error; no action is required.

**Error Message** EID-418: Cannot connect to the server. The session timed out.

**Recommended Action** The session timed out because the login to the RADIUS server failed. Try logging in again.

**Error Message** EID-423: The EMS failed to recover missed alarms from NE *ID*.

**Recommended Action** Prime Optical could not recover all alarms from the NE. Data might be missing from the Alarm Log due to connectivity problems or corrupt packets. In the Domain Explorer window, choose **Fault > Alarm Browser** to view the current alarms.

**Error Message** EID-501: Incorrect parse of PM bulk string header for *PM-data-type* from NE *ID*.

**Recommended Action** This is an internal parsing error. If the error persists, capture a LAN trace from the Prime Optical server to help debug the problem.

**Error Message** EID-502: Unknown type *number* in PM bulk variable for *PM-data-type* from NE *ID*.

**Recommended Action** This is an internal parsing error. If the error persists, capture a LAN trace from the Prime Optical server to help debug the problem.

**Error Message** EID-503: Incorrect parse of PM bulk string for *PM-data-type* from NE *ID*.

**Recommended Action** This is an internal parsing error. If the error persists, capture a LAN trace from the Prime Optical server to help debug the problem.

**Error Message** EID-603: Incorrect trap rcvfrom with errno = *value*.

**Recommended Action** This is an internal processing error. If the problem persists, contact Cisco technical support with this error message.

**Error Message** EID-604: Failed to parse SNMP trap definition file *filename*.

**Recommended Action** The traps.lst file in the bin directory where the Prime Optical server was installed is corrupted. Delete the traps.lst file and restart the application.

**Error Message** EID-605: Failed to recover alarm sequence *#number* to *#number* for NE *ID*.

**Recommended Action** Prime Optical could not recover all alarms from the NE. There might be events missing in the Alarm Log due to connectivity problems or corrupt packets. However, the Alarm Browser will reflect the correct alarm information. In the Domain Explorer window, choose **Fault > Alarm Browser** to view the current alarms.

**Error Message** EID-1402: The OSI daemon lockfile *value* is missing.

**Recommended Action** This is an internal processing error. If the problem persists, contact Cisco technical support with this error message.

**Error Message** EID-1403: The OSI daemon lockfile does not contain the PID.

**Recommended Action** This is an internal processing error. If the problem persists, contact Cisco technical support with this error message.

**Error Message** EID-1404: The ping to the OSI daemon failed.

**Recommended Action** This is an internal processing error. If the problem persists, contact Cisco technical support with this error message.

**Error Message** EID-1405: Failed to start the OPS daemon for logging.

**Recommended Action** This is an internal processing error. If the problem persists, contact Cisco technical support with this error message.

**Error Message** EID-1501: Maximum number of Telnet sessions has been reached.

**Recommended Action** This is an internal processing error. If the problem persists, contact Cisco technical support with this error message.

**Error Message** EID-1502: No more threads available for Telnet sessions.

**Recommended Action** This is an internal processing error. If the problem persists, contact Cisco technical support with this error message.

**Error Message** EID-1707: TL1 request exceeds maximum length: *value*.

**Recommended Action** This is an internal processing error. If the problem persists, contact Cisco technical support with this error message.

**Error Message** EID-1718: Invalid SNMP *recvfrom* with *errno* = *value*.

**Recommended Action** This is an internal processing error. If the problem persists, contact Cisco technical support with this error message.

**Error Message** EID-1719: Invalid SNMP sendto with errno = *value*.

**Recommended Action** This is an internal processing error. If the problem persists, contact Cisco technical support with this error message.

**Error Message** EID-1720: SNMP trap received from unknown NE *ID*.

**Recommended Action** SNMP traps are being received from an NE that is not configured on the Prime Optical server. Check the configured IP addresses for all NEs by viewing the configuration files (startup-config). The IP addresses should match the IP address of the interface used in the “snmp-server trap-source IF” CLI in the NE configuration.

**Error Message** EID-2001: Bad event JMOCO PDU *value*.

**Recommended Action** If you are having operational problems, contact Cisco technical support with this error message. Otherwise, ignore this error message; no action is required.

**Error Message** EID-2004: Exception *string* occurred while notifying listeners.

**Recommended Action** If you are having operational problems, contact Cisco technical support with this error message. Otherwise, ignore this error message; no action is required.

**Error Message** EID-2005: Bad severity *value* in JMOCO event.

**Recommended Action** If you are having operational problems, contact Cisco technical support with this error message. Otherwise, ignore this error message; no action is required.

**Error Message** EID-2006: Event is not an instance of known VEvents.

**Recommended Action** If you are having operational problems, contact Cisco technical support with this error message. Otherwise, ignore this error message; no action is required.

**Error Message** EID-2007: Event is not an instance of EMSEvent.

**Recommended Action** If you are having operational problems, contact Cisco technical support with this error message. Otherwise, ignore this error message; no action is required.

**Error Message** EID-2009: Null object is passed in.

**Recommended Action** If you are having operational problems, contact Cisco technical support with this error message. Otherwise, ignore this error message; no action is required.

**Error Message** EID-2010: Invalid object type is passed in.

**Recommended Action** If you are having operational problems, contact Cisco technical support with this error message. Otherwise, ignore this error message; no action is required.

**Error Message** EID-2011: Null module type for slot *number*.

**Recommended Action** If you are having operational problems, contact Cisco technical support with this error message. Otherwise, ignore this error message; no action is required.

**Error Message** EID-2012: JDAQ external exception: *string*.

**Recommended Action** If you are having operational problems, contact Cisco technical support with this error message. Otherwise, ignore this error message; no action is required.

**Error Message** EID-2013: JDAQ internal exception: *string*.

**Recommended Action** If you are having operational problems, contact Cisco technical support with this error message. Otherwise, ignore this error message; no action is required.

**Error Message** EID-2020: Invalid argument value: *string*, NE: *NE-ID*.

**Recommended Action** This is an internal processing error. If the problem persists, contact Cisco technical support with this error message.

**Error Message** EID-2021: Inventory collection was not completed for NE *NE-ID*.

**Recommended Action** If you are having operational problems, contact Cisco technical support with this error message. Otherwise, ignore this error message; no action is required.

**Error Message** EID-2022: Exception *string* occurred while reading the corba-request-timeout parameter value from the CTMServer.cfg file.

**Recommended Action** If you are having operational problems, contact Cisco technical support with this error message. Otherwise, ignore this error message; no action is required.

