**GENESYS**
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**Genesys Voice Platform 8.0**

# Troubleshooting Guide

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Each product has its own documentation for online viewing at the Genesys Technical Support website or on the Documentation Library DVD, which is available from Genesys upon request. For more information, contact your sales representative.

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# Table of Contents

# Preface

Welcome to the *Genesys Voice Platform 8.0 Troubleshooting Guide*. This guide provides information about Simple Network Management Protocol (SNMP) traps as well as basic troubleshooting information for the Genesys Voice Platform.

This document is valid only for the 8.0 release(s) of this product.

**Note:** For versions of this document created for other releases of this product, please visit the Genesys Technical Support website, or request the Documentation Library DVD, which you can order by e-mail from Genesys Order Management at `orderman@genesyslab.com`.

This preface provides an overview of this document, identifies the primary audience, introduces document conventions, and lists related reference information:

- Intended Audience, page 7
- Chapter Summaries, page 8
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- Related Resources, page 10
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# Intended Audience

This document is primarily intended for system administrators, technical support, partners, and customers who are deploying and troubleshooting small, medium, or large single-tenant Genesys Voice Platform (GVP) environments. This document assumes that you have moderate experience with GVP, either by having attended a Genesys University course, or having worked with Genesys Professional Services on the GVP system.

This document also assumes that you have a basic understanding of these topics:

- Computer-telephony integration (CTI) concepts, processes, terminology, and applications.

- Network design and operation.
- Your own network configurations.
- GVP basic operations.
- SNMP traps.

You should also be familiar with Genesys Framework architecture and functions.

# Chapter Summaries

In addition to this opening chapter, this guide contains these chapters and appendixes:

- Chapter 1, "Troubleshooting Methodology," on page 13, describes ways to troubleshoot issues that you may encounter with your GVP solution.
- Chapter 2, "Basic Troubleshooting," on page 17, provides information about basic troubleshooting for GVP.
- Chapter 3, "Troubleshooting with Composer Voice," on page 23 provides information about troubleshooting GVP errors using Composer Voice.
- Chapter 4, "SNMP MIB Tables," on page 29, describes the SNMP Management Information Base (MIB) tables.
- Chapter 5, "SNMP Traps," on page 49, describes the traps that may occur during GVP operation.
- Appendix A, "Troubleshooting Tools," on page 107, describes some third-party tools that may be useful in assisting you with troubleshooting GVP issues.
- Appendix B, "Frequently Asked Questions," on page 109, describes common issues with Genesys Voice Platform components, and how to resolve them.

# Document Conventions

This document uses certain stylistic and typographical conventions—introduced here—that serve as shorthands for particular kinds of information.

## Document Version Number

A version number appears at the bottom of the inside front cover of this document. Version numbers change as new information is added to this document. Here is a sample version number:

72fr_ref_09-2005_v7.2.000.00

You will need this number when you are talking with Genesys Technical Support about this product.

## Type Styles

### Italic

In this document, italic is used for emphasis, for documents' titles, for definitions of (or first references to) unfamiliar terms, and for mathematical variables.

**Examples:** • Please consult the *Genesys 7 Migration Guide* for more information.

• *A customary and usual practice* is one that is widely accepted and used within a particular industry or profession.

• Do *not* use this value for this option.

• The formula, $x + 1 = 7$ where $x$ stands for . . .

### Monospace Font

A monospace font, which looks like `teletype or typewriter text`, is used for all programming identifiers and GUI elements.

This convention includes the *names* of directories, files, folders, configuration objects, paths, scripts, dialog boxes, options, fields, text and list boxes, operational modes, all buttons (including radio buttons), check boxes, commands, tabs, CTI events, and error messages; the values of options; logical arguments and command syntax; and code samples.

**Examples:** • Select the `Show variables on screen` check box.

• Click the `Summation` button.

• In the `Properties` dialog box, enter the value for the host server in your environment.

• In the `Operand` text box, enter your formula.

• Click `OK` to exit the `Properties` dialog box.

• The following table presents the complete set of error messages T-Server® distributes in `EventError` events.

• If you select true for the `inbound-bsns-calls` option, all established inbound calls on a local agent are considered business calls.

Monospace is also used for any text that users must manually enter during a configuration or installation procedure, or on a command line:

**Example:** • Enter `exit` on the command line.

## Screen Captures Used in This Document

Screen captures from the product GUI (graphical user interface), as used in this document, may sometimes contain a minor spelling, capitalization, or grammatical error. The text accompanying and explaining the screen captures corrects such errors *except* when such a correction would prevent you from installing, configuring, or successfully using the product. For example, if the name of an option contains a usage error, the name would be presented exactly as it appears in the product GUI; the error would not be corrected in any accompanying text.

## Square Brackets

Square brackets indicate that a particular parameter or value is optional within a logical argument, a command, or some programming syntax. That is, the parameter's or value's presence is not required to resolve the argument, command, or block of code. The user decides whether to include this optional information. Here is a sample:

```
smcp_server -host [/flags]
```

## Angle Brackets

Angle brackets indicate a placeholder for a value that the user must specify. This might be a DN or port number specific to your enterprise. Here is a sample:

```
smcp_server -host <confighost>
```

# Related Resources

Consult these additional resources as necessary:

- *Genesys Voice Platform 8.0 Deployment Guide,* which provides information about installing and configuring Genesys Voice Platform (GVP).
- *Genesys Voice Platform 8.0 User's Guide,* which provides information about configuring, provisioning, and monitoring GVP and its components.
- *Genesys Voice Platform 8.0 VoiceXML 2.1 Help,* which provides information about developing VoiceXML applications. It presents VoiceXML concepts and provides examples that focus on the GVP implementation of VoiceXML.
- *Genesys Voice Platform 8.0 CCXML Reference Manual,* which provides information about developing CCXML applications for GVP.

- *Genesys Voice Platform 8.0 Configuration Options Reference,* which replicates the metadata available in the Genesys provisioning GUI to provide information about all the GVP configuration options, including descriptions, syntax, valid values, and default values.

- *Genesys Voice Platform 8.0 Metrics Reference,* which provides information about all the GVP metrics (VoiceXML and CCXML application event logs), including descriptions, format, logging level, source component, and metric ID.

- *Voice Platform Solution 8.0 Integration Guide,* which provides information about integrating GVP 8.0 and SIP Server 7.6.

- *Composer Voice 8.0 Deployment Guide,* which provides instructions for installing and configuring Composer Voice.

- *Composer Voice 8.0 Help,* which provides online information about using Composer Voice, which is a GUI for the development of VoiceXML and CCXML applications.

- *W3C Voice Extensible Markup Language (VoiceXML) 2.0, W3C Recommendation 16 March 2004,* which is the W3C VoiceXML specification that GVP supports.

- *W3C Voice Extensible Markup Language (VoiceXML) 2.1, W3C Recommendation 19 June 2007,* which is the W3C VoiceXML specification that GVP supports.

- *W3C Speech Synthesis Markup Language (SSML) Version 1.0, Recommendation 7 September 2004,* which is the W3C SSML specification that GVP supports.

- *W3C Voice Browser Call Control: CCXML Version 1.0, W3C Working Draft 29 June 2005,* which is the W3C CCXML specification that GVP supports.

