



APPENDIX **A**

Cisco TelePresence Manager System Messages

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Contents

- [System Message Overview, page A-1](#)
- [System Messages By ID Number, page A-4](#)

System Message Overview

The CTS-Manager system messages appear in the Troubleshoot > System Messages window, which is shown in [Figure A-1](#).

Figure A-1 **System Messages Window**

System Messages				
Showing 1-10 of 270 10 per page Go				
Start on:	8/4/2010	End on:	8/23/2010	Severity: All Filter
	Time	Severity	Summary	Recommendation
<input type="radio"/>	08/04/2010 10:41 AM	info	Discovery complete for the specified unified CM profile	No further action
<input type="radio"/>	08/05/2010 10:41 AM	info	Discovery complete for the specified unified CM profile	No further action
<input type="radio"/>	08/06/2010 10:41 AM	info	Discovery complete for the specified unified CM profile	No further action
<input type="radio"/>	08/07/2010 10:40 AM	info	Discovery complete for the specified unified CM profile	No further action
<input type="radio"/>	08/08/2010 10:40 AM	info	Discovery complete for the specified unified CM profile	No further action
<input type="radio"/>	08/09/2010 10:41 AM	info	Discovery complete for the specified unified CM profile	No further action
<input type="radio"/>	08/10/2010 10:41 AM	info	Discovery complete for the specified unified CM profile	No further action
<input type="radio"/>	08/11/2010 10:41 AM	info	Discovery complete for the specified unified CM profile	No further action
<input type="radio"/>	08/12/2010 10:41 AM	info	Discovery complete for the specified unified CM profile	No further action
<input type="radio"/>	08/13/2010 10:41 AM	info	Discovery complete for the specified unified CM profile	No further action
Details... Page 1 of 27				
(+) All times are shown in time zone America/Los_Angeles (GMT -7.0)				

254557

The messages in this appendix are organized by the unique ID number assigned to each message. To view the ID number for a message, you must click the radio button associated with the message, then click **Details....** The ID number appears in the Details window, which is shown in [Figure A-2](#).

Figure A-2 *System Messages Details Window*

Details	
ID:	502432
Severity:	info
Module:	DiscoveryMgr
SubModule:	AXL Adapter
Number of Occurrences:	1
Most Recent Occurrence:	08/13/2010 10:41 AM
Summary:	Discovery complete for the specified unified CM profile
Recommendation:	No further action
Message:	Discovery completed for Unified CM 'tsbu-lb-cucm3'.
Additional Information:	
<input data-bbox="365 777 487 808" type="button" value=" < Previous "/> <input data-bbox="511 777 576 808" type="button" value=" Next > "/> <input data-bbox="1323 777 1388 808" type="button" value=" Close "/>	

Each ID number corresponds to a software module that generates the system message. [Table A-1](#) maps the ID number ranges to their respective software modules.

Table A-1 *ID Number Range and Software Module Mapping*

ID Number Range	Software Module
1000-1099	General server
1200-1399	Schedule management module API
501400-501599	Resource management module API
501600-501699	Security management module API
501700-501799	Administrative management module API
501900-501999	Calendar generator module
502000-502099	Data access
502100-502199	LDAP
502300-502399	API layer
502400-502499	Discovery manager
502500-502599	Event subsystem
502600-502699	UI module
502700-502799	Certificate management module
502800-502899	Configuration management module
502900-502999	Licensing module
503000-503099	Groupware adapter module
503100-503299	Exchange adapter module
503500-503599	Email management module
503600-503799	Resource schedule management module

Table A-1 ID Number Range and Software Module Mapping (continued)

ID Number Range	Software Module
503800-503999	MCU module
504000-504099	Domino adapter module
504100-504199	Reporting module
504200-504299	WebEx module
505000-505199	External scheduling API module

Each system message has a severity level assigned to it. From the most to the least severe, the severity levels are as follows:

- Alert
- Critical
- Error
- Warning
- Notice
- Info(rmational)

Some system messages in this appendix include “\$1,” “\$2,” “\$3,” and so on. These strings are variables. When these variables appear in the System Messages window, they are replaced by a text or numerical string that provides specific information about the condition that caused the message to display.

System Messages By ID Number

This section presents each CTS-Manager system message by ID number.

501000

Summary

Internal application error

Message

The system has encountered an unexpected condition (\$1)

Module

General server

Severity

Error

Explanation

The system encountered the specified error.

Recommendation

The administrator can collect the log files, then contact the Cisco Technical Assistance Center (TAC) at <http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html>.

501001

Summary

The system configuration file can not be processed

Message

Unable to parse system configuration file '\$1' because \$2

Module

General server

Severity

Error

Explanation

The server failed to parse the config/ctis.xml configuration file, and as a result, the web application could not start up.

Recommendation

The administrator should check the syntax of the ctis.xml file. This file should be changed by a qualified technician only. If possible, revert to its original content and restart the Tomcat server. If more assistance is needed, the administrator can contact the Cisco Technical Assistance Center (TAC) at <http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html>.

501004**Summary**

Unsupported software version

Message

Software version '\$1' of third party component '\$2' is not supported

Module

General server

Severity

Warning

Explanation

CTS-Manager does not support the software version extracted from the given component.

Recommendation

The administrator can upgrade the third-party component to a supported software version.

501007**Summary**

Unable to restart host

Message

Unable to restart host because \$1

Module

General server

Severity

Alert

Explanation

CTS-Manager could not restart the host as requested.

Recommendation

The administrator can collect the log files, then contact the Cisco Technical Assistance Center (TAC) at <http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html>.

501008**Summary**

Functionality not implemented

Message

The functionality '\$1' is not yet implemented

Module

General server

Severity

Warning

Explanation

The specified functionality has not yet been implemented.

Recommendation

The administrator can determine if the functionality is implemented in the latest version of CTS-Manager software and if it is, upgrade the software to that version.

501009**Summary**

Unable to initialize system

Message

Unable to initialize system because \$1

Module

General server

Severity

Error

Explanation

The database maintenance manager could not initialize because a script for a backup, purge, or cron job is missing.

Recommendation

The administrator can collect the log files, then contact the Cisco Technical Assistance Center (TAC) at <http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html>.

501010**Summary**

Unexpected null parameter passed to an operation

Message

Operation '\$1' encounters unexpected null parameter '\$2'

Module

General server

Severity

Error

Explanation

A Microsoft Exchange component could not test a connection because one of the required parameters (host, super user account name/password, bind method) is null.

Recommendation

The administrator can check the information provided on the Microsoft Exchange configuration window in the CTS-Manager Administration UI.

501011**Summary**

Software execution error

Message

Unable to dispatch API '\$1' because \$2

Module

General server

Severity

Error

Explanation

A CTS-Manager component is unable to communicate with the CTS-Manager engine.

Recommendation

The administrator can check for errors in the log file. If needed, contact the Cisco Technical Assistance Center (TAC) at <http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html>.

501012**Summary**

Unable to shutdown host

Message

Unable to shutdown host because \$1

Module

General server

Severity

Error

Explanation

The server cannot be shut down because of the specified reason.

Recommendation

The administrator can verify the following:

- That their user account has the required privilege level to shut down the server.
- Associated error messages in the log file.

For further assistance, contact the Cisco Technical Assistance Center (TAC) at <http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html>.

501013**Summary**

Can not resolve IP address for a host

Message

Unable to determine IP address of host '\$1'

Module

General server

Severity

Error

Explanation

The hostname might be incorrect.

Recommendation

The administrator can verify the following to ensure that they are correct:

- The server hostname.
- The DNS configuration.

501014**Summary**

Web application stopped

Message

Service '\$1' is shutting down

Module

General server

Severity

Informational

Explanation

The specified service is shutting down.

Recommendation

No action is required.

501015**Summary**

Web application started

Message

Service '\$1' is started and ready to process requests

Module

General server

Severity

Informational

Explanation

The specified service was started.

Recommendation

No action is required.

501016**Summary**

Application run time error

Message

Object class '\$1' does not have property '\$2'

Module

General server

Severity

Error

Explanation

An internal programming error has occurred.

Recommendation

The administrator can collect the log files, then contact the Cisco Technical Assistance Center (TAC) at <http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html>.

501017**Summary**

Application run time error

Message

Unable to acquire '\$1' lock on element '\$2'. Current lock is '\$3'

Module

General server

Severity

Error

Explanation

The system has detected concurrent activity on the indicated database element. This activity is causing the locking mechanism to function unexpectedly.

Recommendation

Although the CTS-Manager server might still function normally after this message is received, we recommend that the administrator collect the log files, then contacts the Cisco Technical Assistance Center (TAC) at <http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html>.

501200**Summary**

An error occurs when processing meeting data

Message

Invalid meeting (subject '\$1') because field '\$2' has invalid value '\$3'

Module

Schedule management module API

Severity

Error

Explanation

A field for the specified meeting has an invalid value. This error could indicate an internal problem with CTS-Manager.

Recommendation

The administrator should collect the log files, then contact the Cisco Technical Assistance Center (TAC) at <http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html>.

501201**Summary**

An error occurs when processing meeting data

Message

Invalid single meeting (subject '\$1') because field '\$2' has invalid value '\$3'

Module

Schedule management module API

Severity

Error

Explanation

The specified meeting is not a single meeting as expected. This error could indicate an internal problem with CTS-Manager.

Recommendation

The administrator should collect the log files, then contact the Cisco Technical Assistance Center (TAC) at <http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html>.

501202**Summary**

An error occurs when processing meeting data

Message

Invalid recurring meeting (subject '\$1') because field '\$2' has invalid value '\$3'

Module

Schedule management module API

Severity

Error

Explanation

The specified meeting is not a master meeting as expected. This error could indicate an internal problem with CTS-Manager.

Recommendation

The administrator should collect the log files, then contact the Cisco Technical Assistance Center (TAC) at <http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html>.

501205**Summary**

Meeting is not valid for One-Button-To-Push

Message

A second TelePresence room, or other participant, has not been defined for this meeting

Module

Schedule management module API

Severity

Warning

Explanation

The Microsoft Exchange component sent an automated email informing a meeting organizer that their meeting has only one TelePresence rooms scheduled.

Recommendation

The meeting organizer can add another TelePresence room to the meeting, or provide a dial number. To take these actions, they can click the appropriate option in the automated email.

501211**Summary**

TelePresence equipment is running incompatible software

Message

One or more TelePresence rooms are running incompatible software. \$1

Module

Schedule management module API

Severity

Error

Explanation

The Microsoft Exchange component sent an automated email informing a meeting organizer that their meeting is scheduled with room(s) that cannot support a multipoint conference.

Recommendation

The administrator can check the software version running on the TelePresence equipment in each room, and verify that all software versions support multipoint meetings. If they find software that does not support multipoint meetings, they should upgrade the software.

501212**Summary**

Insufficient multipoint switch resources

Message

Insufficient multipoint switch resources to support this multipoint meeting

Module

Schedule management module API

Severity

Error

Explanation

The Microsoft Exchange component sent an automated email informing a meeting organizer that there is no available conference bridge for their multipoint meeting.

Recommendation

The meeting organizer can verify that the conference bridge is configured properly, and at least one bridge is available for the multipoint meeting. They should also add a new conference bridge, if necessary, or reschedule the meeting to a different time.

501213**Summary**

Conference bridge is not configured

Message

A conference bridge has not been configured for your network

Module

Schedule management module API

Severity

Error

Explanation

The Microsoft Exchange component sent an automated email informing a meeting organizer that a conference bridge was not configured for a multipoint meeting.

Recommendation

The meeting organizer can verify that the conference bridge is configured properly, and at least one bridge is available for multipoint meetings. They should add a new conference bridge, if necessary.

501214**Summary**

Organizer does not have sufficient privileges to schedule meeting

Message

Organizer does not have sufficient privileges to schedule '\$1' meetings

Module

Schedule management module API

Severity

Error

Explanation

The Microsoft Exchange component sent an automated email informing a meeting organizer that they do not have the privilege level required to schedule a multipoint meeting.

Recommendation

The administrator can verify that the meeting organizer was assigned the required privilege level. If necessary, they should add the meeting organizer to the user group that has the required privilege level.

501215**Summary**

Target MCU in migration does not have enough resources

Message

Unable to allocate resources for meeting (subject '\$1'). Unavailable dates '\$2'

Module

Schedule management module API

Severity

Error

Explanation

Not enough resources are available to migrate all meetings from one conference bridge to another.

Recommendation

The administrator can verify that the target conference bridge is properly configured and available.

501216**Summary**

Unable to migrate meetings

Message

Unable to migrate meeting(s) because \$1

Module

Schedule management module API

Severity

Error

Explanation

An error occurred when migrating meetings from one conference bridge to another.

Recommendation

The administrator can check for the associated error message in the log file, then contact the Cisco Technical Assistance Center (TAC) at

<http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html>.

501217**Summary**

Insufficient video conferencing resources

Message

Unable to add video conferencing room to meeting because of insufficient resources. Please contact help desk

Module

Schedule management module API

Severity

Error

Explanation

Not enough video conferencing resources are available to add a video conferencing room to the meeting.

Recommendation

The meeting organizer can reduce the number of video conferencing participants, or increase the number of video conferencing resources on the video conferencing bridge.

501221**Summary**

Some meetings update failed

Message

Bulk execution was not successful

Module

Schedule management module API

Severity

Error

Explanation

Some meetings could not be updated. This issue could be caused by a CTS-Manager server error.