**Error Message** EID-2023: Exception *string* occurred while setting the corba-request-timeout parameter value for the ORB.

**Recommended Action** If you are having operational problems, contact Cisco technical support with this error message. Otherwise, ignore this error message; no action is required.

**Error Message** EID-2024: Exception *string* occurred while reading the ne-service-thread-pool-size parameter value from the CTMServer.cfg file.

**Recommended Action** If you are having operational problems, contact Cisco technical support with this error message. Otherwise, ignore this error message; no action is required.

**Error Message** EID-2029: Exception: *string* for NE: *exception-string* while *exception-string*.

**Recommended Action** If you are having operational problems, contact Cisco technical support with this error message. Otherwise, ignore this error message; no action is required.

**Error Message** EID-2035: GNE next hop IP address *value* does not match the NE IP address *value* for NEDBAccessID *value*. The GNE\_Table or NE\_INFO\_Table information might be inconsistent in the database.

**Recommended Action** Check the GNE next hop IP addresses; then, restart the Prime Optical server.

**Error Message** EID-2036: Exception *string* for NE *ID* occurred while polling for the discovered node.

**Recommended Action** If you are having operational problems, contact Cisco technical support with this error message. Otherwise, ignore this error message; no action is required.

**Error Message** EID-2037: Unsupported model type or null version string for *NE-ID*.

**Recommended Action** Check the software version of the NE listed in the error message. You might need to upgrade Prime Optical.

**Error Message** EID-2038: No entry found in the version table for *NE-ID*.

**Recommended Action** Check the software version of the NE listed in the error message. You might need to upgrade Prime Optical.

**Error Message** EID-2039: Exception *string* occurred while finding time offset for *NE-ID*.

**Recommended Action** Check the software version of the NE listed in the error message. You might need to upgrade Prime Optical.

**Error Message** EID-2040: Cannot find time or time zone information for *NE-ID*.

**Recommended Action** Check the system time and time zone settings. You might have to adjust the settings.

**Error Message** EID-2052: Invalid object passed to Circuit Module work.

**Recommended Action** If you are having operational problems, contact Cisco technical support with this error message. Otherwise, ignore this error message; no action is required.

**Error Message** EID-2053: Exception *string* occurred while adding circuit.

**Recommended Action** If you are having operational problems, contact Cisco technical support with this error message. Otherwise, ignore this error message; no action is required.

**Error Message** EID-2054: Exception *string* occurred while deleting circuit.

**Recommended Action** If you are having operational problems, contact Cisco technical support with this error message. Otherwise, ignore this error message; no action is required.

**Error Message** EID-2055: Exception *string* occurred while updating circuit.

**Recommended Action** If you are having operational problems, contact Cisco technical support with this error message. Otherwise, ignore this error message; no action is required.

**Error Message** EID-2071: Exception *string* occurred while invoking addNetLink.

**Recommended Action** If you are having operational problems, contact Cisco technical support with this error message. Otherwise, ignore this error message; no action is required.

**Error Message** EID-2072: CORBA exception *string* occurred while retrieving topology information.

**Recommended Action** If you are having operational problems, contact Cisco technical support with this error message. Otherwise, ignore this error message; no action is required.

**Error Message** EID-2073: Exception *string* occurred while retrieving topology information.

**Recommended Action** If you are having operational problems, contact Cisco technical support with this error message. Otherwise, ignore this error message; no action is required.

**Error Message** EID-2075: Exception *string* occurred while retrieving NE information.

**Recommended Action** If you are having operational problems, contact Cisco technical support with this error message. Otherwise, ignore this error message; no action is required.

**Error Message** EID-2076: Null NE information.

**Recommended Action** If you are having operational problems, contact Cisco technical support with this error message. Otherwise, ignore this error message; no action is required.

**Error Message** EID-2082: Exception: *value* occurred while reading snmp-trap-queue-size parameter value from the CTMServer.cfg file.

**Recommended Action** Check the CTMServer.cfg file for possible corruption. If the problem persists, contact Cisco technical support with this error message.

**Error Message** EID-2084: Exception: *value* occurred while reading *snmp-trap-forwarding-port* parameter value from the CTMServer.cfg file.

**Recommended Action** Check the CTMServer.cfg file for possible corruption. If the problem persists, contact Cisco technical support with this error message.

**Error Message** EID-2089: InitialPoll to NE: *string* is failed, maybe username and password are wrong or *string*.

**Recommended Action** Verify that the NE is up and that the software loaded on the NE is supported. Wait for two or three polling cycles. If the problem persists, mark the NE as Out of Service and then In Service again.

**Error Message** EID-2090: Connection with NE: *string* is lost because *string*.

**Recommended Action** This problem can occur if the NE is reset or if the NE is not reachable on the network. Wait for two or three polling cycles. If the problem persists, mark the NE as Out of Service and then In Service again.

**Error Message** EID-2091: HTTP request failed to get software version from node *string* and reason is *string*.

**Recommended Action** Obtain the NE software version with a web browser using the URL <http://IP-address-of-NE/getSwVersion>. If the connection times out, the web server on the NE might be down. Contact technical support for the NE.

**Error Message** EID-2106: ObjId from CSM is not an instance of CsmObjId on NE: *NE-ID*.

**Recommended Action** This is an internal error; no action is required.

**Error Message** EID-2107: Invalid attribute value *value* in on NE: *NE-ID*.

**Recommended Action** There is a mismatch between the retrieved and expected automatic protection switching (APS) attributes; no action is required.

**Error Message** EID-2108: Put the new protocol map in cache on NE: *NE-ID*.

**Recommended Action** This is an internal message; no action is required.

**Error Message** EID-2154: CTC supplemental exception occurred: Creating thread is *string*, CTC node ID is *string*.

**Recommended Action** This error message is for informational purposes only; no action is required.



**Error Message** EID-2156: Failed event/alarm resync for M-series card on slot *slot-number*.

**Recommended Action** Mark the NE as Out of Service and In Service again. If the problem persists, contact Cisco technical support. You can also view alarms and events on the card by launching CTC on the NE.

**Error Message** EID-2157: Failed to initialize session with M-series card on slot *slot-number*.

**Recommended Action** Mark the NE as Out of Service and In Service again. If the problem persists, contact Cisco technical support.