- *Framework 8.0 Deployment Guide,* which provides information about configuring, installing, starting, and stopping Framework components.

- *Framework 8.0 Genesys Administrator Help,* which provides instructions for configuring and provisioning contact center objects using Genesys Administrator.

- *Framework 8.0 Configuration Options Reference Manual,* which provides descriptions of configuration options for Framework components.

- *Framework 7.6 SIP Server Deployment Guide,* which provides information to configure and install SIP Server.

- The *Genesys Technical Publications Glossary,* which ships on the Genesys Documentation Library DVD and which provides a comprehensive list of the Genesys and CTI terminology and acronyms used in this document.

- The Release Notes and Product Advisories for this product, which are available on the Genesys Technical Support website at http://genesyslab.com/support.

Information on supported hardware and third-party software is available on the Genesys Technical Support website in the following documents:

- *Genesys Supported Operating Systems and Databases*

- *Genesys Supported Media Interfaces*

Genesys product documentation is available on the:

- Genesys Technical Support website at `http://genesyslab.com/support`.

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When you send us comments, you grant Genesys a nonexclusive right to use or distribute your comments in any way it believes appropriate, without incurring any obligation to you.

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**Chapter**

# 1

# Troubleshooting Methodology

When troubleshooting an issue with your Genesys Voice Platform (GVP) solution, it is important to take a methodical approach in order to quickly identify and resolve the cause of the issue. Drawing conclusions too quickly and making undocumented changes to the system(s) can result in making the issue worse.

This chapter outlines a brief methodology that you can follow in order to troubleshoot issues that you might encounter with your GVP solution. This chapter contains the following sections:

## Describing the Problem

The first and most important step in troubleshooting any issue is to clearly define the problem. Your problem description should be as detailed as possible and include the following information:

- A clear indication of your system's symptoms.

- How you discovered the issue. For example, did you receive an alarm from the system? Did a caller identify the issue(s)?

- When did the symptom first start to occur?

- Was GVP previously running without issues, and the problem recently started to occur? If yes, what changes did you make to the system? For example, did you deploy a new VoiceXML application or make some configuration changes?

- How often does the symptom occur? For example, does it occur on every call or intermittently?

- Can you isolate the symptom to a particular site, system, voice application, or other component?

# Gathering Relevant Information

Once you have a clear description of the issue, you can start to gather relevant information to isolate and identify the cause of the issue. This might include the following information:

- Recent changes that you have made to the system or environment. These can include operating system updates or patches, system or network configuration changes, or voice application changes.

- A more detailed description of the symptom. If callers are experiencing the symptom, can more specific information be gathered? For example, callers might report that their calls were dropped. In this case, it would be useful to know which voice application they were calling, where in the voice application they were dropped, and where they were calling from.

- Steps to reproduce the issue. If the symptom is reproducible, what are the detailed steps you can follow to make it occur?

- Whether the symptom can be isolated to a particular site, system, or voice application. If it can, you should review the particulars of that site, system, or voice application and compare them to that of ones that are not experiencing the issue.

- You may need to capture various log files for later analysis.

- Network traffic capture (via wireshark or some other tool).

- You may need to export the configuration of the system.

**Note:** See Chapter 2, "Basic Troubleshooting," on page 17 for information on how to collect log files, capture network traffic, and export the system configuration.

# Creating an Action Plan

You can now create an action plan to further isolate the issue based on the information you have gathered.

Document the steps you are going to follow, and then check them off as you complete them.

Keep a record of any changes you make to the system as you go, as well as any observations you make. It is very difficult to remember what you did after the fact, and this information might be critical in preventing future issues.

Implement any changes one at a time, because you may not know which change corrected the issue if more than one change is implemented at a time.

# Verifying the Resolution

Once you have taken measures to correct the problem, you must properly test the system to ensure that the symptoms are no longer occurring.

Document what you expect to happen, and then compare your expectations with your written observations of the system during your tests.

If the symptoms continue to occur, restart this process from the initial problem description. Describe what is occurring now as it may not be the same as the initial problem, especially if you have made changes.

**Chapter**

# 2 Basic Troubleshooting

This chapter provides basic troubleshooting information for Genesys Voice Platform (GVP). It contains the following sections:

## Collecting Log Files

Genesys recommends that you check and collect the logs when you are troubleshooting an issue. Table 1 provides the default location and name of log files for the GVP components.

**Table 1: GVP Log Files**

| GVP Component | Location | Log File |
|---|---|---|
| Media Control Platform (MCP) | `<MCP Installation Dir>\logs\` | `mcp.<timestamp>.log` |
| Call Control Platform (CCP) | `<CCP Installation Dir>\logs\` | `ccp.<timestamp>.log` |
| Resource Manager (RM) | `<RM Installation Dir>\logs\` | `ResourceMgr.<timestamp>.log` |

**Table 1:  GVP Log Files (Continued)**

| GVP Component | Location | Log File |
|---|---|---|
| Fetching Module (FM) | `<FM Installation Dir>\logs\` | `fm.<timestamp>.log` |
| Third-Party Squid<br>**Note:** Squid is an open source product. | `C:\squid\var\logs\` | `access.log` |
| Reporting Server (RS)<br>**Note:** The RS is a Java-based product; Apache Tomcat is the application server that serves the GVP Reporting Server. | `<TOMCAT INSTALL PATH>\logs` | • Catalina.<yyyy-mm-dd>.log<br>• Localhost.<yyyy-mm-dd>.log<br>• Stdout_<yyyy-mm-dd>.log<br>• `Stderr_<yyyy-mm-dd>.log` (this log file might not be present) |

# Exporting Configuration Options

Exporting configuration options and providing this information to Genesys Technical Support enables them to see how your platform is configured. You can export configuration options for any application from Configuration Manager. For information on how to do so, see the *Framework 8.0 Configuration Manager Help, Working with Objects Overview* section.

You can also export IVR Profiles in the same manner, and you can export DN mapping data by exporting options of the `Tenant` object.

**Note:**   Genesys Administrator currently does not support exporting application options or IVRProfile options; you must use Configuration Manager.

# Collecting Logs from Windows Event Viewer

You can access the Windows Event Viewer from `Control Panel > Administrative Tools`.

Some GVP components use the Event Viewer to log application event messages, which can then be accessed by clicking on the application file in the left pane of the Event Viewer GUI. The source of each Event Viewer message is the executable name associated with the process that logs the event message. Processes such as the `pwcallmgr.exe, pwproxy.exe, resourcemanager.exe,` and `ccpccxml.exe` use the Event Viewer to indicate problems that might occur

during startup, before normal logging is available. In addition, the logging infrastructure used by `pwcallmgr, resourcemanager,` and `ccpccxml` might also use the Event Viewer to display special events related to GVP logging.

In the Event Viewer GUI, you can modify properties for the application file by clicking the application file > `Action` menu > `Properties`. The maximum log file size and filtering options are available through this Properties window. The location of the event file is also displayed.

For this release of GVP, only the Information event type is used by the GVP components. All processes may use the Event Viewer; however, the processes previously mentioned use the EMS Logging interface to do so.