Recommendation

The administrator should collect the log files, then contact the Cisco Technical Assistance Center (TAC) at <http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html>.

501222**Summary**

Time zone map loading failure

Message

Unable to load/parse time zone map file '\$1' because \$2

Module

Schedule management module API

Severity

Critical

Explanation

The timezonemap.xml file resides in the /usr/local/ctis/config directory. This file associates a user calendaring time zone (from either Microsoft Exchange or Lotus Domino) with a system time zone. During system installation or upgrade, a problem occurred with this file.

Recommendation

The administrator can collect the log files, then contact the Cisco Technical Assistance Center (TAC) at <http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html>.

501223**Summary**

Unknown time zone

Message

Unknown time zone target '\$1'

Module

Schedule management module API

Severity

Error

Explanation

The timezonemap.xml file associates a user calendaring time zone (from either Microsoft Exchange or Lotus Domino) with a system time zone. In this case, the system time zone in the timezonemap.xml file is incorrect. However, this error should not impede a user from scheduling their meeting.

Recommendation

The administrator can optionally pursue this issue by collecting the log files, then contacting the Cisco Technical Assistance Center (TAC) at <http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html>.

501225**Summary**

Unresolved time zone mapping

Message

Unable to find a matching time zone target time zone definition ID '\$1', descriptor '\$2', definition '\$3'

Module

Schedule management module API

Severity

Error

Explanation

The timezonemap.xml file associates a user calendaring time zone (from either Microsoft Exchange or Lotus Domino) with a system time zone. CTS-Manager could not recognize the user time zone passed from the calendaring application. However, this error should not impede a user from scheduling their meeting.

Recommendation

The administrator can optionally pursue this issue by collecting the log files, then contacting the Cisco Technical Assistance Center (TAC) at

<http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html>.

501227**Summary**

Duplicate room entries configured in Cisco UCM

Message

Duplicate room entries found in Cisco Unified Call Manager

Module

Schedule management module API

Severity

Error

Explanation

Two Cisco TelePresence System (CTS) devices have the same email address configured in Cisco Unified CM.

Recommendation

The administrator can locate the duplicate email addresses in the Cisco Unified CM configuration, and change one of addresses, thereby making it unique.

501228**Summary**

Invalid License. Upload valid license

Message

Invalid License

Module

Schedule management module API

Severity

Error

Explanation

The Scheduling API license currently uploaded in CTS-Manager is invalid.

Recommendation

The administrator should upload a valid Scheduling API license to CTS-Manager using the Configure > Licenses window.

501230**Summary**

LDAP group was added from access management

Message

LDAP group [\$1] was added to [\$2] role from access management tab

Module

Schedule management module API

Severity

Informational

Explanation

The mapping between a role and an LDAP group was created in the Configure > Access Management window.

Recommendation

No action is required.

501231**Summary**

LDAP group was deleted from access management tab

Message

LDAP group [\$1] was deleted from [\$2] role from access management tab

Module

Schedule management module API

Severity

Informational

Explanation

The mapping between a role and an LDAP group was deleted in the Configure > Access Management window.

Recommendation

No action is required.

501400**Summary**

Failed to perform the given concierge operation

Message

Unable to '\$1' concierge because \$2

Module

Resource management module API

Severity

Error

Explanation

CTS-Manager did not allow the Live Desk properties to be edited or a room to be assigned to a Live Desk user.

Recommendation

The administrator should restart the CTS-Manager service. If this condition persists, the administrator can collect the log files, then contact the Cisco Technical Assistance Center (TAC) at <http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html>.

501401**Summary**

Failed to delete MCU

Message

This device has '\$1' future meetings scheduled. Migrate the meetings to another device first

Module

Resource management module API

Severity

Error

Explanation

A selected conference bridge has the specified number of meetings scheduled, and therefore, cannot be deleted.

Recommendation

The administrator can move the meetings from the conference bridge that they intend to delete to another conference bridge, then retry the deletion.

501402**Summary**

Duplicate host name or IP address for a TelePresence device

Message

Another device with host name or IP address '\$1' already exists

Module

Resource management module API

Severity

Error

Explanation

A TelePresence device with the specified hostname or IP address already exists. This condition prevents the addition of a new TelePresence device with the specified hostname or IP address.

Recommendation

The administrator can verify the hostname or IP address of the new TelePresence device. If a conflict exists, they can use a different hostname or IP address, then retry adding the new device.

501403**Summary**

Duplicate configuration entry

Message

Duplicate entry. '\$1' already exists

Module

Resource management module API

Severity

Error

Explanation

The specified configuration entry already exists. This condition prevents the new entry from being added.

Recommendation

The administrator can verify the new entry. If a conflict exists, they can create a unique value, then retry the entry.

501405**Summary**

Failed to enable Interoperability feature

Message

Cannot enable Interoperability support because \$1

Module

Resource management module API

Severity

Error

Explanation

A meeting participant tried to enable the interoperability feature, but the attempt failed. A likely cause is that the Cisco TelePresence Engine server process is not running.

Recommendation

The administrator can verify the status of and try to restart the server process using CLI commands. If further assistance is needed, they can collect the log files, then contact the Cisco Technical Assistance Center (TAC) at <http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html>.

501406**Summary**

Failed to disable Interoperability feature

Message

Cannot disable Interoperability support because \$1

Module

Resource management module API

Severity

Error

Explanation

A meeting participant attempted to disable the interoperability feature, but the attempt failed. A likely cause is that the Cisco TelePresence Engine server process is not running.

Recommendation

The administrator can verify the status of and try to restart the server process using CLI commands. If further assistance is needed, they can collect the log files, then contact the Cisco Technical Assistance Center (TAC) at <http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html>.

501408**Summary**

Failed to enable Interoperability feature

Message

Cannot enable Interoperability support because managed Cisco TelePresence Multipoint Switch is not Interoperability capable

Module

Resource management module API

Severity

Error

Explanation

The managed CTMS does not support video conferencing interoperability.

Recommendation

The administrator can upgrade the CTMS software to a version that supports interoperability with video conferencing.

501409**Summary**

Failed to enable Interoperability feature

Message

Cannot enable Interoperability support because managed CTS and CTMS are not Interoperability capable

Module

Resource management module API

Severity

Error

Explanation

The managed CTS does not support video conferencing interoperability.

Recommendation

The administrator can upgrade the CTS software to a version that supports interoperability with video conferencing.

501410**Summary**

Failed to disable Interoperability feature

Message

Cannot disable Interoperability support when there exists a video conferencing MCU

Module

Resource management module API

Severity

Error

Explanation

If a video conferencing conference bridge is configured in the system, CTS-Manager does not allow the the video conferencing interoperability feature to be disabled.

Recommendation

The administrator can delete the video conferencing conference bridge, then try to disable this feature.

501412**Summary**

Groupware subscription failure

Message

Room '\$1' does not support Interoperability. Groupware subscription will be denied

Module

Resource management module API

Severity

Error

Explanation

The video conferencing interoperability feature is enabled, but the managed CTS might be running an older software version that does not support this feature. This condition prevents the groupware subscription from being configured.

Recommendation

The administrator can upgrade the CTS to a software version that supports interoperability with video conferencing.

501414**Summary**

Groupware subscription failure

Message

More than one room '\$1' exists in managed state. Groupware subscription will be denied

Module

Resource management module API

Severity

Critical

Explanation

Two rooms have the same email ID, and as a result, CTS-Manager will not subscribe meeting events to these rooms.

Recommendation

The administrator should rename one of the duplicate email IDs.

501415**Summary**

Groupware subscription failure

Message

Room '\$1' not found in the system. Groupware subscription will be denied

Module

Resource management module API

Severity

Error

Explanation

The system could not find the room in the Unified CM application profile because the room was not configured or was misspelled.

Recommendation

The administrator can check the room configuration in the Unified CM application profile.

501416**Summary**

Groupware subscription failure

Message

No telepresence device found for room '\$1'

Module

Resource management module API

Severity

Error

Explanation

This message can appear if the TelePresence device does not have a valid license.

Recommendation

From the Support > TelePresence Rooms window, the administrator should click the Status tab to determine if the room has a valid license. If the room does not have a valid license, see the [“Licensing for CTS-Manager”](#) section on page 10-6 for complete information on obtaining and uploading licenses into CTS-Manager.

501417**Summary**

Groupware subscription failure

Message

Room '\$1' does not support studio mode recording. Groupware subscription will be denied

Module

Resource management module API

Severity

Error

Explanation

The studio mode recording feature is enabled, but the managed CTS might be running an older software version that does not support this feature. This condition prevents the groupware subscription from being configured.

Recommendation

The administrator can upgrade the CTS to a software version that supports studio mode recording.

501418**Summary**

Groupware subscription failure

Message

Room '\$1' does not support HD Interoperability. Groupware subscription will be denied

Module

Resource management module API

Severity

Error

Explanation

The HD interoperability feature is enabled, but the managed CTS might be running an older software version that does not support this feature. This condition prevents the groupware subscription from being configured.

Recommendation

The administrator can upgrade the CTS to a software version that supports HD interoperability with video conferencing.

501419**Summary**

Groupware subscription failure

Message

Room '\$1' does not support WebEx. Groupware subscription will be denied

Module

Resource management module API

Severity

Error

Explanation

The Cisco WebEx feature is enabled, but the managed CTS might be running an older software version that does not support this feature. This condition prevents the groupware subscription from being configured.

Recommendation

The administrator can upgrade the CTS to a software version that supports Cisco WebEx.

501430**Summary**

Email address not recognized

Message

The email address in the entry ['\$1'] is invalid in the LDAP server or the calendar server

Module

Resource management module API

Severity

Error

Explanation

The email address provided for a video conferencing (VC) room import is not present in the LDAP or calendar database.

Recommendation

The administrator can take the following action:

- Verify that the email address in the entry is correct.
- Verify that the associated user is in the LDAP and calendar databases.
- Reimport the device.

501431**Summary**

Unknown error when importing Video Conferencing rooms

Message

Encountered an unknown error when importing the entry ['\$1']

Module

Resource management module API

Severity

Error

Explanation

When trying to import a video conferencing (VC) room into CTS-Manager, an unknown error occurred.

Recommendation

The administrator can check the video conference room file to ensure the information included therein is correct, then try to reimport the file.

501432**Summary**

An earlier entry with the same email exists

Message

A duplicate email was encountered when parsing the entry ['\$1']

Module

Resource management module API

Severity

Error

Explanation

A duplicate email address was detected in the video conferencing (VC) room import, and as a result, the entry could not be processed.

Recommendation

The administrator should rename one of the duplicate email addresses.

501433**Summary**

Email conflicts with an existing TelePresence room

Message

An existing TelePresence room has the same email as the entry ['\$1']

Module

Resource management module API

Severity

Error

Explanation

When importing a video conferencing (VC) room, CTS-Manager detected an existing room with the same email address.

Recommendation

The administrator should use a unique email address for the VC room.

501434**Summary**

Attempting to change Video Conferencing room segment

Message

Changing segment is not allowed: the Video Conferencing room already exists, and has a different segment from the entry ['\$1']

Module

Resource management module API

Severity

Error

Explanation

When importing a video conferencing (VC) room, CTS-Manager detected that the specified email address already exists. Instead of specifying a new email address, the administrator retained the same email address and changed the segment count.

Recommendation

The administrator must specify a new email address.

501435**Summary**

Invalid video conferencing room data

Message

Encountered an error when parsing the entry ['\$1']. Please make sure the email, segment, IP, and phone number are all valid

Module

Resource management module API

Severity

Error

Explanation

When importing a video conferencing (VC) room, CTS-Manager detected that the text file format was incorrect. The file must include a comma as a delimiter and the columns must be organized in the following order:

- Email
- Segment count
- IP address
- Phone number

Recommendation

The administrator should check the file to ensure that it adheres to the following format:

- Uses a comma as the delimiter.
- From left to right, the columns appear in the following order:
 - Email
 - Segment count
 - IP address
 - Phone number

501436**Summary**

Interop quality selection not supported by the rooms and conference bridges

Message

Cannot enable \$1 because one or more rooms or CTMS devices are not compatible with \$2

Module

Resource management module API

Severity

Error

Explanation

After enabling the interoperability with video conferencing feature, an interoperability quality option that was not supported by all TelePresence devices was selected.

Recommendation

The administrator should check the Bridge and Servers tab, which is available in the Configure > Application Settings window, to identify the supported quality options.

501601**Summary**

Unable to authenticate user

Message

Unable to authenticate user. Check authentication parameters

Module

Security management module API

Severity

Error

Explanation

A user tried to log into the CTS-Manager Administration UI but could not because CTS-Manager could not authenticate them.

Recommendation

The user should check their username and password, then retry their login.

501602**Summary**

Unsupported authentication type

Message

Authentication type '\$1' is not supported

Module

Security management module API

Severity

Error

Explanation

The indicated authentication type that was specified during configuration, for example, for LDAP to be authenticated against the directory server, is not supported.

Recommendation

The administrator can collect the log files, then contact the Cisco Technical Assistance Center (TAC) at <http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html>.

501603**Summary**

Unable to encrypt data

Message

Unable to encrypt data because \$1

Module

Security management module API

Severity

Error

Explanation

A problem occurred while encrypting a string.

Recommendation

The administrator can collect the log files, then contact the Cisco Technical Assistance Center (TAC) at <http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html>.

