



# APPENDIX **A**

## Cisco TelePresence Manager System Messages

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### 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="365 777 479 808" type="button" value=" &lt; Previous "/> <input data-bbox="511 777 576 808" type="button" value=" Next &gt; "/> <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
501000-501099	General server
501200-501399	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 endpoint, 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 endpoint scheduled.

**Recommendation**

The meeting organizer can add another TelePresence endpoint 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 endpoints 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 endpoint(s) that cannot support a multipoint conference.

**Recommendation**

The administrator can check the software version running on the TelePresence equipment in each endpoint, 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 endpoint 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 endpoint 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 endpoint entries configured in Cisco UCM

**Message**

Duplicate endpoint 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 an endpoint 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**

Endpoint '\$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 endpoint '\$1' exists in managed state. Groupware subscription will be denied.

**Module**

Resource management module API

**Severity**

Critical

**Explanation**

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

**Recommendation**

The administrator should rename one of the duplicate email IDs.

**501415****Summary**

Groupware subscription failure

**Message**

Endpoint '\$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 endpoint (room) in the Unified CM application profile because it was not configured or was misspelled.

**Recommendation**

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

**501416****Summary**

Groupware subscription failure

**Message**

No telepresence device found for endpoint '\$1'.

**Module**

Resource management module API

**Severity**

Error

**Explanation**

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

**Recommendation**

Go to Support > Endpoints. If the Licensed column displays a green check mark, the endpoint has a valid license. If the endpoint does not have a valid license, see the [“Licensing for CTS-Manager” section on page 11-6](#) for complete information on obtaining and uploading licenses into CTS-Manager.

**501417****Summary**

Groupware subscription failure

**Message**

Endpoint '\$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**

Endpoint '\$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**

Endpoint '\$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) endpoint 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 endpoints

**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) endpoint into CTS-Manager, an unknown error occurred.

**Recommendation**

The administrator can check the video conference endpoint 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) endpoint 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 endpoint.

**Message**

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

**Module**

Resource management module API.

**Severity**

Error

**Explanation**

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

**Recommendation**

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

**501434****Summary**

Attempting to change Video Conferencing endpoint segment

**Message**

Changing segment is not allowed: the Video Conferencing endpoint 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) endpoints, 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 endpoint 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) endpoint, 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 endpoints and conference bridges

**Message**

Cannot enable \$1 because one or more endpoints 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 SysAdmin 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 [“Security” section on page 11-13](#).

**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 endpoints

**Message**

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

**Module**

Administrative management module API

**Severity**

Error

**Explanation**

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

**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 runtime 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 endpoint information attached to TelePresence equipment

**Message**

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

**Module**

Discovery manager

**Severity**

Error

**Explanation**

Endpoint information for the indicated CTS device is missing.

**Recommendation**

The administrator should verify that the endpoint (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 secondary servers 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**

Endpoint 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 endpoints in Unified CM profile.

**Message**

Duplicate email address found for endpoint '\$1'.

**Module**

Discovery manager

**Severity**

Error

**Explanation**

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

**Recommendation**

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

**502436****Summary**

Duplicate email address of a endpoint in Unified CM profile cleared.

**Message**

Endpoint duplicate email address cleared for endpoint '\$1'.

**Module**

Discovery manager

**Severity**

Informational

**Explanation**

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

**Recommendation**

No action is required.

**502437****Summary**

There are no endpoint licenses available

**Message**

There are no endpoint licenses available

**Module**

Discovery manager

**Severity**

Critical

**Explanation**

A valid endpoint license has not been uploaded to CTS-Manager via the Configure > Licenses window. Without this license, configured endpoints 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 endpoint license. For information on performing these tasks, see [“Licensing for CTS-Manager” section on page 11-6](#).

**502438****Summary**

Endpoints licenses are in grace period

**Message**

Enpoints licenses are in grace period.'

**Module**

Discovery manager

**Severity**

Informational

**Explanation**

The endpoint 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 endpoint licenses. For information on performing these tasks, see [“Licensing for CTS-Manager” section on page 11-6](#).

**502439****Summary**

There are not enough endpoint licenses available.

**Message**

There are not enough endpoint licenses available.'

**Module**

Discovery manager

**Severity**

Critical

**Explanation**

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

**Recommendation**

The administrator should acquire and upload endpoint licenses for the unlicensed endpoints. For information on performing these tasks, see [“Licensing for CTS-Manager” section on page 11-6](#).