# Collecting PerfMon Data

This section describes the PerfMon counters, which enables you to check CPU and memory use. The PerfMon counters are detailed below:

*   Process counters (`pwcallmgr.exe, pwproxy.exe, ccpccxml.exe, pwproxy.exe, resourcemgr.exe, clustermgr.exe`):
    *   % Processor Time
    *   Working Set
    *   Private Bytes
    *   Handle Count
    *   Thread Count
*   Memory counters:
    *   Available Kbytes
    *   Committed Bytes
*   Processor counters:
    *   % Processor Time (choose `_Total` from `Select Instances From List`)
*   CPU time for the executable. (This is a column in the Task Manager.)

Make sure the PerfMon data is written as a `.csv` file, not binary. The collection interval should be 15 seconds.

# Checking Disk Space

To check the disk space usage, go to `My Computer` and take note of the free space under the `C` drive.

# Collecting Dump Files

This section describes looking for and collecting dump files for analysis.

## Media Control Platform

The core/dump files for the Media Control Platform are located in the `<MCP Installation Dir>\logs\pwcallmgr_*.dmp` file.

If you experience an unexpected exit of the MCP without any `.dmp` files generated, do the following:

1. Log into the console of the machine.

   You should see an error dialog box from Microsoft that states an error has occurred and whether you want to report it to Microsoft for the `pwcallmgr.exe`.

2. Click the option to view additional information, and click `what will be sent to Microsoft`.

   The location of an `mdmp` file and an `hdmp` file should be listed.

3. Back up these two files and send them to Genesys Technical Support.

## Call Control Platform

The core/dump files for the Call Control Platform are located in the `<CCP Installation Dir>\bin\ccpccxml_*.dmp` file.

## Resource Manager

The core/dump files for Resource Manager are located in the `<Working Directory>\bin\resourcemgr_*.dmp` file.

## Reporting Server

The Reporting Server (RS) is a Java-based product that does not produce dump files. If the RS fails to start via the Solution Control Interface (SCI), or stops erroneously, this might indicate an issue with Apache Tomcat, the application server that serves the GVP Reporting Server.

## Fetching Module

The core/dump files for the Fetching Module are located in the `<FM Installation Dir>\logs\pwproxy_*.dmp` file.

# Locating Installation Package Versions

1. To locate the installation package (IP) version of your GVP system, right-click on the GVP executable:
   - Media Control Platform—`pwcallmgr.exe`
   - Fetching Module—`pwproxy.exe`
   - Resource Manager—`resourcemgr.exe`
   - Call Control Platform—`ccpccxml.exe`

2. Go to the `Properties > Version` tab.

3. In the `Other Version Information` block, check the `File Version` value and report.

# Collecting Wireshark Traces

Wireshark is a network protocol analyzer that you can use for analyzing network problems. You can download it from `wireshark.org`.

After installing wireshark on your Microsoft Windows machine, you can perform the following actions.

## Capturing Network Traffic

1. Open Wireshark.

2. To start capturing network traffic, go to `Capture` on the menu bar, and then click `Interfaces`. A window will open.

3. Click `Start` on the desired network interface. Wireshark will start capturing network traffic.

4. To stop capturing, go to `Capture` on the menu bar, and click `Stop`.

5. To save the captured packets, go to `File` on the menu bar, and click `Save As`. A window will open.

6. Enter a file name, and then click `Save` to save the file.

> **Note:** The `Packet Range` option enables you to select a specific set of packets to save.

## Creating a Packet Filter

Wireshark supports packet filters, which enables you to filter out unwanted packets. For example, the filter `sip || rtp` will display only SIP and RTP packets. You can click `Expression` to see more filter options.

## Displaying VoIP Calls

Wireshark can look for VoIP calls from the captured packets. Go to `Statistics` on the menu bar and click `VoIP Calls`. A window will open with the list of VoIP calls.

# Running Test VoiceXML Applications

The MCP component of GVP includes sample VoiceXML applications, which are located under the `<MCP_Installation_Dir>\samples\` directory.

Using these sample VoiceXML applications, you can make a test call directly to the MCP using the `NETANN` prompt and collect service (`http://www.ietf.org/rfc/rfc4240.txt section 4`) to troubleshoot the status of the MCP.

For example, if the MCP is running at the default 5070 SIP port and the installation directory is `C:\Program Files\GCTI\gvp\MCP\,` you can dial the following to the `helloaudio` sample VoiceXML application from your softphone:

```
sip:dialog@<mcp_host_name>:5070;voicexml=file://C:\Program
Files\GCTI\gvp\MCP\samples\helloaudio.vxml
```

# Debugging VoiceXML Applications

Make use of the interaction level logs generated by the Media Control Platform. These logs provide details of the call execution.

# Troubleshooting Fetch Issues

1.  Ensure that the resource can be fetched from a web browser on the same machine as the platform. If that fails, troubleshoot the web server.

2.  Try the fetch again using the web browser and ensure that it is configured to use the Squid HTTP proxy (`127.0.0.1:3128`). If that fails, ensure that the Squid service is running.

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**Chapter**

# 3

# Troubleshooting with Composer Voice

You can troubleshoot voice application errors using Composer Voice. The errors described in this chapter will appear in the call trace view of Composer Voice. When starting a call through Composer Voice, a window automatically appears that contains the call traces. You can then check the call traces to obtain information about the Genesys Voice Platform (GVP) configuration and other issues.

This chapter contains the following sections:

## HTTP 503 Error

Check the traces for an error similar to the following:

**For DTMF Grammar:**

```
event error.badfetch.http.503:1|HTTP error response 503 [Target:
   http://10.10.30.80/vggrammarbase/inlinetmp/3-181105937.grxml ]
event_handler_enter :error.badfetch|http://10.10.30.235:8080/Test05042008/src-
   gen/Main.vxml
log com.genesyslab.quality.failure:error.badfetch event terminated session
prompt
prompt_play audio|builtin:default_audio/the_requested_page_cannot_be_found.vox
fetch_end Fail (HTTP error response 503):http://10.10.30.80/vggrammarbase/inlinetmp/1-
   181105937.grxml
```

```
fetch_end Fail (HTTP error response 503):http://10.10.30.80/vggrammarbase/inlinetmp/5-
    181105953.grxml
prompt_play audio|builtin:default_audio/goodbye.vox
prompt_end done
event_handler_exit :error.badfetch
```

For Speech Grammar:

```
input_end ERROR|||||
event error.badfetch:1|
event_handler_enter :error.badfetch|file:///c:/VoiceGenie/mp/samples/helloasr.vxml
log com.voicegenie.quality.failure:error.badfetch event terminated session
prompt
prompt_play audio|builtin:default_audio/the_requested_page_cannot_be_found.vox
```

The preceding errors indicate that something is incorrect with the IIS settings on the Media Control Platform (MCP). Verify the following items:

1.  Verify that IIS is running.

2.  Verify that the `vggrammarbase` virtual directory is present and pointing to the `<MCP_INSTALL_PATH>\grammar\inlinetmp` folder.