501604**Summary**

Unable to decrypt data

Message

Unable to decrypt data. Possible causes: incorrect password or corrupted file. Correct the required information and try again

Module

Security management module API

Severity

Error

Explanation

A problem occurred while decrypting a string.

Recommendation

The administrator can collect the log files, then contact the Cisco Technical Assistance Center (TAC) at <http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html>.

501605**Summary**

Insufficient credential for authentication

Message

Insufficient credential '\$1'. Requires credential '\$2'

Module

Security management module API

Severity

Error

Explanation

A user tried to perform an unauthorized operation.

Recommendation

If appropriate, the user can work with the administrator to obtain the needed privilege level.

501606**Summary**

Incorrect credential for authentication

Message

Access permitted to email ID '\$1' only

Module

Security management module API

Severity

Error

Explanation

The meeting organizer only can access the URL provided in the automated emails sent by CTS-Manager. All other users who try to access the URL will be denied.

Recommendation

The meeting organizer only can access the provided URL.

501607**Summary**

Password is not secure

Message

New password is too simple. Password should contain both mixed-case alphabetic and non-alphabetic characters. It should not be similar to the current password. It should not base on common words found in dictionary

Module

Security management module API

Severity

Error

Explanation

A CTS-Manager Administration UI user attempts to change the password for a superuser account, and the new password does not meet the guidelines.

Recommendation

The user must specify a password that meets the following guidelines:

- Contain both mixed-case alphabetic and non-alphabetic characters.
- Not be similar to the current password.
- Not be based on common words found in the dictionary.

501608**Summary**

Could not save the new password

Message

Password was change successfully, but could not be saved for future upgrade

Module

Security management module API

Severity

Error

Explanation

An internal error occurred and as a result, a new password could not be saved to platformConfig.xml.

Recommendation

The administrator can collect the log files, then contact the Cisco Technical Assistance Center (TAC) at <http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html>.

501609**Summary**

Failed to change password

Message

Unable to change password because current password does not match

Module

Security management module API

Severity

Error

Explanation

While changing their password, a CTS-Manager Administration UI user entered their current password incorrectly, and as a result, the new password could not be processed.

Recommendation

The user should reenter their current password.

501610**Summary**

The certificate expiry warning

Message

'\$1'. Certificate name '\$2'. Unit '\$3'. Type '\$4'. Expiration: '\$5'

Module

Security management module API

Severity

Warning

Explanation

A security certificate for the specified component will expire soon.

Recommendation

The administrator should upload a new certificate for the specified component. For more information on uploading a security certificate in CTS-Manager, see the [“Uploading Security Certificates” section on page 10-14](#).

501611**Summary**

Unable to find user in LDAP directory

Message

Unable to find user '\$1' in LDAP directory

Module

Security management module API

Severity

Error

Explanation

This message can appear under the following conditions:

- A user tried to log into the CTS-Manager Administration UI but CTS-Manager could not find this user in the LDAP directory.
- In the Edit... LDAP Servers window, an administrator entered an email address in the Email Address field, then clicked **View Sample Data** but CTS-Manager could not find this user in the LDAP directory.

Recommendation

The user should verify their login credentials. If the problem persists, the user can contact the administrator to verify their credentials.

501612**Summary**

Unable to authenticate user

Message

Invalid username or password. Please try again

Module

Security management module API

Severity

Error

Explanation

The CTS-Manager system administrator account credentials, which are managed by Microsoft Exchange, are invalid.

Recommendation

The administrator should verify their account credentials, then reenter the correct username and password.

501613**Summary**

Unable to authenticate user

Message

Invalid username or password. Please try again

Module

Security management module API

Severity

Error

Explanation

The CTS-Manager system administrator account credentials, which are managed by IBM Domino, are invalid.

Recommendation

The administrator should verify their account credentials, then reenter the correct username and password.

501614**Summary**

Unable to calculate check sum

Message

Unable to calculate check sum for file '\$1' because \$2

Module

Security management module API

Severity

Error

Explanation

The checksum could not be calculated for the specified file.

Recommendation

The administrator can collect the log files, then contact the Cisco Technical Assistance Center (TAC) at <http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html>.

501615**Summary**

Insufficient privilege

Message

Not enough privilege to perform the operation

Module

Security management module API

Severity

Error

Explanation

A user tried to access the CTS-Manager Reporting API but one of the following conditions existed:

- The user did not have the appropriate permission to access the Reporting API.
- A license required to access the Reporting API functionality has not been uploaded to CTS-Manager, or the license is invalid.

Recommendation

The administrator should take this action:

- If the user does not have the appropriate permission:
 - Work with the LDAP administrator to ensure that a user group for the Reporting API client user accounts exists on the LDAP server and that within this group, one or more user accounts for the Reporting API client exists.

- In the Configure > Access Management window, ensure that the “Reporting API User” role is mapped to the LDAP user group that contains the Reporting API client user accounts.
- Ensure that the user has the correct user account information.
- Ensure that the Reporting API license is uploaded in CTS-Manager and that the license is valid.

501616**Summary**

mismatch admin user credential between joining node and primary node

Message

Joining node must have same admin user credential as the primary node

Module

Security management module API

Severity

Error

Explanation

The administrator tried to log into the joining node with the same account credentials as the primary node but was denied access because the joining node has different account credentials.

Recommendation

The administrator can modify the administrator account credentials for the joining node so that they match those for the primary node.

501617**Summary**

Insufficient credential for authentication

Message

Invalid username or password. Please try again

Module

Security management module API

Severity

Error

Explanation

A user tried to log into the CTS-Manager Administration UI without providing a username, a password, or both.

Recommendation

If needed, the user should obtain the proper login credentials from the administrator, then retry their login. When logging in, the user must provide both username and password.

501618**Summary**

Unable to login user due to max limit reached

Message

System is currently busy. Please try again later or contact your help desk

Module

Security management module API

Severity

Error

Explanation

A user tried to log into CTS-Manager but was denied access because a maximum number of users was already logged in.

Recommendation

The user should retry their login later or if the condition persists, contact the Live Desk.

501700**Summary**

Incorrect configuration data

Message

Missing or unknown configuration component '\$1'

Module

Administrative management module API

Severity

Error

Explanation

The configuration of the specified component is missing or does not exist.

Recommendation

The administrator can verify that the initial configuration setup has been performed and all values are properly specified.

501701**Summary**

Incorrect configuration data

Message

Configuration component '\$2' is missing parameter '\$1'

Module

Administrative management module API

Severity

Error

Explanation

The specified component is missing the specified parameter.

Recommendation

The administrator can verify that the initial configuration setup has been performed and all values are properly specified.

501702**Summary**

Unable to set configuration data

Message

Unable to set configuration parameter '\$1' to value '\$2' because \$3

Module

Administrative management module API

Severity

Error

Explanation

CTS-Manager could not save the value of the specified parameter.

Recommendation

The administrator can check the DB component status using the **utils service list** command, and restart the service manager if needed.

501703**Summary**

Unable to update schedule for rooms

Message

Unable to update schedule for rooms '\$1' because \$2

Module

Administrative management module API

Severity

Error

Explanation

CTS-Manager could not submit a schedule update request to the specified rooms.

Recommendation

The administrator can collect the log files, then contact the Cisco Technical Assistance Center (TAC) at <http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html>.

501704**Summary**

Application data store run time error

Message

Unable to validate distinguished name

Module

Administrative management module API

Severity

Error

Explanation

CTS-Manager could not validate a distinguished name (DN) in the LDAP directory.

Recommendation

The administrator can check the DN configuration to make sure it is set up properly. If the problem persists, the administrator can collect the log files, then contact the Cisco Technical Assistance Center (TAC) at <http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html>.

501705**Summary**

Unable to find user in the directory

Message

Unable to find user in the directory. Email address '\$1' is invalid. Check the email parameter. Only one email address is allowed

Module

Administrative management module API

Severity

Error

Explanation

The directory was searched but the indicated email address was not found. As a result, the user could not be authenticated.

Recommendation

The administrator should verify that the email address is correct.

501901**Summary**

Unable to authenticate the CTS device

Message

Unable to authenticate the CTS device

Module

Calendar generator module

Severity

Error

Explanation

The username and password specified for the CTS device do not match the login credentials.

Recommendation

The administrator can verify the configuration of the CTS device in the Cisco UCM application profile.

501902**Summary**

Failed to push meeting calendar to CTS

Message

Unable to push calendar to the device '\$1'

Module

Calendar generator module

Severity

Critical

Explanation

Calendar updates could not be propagated to the indicated CTS device.

Recommendation

The administrator should verify that the CTS device is registered with Cisco Unified CM. If the device is not registered, the administrator should contact the Cisco Technical Assistance Center (TAC) at <http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html>.

501903**Summary**

Communication to CTS failure

Message

No communication link to CTS '\$1

Module

Calendar generator module

Severity

Critical

Explanation

The indicated CTS device is not running, or the device has lost network connectivity.

Recommendation

The administrator should take the following action:

- Ensure that the CTS device is up and running.
- Ensure that the CTS device is reachable via the network.

501904**Summary**

Application data store run time error

Message

Unable to update the SSH username/password from DB into cache because \$1

Module

Calendar generator module

Severity

Critical

Explanation

The SSH username and password could not be retrieved from the DB, and as a result, they could not be updated.

Recommendation

The administrator should collect the log files, then contact the Cisco Technical Assistance Center (TAC) at <http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html>.

502000**Summary**

Application data store run time error

Message

Data access error: \$1

Module

Data access

Severity

Error

Explanation

The indicated data access error occurred.

Recommendation

The administrator can verify that the database is up and running. If more assistance is needed, the administrator can collect the log files, then contact the Cisco Technical Assistance Center (TAC) at <http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html>.

502001**Summary**

Application data store run time error

Message

Unable to parse meta schema file because \$1

Module

Data access

Severity

Error

Explanation

An error occurred while parsing the metaschema file.

Recommendation

The administrator can verify that the installation and initial configuration has completed successfully. If more assistance is needed, the administrator can collect the log files, then contact the Cisco Technical Assistance Center (TAC) at <http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html>.

502002**Summary**

Application data store run time

Message

Unable to load metaschema file '\$1' because \$2

Module

Data access

Severity

Error

Explanation

The metaschema file could not be loaded.

Recommendation

The administrator can take the following action:

- Verify that the installation and initial configuration was successfully completed.
- Verify that the disk is not corrupted.

If more assistance is needed, the administrator can collect the log files, then contact the Cisco Technical Assistance Center (TAC) at <http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html>.

502003**Summary**

Application data store run time error

Message

Data store '\$1' is not found in metaschema file

Module

Data access

Severity

Error

Explanation

The metaschema file might include an incorrect datastore value, which prevents the system from locating the datastore.

Recommendation

The administrator can verify that the installation and initial configuration was successfully completed. If more assistance is needed, the administrator can collect the log files, then contact the Cisco Technical Assistance Center (TAC) at <http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html>.

502004**Summary**

Application data store run time error

Message

Unable to update metaschema file '\$1' because \$2

Module

Data access

Severity

Error

Explanation

The metaschema file might include an incorrect datastore value, which prevents the file from being updated and saved.

Recommendation

The administrator can take the following action:

- Verify that the installation and initial configuration has completed successfully.
- Verify that the values specified in the Field Mappings window are valid.

If more assistance is needed, the administrator can collect the log files, then contact the Cisco Technical Assistance Center (TAC) at <http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html>.

502005**Summary**

Application data store run time error

Message

Data access initialization error: \$1

Module

Data access

Severity

Error

Explanation

An error occurred during the initialization of the data access plug-ins.

Recommendation

The administrator can troubleshoot these areas:

- Database
- LDAP connectivity
- Initial setup

If more assistance is needed, the administrator can collect the log files, then contact the Cisco Technical Assistance Center (TAC) at <http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html>.

502006**Summary**

Application data store run time error

Message

Unable to create database object because \$1

Module

Data access

Severity

Error

Explanation

An error occurred while creating an object in the database.

Recommendation

The administrator can collect the log files, then contact the Cisco Technical Assistance Center (TAC) at <http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html>.

502007**Summary**

Application data store run time error

Message

Unable to write to database because \$1

Module

Data access

Severity

Error

Explanation

An error occurred while updating an object in the database.

Recommendation

The administrator can collect the log files, then contact the Cisco Technical Assistance Center (TAC) at <http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html>.

502008**Summary**

Application data store run time error

Message

Unable to delete from database because \$1

Module

Data access

Severity

Error

Explanation

An error occurred while deleting an object from the database.

Recommendation

The administrator can collect the log files, then contact the Cisco Technical Assistance Center (TAC) at <http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html>.

502009**Summary**

Application data store run time error

Message

Unable to get object because \$1

Module

Data access

Severity

Error

Explanation

An error occurred while retrieving an object from the database.

Recommendation

The administrator can collect the log files, then contact the Cisco Technical Assistance Center (TAC) at <http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html>.

502010**Summary**

Application data store run time error

Message

Specified object '\$1' not found in '\$2' data store

Module

Data access

Severity

Error

Explanation

The specified object does not exist in the directory server.

Recommendation

The administrator can take the following action:

- Check the LDAP user container.
- Verify the LDAP content using an LDAP browser.

502011**Summary**

Application data store run time error

Message

Invalid parameter specified '\$1'

Module

Data access

Severity

Error

Explanation

The specified parameter is not valid.

Recommendation

The administrator can collect the log files, then contact the Cisco Technical Assistance Center (TAC) at <http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html>.