**Error Message** EID-2158: Successfully initialized session with M-series card on slot *slot-number*.

**Recommended Action** This message is for informational purposes only; no action is required.

**Error Message** EID-3001: Cannot start collection for *string*.

**Recommended Action** If you are having operational problems, contact Cisco technical support with this error message. Otherwise, ignore this error message; no action is required.

**Error Message** EID-3002: Nothing was found *value*.

**Recommended Action** If you are having operational problems, contact Cisco technical support with this error message. Otherwise, ignore this error message; no action is required.

**Error Message** EID-3003: Ignoring TCA.

**Recommended Action** A threshold crossing alert (TCA) is being ignored. If you are having operational problems, contact Cisco technical support with this error message. Otherwise, ignore this error message; no action is required.

**Error Message** EID-3004: Incorrect IP address passed in IPADDR\_CHANGED Event *value*.

**Recommended Action** Check the newly changed IP address and modify it if you entered the wrong information.

**Error Message** EID-3005: Cannot write DS-1 PM for *value*.

**Recommended Action** If you are having operational problems, contact Cisco technical support with this error message. Otherwise, ignore this error message; no action is required.

**Error Message** EID-3006: Cannot write DS-3 PM for *value*.

**Recommended Action** If you are having operational problems, contact Cisco technical support with this error message. Otherwise, ignore this error message; no action is required.

**Error Message** EID-3007: Cannot write SONET PM for *value*.

**Recommended Action** If you are having operational problems, contact Cisco technical support with this error message. Otherwise, ignore this error message; no action is required.

**Error Message** EID-3008: Cannot write STS PM for *value*.

**Recommended Action** If you are having operational problems, contact Cisco technical support with this error message. Otherwise, ignore this error message; no action is required.

**Error Message** EID-3009: Cannot write VT PM for *value*.

**Recommended Action** If you are having operational problems, contact Cisco technical support with this error message. Otherwise, ignore this error message; no action is required.

**Error Message** EID-3010: Cannot collect PM information from *string*. Data format error. Received data = *string*.

**Recommended Action** If you are having operational problems, contact Cisco technical support with this error message. Otherwise, ignore this error message; no action is required.

**Error Message** EID-3011: Cannot read PM information from *value*.

**Recommended Action** If you are having operational problems, contact Cisco technical support with this error message. Otherwise, ignore this error message; no action is required.

**Error Message** EID-3013: Cannot collect PM information from *value*. HTTP Error: *value*.

**Recommended Action** If you are having operational problems, contact Cisco technical support with this error message. Otherwise, ignore this error message; no action is required.

**Error Message** EID-3014: Cannot collect PM. Writer creation failed.

**Recommended Action** If you are having operational problems, contact Cisco technical support with this error message. Otherwise, ignore this error message; no action is required.

**Error Message** EID-3047: PM Comm Session is null for *NE-name*.

**Recommended Action** Verify that the NE has available connections. Check the PM data values with the local craft application.

**Error Message** EID-3048: Robust PM collection not supported for *NE-name*.

**Recommended Action** Check the PM data values with the local craft application.

**Error Message** EID-3049: Exception during PM collection for *NE-name*: *exception-string*.

**Recommended Action** Verify that the NE has available connections. Check the PM data values with the local craft application.

**Error Message** EID-3050: Cannot write PM data for *NE-name*: *exception-string*.

**Recommended Action** Verify that the database is operating correctly. Check the PM data values with the local craft application.

**Error Message** EID-3051: Cannot write PM data for *NE-name*, data collected was blank.

**Recommended Action** Check the PM data values with the local craft application.

**Error Message** EID-3052: Partial replies not valid, PM collection failed for *NE-name*.

**Recommended Action** Check the PM data values with the local craft application.

**Error Message** EID-3100: args == null.

**Recommended Action** This message is used for system logging only; no action is required.

**Error Message** EID-3102: Initialized service:

**Recommended Action** This message is used for system logging only and is normal at initialization; no action is required.

**Error Message** EID-3103: Stopped service.

**Recommended Action** This message is for system logging only and is normal when the system is stopped; no action is required.

**Error Message** EID-4009: NEInfo is null.

**Recommended Action** If you are having operational problems, contact Cisco technical support with this error message. Otherwise, ignore this error message; no action is required.

**Error Message** EID-4010: Invalid input parameter for the operation.

**Recommended Action** If you are having operational problems, contact Cisco technical support with this error message. Otherwise, ignore this error message; no action is required.

**Error Message** EID-4011: The Configuration resync operation cannot be completed because of the non-working operational state of the network element.

**Recommended Action** If you are having operational problems, contact Cisco technical support with this error message. Otherwise, ignore this error message; no action is required.

**Error Message** EID-4012: The Configuration resync is already in progress for this network element. Try after some time.

**Recommended Action** If you are having operational problems, contact Cisco technical support with this error message. Otherwise, ignore this error message; no action is required.

**Error Message** EID-4013: Failed to authenticate the CTM user for performing this operation.

**Recommended Action** If you are having operational problems, contact Cisco technical support with this error message. Otherwise, ignore this error message; no action is required.

**Error Message** EID-4014: This Interface Data Language (IDL) operation is not supported by the network element.

**Recommended Action** Ignore this internal error message.

**Error Message** EID-4015: Exception: *string* while reading configuration resync frequency from the CTMServer.cfg file. Using the default resync frequency.

**Recommended Action** Restart the Prime Optical server. If the problem persists, contact Cisco technical support with this error message.

**Error Message** EID-4016: Exception: *string* while reading configuration poll frequency from the CTMServer.cfg file. Using the default poll frequency.

**Recommended Action** Restart the Prime Optical server. If the problem persists, contact Cisco technical support with this error message.

**Error Message** EID-4017: Exception: *string* while reading configuration thread pool size from the CTMServer.cfg file. Using the default poll frequency.

**Recommended Action** Restart the Prime Optical server. If the problem persists, contact Cisco technical support with this error message.

**Error Message** EID-4019: Exception: *string* while reading the iiop-listen-port from the CTMServer.cfg file. Using the default port.

**Recommended Action** Restart the Prime Optical server. If the problem persists, contact Cisco technical support with this error message.

**Error Message** EID-4021: Exception: *string* while reading configuration request queue size from the CTMServer.cfg file. Using the default request queue size.

**Recommended Action** Restart the Prime Optical server. If the problem persists, contact Cisco technical support with this error message.

**Error Message** EID-4022: CTM server is busy syncing the configuration information for this network element. Retry after some time.