3.  Verify that the MIME type for `vggrammarbase` is configured properly.

# No TTS Resource

The following example indicates that one of these scenarios might be occurring:

1.  The TTS server is down.

2.  The TTS server is not configured for the MCP.

3.  The license has expired for the TTS server.

4.  The TTS server is overloaded.

Example:

```
prompt_play tts|<?xml version="1.0" encoding="UTF-8"?><speak version="1.0"
    xmlns="http://www.w3.org/2001/10/synthesis" xml:lang="en-US">Welcome to the Composer
    Voice User Input Demo Press one for input I D, two for message, three for input
    grammar</speak>
exec_error Could not play audio <?xml version="1.0" encoding="UTF-8"?><speak
    version="1.0" xmlns="http://www.w3.org/2001/10/synthesis" xml:lang="en-US">Welcome
    to the Composer Voice User Input Demo Press one for input I D, two for message, three
    for input grammar</speak>
prompt_end error
input_end ERROR|||||
event error.noresource.tts:1|
```

```
event_handler_enter :error.noresource.tts|http://10.10.30.235:8080/Test05042008/src-
    gen/Main.vxml
log com.genesyslab.quality.failure:error.noresource.tts event terminated session
```

# No ASR Resource

The following example indicates that one of these scenarios might be occurring:

1. The ASR server is down.

2. The ASR server is not configured for the MCP.

3. The license has expired for the ASR server.

4. The ASR server is overloaded.

**Example:**

```
prompt_end asrbargein
prompt_play tts|<?xml version="1.0" encoding="UTF-8"?><speak version="1.0"
    xmlns="http://www.w3.org/2001/10/synthesis" xml:lang="en-US">Welcome to the Composer
    Voice User Input Demo Press one for input I D, two for message, three for input
    grammar</speak>
input_end ERROR|||||
asr_trace ASR_NORESOURCE:results:<Error>
event error.noresource.asr:1|
event_handler_enter :error.noresource.asr|http://10.10.30.235:8080/Test05042008/src-
    gen/Main.vxml
log com.genesyslab.quality.failure:error.noresource.asr event terminated session
prompt
prompt_play audio|builtin:default_audio/sorry_there_is_no_asr_resource_available.vox
prompt_play audio|builtin:default_audio/goodbye.vox
prompt_end done
event_handler_exit :error.noresource.asr
```

# Debug Call Failed

If the error shown in Figure 1 appears, one of following scenarios might be occurring:

• The GVP MCP/Resource Manager (RM) is stopped.

• The wrong IP address and/or port is specified for the MCP/RM.
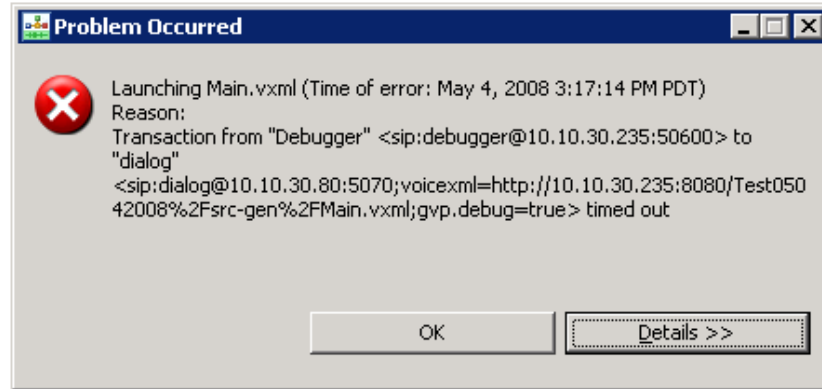
**Figure 1: Problem Occurred Dialog Box**

The error shown in Figure 2 indicates an incorrect port. For example, instead of a request being sent to the MCP/RM, it is being sent to the SIP Server.
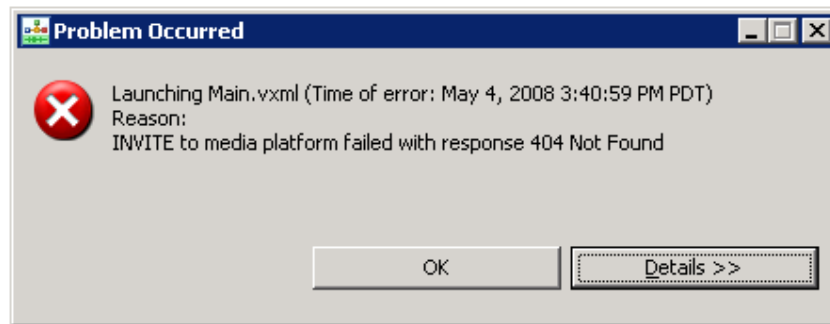


**Figure 2: Problem Occurred Dialog Box**

The error shown in Figure 3 indicates an incorrect IP address and/or port number of the SIP phone.
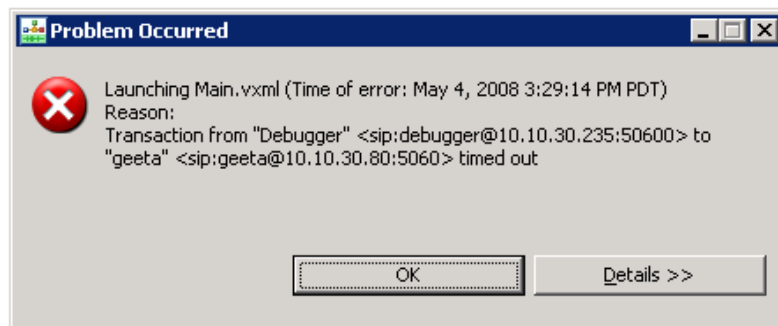


**Figure 3: Problem Occurred Dialog Box**

The error shown in Figure 4, along with traces that look similar to those shown in the example, indicates that you should check the Tomcat configuration on your desktop:

1. Make sure that the Tomcat preferences in Composer Voice are configured correctly: Tomcat port number and administrator user/password.

2. Make sure that the Tomcat service is running.

3. If you are using some other server for a handcoded application, verify that the web application URL is valid and that the server is running.
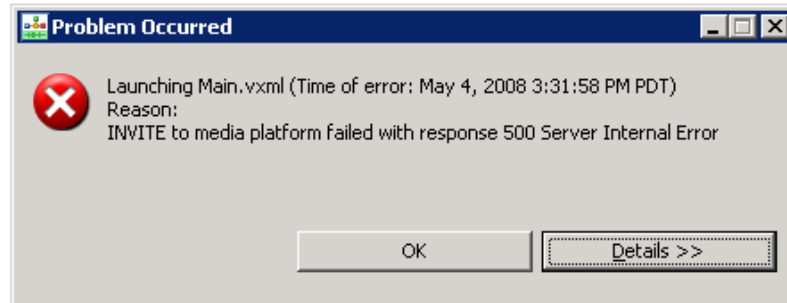


**Figure 4: Problem Occurred Dialog Box**

Example:

```
appl_begin INIT_URL=http://10.10.30.235:8001/Test05042008/src-
    gen/Main.vxml|DEFAULTS=file://C:\Program Files\GCTI\gvp\VP Media Control Platform
    8.0\MCP_dev-vm-geeta_8.0.004.01\config\defaults-
    ng.vxml|ANI=|DNIS=|PROTOCOLNAME=undefined|PROTOCOLVERSION=undefined|CALLIDREF=08441b
    4de6dda90f05c220cfcd3d85d1@10.10.30.235|VXMLI_TYPE=NGI
wf_lookup http://10.10.30.235:8001/Test05042008/src-gen/Main.vxml
fetch_start document:http://10.10.30.235:8001/Test05042008/src-gen/Main.vxml
wf_lookup file://C:/Program Files/GCTI/gvp/VP Media Control Platform 8.0/MCP_dev-vm-
    geeta_8.0.004.01/config/defaults-ng.vxml
fetch_start document:file://C:/Program Files/GCTI/gvp/VP Media Control Platform
    8.0/MCP_dev-vm-geeta_8.0.004.01/config/defaults-ng.vxml
fetch_end Fail (HTTP error response 503):http://10.10.30.235:8001/Test05042008/src-
    gen/Main.vxml
wf_arrived s (memory):file://C:/Program Files/GCTI/gvp/VP Media Control Platform
    8.0/MCP_dev-vm-geeta_8.0.004.01/config/defaults-ng.vxml
appl_end
```

# Stale Application Pages

The following example indicates that stale application pages are being picked. During the development mode, change the settings as shown:

1. For dynamic applications with jsp/aspx pages, set the `expires` immediately so that latest copy of the pages is picked.