502012**Summary**

Error in purging database data during maintenance

Message

Unable to purge data because \$1

Module

Data access

Severity

Error

Explanation

An error occurred while data was purged from the database during a regularly scheduled maintenance session.

Recommendation

The administrator can collect the log files, then contact the Cisco Technical Assistance Center (TAC) at <http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html>.

502013**Summary**

Data backup failure

Message

Unable to backup data because \$1

Module

Data access

Severity

Critical

Explanation

The indicated error occurred during a data backup.

Recommendation

The administrator can collect the log files, then contact the Cisco Technical Assistance Center (TAC) at <http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html>.

502014**Summary**

Data restore failure

Message

Unable to restore data because \$1

Module

Data access

Severity

Critical

Explanation

An error occurred while data was being restored.

Recommendation

The administrator can collect the log files, then contact the Cisco Technical Assistance Center (TAC) at <http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html>.

502015**Summary**

Unable to perform DB maintenance operations

Message

Unable to perform DB maintenance operations because \$1

Module

Data access

Severity

Error

Explanation

An error occurred during a database backup, purge, or restore.

Recommendation

The administrator can collect the log files, then contact the Cisco Technical Assistance Center (TAC) at <http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html>.

502016**Summary**

DB maintenance operation failure

Message

Maintenance process returns code '\$1'

Module

Data access

Severity

Error

Explanation

An error occurred during a database backup, purge, or restore.

Recommendation

The administrator can collect the log files, then contact the Cisco Technical Assistance Center (TAC) at <http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html>.

502017**Summary**

Application data store run time error

Message

Unable to acquire connection to component '\$1'

Module

Data access

Severity

Error

Explanation

An error occurred when getting a connection from the connection pool.

Recommendation

The administrator can take this action:

- Check the connection type (DB/LDAP).
- Verify the connectivity to the component.
- Restart the server.

If this condition persists, the administrator can collect the log files, then contact the Cisco Technical Assistance Center (TAC) at <http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html>.

502018**Summary**

Application data store run time error

Message

Unable to close connection to component '\$1'

Module

Data access

Severity

Error

Explanation

An error occurred when closing a connection from the connection pool.

Recommendation

The administrator can take this action:

- Check the connection type (DB/LDAP).
- Verify the connectivity to the component.

- Restart the server.

If this condition persists, the administrator can collect the log files, then contact the Cisco Technical Assistance Center (TAC) at <http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html>.

502019**Summary**

Application data store run time error

Message

Unable to close JDBC statement because \$1

Module

Data access

Severity

Error

Explanation

An error occurred when closing a Java Database Connectivity (JDBC) Structured Query Language (SQL) statement object.

Recommendation

The administrator can check to make sure that the database is running.

502020**Summary**

Application data store run time error

Message

Unable to instantiate class '\$1'

Module

Data access

Severity

Error

Explanation

An error occurred when using pluggable methods during data access operations.

Recommendation

The administrator should verify that the installation and initial setup was properly completed. If this condition persists, the administrator can collect the log files, then contact the Cisco Technical Assistance Center (TAC) at <http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html>.

502021**Summary**

Application data store run time error

Message

Unable to instantiate method '\$1' of class '\$2'

Module

Data access

Severity

Error

Explanation

An error occurred when using pluggable methods during data access operations.

Recommendation

The administrator should verify that the installation and initial setup was properly completed. If this condition persists, the administrator can collect the log files, then contact the Cisco Technical Assistance Center (TAC) at <http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html>.

502022**Summary**

Application data store run time error

Message

Unable to retrieve field '\$1' of class '\$2'

Module

Data access

Severity

Error

Explanation

An error occurred when using pluggable methods during data access operations.

Recommendation

The administrator should verify that the installation and initial setup was properly completed. If this condition persists, the administrator can collect the log files, then contact the Cisco Technical Assistance Center (TAC) at <http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html>.

502023**Summary**

Application data store run time error

Message

Unable to set value for field '\$1' of class '\$2'

Module

Data access

Severity

Error

Explanation

An error occurred when using pluggable methods during data access operations.

Recommendation

The administrator should verify that the installation and initial setup was properly completed. If this condition persists, the administrator can collect the log files, then contact the Cisco Technical Assistance Center (TAC) at <http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html>.

502024**Summary**

Application data store run time error

Message

Object '\$1' is already deleted

Module

Data access

Severity

Error

Explanation

An object to be deleted was already deleted.

Recommendation

If this condition persists, the administrator can collect the log files, then contact the Cisco Technical Assistance Center (TAC) at <http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html>.

502025**Summary**

Application data store run time error

Message

Object handler not found for object '\$1'

Module

Data access

Severity

Error

Explanation

The object handler for data access operations is not found.

Recommendation

The administrator should collect the log files, then contact the Cisco Technical Assistance Center (TAC) at <http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html>.

502027**Summary**

Application data store run time error

Message

Object attribute '\$1' was not retrieved

Module

Data access

Severity

Error

Explanation

The requested attribute was not found in the object because the application did not retrieve all the attributes for the object or the correct attribute name was not used.

Recommendation

The administrator should collect the log files, then contact the Cisco Technical Assistance Center (TAC) at <http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html>.

502028**Summary**

Database is in maintenance cycle

Message

Database under maintenance: restore is in progress

Module

Data access

Severity

Notice

Explanation

A database operation was requested but not executed because the database is currently being restored.

Recommendation

The administrator can resubmit the request after the restoration of the database is completed.

502029**Summary**

Application data store run time error

Message

Unknown predefined query named '\$1'

Module

Data access

Severity

Error

Explanation

The indicated query was requested but could not be executed because the predefined query name was unknown.

Recommendation

The administrator should collect the log files, then contact the Cisco Technical Assistance Center (TAC) at <http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html>.

502100**Summary**

LDAP connection failure

Message

Unable to connect to LDAP Server '\$1'

Module

LDAP

Severity

Alert

Explanation

CTS-Manager could not communicate with the indicated LDAP server.

Recommendation

The administrator should collect the log files, then contact the Cisco Technical Assistance Center (TAC) at <http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html>.

502101**Summary**

LDAP operation failure

Message

Unable to retrieve object '\$1'

Module

LDAP

Severity

Critical

Explanation

CTS-Manager was not able to obtain the directory entry indicated in the system message.

Recommendation

The administrator should collect the log files, then contact the Cisco Technical Assistance Center (TAC) at <http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html>.

502102**Summary**

LDAP authentication failure

Message

Unable to authenticate to LDAP Server

Module

LDAP

Severity

Alert

Explanation

CTS-Manager could not authenticate the indicated LDAP server.

Recommendation

The administrator should verify that the LDAP parameters are properly configured.

502301**Summary**

Application run time operation failure

Message

Unknown resource object interface '\$1'

Module

API layer

Severity

Critical

Explanation

The specified object is no longer accessible.

Recommendation

The administrator should collect the log files, then contact the Cisco Technical Assistance Center (TAC) at <http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html>.

502302**Summary**

Application run time operation failure

Message

The parameter '\$1' has invalid value '\$2'

Module

API layer

Severity

Error

Explanation

The indicated parameter has the indicated invalid value.

Recommendation

The administrator should collect the log files, then contact the Cisco Technical Assistance Center (TAC) at <http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html>.

502400**Summary**

Unable to connect to Unified CM

Message

Unable to connect to Unified CM '\$1' because '\$2'

Module

Discovery manager

Severity

Alert

Explanation

CTS-Manager could not connect with Unified CM for the indicated reason, and as a result, information from Unified CM could not be retrieved.

Recommendation

The CTS-Manager administrator should work with the network administrator to check the network connectivity with Unified CM.

502401**Summary**

Authentication to Unified CM failure

Message

Unable to authenticate into Unified CM '\$1' because \$2

Module

Discovery manager'

Severity

Alert

Explanation

A digital certificate for Unified CM was not found in the CTS-Manager Security Keystore.

Recommendation

The administrator should upload a digital certificate for Unified CM.

502402**Summary**

Unable to locate phone attached to CTS device

Message

Unable to locate phone attached to CTS device '\$1'

Module

Discovery manager

Severity

Error

Explanation

An IP phone is not configured for the shared line with the indicated CTS device.

Recommendation

The administrator should configure the shared line with an IP phone.

502403**Summary**

Unable to locate room information attached to TelePresence equipment

Message

Unable to locate room information attached to TelePresence equipment '\$1'

Module

Discovery manager

Severity

Error

Explanation

Room information for the indicated CTS device is missing.

Recommendation

The administrator should verify that the room information exists in Unified CM.

502404**Summary**

Unified CM communication failure

Message

Unable to send AXL message to Unified CM '\$1' because '\$2'

Module

Discovery manager

Severity

Alert

Explanation

CTS-Manager could not send an Administrative XML (AXL) request to Unified CM.

Recommendation

The administrator should take the following action:

- Work with the network administrator to verify connectivity between CTS-Manager and Unified CM.
- Ensure that the correct digital certificate for Unified CM is uploaded.
- Ensure that the credentials specified for the Unified CM Application user are correct.

502405**Summary**

Unified CM data retrieving failure

Message

Unable to retrieve publisher and/or subscriber nodes from Unified CM '\$1' because \$2'

Module

Discovery manager

Severity

Critical

Explanation

The Unified CM node information could not be retrieved from the database.

Recommendation

The administrator should take this action:

- Check the [Software Compatibility Information for the Cisco TelePresence System](#) to ensure that the CTS-Manager and Unified CM software are compatible.
- Ensure that the specified node is a Unified CM Publisher node.

502406**Summary**

Unable to authenticate and connect with Unified CM

Message

Unable to authenticate and connect with Unified CM '\$1' because \$2

Module

Discovery manager

Severity

Error

Explanation

The Unified CM server could not be authenticated because of invalid credentials and/or hostname were specified.

Recommendation

The administrator should verify the Unified CM App User credentials and Publisher node configuration.

502407**Summary**

Communication to Unified CM failure

Message

Unable to create CTI adapter to Unified CM '\$1' because \$2

Module

Discovery manager

Severity

Critical

Explanation

The Unified CM server could not be authenticated because of an issue with Cisco CTIManager.

Recommendation

The administrator should take this action:

- Verify the Unified CM App User credentials.
- Verify that the Cisco CTIManager service is activated on the Unified CM Publisher node.

502409**Summary**

CTS data store operation failure

Message

Unable to create or update TelePresence equipment '\$1' because \$2'

Module

Discovery manager

Severity

Critical

Explanation

The configuration for the specified CTS device could not be created in the database.

Recommendation

The administrator should ensure that the directory number (DN) for the specified CTS device is configured.

502411**Summary**

CTI manager on Unified CM is down

Message

CTI manager on node '\$1' is down message received for the Unified CM '\$2'

Module

Discovery manager

Severity

Critical

Explanation

The Cisco CTIManager provider instance could not be created.

Recommendation

The administrator should restart the Cisco CTIManager on Unified CM.

502415**Summary**

Unified CM communication failure

Message

Unable to connect to RIS manager on Unified CM '\$1'

Module

Discovery manager

Severity

Alert

Explanation

A connection could not be made with the Real-Time Information Service (RIS) manager on the Unified CM server.

Recommendation

The administrator should check the Unified CM status to ensure that the RIS manager is functioning.

502418**Summary**

Cisco UCM CTI provider in error state

Message

Unable to get list of addresses from CTI provider '\$1'

Module

Discovery manager

Severity

Error

Explanation

The Unified CM CTI provider is in an error state.

Recommendation

The administrator should collect the Unified CM log files, then contact the Cisco Technical Assistance Center (TAC) at <http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html>.

502419**Summary**

Failed to get CTS IP addresses

Message

Unable to retrieve IP addresses for devices from Unified CM '\$1' because '\$2'

Module

Discovery manager

Severity

Error

Explanation

The Unified CM Real-Time Information Service (RIS) web service is not running.

Recommendation

The administrator should activate the Simple Object Access Protocol (SOAP) web service.

502420**Summary**

Failed to communicate with Cisco UCM

Message

Unable to discover TelePresence equipment from Unified CM '\$1'

Module

Discovery manager

Severity

Error

Explanation

One of the Unified CM interfaces is down.

Recommendation

The administrator should collect the Unified CM log files, then contact the Cisco Technical Assistance Center (TAC) at <http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html>.

502422**Summary**

CTS configuration mismatching

Message

Directory number is not configured for device '\$1'

Module

Discovery manager

Severity

Critical

Explanation

The directory number (DN) for the specified CTS device is not configured.

Recommendation

The administrator should configure the DN for the specified CTS device.

502423**Summary**

Unified CM version not supported

Message

Unified CM version '\$1' is not supported for Unified CM '\$2'

Module

Discovery manager

Severity

Critical

Explanation

The Unified CM software version is not compatible with the CTS-Manager software version.

Recommendation

The administrator should refer to the [Software Compatibility Information for the Cisco TelePresence System](#) to determine the Unified CM and CTS-Manager software versions that are compatible and upgrade the software accordingly.

502424**Summary**

Scheduled maintenance operation failure

Message

Scheduled maintenance operation '\$1' encountered an unexpected condition'

Module

Discovery manager

Severity

Critical

Explanation

The system was unable to execute one of these operations:

- A scheduled maintenance for the database
- The discovery of a CTS device
- A Microsoft Exchange synchronization
- The pushing of calendar schedules

Recommendation

The administrator should collect the log files, then contact the Cisco Technical Assistance Center (TAC) at <http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html>.