**Recommended Action** This error message is used for internal protocols between the Prime Optical client and server. The client will display the appropriate error message.

**Error Message** EID-4024: Exception: *string* received from the model layer.

**Recommended Action** This error message is used for internal protocols between the Prime Optical client and server. The client will display the appropriate error message.

**Error Message** EID-4025: Exception: *string* while sending event about this change to other clients.

**Recommended Action** Restart the Prime Optical server. If the problem persists, contact Cisco technical support with this error message.

**Error Message** EID-4035: Could not remove forwarding from IP *IP-address-1* to IP *IP-address-2*, port *port-number*. Exception: *string*.

**Recommended Action** If the error persists, restart the NE Service for the ONS 15305 NE.

**Error Message** EID-4201: Failed to auto back up memory for *NE-name: value*.

**Recommended Action** Manually back up the configuration.

**Error Message** EID-4202: Failed to back up memory for *NE-name: value*.

**Recommended Action** Retry this operation later. If the problem persists, reboot the NE and retry.

**Error Message** EID-4203: Failed to restore memory for *NE-name: value*.

**Recommended Action** If you specify a source directory that is the same as the default destination for memory restore or software download, you will receive EID-4203 because the source file size becomes zero.

To retrieve the file, navigate to the appropriate path and restore the file *x* from *x.old*.

**Error Message** EID-4204: Failed to download software for *NE-name: value*.

**Recommended Action** If you specify a source directory that is the same as the default destination for memory restore or software download, you will receive EID-4204 because the source file size becomes zero.

To retrieve the file, navigate to the appropriate path and restore the file *x* from *x.old*.

**Error Message** EID-4205: Failed to {activate | revert} for *NE-name: Detailed-error-message*.

**Recommended Action** Follow the instructions given in the detailed error message.

**Error Message** EID-4206: Exception: The node is not managed by the NEService.

**Recommended Action** If you are having operational problems, contact Cisco technical support with this error message. Otherwise, ignore this error message; no action is required.

**Error Message** EID-4207: Exception: The node is not available.

**Recommended Action** If you are having operational problems, contact Cisco technical support with this error message. Otherwise, ignore this error message; no action is required.

**Error Message** EID-4208: Exception: Chassis is null for the node.

**Recommended Action** If you are having operational problems, contact Cisco technical support with this error message. Otherwise, ignore this error message; no action is required.

**Error Message** EID-4209: Exception: No terminations available for the given link size.

**Recommended Action** If you are having operational problems, contact Cisco technical support with this error message. Otherwise, ignore this error message; no action is required.

**Error Message** EID-4210: Exception: NetworkManager raises exception.

**Recommended Action** If you are having operational problems, contact Cisco technical support with this error message. Otherwise, ignore this error message; no action is required.

**Error Message** EID-4211: Exception: NetworkManager fails to modify Database Link Table.

**Recommended Action** If you are having operational problems, contact Cisco technical support with this error message. Otherwise, ignore this error message; no action is required.

**Error Message** EID-4212: Exception: CreateLinkWithName called with null name.

**Recommended Action** If you are having operational problems, contact Cisco technical support with this error message. Otherwise, ignore this error message; no action is required.

**Error Message** EID-4213: Exception: Failed to add link in database.

**Recommended Action** If you are having operational problems, contact Cisco technical support with this error message. Otherwise, ignore this error message; no action is required.

**Error Message** EID-4214: Exception: Failed to get link in database.

**Recommended Action** If you are having operational problems, contact Cisco technical support with this error message. Otherwise, ignore this error message; no action is required.

**Error Message** EID-4215: Exception: Failed to modify link in database.

**Recommended Action** If you are having operational problems, contact Cisco technical support with this error message. Otherwise, ignore this error message; no action is required.

**Error Message** EID-4216: Exception: No link exists with Link ID *string*.

**Recommended Action** The links have not yet uploaded to the database. Wait several minutes; then, try again. If the problem persists, check the link connectivity.

**Error Message** EID-4217: Exception: Failed to get info. for link ID *string* from NCP.

**Recommended Action** The links have not yet uploaded to the network. Wait several minutes; then, try again. If the problem persists, check the link connectivity.

**Error Message** EID-4218: Exception: Accessing/Updating Database during processing of Auto. Discovered links failed.

**Recommended Action** If you are having operational problems, contact Cisco technical support with this error message. Otherwise, ignore this error message; no action is required.

**Error Message** EID-4219: Exception: NetworkManager.getExpectedPathTrace raised exception.

**Recommended Action** If you are having operational problems, contact Cisco technical support with this error message. Otherwise, ignore this error message; no action is required.

**Error Message** EID-4220: Exception: NetworkManager.getPossibleLinkSizes raises exception.

**Recommended Action** If you are having operational problems, contact Cisco technical support with this error message. Otherwise, ignore this error message; no action is required.

**Error Message** EID-4223: Exception: Failed to get info. for link ID *string* from Database.

**Recommended Action** The links have not yet uploaded to the database. Wait several minutes; then, try again. If the problem persists, check the link connectivity.

**Error Message** EID-4224: Exception: deleteLink() Cannot Delete an Auto. Discovered Link. Link ID is *string*.

**Explanation** If you are having operational problems, contact Cisco technical support with this error message. Otherwise, ignore this error message; no action is required.

**Error Message** EID-4225: Exception: getNetLinks() DBException Raised while getting Network Links from DB.

**Recommended Action** If you are having operational problems, contact Cisco technical support with this error message. Otherwise, ignore this error message; no action is required.

**Error Message** EID-4226: Exception: getNetLinksForNode() DBException Raised while getting Network Links from DB for Node Id.

**Recommended Action** If you are having operational problems, contact Cisco technical support with this error message. Otherwise, ignore this error message; no action is required.

**Error Message** EID-4227: Exception: getDbLinksBetweenSrcAndDest() DBException Raised while getting Network Links from DB.

**Recommended Action** If you are having operational problems, contact Cisco technical support with this error message. Otherwise, ignore this error message; no action is required.

**Error Message** EID-4228: Exception: deleteLink() DBException raised while executing deleteRow() for Link ID *string*.

**Recommended Action** If you are having operational problems, contact Cisco technical support with this error message. Otherwise, ignore this error message; no action is required.

**Error Message** EID-4229: Exception: deleteLink() Invalid Link ID *string*.

**Recommended Action** If you are having operational problems, contact Cisco technical support with this error message. Otherwise, ignore this error message; no action is required.