2. In production, upon redeploying the application, flush the Squid cache.

3. In the VoiceXML properties explicitly, set `documentmaxage=1s`.

**Example:**

```
appl_begin INIT_URL=http://10.10.30.235:8080/Test05042008/src-
   gen/Main.vxml|DEFAULTS=file://C:\Program Files\GCTI\gvp\VP Media Control Platform
   8.0\MCP_dev-vm-geeta_8.0.004.01\config\defaults-
   ng.vxml|ANI=|DNIS=|PROTOCOLNAME=undefined|PROTOCOLVERSION=undefined|CALLIDREF=bc6689
   83caef34cc5e4707d52c730b23@10.10.30.235|VXMLI_TYPE=NGI
wf_lookup http://10.10.30.235:8080/Test05042008/src-gen/Main.vxml
fetch_start document:http://10.10.30.235:8080/Test05042008/src-gen/Main.vxml
wf_lookup file://C:/Program Files/GCTI/gvp/VP Media Control Platform 8.0/MCP_dev-vm-
   geeta_8.0.004.01/config/defaults-ng.vxml
fetch_start document:file://C:/Program Files/GCTI/gvp/VP Media Control Platform
   8.0/MCP_dev-vm-geeta_8.0.004.01/config/defaults-ng.vxml
wf_arrived s (memory):http://10.10.30.235:8080/Test05042008/src-gen/Main.vxml
```

**Chapter**

# 4

# SNMP MIB Tables

This chapter describes the SNMP MIB tables. Genesys Voice Platform (GVP) components maintain status information and statistics in SNMP MIB tables. You can query these MIBs with an SNMP Management Console.

**Note:** The GVP Reporting Server (RS) does not support SNMP MIBs or traps.

This chapter contains the following sections:

# Viewing MIBs

This section describes how to enable SNMP MIB browsing.

## Requesting Values

1. Install any MIB browser.

2. Configure the browser to connect to the Master Agent's `ip:port`.

3. Load the MIB from the VP MIB IP: Expand the tree and select a leaf node, for example, `GENESYS-VP_G80-MIB->gvpApps->mcp->mcpScalarTable->mcpScalarEntry-mcpStartTime`.

4. Issue a `GETNEXT`. When correctly set up, the Master Agent will return a name/value/type, for example, `mcpStartTime.<MFDBID>`, `<some date+time>`, `OCTET STRING`.

5. To use `GET`, you will need to know the index variables (such as the MF DBID for scalar values) and append it on to a node's OID. For example, select `mcpStartTime` and you will get `OID .1.3.6.1.4.1.1729.200.145.1.1.2`.

   To issue a `GET` with `MFDBID=100`, add `.100` such that the OID is `.1.3.6.1.4.1.1729.200.145.1.1.2.100`.

   For a non-scalar table, you must append more values after the `MFDBID`.

## Debugging

1. If you get a timeout, verify that the Master Agent is running and the `ip:port` of the MIB browser is the same as the `ip:port` of the `ServerInfo` in the Master Agent's Management Framework configuration.

2. If you receive a random value for `GETNEXT`, verify that the component being queried is running and has a connection to the Master Agent in the component's Management Framework configuration.

   You can also check if there is a port conflict by stopping the Master Agent and running it directly from Window's `Start` menu. The console will display that the ports were opened for listening.

# SNMP MIB Tables

Table 2 lists the SNMP MIB tables that are supported by the GVP components.

**Table 2: SNMP MIB Tables**

| Component Name | Table Name | SNMP Table OID | List of Indices | Description |
|---|---|---|---|---|
| Resource Manager | rmScalarTable | rm.1 | Server DB ID | Table containing all scalar MIBs for Resource Manager (RM). |
| Resource Manager | rmPRTable | rm.2 | Server DB ID, Row ID | RM physical resource table. |
| Resource Manager | rmLRTable | rm.3 | Server DB ID, Row ID | RM logical resource table. |
| Resource Manager | rmIVRTable | rm.4 | Server DB ID, Row ID | RM IVR Profile table. |
| Resource Manager | rmTenantTable | rm.5 | Server DB ID, Row ID | RM Tenant table. |
| Call Control Platform | ccpScalarTable | ccp.1 | Server DB ID | Table containing all scalar MIBs for Call Control Platform (CCP). |
| Media Control Platform | mcpScalarTable | mcp.1 | Server DB ID | Table containing all scalar MIBs for Media Control Platform (MCP). |
| Media Control Platform | mcpSipScalarTable | mcp.2 | Server DB ID | Table containing all scalar values for MCP SIP. |
| Media Control Platform | mcpSpeechServerTable | mcp.3 | Server DB ID, Row ID | Table of speech servers for MCP. |
| Fetching Module | fmScalarTable | Fm.1 | Server DB ID | Table containing all scalar MIBs for Fetching Module (FM). |

# rmScalarTable

Table 3 lists the variables in `rmScalarTable`.

**Table 3: rmScalarTable**

| Variables | SNMP MIB OID | Description | Type |
|---|---|---|---|
| rmActiveNode | rmScalarTable.1.2 | IP and Port of the active RM node | String |
| rmSucessfulCalls | rmScalarTable.1.3 | Total number of successful calls | Unsigned Integer |
| rmRejectedCalls | rmScalarTable.1.4 | Total number of rejected calls | Unsigned Integer |
| rmActiveSince | rmScalarTable.1.5 | Time that has elapsed since this node became active | String |
| rmTotalInboundSessions | rmScalarTable.1.6 | Number of calls generated outside the platform to RM | Unsigned Integer |
| rmTotalOutboundSessions | rmScalarTable.1.7 | Number of calls generated from the platform to outside of RM | Unsigned Integer |
| rmTotalRequestsForwarded | rmScalarTable.1.8 | Number of requests forwarded by RM | Unsigned Integer |
| rmRequestsForwardedPast5 mins | rmScalarTable.1.9 | Number of requests forwarded by RM in the last five minutes | Unsigned Integer |
| rmPeakRequestsForwarded | rmScalarTable.1.10 | Number of peak requests forwarded by RM | Unsigned Integer |
| rmTotalRetransmissions | rmScalarTable.1.11 | Number of retransmissions by RM | Unsigned Integer |
| rmTotalInviteReceived | rmScalarTable.1.12 | Number of `INVITE` messages received by RM | Unsigned Integer |
| rmTotalAckReceived | rmScalarTable.1.13 | Number of `ACK` messages received by RM | Unsigned Integer |
| rmTotalByeReceived | rmScalarTable.1.14 | Number of `BYE` messages received by RM | Unsigned Integer |
| rmTotalCancelReceived | rmScalarTable.1.15 | Number of `CANCEL` messages received by RM | Unsigned Integer |
| rmTotalInfoReceived | rmScalarTable.1.16 | Number of `INFO` messages received by RM | Unsigned Integer |