502425**Summary**

Unified CM data retrieving failure

Message

Unable to discover time zone information from Unified CM '\$1'

Module

Discovery manager

Severity

Error

Explanation

Time zone information was not configured or is not available in Unified CM.

Recommendation

If not already configured, the administrator should set up the time zone attributes in Unified CM. If this action does not resolve the issue, the administrator should collect the log files, then contact the Cisco Technical Assistance Center (TAC) at

<http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html>.

502426**Summary**

Unable to discover TelePresence capability information from end-points

Message

Unable to discover TelePresence capability information from end-points'

Module

Discovery manager

Severity

Error

Explanation

The system was unable to discover capability information from a CTS endpoint. The most likely cause of this issue is an older version of the CTS device, which does not support capability information.

Recommendation

The administrator should check the version of the CTS device and if needed, upgrade the device to a version that supports capability information.

502427**Summary**

CTS misconfigured in Unified CM

Message

More than one IP Phone configured on shared DN with TelePresence equipment '\$1'

Module

Discovery manager

Severity

Error

Explanation

In the Unified CM configuration, more than one IP phone is configured to share the same directory number (DN) as the specified CTS endpoint.

Recommendation

The administrator should check the CTS configuration in Unified CM and take one of these actions:

- Remove the extraneous IP phone(s) that share the same DN.
- Assign a new DN for each of the extraneous IP phone(s) so that the CTS endpoint has only one IP phone sharing the DN.

502428**Summary**

CTI control disabled

Message

CTI control is disabled on the IP phone '\$1'

Module

Discovery manager

Severity

Critical

Explanation

The specified Cisco IP Phone, which is configured for the CTS endpoint, has the CTI control set to disabled.

Recommendation

The administrator should check the configuration of the IP phone in the Unified CM Administration user interface and make sure CTI control is enabled.

502429**Summary**

Failed to update Unified CM time zone in data store

Message

Unable to update time zone '\$1' because \$2'

Module

Discovery manager

Severity

Error

Explanation

An internal server error occurred.

Recommendation

The administrator should collect the log files, then contact the Cisco Technical Assistance Center (TAC) at <http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html>.

502430**Summary**

Insufficient CTS capability

Message

CTS device '\$1' does not Interop with SD/HD VC end points. Check capability for details'

Module

Discovery manager

Severity

Error

Explanation

The indicated CTS does not support video conferencing interoperability.

Recommendation

The administrator should upgrade the CTS to a version that supports interoperability with video conferencing.

502432**Summary**

Discovery complete for the specified unified CM profile

Message

Discovery completed for Unified CM '\$1'

Module

Discovery manager

Severity

Informational

Explanation

The specified Unified CM profile was discovered.

Recommendation

No action is required.

502434**Summary**

Room discovery operation error

Message

Unable to parse AXL Throttling fault string - '\$1'

Module

Discovery manager

Severity

Error

Explanation

CTS-Manager received an Administrative XML (AXL) fault from Unified CM but was unable to extract information because of a malformed fault string or formatting error.

Recommendation

The administrator should collect the log files, then contact the Cisco Technical Assistance Center (TAC) at <http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html>.

502435**Summary**

Duplicate email address found for rooms in CUCM profile

Message

Duplicate email address found for room '\$1'

Module

Discovery manager

Severity

Error

Explanation

A duplicate email address for an indicated room was found in a Unified CM profile.

Recommendation

The administrator should remove the duplicate email address(es) for the room in the Unified CM profile.

502436**Summary**

Duplicate email address of a room in CUCM profile cleared

Message

Room Duplicate email address cleared for room '\$1'

Module

Discovery manager

Severity

Informational

Explanation

A duplicate email address for the indicated room was removed from the Unified CM profile.

Recommendation

No action is required.

502437**Summary**

There are no room licenses available

Message

There are no room licenses available

Module

Discovery manager

Severity

Critical

Explanation

A valid room license has not been uploaded to CTS-Manager via the Configure > Licenses window. Without this license, configured rooms will not be recognized by CTS-Manager and meeting organizers will not be able to schedule meetings.

Recommendation

The administrator should acquire and upload a valid room license. For information on performing these tasks, see [“Licensing for CTS-Manager” section on page 10-6](#).

502438**Summary**

Rooms licenses are in grace period

Message

Rooms licenses are in grace period'

Module

Discovery manager

Severity

Informational

Explanation

The room licenses are in a grace period. Before the licenses expire, which would cause the associated CTS endpoints to become nonfunctional, new licenses must be acquired.

Recommendation

The administrator should acquire and upload valid room licenses. For information on performing these tasks, see [“Licensing for CTS-Manager” section on page 10-6](#).

502439**Summary**

There are not enough room licenses available

Message

There are not enough room licenses available'

Module

Discovery manager

Severity

Critical

Explanation

The number of room licenses uploaded to CTS-Manager is not sufficient to cover the available rooms. As a result, some rooms are nonfunctional.

Recommendation

The administrator should acquire and upload room licenses for the unlicensed rooms. For information on performing these tasks, see [“Licensing for CTS-Manager” section on page 10-6](#).

502440**Summary**

Device ID of a room gets updated by another Device ID. Possible room email address duplication in CUCM profile

Message

Device ID '\$1' is replaced by Device ID \$2'

Module

Discovery manager

Severity

Warning

Explanation

The device ID of a room was updated by another device ID. The likely cause are duplications in the email addresses of the rooms in the Unified CM profile.

Recommendation

The administrator should check the Unified CM profile to determine if there are duplications in the email addresses of the rooms. If duplicates exist, the administrator should remove them.

502500**Summary**

Event system operation failure

Message

Unable to dispatch message/event because \$1

Module

Event subsystem

Severity

Alert

Explanation

The ActiveMQ message system is unable to dispatch a message or event.

Recommendation

The administrator should check the state of the event service using the **utils service list** CLI command, then take the following action:

- If the event service is not running, the administrator should start it using the **utils service start** CLI command.
- If the event service is running, we recommend stopping it using the **utils service stop** CLI command then restarting it using **utils service start** CLI command.
- If the issue persists after taking the recommended action, the administrator should collect the log files, then contact the Cisco Technical Assistance Center (TAC) at <http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html>.

502601**Summary**

Admin UI unable to retrieve meeting

Message

Your meeting ID '\$1' has been removed from the system. Please contact your help desk for assistance.'

Module

UI module

Severity

Error

Explanation

CTS-Manager was unable to extract details for the indicated meeting because the meeting organizer ID or the meeting serial ID is null.

Recommendation

The meeting organizer should check the URL provided in their email notification. The URL cannot be altered.

502602**Summary**

Admin UI unable to get certificate configuration file

Message

Unable to get certificate configuration file '\$1'

Module

UI module

Severity

Error

Explanation

The cert-conf.xml file is not in the expected location. A problem could have occurred during installation.

Recommendation

The administrator should collect the log files, then contact the Cisco Technical Assistance Center (TAC) at <http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html>.

502603**Summary**

Admin UI certificate operation failure

Message

Unable to load certificate because \$1'

Module

UI module

Severity

Error

Explanation

CTS-Manager was unable to load the indicated certificate into the system.

Recommendation

The administrator should note the details provided by the "\$1" variable in "Message," and retry the certificate upload to CTS-Manager.

502604**Summary**

Admin UI certificate operation failure

Message

Unable to delete certificate unit '\$1' of category '\$2' because \$3'

Module

UI module

Severity

Error

Explanation

CTS-Manager was unable to delete the indicated certificate because of the indicated issue.

Recommendation

The administrator should note the details provided by the “\$3” variable in “Message,” and retry the certificate upload to CTS-Manager.

502605**Summary**

Admin UI network operation failure

Message

Unable to \$1 DHCP setting (CLI code '\$2')

Module

UI module

Severity

Error

Explanation

CTS-Manager was unable to enable or disable the DHCP setting.

Recommendation

The administrator should note the details provided by the “\$2” variable in “Message,” and retry the configuration of the DHCP attribute.

502606**Summary**

Admin UI network operation failure

Message

Unable to set IP address and/or subnet mask (CLI code '\$1')

Module

UI module

Severity

Error

Explanation

CTS-Manager was unable to save the configuration of a new IP address and/or subnet mask.

Recommendation

The administrator should note the details provided by the “\$1” variable in “Message,” and retry the configuration of the IP address attributes.

502607**Summary**

Admin UI network operation failure

Message

Unable to set default gateway (CLI code '\$1')

Module

UI module

Severity

Error

Explanation

CTS-Manager was unable to change default gateway setting.

Recommendation

The administrator should note the details provided by the “\$1” variable in “Message,” and retry the configuration of the default gateway attribute.

502608**Summary**

Admin UI SNMP operation failure

Message

Unable to set SNMP data command executed '\$1' because \$2'

Module

UI module

Severity

Error

Explanation

CTS-Manager was unable to execute the SNMP setting script to set new values for SNMP attributes.

Recommendation

The administrator should note the details provided by the “\$2” variable in “Message,” and retry the execution of the SNMP setting script.

502609**Summary**

Admin UI SNMP operation failure

Message

Unable to '\$1' SNMP service because \$2'

Module

UI module

Severity

Error

Explanation

CTS-Manager was unable to perform the indicated action because the SNMP service was deactivated.

Recommendation

The administrator should use the CTS-Manager CLI to restart the SNMP service. (To verify the status of the SNMP service, the administrator should enter the **utils service list** command. If the SNMP service is not running, the administrator can enter the **utils service restart** *service-name* command, where *service-name* is the name of the SNMP service, which the administrator can get from the output of the **utils service list** command.)

502610**Summary**

Software upgrade already in progress

Message

Software upgrade already in progress

Module

UI module

Severity

Warning

Explanation

A software upgrade is attempted while another upgrade is in progress. Only one upgrade can take place at a time.

Recommendation

The administrator who is attempting the upgrade should wait until the in-progress upgrade is completed, then retry their upgrade.

502611**Summary**

Software upgrade failure from Admin UI

Message

Unable to upgrade software because \$1

Module

UI module

Severity

Error

Explanation

CTS-Manager was unable to upgrade the software because of the indicated reason.

Recommendation

The administrator should note the details provided by the “\$1” variable in “Message,” and retry the upgrade.

502612**Summary**

System is restarting

Message

System is restarting. Try again later.

Module

UI module

Severity

Warning

Explanation

The system is being restarted. Users are not allowed to log into the CTS-Manager Administration UI during the startup process.

Recommendation

The CTS-Manager Administration UI users must wait until the startup process is complete.

502613**Summary**

Admin UI operation error

Message

Webapp home directory '\$1' does not exist

Module

UI module

Severity

Error

Explanation

The indicated webapp home directory does not exist. It was probably not created during installation.

Recommendation

The administrator should collect the log files, then contact the Cisco Technical Assistance Center (TAC) at <http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html>.

502614**Summary**

System is being maintained

Message

System is being maintained. Try again later

Module

UI module

Severity

Warning

Explanation

Either a database restore or system restart is in progress. During these processes, users are not allowed to log into the CTS-Manager Administration UI, and this system message is displayed on the CTS-Manager Administration login window.

Recommendation

The CTS-Manager Administration UI users must wait until the system maintenance process is complete.

502615**Summary**

Users cannot delete his own role mapping

Message

Cannot delete own role mapping '\$1'

Module

UI module

Severity

Notice

Explanation

A CTS-Manager user whose role is Administrator is trying to delete the Administrator role mapping in the Configure > Access Management window. CTS-Manager users cannot delete their own role mappings. Only super users can perform this task.

Recommendation

An administrator with the super user privilege should delete the Administrator role mapping in the Configure > Access Management window.

502616**Summary**

Invalid user FQDN

Message

FQDN '\$1' is not a group FQDN

Module

UI module

Severity

Error

Explanation

An invalid user LDAP fully qualified domain name (FQDN) was specified during CTS-Manager access management configuration.

Recommendation

The CTS-Manager administrator should work with the LDAP administrator to verify the user LDAP FQDN, then retry the configuration in the Configure > Access Management window.

502617**Summary**

Admin UI unable to create remote account

Message

Unable to create remote account '\$1' because \$2. Account name must contain only lower case alphabetic characters. Upper case, digit, and special characters are not allowed.

Module

UI module

Severity

Error

Explanation

CTS-Manager was unable to create the indicated remote account because of the indicated reason.

Recommendation

The administrator should note the details provided by the “\$2” variable in “Message,” and try to create the remote account again.

502618**Summary**

Admin UI meeting viewing operation failure

Message

Cannot view more than one meeting in the same session. Log out of session on meeting '\$1' first.

Module

UI module

Severity

Error

Explanation

Viewing more than one meeting in the same CTS-Manger Administration UI session is not allowed.

Recommendation

The meeting organizer should log out of the CTS-Manger Administration UI session for the first meeting, then log back into the UI to view information for the second meeting.

502619**Summary**

System is being restarted

Message

System is being restarted. Try again later.

Module

UI module

Severity

Warning

Explanation

A system restart is in progress. During this process, users are not allowed to log into the CTS-Manager Administration UI.

Recommendation

The CTS-Manager Administration UI users must wait a few minutes until the system restart process is complete.

502620**Summary**

Admin UI meeting viewing operation failure

Message

Email ID '\$1' specified in URL is different than ID '\$2' found in database

Module

UI module

Severity

Error

Explanation

The email notification received by a meeting organizer includes a URL that has a different user ID than their own. When using the URL to view information about their meeting, the meeting organizer receives this message. In CTS-Manager software release 1.1, this condition could occur when switching between versions.