**Error Message** EID-4232: The termination point *string* is not available.

**Recommended Action** Select a different termination point.



**Error Message** EID-4236: Exception: NetworkManager.getPathTrace APIs raised exception. J1 Path Trace is not supported for this card.

**Recommended Action** No action is required.

**Error Message** EID-4238: Exception: NetworkManager.getPathTrace APIs raised exception. J1 Path Trace is supported only for XTC(DS1).

**Recommended Action** No action is required.

**Error Message** EID-4500: Exception: Invalid model type for this operation.

**Recommended Action** If you are having operational problems, contact Cisco technical support with this error message. Otherwise, ignore this error message; no action is required.

**Error Message** EID-4501: Exception: Backup/Restore internal exception.

**Recommended Action** If you are having operational problems, contact Cisco technical support with this error message. Otherwise, ignore this error message; no action is required.

**Error Message** EID-4502: Error: *string* cannot be cancelled since they are waiting in the running list to be executed.

**Recommended Action** Wait until the job or task completes, or restart the Prime Optical server.

**Error Message** EID-4503: Error: Unable to read database table: *string*.

**Recommended Action** Restart the Prime Optical server and retry.

**Error Message** EID-4504: Error: Unable to process NE purge event for NEDBID: *string*.

**Recommended Action** No action is required.

**Error Message** EID-4506: Failed to configure node for *string*: *string*.

**Recommended Action** Review the reason for the error and try again.

**Error Message** EID-5011: Cannot register to listen for events.

**Recommended Action** If you are having operational problems, contact Cisco technical support with this error message. Otherwise, ignore this error message; no action is required.

**Error Message** EID-5012: Exception: *string* while processing CORBA requests.

**Recommended Action** If you are having operational problems, contact Cisco technical support with this error message. Otherwise, ignore this error message; no action is required.

**Error Message** EID-5022: Exception: *string* occurred while trying to get managed NE list.

**Recommended Action** If you are having operational problems, contact Cisco technical support with this error message. Otherwise, ignore this error message; no action is required.

**Error Message** EID-5023: Exception: *string* occurred while trying to get service ID.

**Recommended Action** If you are having operational problems, contact Cisco technical support with this error message. Otherwise, ignore this error message; no action is required.

**Error Message** EID-5024: Exception: *string* occurred while trying to purge NE.

**Recommended Action** If you are having operational problems, contact Cisco technical support with this error message. Otherwise, ignore this error message; no action is required.

**Error Message** EID-5025: The CTM Service is currently connected to Service Manager.

**Recommended Action** Wait until the AUD-5004 message is displayed; then, click the **Activate** button again.

**Error Message** EID-5026: The CTM Service is not connected to Service Manager.

**Recommended Action** Wait until the AUD-5003 message is displayed; then, click the **Deactivate** button again.

**Error Message** EID-5030: Exception: *string* occurred while performing DB operations.

**Recommended Action** Check the database (DB) configurations. Verify that you can connect to the database and perform a structured query language (SQL) query.

**Error Message** EID-6052: Exception: source and destination termination points are not valid. Cannot create Managed-Unmanaged link.

**Recommended Action** Review the reason for failure stated in the error message.

**Error Message** EID-6053: Link cannot be created due to presence of conflicting links.

**Recommended Action** Review the reason for failure stated in the error message.

**Error Message** EID-6054: Link not valid between the specified end points in the specified layer.

**Recommended Action** Review the reason for failure stated in the error message.

**Error Message** EID-7000: Source PTP is supporting wavelength *string* while sink PTP is supporting *NE-ID*: The wavelengths don't match.

**Recommended Action** Select PTPs that support the same wavelength.

**Error Message** EID-7001: DWDM links can only be created between transponders/muxponders and DWDM cards.

**Recommended Action** Select PTPs such that an end of the link is on a transponder or muxponder and the other end is on a DWDM card.

**Error Message** EID-7031: Exception: *string* occurred when registering with VLAN Manager.

**Recommended Action** Retry the operation with a different VLAN number.

## F.2.4 Debug Server Error Messages

**Error Message** EID-4028: *String* communication state: *NE-ID*; *string* = NESysID, *NE-ID* = NE connection state.

**Recommended Action** Try to restore the connection to the NE.



---

**Note** Detailed actions are NE-dependent.

---

**Error Message** EID-4029: *String* operational state: *NE-ID*; *string* = NESysID, *NE-ID* = NE operational state.

**Recommended Action** Set the NE state to In Service.

**Error Message** EID-4030: The NE resync operation cannot be completed because of the non-working operational state of the network element.

**Recommended Action** NE is already in synchronization state. Try again later.

**Error Message** EID-4031: The NE resync is already in progress for this network element. Try after some time.

**Recommended Action** NE is already in synchronization state. Try again later.

**Error Message** EID-4032: Invalid initial poll status.

**Recommended Action** Initial poll of the NE is in progress. Try again later.

**Error Message** Photonic Path Trace is supported on OCHNC and OCHTrail circuits only. There is no workaround. Photonic Path Trace is available only for OCHNC and OCHTrail circuits.

## F.3 Prime Optical Server Audit Messages

Prime Optical server audit messages appear in the Audit Log and include the following information:

- Date and time
- Module
- Filename
- Line number
- Audit ID
- Audit message text



### Note

---

Server audit messages are informational only and do not require any action, unless noted.

---

**Audit Message** AUD-101: CTM user *username* logged in from *location*.

**Audit Message** AUD-102: CTM user *username* logged out from *location*.

**Audit Message** AUD-105: Job# *number* succeeded for NE: *NE-name*.

**Audit Message** AUD-106: Job# *number* failed for NE: *NE-name* with the error: *error-message*.

**Recommended Action** The job can fail to start if the NE is unavailable or if the configured SNMP community string does not have write privileges. Verify that the NE is available and that the community string has write privileges.

**Audit Message** AUD-107: Failed to recover changed configuration from NE: *NE-name*. Error: *error-message*.

**Recommended Action** This error might occur if there are network problems or if the Flash device on the NE is busy. The Prime Optical server automatically tries to recover the changed configuration information. No action is required.

**Audit Message** AUD-108: Job# *number* cancelled for NE: *NE-name*.

**Audit Message** AUD-109: Job# *number* started for NE: *NE-name*.

**Audit Message** AUD-110: Job# *number* failed to start for NE: *NE-name*.

**Recommended Action** The job can fail to start if the NE is unavailable or if the configured SNMP community string does not have write privileges. Verify that the NE is available and that the community string has write privileges.