**Table 3:  rmScalarTable (Continued)**

| Variables | SNMP MIB OID | Description | Type |
|---|---|---|---|
| rmTotalOptionsReceived | rmScalarTable.1.17 | Number of OPTIONS messages received by RM | Unsigned Integer |
| rmTotalUnknownReceived | rmScalarTable.1.18 | Number of UNKNOWN messages received by RM | Unsigned Integer |
| rmTotal1xxInviteReceived | rmScalarTable.1.19 | Number of 1xx received by RM for INVITE | Unsigned Integer |
| rmTotal1xxByeReceived | rmScalarTable.1.20 | Number of 1xx received by RM for BYE | Unsigned Integer |
| rmTotal1xxCancelReceived | rmScalarTable.1.21 | Number of 1xx received by RM for CANCEL | Unsigned Integer |
| rmTotal1xxInfoReceived | rmScalarTable.1.22 | Number of 1xx received by RM for INFO | Unsigned Integer |
| rmTotal1xxOptionsReceived | rm.1.1.23 | Number of 1xx received by RM for OPTIONS | Unsigned Integer |
| rmTotal1xxUnknownReceived | rm.1.1.24 | Number of 1xx received by RM for UNKNOWN | Unsigned Integer |
| rmTotal2xxInviteReceived | rm.1.1.25 | Number of 2xx received by RM for INVITE | Unsigned Integer |
| rmTotal2xxByeReceived | rm.1.1.26 | Number of 2xx received by RM for BYE | Unsigned Integer |
| rmTotal2xxCancelReceived | rm.1.1.27 | Number of 2xx received by RM for CANCEL | Unsigned Integer |
| rmTotal2xxInfoReceived | rm.1.1.28 | Number of 2xx received by RM for INFO | Unsigned Integer |
| rmTotal2xxOptionsReceived | rm.1.1.29 | Number of 2xx received by RM for OPTIONS | Unsigned Integer |
| rmTotal2xxUnknownReceived | rm.1.1.30 | Number of 2xx received by RM for UNKNOWN | Unsigned Integer |
| rmTotal3xxInviteReceived | rm.1.1.31 | Number of 3xx received by RM for INVITE | Unsigned Integer |
| rmTotal3xxByeReceived | rm.1.1.32 | Number of 3xx received by RM for BYE | Unsigned Integer |

**Table 3: rmScalarTable (Continued)**

| Variables | SNMP MIB OID | Description | Type |
|---|---|---|---|
| rmTotal3xxCancelReceived | rm.1.1.33 | Number of 3xx received by RM for CANCEL | Unsigned Integer |
| rmTotal3xxInfoReceived | rm.1.1.34 | Number of 3xx received by RM for INFO | Unsigned Integer |
| rmTotal3xxOptionsReceived | rm.1.1.35 | Number of 3xx received by RM for OPTIONS | Unsigned Integer |
| rmTotal3xxUnknownReceived | rm.1.1.36 | Number of 3xx received by RM for UNKNOWN | Unsigned Integer |
| rmTotal4xxInviteReceived | rm.1.1.37 | Number of 4xx received by RM for INVITE | Unsigned Integer |
| rmTotal4xxByeReceived | rm.1.1.38 | Number of 4xx received by RM for BYE | Unsigned Integer |
| rmTotal4xxCancelReceived | rm.1.1.39 | Number of 4xx received by RM for CANCEL | Unsigned Integer |
| rmTotal4xxInfoReceived | rm.1.1.40 | Number of 4xx received by RM for INFO | Unsigned Integer |
| rmTotal4xxOptionsReceived | rm.1.1.41 | Number of 4xx received by RM for OPTIONS | Unsigned Integer |
| rmTotal4xxUnknownReceived | rm.1.1.42 | Number of 4xx received by RM for UNKNOWN | Unsigned Integer |
| rmTotal5xxInviteReceived | rm.1.1.43 | Number of 5xx received by RM for INVITE | Unsigned Integer |
| rmTotal5xxByeReceived | rm.1.1.44 | Number of 5xx received by RM for BYE | Unsigned Integer |
| rmTotal5xxCancelReceived | rm.1.1.45 | Number of 5xx received by RM for CANCEL | Unsigned Integer |
| rmTotal5xxInfoReceived | rm.1.1.46 | Number of 5xx received by RM for INFO | Unsigned Integer |
| rmTotal5xxOptionsReceived | rm.1.1.47 | Number of 5xx received by RM for OPTIONS | Unsigned Integer |
| rmTotal5xxUnknownReceived | rm.1.1.48 | Number of 5xx received by RM for UNKNOWN | Unsigned Integer |

**Table 3:  rmScalarTable (Continued)**

| Variables | SNMP MIB OID | Description | Type |
|---|---|---|---|
| rmTotal6xxInviteReceived | rm.1.1.49 | Number of 6xx received by RM for `INVITE` | Unsigned Integer |
| rmTotal6xxByeReceived | rm.1.1.50 | Number of 6xx received by RM for `BYE` | Unsigned Integer |
| rmTotal6xxCancelReceived | rm.1.1.51 | Number of 6xx received by RM for `CANCEL` | Unsigned Integer |
| rmTotal6xxInfoReceived | rm.1.1.52 | Number of 6xx received by RM for `INFO` | Unsigned Integer |
| rmTotal6xxOptionsReceived | rm.1.1.53 | Number of 6xx received by RM for `OPTIONS` | Unsigned Integer |
| rmTotal6xxUnknownReceived | rm.1.1.54 | Number of 6xx received by RM for `UNKNOWN` | Unsigned Integer |
| rmTotalInviteSent | rm.1.1.55 | Number of `INVITE` messages sent by RM | Unsigned Integer |
| rmTotalAckSent | rm.1.1.56 | Number of `ACK` messages sent by RM | Unsigned Integer |
| rmTotalByeSent | rm.1.1.57 | Number of `BYE` messages sent by RM | Unsigned Integer |
| rmTotalCancelSent | rm.1.1.58 | Number of `CANCEL` messages sent by RM | Unsigned Integer |
| rmTotalInfoSent | rm.1.1.59 | Number of `INFO` messages sent by RM | Unsigned Integer |
| rmTotalOptionsSent | rm.1.1.60 | Number of `OPTIONS` messages sent by RM | Unsigned Integer |
| rmTotalUnknownSent | rm.1.1.61 | Number of `UNKNOWN` messages sent by RM | Unsigned Integer |
| rmTotal1xxInviteSent | rm.1.1.62 | Number of 1xx sent by RM for `INVITE` | Unsigned Integer |
| rmTotal1xxByeSent | rm.1.1.63 | Number of 1xx sent by RM for `BYE` | Unsigned Integer |
| rmTotal1xxCancelSent | rm.1.1.64 | Number of 1xx sent by RM for `CANCEL` | Unsigned Integer |