Recommendation

The meeting organizer should check the URL provided in the email notification to ensure that the user ID is their own. If the user ID is incorrect, they should contact the Live Desk.

502621**Summary**

Admin UI meeting viewing operation failure

Message

Missing required URL parameter '\$1' in email link

Module

UI module

Severity

Error

Explanation

The email notification received by a meeting organizer includes a URL that is missing a required parameter. When using the URL to view information about their meeting, the meeting organizer receives this message.

Recommendation

The meeting organizer should ensure that they are using the URL provided in the email notification for that particular meeting, then try to view the meeting information again. If they get the same message, they should contact the Live Desk.

502622**Summary**

Admin UI network operation failure

Message

Unable to set primary DNS (CLI code '\$1')

Module

UI module

Severity

Error

Explanation

The system was unable to set the requested primary Domain Name Service (DNS) for the platform, and the CLI displayed an error message.

Recommendation

The administrator should verify the primary DNS, then retry the configuration.

502623**Summary**

Admin UI network operation failure

Message

Unable to set secondary DNS (CLI code '\$1')

Module

UI module

Severity

Error

Explanation

The system was unable to set the requested secondary Domain Name Service (DNS) for the platform, and the CLI displayed an error message.

Recommendation

The administrator should verify the secondary DNS, then retry the configuration.

502624**Summary**

Admin UI configuration operation failure

Message

Group FQDNs '\$1' already belong to access role '\$1'

Module

UI module

Severity

Error

Explanation

The indicated group LDAP fully qualified domain name (FQDN) is already mapped to another role.

Recommendation

The administrator should determine to which role the indicated group FQDN should be mapped, and take the appropriate action in the Configure > Access Management window.

502626**Summary**

Admin UI network operation failure

Message

Unable to set domain (CLI code '\$1')

Module

UI module

Severity

Error

Explanation

The system was unable to set the domain name specified in the IP Settings window.

Recommendation

The administrator should verify that the domain name is correct, then retry the configuration.

502627**Summary**

Admin UI network operation failure

Message

Unable to delete the primary DNS (CLI code \$1)

Module

UI module

Severity

Error

Explanation

The system was unable to delete the DNS name, and the CLI displayed an error message.

Recommendation

The administrator should collect the log files, then contact the Cisco Technical Assistance Center (TAC) at <http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html>.

502628**Summary**

Admin UI network operation failure

Message

Unable to delete the secondary DNS (CLI code '\$1')

Module

UI module

Severity

Error

Explanation

The system was unable to delete the DNS name, and the CLI displayed an error message.

Recommendation

The administrator should collect the log files, then contact the Cisco Technical Assistance Center (TAC) at <http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html>.

502629**Summary**

Admin UI certificate operation failure

Message

Invalid certificate file name '\$1'. Valid certificate file extensions are .cer and .der.

Module

UI module

Severity

Error

Explanation

The filename of the certificate being uploaded is invalid. The file extensions .cer and .der are supported.

Recommendation

The administrator should check the filename extension to ensure that it is a supported extension. If it is not, change the extension, then retry the upload.

502630**Summary**

Admin UI meeting viewing operation failure

Message

Meeting query matches more than a maximum of \$1 instances. Change search criteria and try again.

Module

UI module

Severity

Error

Explanation

While in the Monitor > Meetings window, an administrator or Live Desk administrator searched for meetings that matched specified criteria, and the search results exceeded the maximum number of meetings that can be viewed in this window.

Recommendation

The administrator or Live Desk administrator should change the search criteria to narrow down the number of meetings.

502632**Summary**

Admin UI configuration operation failure

Message

Cannot enable Interoperability because some devices do not support Interoperability. Click on the links to view the errored devices.

Module

UI module

Severity

Error

Explanation

At least one CTS or CTMS device does not support interoperability. Enabling interoperability with video conferencing requires that all CTS and CTMS devices support the feature.

Recommendation

The administrator should click the links to determine which devices have errors, then upgrade those devices with a later software version that supports interoperability with video conferencing.

502633**Summary**

Failed to update the meeting

Message

Unable to update meeting because ID '\$1' was not found

Module

UI module

Severity

Error

Explanation

The indicated meeting does not exist in the CTS-Manager database. The meeting was possibly deleted after the meeting organizer accessed information about it in the CTS-Manager Administration UI.

Recommendation

The meeting organizer should refresh the browser in which the meeting information is being viewed. If the information still appears after the refresh, the meeting organizer should contact the Live Desk.

502644**Summary**

Unable to make intercompany configuration for a meeting

Message

Unable to enable Intercompany because one or more occurrences have video conferencing enabled

Module

UI module

Severity

Error

Explanation

A recurring meeting was set up wherein the interoperability with video conferencing feature is enabled for one or more meetings in the series. The meeting organizer subsequently tried to enable the intercompany feature for a meeting wherein interoperability is already enabled, and this message appears.

Both interoperability and intercompany features are not supported in the same TelePresence meeting.

Recommendation

The meeting organizer can disable the interoperability feature, then enable the intercompany feature.

502650**Summary**

A room with the given email address already exists

Message

A room with the email address '\$1' already exists

Module

UI module

Severity

Error

Explanation

When configuring the email address for a room, a previously specified email address is entered, which CTS-Manager does not allow.

Recommendation

The administrator should enter a unique email address for the room.

502651**Summary**

There are no room licenses available

Message

There are no room licenses available

Module

UI module

Severity

Error

Explanation

Room-based license files have not been uploaded to CTS-Manager.

Recommendation

The administrator should acquire and upload valid room license(s). For information on performing these tasks, see [“Licensing for CTS-Manager” section on page 10-6](#).

502652**Summary**

Admin UI certificate operation failure

Message

Invalid certificate file name '\$1'. Valid certificate file extensions is .class.

Module

UI module

Severity

Error

Explanation

The filename of the IBM Domino certificate being uploaded is invalid. CTS-Manager supports the .class file extension only.

Recommendation

The administrator must upload an IBM Domino certificate with the .class file extension.

502653**Summary**

A room with the given directory number already exists

Message

A room with the directory number '\$1' already exists

Module

UI module

Severity

Error

Explanation

A room with the indicated directory number (DN) already exists.

Recommendation

The administrator should specify a different DN for the room.

502654**Summary**

A room with the given IP address already exists

Message

A room with the IP address '\$1' already exists

Module

UI module

Severity

Error

Explanation

A room with the indicated IP address already exists.

Recommendation

The administrator should specify a different IP address for the room.

502700**Summary**

Failed to display certificate

Message

Failed to display requested certificate

Module

Certificate management module

Severity

Error

Explanation

From the Configure > Security window, an administrator tried to view the content of a certificate but was unsuccessful because CTS-Manager detected that the certificate has been corrupted.

Recommendation

The administrator should upload a new copy of the certificate.

502803**Summary**

Unable to delete configuration policy

Message

Unable to delete configuration policy because \$1

Module

Configuration management module

Severity

Error

Explanation

The configuration policy could not be deleted for the indicated reason.

Recommendation

The administrator should collect the log files, then contact the Cisco Technical Assistance Center (TAC) at <http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html>.

502808**Summary**

Duplicate name specified for a policy

Message

Configuration policy with name '\$1' already exists

Module

Configuration management module

Severity

Error

Explanation

A configuration policy with the indicated name already exists, which CTS-Manager does not allow.

Recommendation

The administrator should specify a different name for the configuration policy.

502900**Summary**

Invalid date format error

Message

Incorrect date format

Module

Licensing module

Severity

Error

Explanation

The feature-based license has an expiration date.

Recommendation

The administrator must acquire a permanent license for the feature, then upload the license file to CTS-Manager. To acquire a permanent license, the administrator can contact the Global Licensing Operations (GLO) team at licensing@cisco.com. (When using this contact method, response times may vary depending on business hours and peak volume times.) For information on uploading the permanent license, see the [“License Files” section on page 10-10](#).

502901**Summary**

Invalid total count quantity error

Message

'\$1' is not a valid total count for feature '\$2'

Module

Licensing module

Severity

Error

Explanation

A license for a feature-based feature is generated with a count value of more than 1.

Recommendation

To resolve this issue, the administrator can contact the Global Licensing Operations (GLO) team at licensing@cisco.com. (When using this contact method, response times may vary depending on business hours and peak volume times.)

502902**Summary**

File upload copying error

Message

Failed to make local copy of uploaded file

Module

Licensing module

Severity

Error

Explanation

An error occurred while CTS-Manager was uploading and copying a license file.

Recommendation

The administrator should retry uploading the license file to CTS-Manager. If the problem persists, the administrator can collect the log files, then contact the Cisco Technical Assistance Center (TAC) at <http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html>.

502903**Summary**

Query failed error

Message

Query failed

Module

Licensing module

Severity

Error

Explanation

A database error occurred during a licensing operation.

Recommendation

The administrator should retry the licensing operation. If the problem persists, the administrator should collect the log files, then contact the Cisco Technical Assistance Center (TAC) at <http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html>.

502904**Summary**

Object update error

Message

Update to database object failed

Module

Licensing module

Severity

Error

Explanation

A database error occurred while updating an object.

Recommendation

The administrator should retry the update. If the problem persists, the administrator should collect the log files, then contact the Cisco Technical Assistance Center (TAC) at <http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html>.

502905**Summary**

Feature ownership error

Message

Feature '\$1' does not belong to '\$2'

Module

Licensing module

Severity

Error

Explanation

An error occurred while CTS-Manager was retrieving feature details from the license file.

Recommendation

The administrator should retry the operation. If the problem persists, the administrator can collect the log files, then contact the Cisco Technical Assistance Center (TAC) at <http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html>.

502906**Summary**

Vendor has no features error

Message

Vendor '\$1' has no features available to it in the license file '\$2'

Module

Licensing module

Severity

Error

Explanation

An error occurred while CTS-Manager was retrieving feature details from the license file.

Recommendation

The administrator should retry the operation. If the problem persists, the administrator can collect the log files, then contact the Cisco Technical Assistance Center (TAC) at <http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html>.

502907**Summary**

Null feature specifier error

Message

Feature Specifier is null

Module

Licensing module

Severity

Error

Explanation

An error occurred while CTS-Manager was retrieving feature details from the license file.

Recommendation

The administrator should retry the operation. If the problem persists, the administrator can collect the log files, then contact the Cisco Technical Assistance Center (TAC) at <http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html>.

502908**Summary**

Count not specified error

Message

No count is specified for feature '\$1'

Module

Licensing module

Severity

Error

Explanation

The license file does not include count information.

Recommendation

The administrator should retry the operation. If the problem persists, the administrator can collect the log files, then contact the Cisco Technical Assistance Center (TAC) at <http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html>.

502909**Summary**

Invalid vendor error

Message

Correct vendor keys were not specified

Module

Licensing module

Severity

Error

Explanation

The vendor information in the license file is invalid.

Recommendation

The administrator should retry the operation. If the problem persists, the administrator can collect the log files, then contact the Cisco Technical Assistance Center (TAC) at <http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html>.

502910**Summary**

The license file specified is invalid.

Message

Invalid license specified : '\$1'

Module

Licensing module

Severity

Error

Explanation

The license file content is corrupted or incorrect.

Recommendation

The administrator should verify that the license file is intended for the CTS-Manager server. If the problem persists, the administrator can request a new license by contacting the Global Licensing Operations (GLO) team at licensing@cisco.com. (When using this contact method, response times may vary depending on business hours and peak volume times.) For information on uploading the new license, see the [“License Files” section on page 10-10](#).

502911**Summary**

The license file specified is duplicate

Message

Duplicate license specified : '\$1'

Module

Licensing module

Severity

Error

Explanation

A license file with the same features already resides in CTS-Manager.

Recommendation

The administrator should verify that the license file that they are trying to upload is the correct one, then retry the upload if appropriate.

502912**Summary**

Invalid License. Upload valid license

Message

Some license features invalid in License: \$1

Module

Licensing module

Severity

Error

Explanation

One or more feature line items in the license file is invalid.

Recommendation

The administrator should verify that the license file is intended for the CTS-Manager server. If the problem persists, the administrator can request a new license by contacting the Global Licensing Operations (GLO) team at licensing@cisco.com. (When using this contact method, response times may vary depending on business hours and peak volume times.) For information on uploading the new license, see the [“License Files” section on page 10-10](#).

503001**Summary**

Groupware adapter can not be started

Message

Unable to start adapter '\$1' because \$2

Module

Groupware adapter module

Severity

Alert

Explanation

CTS-Manager was unable to start the indicated client adapter for the indicated reason.

Recommendation

The administrator should collect the log files, then contact the Cisco Technical Assistance Center (TAC) at <http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html>.

503002**Summary**

Groupware adapter sync operation failed

Message

Unable to sync '\$1'

Module

Groupware adapter module

Severity

Error

Explanation

Information for the indicated Microsoft Exchange room could not be synchronized with room information in the CTS-Manager database.

Recommendation

The administrator can manually synchronize the Microsoft Exchange room in the Microsoft Exchange window of the CTS-Manager Administration UI.

**Note**

Synchronization takes time and system resources to accomplish and should be done only when necessary.

503003**Summary**

Groupware adapter failed to process meeting

Message

Unable to process meeting '\$1'

Module

Groupware adapter module

Severity

Error

Explanation

The meeting organizer scheduled a meeting in their calendaring application, but CTS-Manager was unable to process the meeting.