**Audit Message** AUD-111: Failed to recover changed configuration from NE: *NE-name*.

**Recommended Action** This error might occur if there are network problems or if the Flash device on the NE is busy. The Prime Optical server automatically tries to recover the changed configuration information. No action is required.

**Audit Message** AUD-112: Security violation for CTM user *username* from *IP-address*.

**Audit Message** AUD-113: CTM user *username-type-of-profile-change*.

**Audit Message** AUD-114: Topology changed:  
*type-of-topology-change-from-Domain-Explorer*.

**Audit Message** AUD-115: State for *NE-ID* changed from *state* to *state*.



---

**Note** Examples of possible states are In Service, In Service–Initializing, In-Service Synchron Configuration, In Maintenance, Out of Service, Preprovisioned, and Under Maintenance.

---

**Audit Message** AUD-116: State for port *number* of *NE-ID* changed from *state* to *state*.

**Audit Message** AUD-117: GNE for *NE-ID* changed from *old-GNE-name* to *new-GNE-name*.

**Audit Message** AUD-118: CTM server started.

**Audit Message** AUD-119: CTM server stopped.

**Audit Message** AUD-120: The NE configured as *NE-ID* is actually *NE-ID*.

**Audit Message** AUD-121: Administrative task *number* deleted.

**Audit Message** AUD-122: The CTM service *service* has been stopped.

**Audit Message** AUD-123: The CTM service *service* has been started.

**Audit Message** AUD-124: CTM subnet *subnet*.

**Audit Message** AUD-125: Alarm acknowledged for NE: *NE-name*, index: *index*.

**Audit Message** AUD-126: Job# *number* is created for NE: *NE-name*.

**Audit Message** AUD-127: Time offset (*value sec*) is too big on NE: *NE-name*, will use CTMS time.

**Audit Message** AUD-128: Alarm acknowledged for NE *name* alarm ID *number*.

**Audit Message** AUD-129: Service *service-name* is started.

**Audit Message** AUD-130: Service *service-name* is shut down.

**Audit Message** AUD-131: NE *name* moved to In Service from *present-state*.

**Audit Message** AUD-132: NE *name* moved to Out of Service from *present-state*.

**Audit Message** AUD-133: NE *name* moved to Preprovisioned from *present-state*.

**Audit Message** AUD-134: NE *name* moved to In Maintenance from *present-state*.

**Audit Message** AUD-135: NE *name* Port *port-number* state changed to In Service.

**Audit Message** AUD-136: NE *name* Port *port-number* state changed to Out of Service.

**Audit Message** AUD-137: NE *name* Port *port-number* state changed to Preprovisioned.

**Audit Message** AUD-138: NE *name* Port *port-number* state changed to In Maintenance.

**Audit Message** AUD-139: NE *name* property changed - New Sys ID *value*.

**Audit Message** AUD-140: NE *name* property changed - New IP address *value*.

**Audit Message** AUD-141: NE *name* property changed - New NSAP address *value*.

**Audit Message** AUD-142: NE *name* property changed - New description *value*.

**Audit Message** AUD-143: NE *name* property changed - New community string *value*.

**Audit Message** AUD-144: NE *name* property changed - New CLI code *value*.

**Audit Message** AUD-145: NE *name* property changed - New NE type *value*.

**Audit Message** AUD-146: NE *name* property changed - New model index *value*.

**Audit Message** AUD-147: NE *name* property changed - New subnet ID *value*.

**Audit Message** AUD-148: NE *name* property changed - New system title *value*.

**Audit Message** AUD-150: NE *name* property changed - New user label *value*.

**Audit Message** AUD-151: NE *name* property changed - New vendor name *value*.

**Audit Message** AUD-152: NE *name* property changed - New version *value*.

**Audit Message** AUD-153: NE *name* property changed - New GNE *value*.

**Audit Message** AUD-154: NE *name* property changed - Config Mode *number*.

**Audit Message** AUD-155: NE *name* property changed - Family Seed Old *value* New *value*.

**Audit Message** AUD-156: NE *name* property changed - PM collection is *value*.

**Audit Message** AUD-157: Subnet *value* title changed.

**Audit Message** AUD-158: Subnet *value* type changed.

**Audit Message** AUD-159: Subnet *value* topology changed.

**Audit Message** AUD-160: Subnet *value* GNE changed.

**Audit Message** AUD-161: Subnet *value* name changed.

**Audit Message** AUD-162: Subnet *value* user label changed.

**Audit Message** AUD-163: Topology changed - Group *value* added.

**Audit Message** AUD-164: Topology changed - Group *value* deleted.

**Audit Message** AUD-165: Topology changed - NE *NE-ID* added.

**Audit Message** AUD-166: Topology changed - NE *NE-ID* deleted.

**Audit Message** AUD-167: Topology changed - GNE *NE-ID* added.

**Audit Message** AUD-168: Topology changed - GNE *NE-ID* deleted.

**Audit Message** AUD-169: Topology changed - Subnet *subnetwork-ID* added.

**Audit Message** AUD-170: Topology changed - Subnet *subnetwork-ID* deleted.

**Audit Message** AUD-171: Topology changed - Node *NE-ID* added.

**Audit Message** AUD-172: Topology changed - Node *NE-ID* deleted.

**Audit Message** AUD-173: Topology changed - Node *NE-ID* modified.

**Audit Message** AUD-174: CTM user *username* logged in.

**Audit Message** AUD-175: CTM user *username* logged out.

**Audit Message** AUD-176: CTM user *username* security violations.

**Audit Message** AUD-177: CTM user *username* profile changed - User added.

**Audit Message** AUD-178: CTM user *username* profile changed - User deleted.

**Audit Message** AUD-179: CTM user *username* profile changed - User modified.

**Audit Message** AUD-180: CTM user *username* profile changed - Domain name changed.

**Audit Message** AUD-181: CTM user *username* profile changed - Node assignment changed.

**Audit Message** AUD-182: CTM user *username* profile changed - Domain description changed.

**Audit Message** AUD-184: Failed login threshold exceeded for user *username*.

**Audit Message** AUD-185: Password aged out for user *username*.

**Audit Message** AUD-186: TransportManager user *username* forced to log out from *IP-address*.

**Audit Message** AUD-187: TransportManager service *service-name* logged in from *username*.

**Audit Message** AUD-188: TransportManager service *service-name* logged out from *username*.

**Audit Message** AUD-189: TransportManager service *service-name* logged out unexpectedly from *username*.

**Recommended Action** Check the Service Monitor to see whether the server automatically started a new instance of this service. If a new instance does not start within five minutes, start it manually from the Control Panel window.