**Table 3: rmScalarTable (Continued)**

| Variables | SNMP MIB OID | Description | Type |
|-----------|--------------|-------------|------|
| rmTotal1xxInfoSent | rm.1.1.65 | Number of 1xx sent by RM for `INFO` | Unsigned Integer |
| rmTotal1xxOptionsSent | rm.1.1.66 | Number of 1xx sent by RM for `OPTIONS` | Unsigned Integer |
| rmTotal1xxUnknownSent | rm.1.1.67 | Number of 1xx sent by RM for `UNKNOWN` | Unsigned Integer |
| rmTotal2xxInviteSent | rm.1.1.68 | Number of 2xx sent by RM for `INVITE` | Unsigned Integer |
| rmTotal2xxByeSent | rm.1.1.69 | Number of 2xx sent by RM for `BYE` | Unsigned Integer |
| rmTotal2xxCancelSent | rm.1.1.70 | Number of 2xx sent by RM for `CANCEL` | Unsigned Integer |
| rmTotal2xxInfoSent | rm.1.1.71 | Number of 2xx sent by RM for `INFO` | Unsigned Integer |
| rmTotal2xxOptionsSent | rm.1.1.72 | Number of 2xx sent by RM for `OPTIONS` | Unsigned Integer |
| rmTotal2xxUnknownSent | rm.1.1.73 | Number of 2xx sent by RM for `UNKNOWN` | Unsigned Integer |
| rmTotal3xxInviteSent | rm.1.1.74 | Number of 3xx sent by RM for `INVITE` | Unsigned Integer |
| rmTotal3xxByeSent | rm.1.1.75 | Number of 3xx sent by RM for `BYE` | Unsigned Integer |
| rmTotal3xxCancelSent | rm.1.1.76 | Number of 3xx sent by RM for `CANCEL` | Unsigned Integer |
| rmTotal3xxInfoSent | rm.1.1.77 | Number of 3xx sent by RM for `INFO` | Unsigned Integer |
| rmTotal3xxOptionsSent | rm.1.1.78 | Number of 3xx sent by RM for `OPTIONS` | Unsigned Integer |
| rmTotal3xxUnknownSent | rm.1.1.79 | Number of 3xx sent by RM for `UNKNOWN` | Unsigned Integer |
| rmTotal4xxInviteSent | rm.1.1.80 | Number of 4xx sent by RM for `INVITE` | Unsigned Integer |

**Table 3: rmScalarTable (Continued)**

| Variables | SNMP MIB OID | Description | Type |
|---|---|---|---|
| rmTotal4xxByeSent | rm.1.1.81 | Number of 4xx sent by RM for BYE | Unsigned Integer |
| rmTotal4xxCancelSent | rm.1.1.82 | Number of 4xx sent by RM for CANCEL | Unsigned Integer |
| rmTotal4xxInfoSent | rm.1.1.83 | Number of 4xx sent by RM for INFO | Unsigned Integer |
| rmTotal4xxOptionsSent | rm.1.1.84 | Number of 4xx sent by RM for OPTIONS | Unsigned Integer |
| rmTotal4xxUnknownSent | rm.1.1.85 | Number of 4xx sent by RM for UNKNOWN | Unsigned Integer |
| rmTotal5xxInviteSent | rm.1.1.86 | Number of 5xx sent by RM for INVITE | Unsigned Integer |
| rmTotal5xxByeSent | rm.1.1.87 | Number of 5xx sent by RM for BYE | Unsigned Integer |
| rmTotal5xxCancelSent | rm.1.1.88 | Number of 5xx sent by RM for CANCEL | Unsigned Integer |
| rmTotal5xxInfoSent | rm.1.1.89 | Number of 5xx sent by RM for INFO | Unsigned Integer |
| rmTotal5xxOptionsSent | rm.1.1.90 | Number of 5xx sent by RM for OPTIONS | Unsigned Integer |
| rmTotal5xxUnknownSent | rm.1.1.91 | Number of 5xx sent by RM for UNKNOWN | Unsigned Integer |
| rmTotal6xxInviteSent | rm.1.1.92 | Number of 6xx sent by RM for INVITE | Unsigned Integer |
| rmTotal6xxByeSent | rm.1.1.93 | Number of 6xx sent by RM for BYE | Unsigned Integer |
| rmTotal6xxCancelSent | rm.1.1.94 | Number of 6xx sent by RM for CANCEL | Unsigned Integer |
| rmTotal6xxInfoSent | rm.1.1.95 | Number of 6xx sent by RM for INFO | Unsigned Integer |
| rmTotal6xxOptionsSent | rm.1.1.96 | Number of 6xx sent by RM for OPTIONS | Unsigned Integer |

**Table 3:  rmScalarTable (Continued)**

| Variables | SNMP MIB OID | Description | Type |
|---|---|---|---|
| rmTotal6xxUnknownSent | rm.1.1.97 | Number of 6xx sent by RM for `UNKNOWN` | Unsigned Integer |
| rmTotalBadMessageReceived | rm.1.1.98 | Number of Bad Messages received by RM | Unsigned Integer |
| rmTotalConfCreated | rm.1.1.99 | Number of conferences created by RM | Unsigned Integer |
| rmSipTransports | rm.1.1.100 | Details of SIP Transports configured in RM | String |

# rmPRTable

Table 4 lists the variables in `rmPRTable`.

**Table 4:  rmPRTable**

| Variables | SNMP MIB OID | Description | Type |
|---|---|---|---|
| rmPRName | rmPRTable.1.2 | The name of the resource | String |
| rmPRCapacity | rmPRTable.1.3 | The capacity of the resource | Unsigned Integer |
| rmPRStatus | rmPRTable.1.4 | The current state of the resource | String |
| rmPRRegistrationStatus | rmPRTable.1.5 | SIP registration status—that is, whether a `REGISTER` has been received, and if one has already been received, the time until the registration expires | String |
| rmPRActiveCalls | rmPRTable.1.6 | Number of calls currently handled to the resource | Unsigned Integer |
| rmPRActiveSince | rmPRTable.1.7 | Time that has elapsed since this resource was first linked to RM | String |
| rmPRInboundCalls | rmPRTable.1.8 | Number of inbound calls generated by a resource of port usage type `in-out`. For all other port usage types, this will be `0` | Unsigned Integer |

**Table 4:  rmPRTable (Continued)**

| Variables | SNMP MIB OID | Description | Type |
|-----------|--------------|-------------|------|
| rmPROutboundCalls | rmPRTable.1.9 | Number of outbound calls generated by a resource of port usage type in-out. For all other port usage types, this will be 0 | Unsigned Integer |
| rmPRPeakCalls | rmPRTable.1.10 | Maximum number of concurrent calls handled by this resource since it became active | Unsigned Integer |
| rmPRTotalCalls | rmPRTable.1.11 | Total number of calls handled by this resource since it was connected to RM | Unsigned Integer |

# rmLRTable

Table 5 lists the variables in rmLRTable.