Recommendation

The meeting organizer can try to update the meeting in their calendaring application, which gives CTS-Manager another opportunity to process the meeting.

503004**Summary**

Groupware adapter failed to update room

Message

Unable to update room '\$1'

Module

Groupware adapter module

Severity

Error

Explanation

CTS-Manager was unable to update information for the indicated room. This message could indicate a CTS-Manager internal error.

Recommendation

The administrator should collect the log files, then contact the Cisco Technical Assistance Center (TAC) at <http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html>.

503005**Summary**

Room event processing failure

Message

Unable to process '\$1' event for room '\$2'

Module

Groupware adapter module

Severity

Error

Explanation

CTS-Manager was unable to process a specific room event. This message could indicate a CTS-Manager internal error.

Recommendation

The administrator should collect the log files, then contact the Cisco Technical Assistance Center (TAC) at <http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html>.

503100**Summary**

Groupware adapter failed to process meeting

Message

Unexpected error condition while processing your request because \$1

Module

Exchange adapter module

Severity

Error

Explanation

The CTS-Manager Exchange adapter encountered an internal error.

Recommendation

The administrator should collect the log files, then contact the Cisco Technical Assistance Center (TAC) at <http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html>.

503101**Summary**

Missing configuration parameter in groupware adapter configuration

Message

Missing configuration parameter '\$1' in groupware adapter configuration

Module

Exchange adapter module

Severity

Error

Explanation

The indicated configuration parameter, which is required, is missing.

Recommendation

The administrator must specify the required parameter, then retry the operation.

503102**Summary**

Microsoft Exchange server connection failure

Message

Unable to establish connection with Microsoft Exchange server because \$1

Module

Exchange adapter module

Severity

Critical

Explanation

A connection between the CTS-Manager server and the Microsoft Exchange server could not be established.

Recommendation

The administrator should check the settings for Microsoft Exchange parameters in the Microsoft Exchange window of the CTS-Manager Administration UI.

503103**Summary**

Configuration parameter has invalid format value

Message

Configuration parameter '\$1' has invalid format value '\$2'

Module

Exchange adapter module

Severity

Error

Explanation

The indicated configuration parameter format is incorrect.

Recommendation

The administrator should note the details provided by the “\$2” variable in “Message,” and reenter the parameter value based on the indicated format.

503105**Summary**

Room subscription failure

Message

Unable to subscribe room(s) '\$1'

Module

Exchange adapter module

Severity

Critical

Explanation

Possible reasons for this messages are as follows:

- An account for the indicated room might not exist in the active directory or Microsoft Exchange.
- The CTS-Manager account might not have the needed permission to read the room calendar.
- The connection to the Microsoft Exchange server might be down.
- The Microsoft Exchange account for the indicated room could have been modified.

Recommendation

The administrator can take this action:

- Set up a room account in the active directory and/or Microsoft Exchange server.
- Ensure that the CTS-Manager account has read access for the room's calendar.
- Wait for CTS-Manager to regain its connection to the Microsoft Exchange server, or restart CTS-Manager.

503106**Summary**

Groupware adapter room processing failure

Message

Unable to un-subscribe room '\$1' because \$2

Module

Exchange adapter module

Severity

Error

Explanation

The indicated room could not be unsubscribed for one of the following reasons:

- The connection to the Microsoft Exchange server might be down.
- The Microsoft Exchange account for the indicated room could have been modified.

Recommendation

The administrator can wait for CTS-Manager to regain its connection to the Microsoft Exchange server if the server was down.

503107**Summary**

Groupware Adapter not able to read/search room mailbox

Message

Unable to search for room '\$1' because \$2

Module

Exchange adapter module

Severity

Error

Explanation

CTS-Manager could not search for the indicated room for one of the following reasons:

- The connection to the Microsoft Exchange server might be down.
- The Microsoft Exchange account for the indicated room could have been modified.

Recommendation

The administrator can check the security settings for the room and if the Microsoft Exchange server was down, wait for CTS-Manager to regain its connection to the server.

503109**Summary**

Groupware adapter room processing failure

Message

Unable to renew subscription for room '\$1' because \$2

Module

Exchange adapter module

Severity

Error

Explanation

CTS-Manager could not renew the subscription for the indicated room for one of the following reasons:

- The connection to the Microsoft Exchange server might be down.
- The Microsoft Exchange account for the indicated room could have been modified.

Recommendation

The administrator can check the security settings for the room and if the Microsoft Exchange server was down, wait for CTS-Manager to regain its connection to the server.

503112**Summary**

Mailbox process error

Message

Unable to calculate mailbox size because \$1

Module

Exchange adapter module

Severity

Error

Explanation

The mailbox quota for the CTS-Manager account could not be read.

Recommendation

The administrator can take this action:

- Specify a mailbox quota for the CTS-Manager account.
- Check the Microsoft Exchange domain to ensure that it is valid and correctly populated.

503113**Summary**

Mailbox exceeds quota limit

Message

Mailbox size '\$2' is exceeding quota '\$1'. Cleanup the account to free some space.

Module

Exchange adapter module

Severity

Error

Explanation

The current size of the mailbox for the CTS-Manager account exceeds the indicated quota.

Recommendation

The administrator should remove unneeded data from the mailbox to free up space.

503114**Summary**

Invalid domain name on calendar server

Message

Invalid domain name '\$1'

Module

Exchange adapter module

Severity

Error

Explanation

The indicated domain name is invalid. If this error occurs, it would typically occur during the test connection of the Microsoft Exchange settings in the CTS-Manager Administration UI.

Recommendation

The administrator should verify the domain in which the Exchange server exists, and enter the correct domain name in the Microsoft Exchange window of the CTS-Manager Administration UI.

503115**Summary**

Invalid SMTP LHS name

Message

Invalid SMTP LHS name: name cannot contain space(s)

Module

Exchange adapter module

Severity

Error

Explanation

A Microsoft Exchange username is invalid. A likely cause is that the username includes space(s).

Recommendation

The administrator should work with the Exchange administrator to correct the invalid username.

503116**Summary**

Exchange server connection succeeded

Message

Exchange server connection succeeded

Module

Exchange adapter module

Severity

Informational

Explanation

The connection between the CTS-Manager server and the Exchange server was successful.

Recommendation

No action is required.

503117**Summary**

Duplicate rooms with same device name

Message

Duplicate rooms found with device name '\$1'

Module

Exchange adapter module

Severity

Error

Explanation

Duplicate rooms were configured for the indicated CTS device.

Recommendation

The administrator should check the room configuration in the Unified CM application user profile.

503501**Summary**

Problem in sending out email notification

Message

Email cannot be sent for meeting in validation state '\$1'

Module

Email management module

Severity

Error

Explanation

An internal error occurred, and as a result, the system could not send an email notification to validate meeting details with an organizer.

Recommendation

The administrator should collect the log files, then contact the Cisco Technical Assistance Center (TAC) at <http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html>.

503503**Summary**

Invalid meeting organizer

Message

Invalid meeting organizer (subject '\$1') because field '\$2' has invalid value '\$3'

Module

Email management module

Severity

Error

Explanation

The email address for the indicated meeting organizer is invalid.

Recommendation

The administrator should check the email address for the meeting organizer to ensure that it is correct. If it is not, the administrator can work with the appropriate administrator to correct the address in the directory. If the problem persists, the administrator should collect the log files, then contact the Cisco Technical Assistance Center (TAC) at

<http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html>.

503504**Summary**

Dropped email request

Message

Discarded email request '\$1' after '\$2' attempts

Module

Email management module

Severity

Error

Explanation

CTS-Manager attempted the indicated number of times to send an email notification for a meeting, but all attempts failed.

Recommendation

The administrator should take these actions:

- Check the email server configuration to ensure the specified values are correct.
- In the Meeting Details window, click **Send Email** to send the notification email manually.

503505**Summary**

Email request has been shut off

Message

Too many email requests submitted for ID '\$1'

Module

Email management module

Severity

Error

Explanation

An excessive number of email requests were submitted for the same meeting. In this type of situation, CTS-Manager shuts off the email request to counter a possible Denial-of-Service (DoS) attack.

Recommendation

The administrator should wait for the defensive code to finish processing. If the problem persists, the administrator can collect the log files, then contact the Cisco Technical Assistance Center (TAC) at <http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html>.

503602**Summary**

Requested time slot is beyond allowable range

Message

Requested time slot ('\$1' minutes) is beyond allowable range of '\$2' minutes

Module

Resource schedule management module

Severity

Error

Explanation

A meeting was scheduled with a duration of 0 minutes or more than 24 hours, both of which are outside of the allowable range.

Recommendation

The meeting organizer should schedule a meeting within the allowable duration range of 1 minute to 24 hours.

503603**Summary**

Requested time range is outside scheduling window

Message

Requested time range ('\$1' to '\$2') is outside scheduling window ('\$3' to '\$4')

Module

Resource schedule management module

Severity

Error

Explanation

A meeting organizer tried to schedule a meeting more than 1 year in advance, which is outside of the allowable scheduling window.

Recommendation

The meeting organizer should schedule a meeting within the allowable scheduling window of 1 year.

503604**Summary**

Not enough resources for a given time slot

Message

Time slot ('\$1' to '\$2') only has '\$3' available resources so cannot reserve '\$4' more

Module

Resource schedule management module

Severity

Error

Explanation

Not enough conference bridges were available during the indicated timeslot, so no more reservations can be made during the timeslot.

Recommendation

The administrator can add more conference bridges.

503607**Summary**

Resource provisioning data store error

Message

Failed to record resource provision into database for meeting serialIds in '\$1'

Module

Resource schedule management module

Severity

Error

Explanation

CTS-Manager is unable to save a meeting reservation in the database because of an internal issue.

Recommendation

The administrator should collect the log files, then contact the Cisco Technical Assistance Center (TAC) at <http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html>.

503608**Summary**

Cleared resource provisioning data store error

Message

Cleared error in recording resource provision into database for meeting serialIds in '\$1'

Module

Resource schedule management module

Severity

Notice

Explanation

CTS-Manager cleared the error for a multipoint meeting with a resource issue.

Recommendation

No action is required.

503609**Summary**

Meeting re-validation started

Message

Meeting re-validation started

Module

Resource schedule management module

Severity

Informational

Explanation

CTS-Manager started its revalidation of a meeting that was modified, for example, a meeting that was extended by 30 minutes.

Recommendation

No action is required.

503610**Summary**

Meeting re-validation completed

Message

Meeting re-validation completed

Module

Resource schedule management module

Severity

Informational

Explanation

CTS-Manager completed its revalidation of a meeting that was modified, for example, a meeting that was extended by 30 minutes.

Recommendation

No action is required.

503800**Summary**

MCU is not reachable

Message

MCU '\$1' is not reachable

Module

MCU module

Severity

Critical

Explanation

CTS-Manager was unable to communicate with the conference bridge or server.

Recommendation

The administrator should check for any connectivity issues with the bridge and check the conference bridge status.

503801**Summary**

MCU authentication failure

Message

Unable to authenticate with MCU '\$1'

Module

MCU module

Severity

Critical

Explanation

The indicated conference bridge or server could not be authenticated.

Recommendation

The administrator should verify that the authentication information configured in the CTS-Manager Administration UI and the bridge or server match.

503802**Summary**

Operation failure in MCU

Message

MCU '\$1' has encountered an unexpected condition

Module

MCU module

Severity

Critical

Explanation

The indicated conference bridge or server has encountered an unexpected error.

Recommendation

The administrator should check the bridge or server status in the CTS-Manager Administration UI.

503804**Summary**

MCU Hostname not found

Message

Hostname or IP address not found for MCU '\$1'

Module

MCU module

Severity

Critical

Explanation

The indicated conference bridge or server is unknown to CTS-Manager, and as a result, CTS-Manager will not process any of its requests.

Recommendation

The administrator should verify that the bridge or server is properly configured in the CTS-Manager Administration UI.

503805**Summary**

Cisco TelePresence Multipoint Switch does not support Interoperability

Message

Cisco TelePresence Multipoint Switch '\$1' does not support Interoperability

Module

MCU module

Severity

Error

Explanation

The indicated CTMS does not support the interoperability with video conferencing feature.

Recommendation

The administrator should upgrade the CTMS to a version that supports the interoperability feature.

503806**Summary**

Pushing meeting calendar to MCU failure

Message

Meeting '\$1' was not pushed to MCU '\$2' because it has error(s)

Module

MCU module

Severity

Error

Explanation

Information for the indicated meeting could not be pushed to the indicated conference bridge or server.

Recommendation

The administrator should check the Meeting Details window in the CTS-Manager Administration UI for an error condition, and take the appropriate action.

504000**Summary**

Problem in communicating with IBM Domino server

Message

IBM Domino connection error: \$1

Module

Domino adapter module

Severity

Alert

Explanation

A connection between the CTS-Manager server and the IBM Domino server could not be established.

Recommendation

The administrator should verify IP connectivity to the Domino server and ensure that the DIIOP server task is running.

504001**Summary**

Problem in communicating with IBM Domino server

Message

Connection was established, but the system could not open the IBM Domino resource database '\$1'

Module

Domino adapter module

Severity

Error

Explanation

The indicated IBM Domino resource database could not be accessed.

Recommendation

The administrator should collect the log files, then contact the Cisco Technical Assistance Center (TAC) at <http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html>.