**Audit Message** AUD-190: TransportManager service *service-name* failed to contact server for 10 minutes. Stopping the service.

**Audit Message** AUD-191: CTM Authentication towards NE *value* via TL1 failed. Value: NE name.

**Audit Message** AUD-192: OSS with Profile Name *value1*, IP Address *value2* is successful. Value1: Profile name. Value2: IP Address.



**Audit Message** AUD-193: OSS with Profile Name value1, IP Address value2 is failed. Value1: Profile name. Value2: IP Address.

**Audit Message** AUD-194: OSS with Profile Name value1 is value2. Value1: Profile name. Value2: IP Address.

**Audit Message** AUD-195: The property value is changed. Value: Property name.

**Audit Message** AUD-196: NE (value) Property changed - Audit Trail Collection is Enabled/Disabled. Value: NE name.

**Audit Message** AUD-201: (TL1) started.

**Audit Message** AUD-202: (TL1) began shutdown.

**Audit Message** AUD-203: (TL1) completed shutdown.

**Audit Message** AUD-204: Accepted a secure port open request to IP address *IP-address*, port *number*.

**Audit Message** AUD-205: Accepted a user port open request to IP address *IP-address*, port *number*.

**Audit Message** AUD-206: User *username* logged in from IP address *IP-address*, port *number*.

**Audit Message** AUD-207: Rejected a user login from IP address *IP-address*, port *number*.

**Audit Message** AUD-208: User *username* logged out from IP address *IP-address*, port *number*.

**Audit Message** AUD-209: NE *ID* reported.

**Audit Message** AUD-210: Job cancelled.

**Audit Message** AUD-211: Task cancelled.

**Audit Message** AUD-212: Task modified.

**Audit Message** AUD-2000: Transport Manager successfully contacted NE: *name*.

**Audit Message** AUD-2001: Transport Manager was unable to contact: *name*.

**Recommended Action** Check network connectivity. Log into the Prime Optical client with SuperUser privileges and choose **Administration > Error Log**. Use the Error Log to debug the problem.

**Audit Message** AUD-2002: New node discovered and added to the database: Node IP: *IP-address* Node ID: *ID*.

**Audit Message** AUD-2004: NE model: *SysObjectId* not supported for NE: *IP-address*.

**Explanation** The NE model is not supported. This occurs when a non-ONS 15540 NE is added as an ONS 15540, or when a non-ONS 15540 NE is automatically discovered through the topology neighbors configured on the device.

**Recommended Action** Mark the device as Out of Service so that resources are not wasted on collecting information from unsupported NEs.

**Audit Message** AUD-2005: New system ID: *system-ID* of NE: *IP-address* conflicts with the system ID of an existing NE.

**Explanation** The new system ID configured on the NE is not unique. An existing NE already has this ID, which was configured on the device side.

**Recommended Action** On the device side, change the hostname of the misconfigured NE to a unique hostname.

**Audit Message** AUD-2006: NE's IP address: *IP-address* has been reassigned to a different NE. *Identifiers-of-the-two-NEs*.

**Explanation** The IP address of an existing NE was assigned to another NE. This can occur if you take an existing NE offline and assign its IP address to another NE.

**Recommended Action** Delete the offline NE from Prime Optical; then, add the other NE to Prime Optical.

**Audit Message** AUD-2011: NE Discovery State changed from *state* to *state*.

**Audit Message** AUD-2013: Time change event has occurred on NE: *NE-name*

**Audit Message** AUD-2014: Time zone change event has occurred on NE: *NE-name*

**Audit Message** AUD-2031: A communication error occurred on NE *NE-name*. The database might be out of sync, and resynchronization might be required.

**Audit Message** AUD-2032: A communication error occurred during the health poll on NE *NE-name*. The database might be out of sync, and resynchronization might be required.

**Audit Message** AUD-2033: An authentication failure occurred on NE *NE-name*.

**Audit Message** AUD-2034: A connection failure occurred on NE *NE-name*.

**Audit Message** AUD-2035: One or more events might be lost, and the database might be out of sync.

**Audit Message** AUD-2036: A runtime error occurred.

**Audit Message** AUD-2037: The NE will reboot in several seconds. Closing the connection.

**Audit Message** AUD-2038: The connection with the NE has been closed.

**Audit Message** AUD-2039: The database for NE *NE-name* is in sync. Resynchronization is not required.

**Audit Message** AUD-2040: The database for NE *NE-name* is out sync. Resynchronization is required.

**Audit Message** AUD-2041: The NE with IP address *IP-address* is already managed by CTM with a different NE ID (*ID*) and IP address (*IP-address*). Delete one of the NEs from the Domain Explorer.

**Audit Message** AUD-2042: Failed to complete robust fault synchronization on NE *NE-name*.

**Audit Message** AUD-2200: Active IP set to the primary IP.

**Audit Message** AUD-2201: Active IP set to the secondary IP.

**Audit Message** AUD-2202: Software download operation succeeded.

**Audit Message** AUD-2203: Software revert operation succeeded.

**Audit Message** AUD-2204: Software commit operation succeeded.

**Audit Message** AUD-2205: Software download operation failed.

**Audit Message** AUD-2206: Software download operation failed because it is not supported by the running agent version.

**Audit Message** AUD-2207: Software download operation failed because of a Flash reading/writing problem.

**Audit Message** AUD-2208: Software download operation failed because of a problem during transfer from the TFTP server to the master CMP.

**Audit Message** AUD-2209: Software download operation failed because of the standby agent version running.

**Audit Message** AUD-2210: Software revert operation failed.

**Audit Message** AUD-2211: Software revert operation failed because it is not supported by the running agent version.

**Audit Message** AUD-2212: Software revert operation failed because the current standby agent version is corrupted.

**Audit Message** AUD-2213: Software commit operation failed.

**Audit Message** AUD-2214: Software commit operation failed because it is not supported by the running agent version.

**Audit Message** AUD-2215: Software commit operation failed because the current standby agent version is corrupted.

**Audit Message** AUD-2216: Software download operation failed because of invalid path parameter.

**Audit Message** AUD-2217: Transport Manager failed TL1 login to NE ID.

**Audit Message** AUD-3051: Config state: Collector#: *value* Writer#: *value* DS1 Collection: *value* DS3 Collection: *value* Sonet Collection: *value* Sts Collection: *value* Vt Collection: *value* Store Non Zero Only: *value*.