**502440****Summary**

Device ID of an endpoint gets updated by another Device ID. Possible endpoint email address duplication in Unified CM profile

**Message**

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

**Module**

Discovery manager

**Severity**

Warning

**Explanation**

The device ID of an endpoint was updated by another device ID. The likely cause are duplications in the email addresses of the rooms (endpoints) 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 endpoints. 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**

An endpoint with the given email address already exists.

**Message**

A endpoint with the email address '\$1' already exists.

**Module**

UI module

**Severity**

Error

**Explanation**

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

**Recommendation**

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

**502651****Summary**

There are no endpoint licenses available.

**Message**

There are no endpoint licenses available.

**Module**

UI module

**Severity**

Error

**Explanation**

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

**Recommendation**

The administrator should acquire and upload valid endpoint license(s). For information on performing these tasks, see [“Licensing for CTS-Manager” section on page 11-6](#).

**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**

An endpoint with the given directory number already exists.

**Message**

An endpoint with the directory number '\$1' already exists.

**Module**

UI module

**Severity**

Error

**Explanation**

An endpoint with the indicated directory number (DN) already exists.

**Recommendation**

The administrator should specify a different DN for the endpoint.

**502654****Summary**

An endpoint with the given IP address already exists.

**Message**

An endpoint with the IP address '\$1' already exists.

**Module**

UI module

**Severity**

Error

**Explanation**

An endpoint with the indicated IP address already exists.

**Recommendation**

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

**502655****Summary**

Meeting organizer updated delegate information

**Message**

User updated delegate information, Delegates changed to = '\$1'.



### Module

UI module

### Severity

Info

### Explanation

Meeting organizer added users to manage their meetings using the 'Allow other users to manage my meetings' field in the Meeting Manager > Preferences window.

### Recommendation

No further action

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](mailto: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 11-10.

**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](mailto: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](mailto: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 11-10.

**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](mailto: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 11-10](#).



**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 endpoint (room) could not be synchronized with endpoint 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 endpoint.

**Message**

Unable to update endpoint '\$1'.

**Module**

Groupware adapter module

**Severity**

Error

**Explanation**

CTS-Manager was unable to update information for the indicated endpoint. 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**

Endpoint event processing failure

**Message**

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

**Module**

Groupware adapter module

**Severity**

Error

**Explanation**

CTS-Manager was unable to process a specific endpoint 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**

Endpoint subscription failure.

**Message**

Unable to subscribe endpoint(s) '\$1'.

**Module**

Exchange adapter module

**Severity**

Critical

**Explanation**

Possible reasons for this messages are as follows:

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

**Recommendation**

The administrator can take this action:

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

**503106****Summary**

Groupware adapter endpoint processing failure

**Message**

Unable to un-subscribe endpoint '\$1' because \$2.

**Module**

Exchange adapter module

**Severity**

Error

**Explanation**

The indicated endpoint 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 endpoint 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 endpoint (room) mailbox

**Message**

Unable to search for endpoint '\$1' because \$2.

**Module**

Exchange adapter module

**Severity**

Error

**Explanation**

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

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

**Recommendation**

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

**503109****Summary**

Groupware adapter endpoint processing failure

**Message**

Unable to renew subscription for endpoint '\$1' because \$2.

**Module**

Exchange adapter module

**Severity**

Error

**Explanation**

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

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

**Recommendation**

The administrator can check the security settings for the endpoint 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 endpoints with same device name

**Message**

Duplicate endpoints found with device name '\$1'

**Module**

Exchange adapter module

**Severity**

Error

**Explanation**

Duplicate endpoints (rooms) were configured for the indicated CTS device.

**Recommendation**

The administrator should check the endpoint (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 site.

**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 site, 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 site, 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 site, 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 site, 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 site delete error

**Message**

WebEx Server cannot be deleted'

**Module**

WebEx module

**Severity**

Error

**Explanation**

When trying to delete the WebEx site configured in CTS-Manager, a problem occurred. A possible cause is that the WebEx site'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 site was deallocated. If it was not, the administrator should refer to the [“Deallocating a CUVC” section on page 11-61](#) 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 site'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**

Endpoint is not managed

**Message**

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

**Module**

External scheduling API module

**Severity**

Critical

**Explanation**

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

**Recommendation**

The Scheduling API developer should consider adding the endpoint to the list of endpoints 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 endpoint (room) attendee email address could not be parsed; the valid managed endpoint (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.