504002**Summary**

IBM Domino organization name is invalid

Message

IBM Domino organization name '\$1' is invalid

Module

Domino adapter module

Severity

Error

Explanation

The indicated IBM Domino organization name is invalid.

Recommendation

The administrator should verify that the actual and configured Domino organization names match.

504100**Summary**

Date range is too long in data query

Message

Date range is too long. It must be less than '\$1' months

Module

Reporting module

Severity

Error

Explanation

When requesting meeting information using the CTS-Manager Reporting API, the dates specified exceeded the maximum range of 6 months.

Recommendation

The Reporting API developer should specify dates within the supported range of 6 months, and resubmit the query.

504101**Summary**

Too many data query attempts for the same session

Message

Too many data query attempts for the same session

Module

Reporting module

Severity

Error

Explanation

A request for meeting information using the CTS-Manager Reporting API was denied because the Reporting API client made two consecutive calls to the Reporting API web service within a short time interval. A minimum interval of 5 minutes between two consecutive calls is established to prevent spikes in the CPU usage of CTS-Manager.

Recommendation

The Reporting API developer should wait 10 to 15 minutes, then resubmit the query.

504200**Summary**

WebEx connectivity error

Message

Can not connect to WebEx Server '\$1'

Module

WebEx module

Severity

Error

Explanation

The CTS-Manager server could not establish a connection with the WebEx server.

Recommendation

The administrator should take the following action:

- Verify that the specified URL, username, access code, and certificate are valid.
- Verify the HTTPS connectivity between CTS-Manager and the WebEx scheduling server.

504201**Summary**

WebEx registration error

Message

Failed to register with WebEx Server

Module

WebEx module

Severity

Error

Explanation

CTS-Manager could not locate the Cisco WebEx account information, for example, the Cisco WebEx hostname URL. After this information is set up, it is pushed from CTS-Manager to the CTMS so that the audio portion of the Cisco WebEx meeting could be enabled.

Recommendation

The administrator should take the following action:

- Verify that the specified URL, username, access code, and certificate are valid.
- Verify the HTTPS connectivity between CTS-Manager and the WebEx scheduling server.

504202**Summary**

WebEx reserve error

Message

An error occurred during WebEx Reserve with WebEx Server '\$1'

Module

WebEx module

Severity

Error

Explanation

CTS-Manager made an API call to the WebEx server, and the call failed. Possible causes for the failure include network issues or changes in the connection details.

Recommendation

The administrator should take the following action:

- Verify that the specified URL, username, access code, and certificate are valid.
- Verify the HTTPS connectivity between CTS-Manager and the WebEx scheduling server.

504203**Summary**

WebEx schedule failure

Message

An error occurred during WebEx Schedule with WebEx Server '\$1'

Module

WebEx module

Severity

Error

Explanation

CTS-Manager made an API call to the WebEx server, and the call failed. Possible causes for the failure include network issues or changes in the connection details.

Recommendation

The administrator should take the following action:

- Verify that the specified URL, username, access code, and certificate are valid.
- Verify the HTTPS connectivity between CTS-Manager and the WebEx scheduling server.

504204**Summary**

WebEx sync hosts error

Message

An error occurred during sync up of users with WebEx Server '\$1'

Module

WebEx module

Severity

Error

Explanation

CTS-Manager made an API call to the WebEx server, and the call failed. Possible causes for the failure include network issues or changes in the connection details.

Recommendation

The administrator should take the following action:

- Verify that the specified URL, username, access code, and certificate are valid.
- Verify the HTTPS connectivity between CTS-Manager and the WebEx scheduling server.

504205**Summary**

WebEx expire error

Message

An error occurred during WebEx Expire with WebEx Server '\$1'

Module

WebEx module

Severity

Error

Explanation

CTS-Manager made an API call to the WebEx server, and the call failed. Possible causes for the failure include network issues or changes in the connection details.

Recommendation

The administrator should take the following action:

- Verify that the specified URL, username, access code, and certificate are valid.
- Verify the HTTPS connectivity between CTS-Manager and the WebEx scheduling server.

504206**Summary**

Scheduler not registered with WebEx

Message

Meeting scheduler '\$1' is not registered with WebEx Server '\$2'

Module

WebEx module

Severity

Error

Explanation

The indicated meeting organizer does not have a Cisco WebEx account.

Recommendation

The administrator should inform the meeting organizer that they need to set up a Cisco WebEx account.

504207**Summary**

WebEx server delete error

Message

WebEx Server cannot be deleted'

Module

WebEx module

Severity

Error

Explanation

When trying to delete the WebEx server configured in CTS-Manager, a problem occurred. A possible cause is that the WebEx server's resources were not removed, or deallocated, from all future meetings, thereby preventing CTS-Manager from deleting the server.

Recommendation

The administrator should verify that the WebEx server was deallocated. If it was not, the administrator should refer to the [“Deallocate a Bridge or Server” section on page 10-59](#) for information on deallocating a server, then retry deleting the server. If the condition persists, the administrator can collect the log files, then contact the Cisco Technical Assistance Center (TAC) at <http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html>.

504208**Summary**

WebEx deallocate error

Message

WebEx Deallocate failed to complete successfully'

Module

WebEx module

Severity

Error

Explanation

CTS-Manager was unable to remove the WebEx server's resources from all future meetings.

Recommendation

The administrator should retry the deallocation operation. If the condition persists, the administrator can collect the log files, then contact the Cisco Technical Assistance Center (TAC) at <http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html>.

505000**Summary**

Operation successful

Message

Operation successful

Module

External scheduling API module

Severity

Informational

Explanation

The CTS-Manager Scheduling API successfully handled the requested operation.

Recommendation

No action is required.

505001**Summary**

Room is not managed

Message

Room (\$1) is not managed by CTS-Manager

Module

External scheduling API module

Severity

Critical

Explanation

While scheduling a meeting, a meeting organizer requested a room that is not managed by CTS-Manager.

Recommendation

The Scheduling API developer should consider adding the room to the list of rooms that are managed by CTS-Manager.

505002**Summary**

Function not yet implemented

Message

(\$1) is not yet implemented

Module

External scheduling API module

Severity

Error

Explanation

Assuming that an iCalendar object must consist of a single VEVENT component, this message can display under the following conditions:

- The VEVENT component is missing.
- The VEVENT is present but invalid.
- CTS-Manager has not implemented the VEVENT.

Recommendation

The Scheduling API developer should contact the Cisco Technical Assistance Center (TAC) at <http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html>.

**Note**

To receive Cisco technical support for the Scheduling API, your organization must purchase Cisco Developer Network (CDN) support services. If your organization has not yet purchased these services, you can find information on CDN support at <http://developer.cisco.com>.

505003**Summary**

Invalid scheduling API request

Message

Request data (\$1) is invalid. Message: (\$2)

Module

External scheduling API module

Severity

Error

Explanation

When scheduling a single meeting, this message can display under the following conditions:

- The iCalendar string is null.
- There are no meetings in the input array of TMeeting objects, or the array, which includes at least one meeting, is null.
- The iCalendar string could not be parsed; a valid iCalendar string must be passed in.
- The room attendee email address could not be parsed; the valid managed room email address must be passed in.
- DTSTART or DTEND is specified in a non-DATE-TIME format. The format of these properties must be of value type DATE-TIME.

When scheduling a recurring meeting, this message can display under the following conditions:

- Neither RRULE nor RDATE properties are specified in the iCalendar string.
- The frequency specified in RRULE has an invalid value; specify a valid integer value for frequency.
- The date(s) are specified in non-DATE-TIME format. The format must be of value type DATE-TIME.

When cancelling one instance of a recurring meeting, this message can display under the following condition:

- The RECURRENCE-ID is specified in a non-DATE-TIME format. The format must be of value type DATE-TIME.

Recommendation

The Scheduling API developer should note the specifics of the message, and take the appropriate action. If the action entails checking property values, the Scheduling API developer should work with the appropriate person on their team to ensure that the property values are correct and in the format required by the Scheduling API. For complete information on the Scheduling API, see the *Cisco TelePresence Manager Scheduling API Developer's Guide*, which you can access on the Cisco Developer Network (CDN) at <http://developer.cisco.com>.

505004**Summary**

Scheduling API request not support

Message

Request (\$1) is not supported

Module

External scheduling API module

Severity

Error

Explanation

The CTS-Manager Scheduling API does not support the scheduling of recurring instances. Therefore, this message displays if the METHOD is set to REQUEST and RECURRENCE-ID is specified in the iCalendar string.

Recommendation

The Scheduling API developer should work with the appropriate person on their team to withdraw this request. For complete information on the Scheduling API, see the *Cisco TelePresence Manager Scheduling API Developer's Guide*, which you can access on the Cisco Developer Network (CDN) at <http://developer.cisco.com>.

505005**Summary**

Invalid iCal component from scheduling API

Message

(\$1) is not supported. Message: (\$2) is required

Module

External scheduling API module

Severity

Error

Explanation

When scheduling a single meeting, this message can display under the following conditions:

- Assuming that one VEVENT must be passed in the iCalendar string, one of the following conditions exists:
 - The VEVENT component is missing.
 - The iCalendar string includes more than one VEVENT component.
- Assuming that one VTIMEZONE must be passed in the iCalendar string, this string includes more than one VTIMEZONE component.

Recommendation

The Scheduling API developer should note the specifics of the message, and work with the appropriate person on their team to verify the components. For complete information on the Scheduling API, see the *Cisco TelePresence Manager Scheduling API Developer's Guide*, which you can access on the Cisco Developer Network (CDN) at <http://developer.cisco.com>.

505006**Summary**

Invalid iCal data from scheduling API

Message

(\$1) with value (\$2) is not allowed. Message: (\$3)

Module

External scheduling API module

Severity

Error

Explanation

When scheduling a single meeting, this message can display under the following conditions:

- DTSTART or DTEND is specified in a non-UTC format. These properties must be specified in a UTC format.
- DTSTART or DTEND has a nonzero seconds value. These properties must have a seconds value of 00.
- STATUS is not set to CONFIRMED. When the iCalendar string is passed in the scheduleTMeeting API request, the value for the STATUS property must be CONFIRMED.
- METHOD is not set to REQUEST. When the iCalendar string is passed in the scheduleTMeeting API request, the value for the METHOD property must be REQUEST.
- VERSION property value is not set to 2.0. When the iCalendar string is passed in the API request, the value for the VERSION property must be 2.0.

When scheduling recurring meetings, this message can display under the following conditions:

- Assuming that the iCalendar string must include only one RRULE property and one RDATE property, one of the following conditions exist:
 - More than one RRULE property is specified.
 - More than one RDATE property is specified.
- The date(s) is specified in a non-UTC format. This property must be specified in a UTC format.

When cancelling a single meeting, recurring meetings, and a single instance of a recurring meeting, this message can display under the following conditions:

- STATUS is not set to CANCELLED. When the iCalendar string is passed in the scheduleTMeeting API request, the value for the STATUS property must be CANCELLED.
- METHOD is not set to CANCEL. When the iCalendar string is passed in the scheduleTMeeting API request, the value for the METHOD property must be CANCEL.

When cancelling a single instance of a recurring meeting, this message can display under the following conditions:

- RECURRENCE-ID is specified in a non-UTC format. This property must be specified in a UTC format.

Recommendation

The Scheduling API developer should note the specifics of the message, and check the corresponding property value. For complete information on these property values, see the *Cisco TelePresence Manager Scheduling API Developer's Guide*, which you can access on the Cisco Developer Network (CDN) at <http://developer.cisco.com>.

505007**Summary**

Invalid iCal data from scheduling API

Message

Property (\$1) with valid value is required. Current value: (\$2)

Module

External scheduling API module

Severity

Error

Explanation

When scheduling a single meeting, this message can display under the following conditions:

- The UID, ORGANIZER, or SUMMARY property is missing.
- The DTSTART or DTEND property is missing or has an empty value. The iCalendar string must include one DTSTART property with a valid value and one DTEND property with a valid value.
- The STATUS property value is missing or is not set to CONFIRMED.
- The METHOD property is missing or has an empty value. This property must be set to REQUEST.
- The VERSION property is missing or has empty value. This property must be set to 2.0.

When scheduling a recurring meeting, this message can display under the following condition:

- The VTIMEZONE property is missing. The iCalendar string must include one VTIMEZONE property.

When cancelling a single instance of a recurring meeting, this message can display under the following condition:

- The RECURRENCE-ID property has empty value. The iCalendar string must include one RECURRENCE-ID property with a valid value

Recommendation

The Scheduling API developer should note the specifics of the message, and check the corresponding property value. For complete information on these property values, see the *Cisco TelePresence Manager Scheduling API Developer's Guide*, which you can access on the Cisco Developer Network (CDN) at <http://developer.cisco.com>.

505008**Summary**

Invalid iCal data value type

Message

Property (\$1) must be of value type (\$2)

Module

External scheduling API module

Severity

Error

Explanation

The indicated property must be of the indicated value type.

Recommendation

The Scheduling API developer must specify the correct value type for the property.

505009**Summary**

Number of meetings in a request exceeds the limit

Message

Maximum meetings allowed per request are (\$1). Current value: (\$2).

Module

External scheduling API module

Severity

Error

Explanation

The CTS-Manager Scheduling API supports a maximum of 25 meetings in one request, and the maximum number of meetings in one request was exceeded.

Recommendation

The Scheduling API developer should reduce the number of meetings in the request to a maximum of 25.