**Audit Message** AUD-3052: Ignoring PM collection for *NE-name* for interval *time-stamp*.

**Audit Message** AUD-3053: Time-out error while obtaining PM data for *NE-name* for interval *time-stamp*.

**Audit Message** AUD-3054: PM collection failed for *string*. HTTP server too busy. (HTTP error: *string*.)

**Audit Message** AUD-3055: Processing NE time offset for *string*. Offset value too large *value*. So new offset value is 0.

**Audit Message** AUD-3056: Processing NE time offset for *string*. New offset value is *value*.

**Audit Message** AUD-3057: Data format error while obtaining PM data for *string* for interval *string*.

**Audit Message** AUD-3060: PM Comm Session is null for *NE-name*.

**Audit Message** AUD-3061: Robust PM collection not supported for *NE-name*.

**Audit Message** AUD-3062: Exception during PM collection for *NE-name*.

**Audit Message** AUD-3063: Cannot write PM data for *NE-name*.

**Audit Message** AUD-3064: Cannot write PM data for *NE-name*, data collected was blank.

**Audit Message** AUD-3065: Partial replies not valid, PM collection failed for *NE-name*.

**Audit Message** AUD-4101: Create Link operation succeeded for link *description*.

**Recommended Action** Informational message. No action is required.

**Audit Message** AUD-4102: Delete Link operation succeeded for link *description*.

**Recommended Action** Informational message. No action is required.

**Audit Message** AUD-4104: Create Link operation failed for link *description*.

**Recommended Action** Verify that you followed the steps in [3.6.5 Creating Links](#).

**Audit Message** AUD-4105: Delete Link operation failed for link *description*.

**Recommended Action** Verify that you followed the steps in [3.6.5 Creating Links](#).

**Audit Message** AUD-4110: Provisioning of {class map | policy map | table map}:  
{*class-map-name* | *policy-map-name* | *table-map-name*} on *NE-ID* succeeded.

**Audit Message** AUD-4111: Provisioning of {class map | policy map | table map}:  
{*class-map-name* | *policy-map-name* | *table-map-name*} on *NE-ID* failed.

**Audit Message** AUD-4201: Auto Backup Job Status has: {Succeeded | Failed}.

**Recommended Action** This message informs you of the status of the automatic daily backup for each NE. No action is required.

**Audit Message** AUD-4205: {Activate | Revert} Command Status has:  
{Succeeded | Failed}.

**Recommended Action** If the command status is Failed, check the Error Log for EID-4205 for a detailed explanation of the failure.

**Audit Message** AUD-4302: Cannot launch the NE Explorer because data retrieval from the NE has failed. You can force the data retrieval by marking the NE Out Of Service and In Service.

**Audit Message** AUD-5000: During circuit creation.

**Recommended Action** Informational message during circuit creation. No action is required.

**Audit Message** AUD-5001: The CTM Service *service-name* is being started.

**Recommended Action** The service is being launched, but might not have started up completely. Do not perform a Stop operation on this service again until you see the AUD-5003 message.

**Audit Message** AUD-5002: The CTM Service *service-name* is being stopped.

**Recommended Action** The service is being stopped, but might not have shut down completely. Do not perform a Start operation on this service again until you see the AUD-5004 message.

**Audit Message** AUD-5003: The CTM Service *service-name* has connected to Service Manager.

**Recommended Action** The service has started. You can perform a Stop operation.

**Audit Message** AUD-5004: The CTM Service *service-name* has disconnected from Service Manager.

**Recommended Action** The service has shut down. You can perform a Start operation.

**Audit Message** AUD-5005: The CTM Service *value* has unexpectedly disconnected from Service Manager. Value: Name of service.

**Audit Message** AUD-5006: The CTM Service *value1* has failed to contact Service Manager for *value2* minutes. Stopping the service. *Value1*: Name of service. *Value2*: Number of minutes.

**Audit Message** AUD-5011: NE *name* has been added.

**Audit Message** AUD-5012: NE *name* has been deleted.

**Audit Message** AUD-5013: NE *name* has been undeleted.

**Audit Message** AUD-5014: NE *name* purge procedure in progress.

**Audit Message** AUD-5015: NE *name* has been successfully purged.

**Audit Message** AUD-5016: NE *name* purge procedure has failed.

**Audit Message** AUD-5017: NE *name* has been discovered.

**Audit Message** AUD-5018: NE *name* has changed its Subnetwork ID from *old-subnet-name* to *new-subnet-name*.

**Recommended Action** If the automatic grouping of subnetworks option is enabled in Prime Optical, NEs that are part of a subnetwork may change subnetworks if a link connecting them to rest of the subnetwork goes down or if a link that connects the NEs to those of another subnetwork comes up. You can disable the automatic grouping of subnetworks through the Control Panel; see [3.5.6 Automatically Grouping NEs in Subnetworks, page 3-23](#).

**Audit Message** AUD-7000: Subnetwork Mode Automatic - Started regrouping of managed NEs in subnetwork.

**Recommended Action** Informational message. No action is required.

**Audit Message** AUD-7001: Subnetwork Mode Automatic - Completed regrouping of managed NEs in subnetwork.

**Recommended Action** Informational message. No action is required.

**Audit Message** AUD-7500: Starting discovery session x.

**Audit Message** AUD-7501: Starting discovery on NE Service x for session y.

**Audit Message** AUD-7502: The discovery request failed for NE Service x. This causes a partial failure of the discovery session y.

**Audit Message** AUD-7503: The discovery request for NE Service x, session y completed successfully.

**Audit Message** AUD-7504: The discovery request for NE Service x, session y was cancelled (expired timeout).

**Audit Message** AUD-7505: Detected an unexpected stop of the NE Service x. This causes a partial failure of the discovery session y.

**Audit Message** AUD-7506: The discovery request x completed successfully.

**Audit Message** AUD-7507: The discovery request x completed with partial success.

**Audit Message** AUD-7508: The discovery request x was cancelled. The timeout has expired.

**Audit Message** AUD-11000: Provisioning - Set attribute on module *module-name*. Parameters: *parameter-numbers*, *parameter.cfg*, *parameter* - successful.