**Table 5:  rmLRTable**

| Variables | SNMP MIB OID | Description | Type |
|-----------|--------------|-------------|------|
| rmLRName | rmLRTable.1.2 | Name of the logical resource group | String |
| rmLRListOfPhysicalResources | rmLRTable.1.3 | List of physical resource names belonging to the logical resource, separated by a semicolon (; ) | String |
| rmLRParentTenant | rmLRTable.1.4 | Name of the tenant this resource belongs to | String |
| rmLRActiveCalls | rmLRTable.1.5 | Number of calls currently routed to this resource group | Unsigned Integer |
| rmLRPeakCalls | rmLRTable.1.6 | Maximum number of concurrent calls handled by this resource group since it became active | Unsigned Integer |
| rmLRTotalCalls | rmLRTable.1.7 | Total number of calls handled by this resource since it was connected to RM | Unsigned Integer |

# rmIVRTable

Table 6 lists the variables in `rmIVRTable`.

**Table 6: rmIVRTable**

| Variables | SNMP MIB OID | Description | Type |
|---|---|---|---|
| rmIVRName | rmIVRTable.1.2 | Name of the IVR Profile | String |
| rmIVRParentTenant | rmIVRTable.1.3 | Name of the parent tenant for this IVR Profile | String |
| rmIVRActiveSince | rmIVRTable.1.4 | Time that has elapsed since this IVR Profile became active | Unsigned Integer |
| rmIVRUsageLimits | rmIVRTable.1.5 | Usage limits specified in Management Framework for this IVR Profile | Unsigned Integer |
| rmIVRCurrentInboundCalls | rmIVRTable.1.6 | Number of active inbound calls using this IVR Profile | Unsigned Integer |
| rmIVRCurrentOutboundCalls | rmIVRTable.1.7 | Number of active outbound calls using this IVR Profile | Unsigned Integer |
| rmIVRCurrentCalls | rmIVRTable.1.8 | Number of calls currently using this IVR Profile | Unsigned Integer |
| rmIVRPeakInboundCalls | rmIVRTable.1.9 | Maximum number of concurrent inbound calls to this IVR Profile since it became active | Unsigned Integer |
| rmIVRPeakOutboundCalls | rmIVRTable.1.10 | Maximum number of concurrent outbound calls to this IVR Profile since it became active | Unsigned Integer |
| rmIVRPeakCalls | rmIVRTable.1.11 | Maximum number of concurrent calls to this IVR Profile since it became active | Unsigned Integer |
| rmIVRTotalInboundCalls | rmIVRTable.1.12 | Total number of inbound calls to this IVR Profile since it became active | Unsigned Integer |

**Table 6:  rmIVRTable (Continued)**

| Variables | SNMP MIB OID | Description | Type |
|---|---|---|---|
| rmIVRTotalOutboundCalls | rmIVRTable.1.13 | Total number of outbound calls to this IVR Profile since it became active | Unsigned Integer |
| rmIVRTotalCalls | rmIVRTable.1.14 | Total number of calls to this IVR Profile since this RM node became active | Unsigned Integer |

# rmTenantTable

Table 7 lists the variables in `rmTenantTable`.

**Table 7:  rmTenantTable**

| Variables | SNMP MIB OID | Description | Type |
|---|---|---|---|
| rmTenantName | rmTenantTable.1.2 | Name of the tenant | String |
| rmTenantParentTenant | rmTenantTable.1.3 | Name of the parent tenant | String |
| rmTenantActiveSince | rmTenantTable.1.4 | Time that has elapsed since this tenant became active | Unsigned Integer |
| rmTenantUsageLimits | rmTenantTable.1.5 | Usage limits specified in Management Framework for this tenant | Unsigned Integer |
| rmTenantCurrentInboundCalls | rmTenantTable.1.6 | Number of active inbound calls using this tenant | Unsigned Integer |
| rmTenantCurrentOutboundCalls | rmTenantTable.1.7 | Number of active outbound calls using this tenant | Unsigned Integer |
| rmTenantCurrentCalls | rmTenantTable.1.8 | Number of calls currently using this tenant. | Unsigned Integer |
| rmTenantPeakInboundCalls | rmTenantTable.1.9 | Maximum number of concurrent inbound calls to this tenant since it became active | Unsigned Integer |
| rmTenantPeakOutboundCalls | rmTenantTable.1.10 | Maximum number of concurrent outbound calls to this tenant since it became active | Unsigned Integer |

**Table 7: rmTenantTable (Continued)**

| Variables | SNMP MIB OID | Description | Type |
|---|---|---|---|
| rmTenantPeakCalls | rmTenantTable.1.11 | Maximum number of concurrent calls to this tenant since it became active | Unsigned Integer |
| rmTenantTotalInboundCalls | rmTenantTable.1.12 | Total number of inbound calls to this tenant since it became active | Unsigned Integer |
| rmTenantTotalOutboundCalls | rmTenantTable.1.13 | Total number of outbound calls to this tenant since it became active | Unsigned Integer |
| rmTenantTotalCalls | rmTenantTable.1.14 | Total number of calls to this tenant since this RM node became active | Unsigned Integer |

# ccpScalarTable

Table 8 lists the variables in `ccpScalarTable`.

**Table 8: ccpScalarTable**

| Variables | SNMP MIB OID | Description | Type |
|---|---|---|---|
| ccpCurrentConnections | ccpScalarTable.1.2 | Number of connections currently established | Unsigned Integer |
| ccpPeakConnections | ccpScalarTable.1.3 | Maximum number of connections | Unsigned Integer |
| ccpTotalConnections | ccpScalarTable.1.4 | Total number of connections | Unsigned Integer |
| ccpCurrentDialogs | ccpScalarTable.1.5 | Number of dialogs currently established | Unsigned Integer |
| ccpPeakDialogs | ccpScalarTable.1.6 | Maximum number of dialogs | Unsigned Integer |
| ccpTotalDialogs | ccpScalarTable.1.7 | Total number of dialogs | Unsigned Integer |
| ccpCurrentConferences | ccpScalarTable.1.8 | Number of conferences currently created | Unsigned Integer |
| ccpPeakConferences | ccpScalarTable.1.9 | Maximum number of conferences | Unsigned Integer |

**Table 8:  ccpScalarTable (Continued)**

| Variables | SNMP MIB OID | Description | Type |
|---|---|---|---|
| ccpTotalConferences | ccpScalarTable.1.10 | Total number of conferences | Unsigned Integer |
| ccpCurrentConferenceParticipants | ccpScalarTable.1.11 | Current number of conference participants | Unsigned Integer |
| ccpPeakConferenceParticipants | ccpScalarTable.1.12 | Maximum number of conference participants | Unsigned Integer |
| ccpTotalConferenceParticipants | ccpScalarTable.1.13 | Total number of conference participants | Unsigned Integer |
| ccpCurrentBridgeParticipants | ccpScalarTable.1.14 | Current bridging server participants | Unsigned Integer |
| ccpPeakBridgeParticipants | ccpScalarTable.1.15 | Peak bridging server participants | Unsigned Integer |
| ccpTotalBridgeParticipants | ccpScalarTable.1.16 | Total bridging server participants | Unsigned Integer |
| ccpCurrentSessions | ccpScalarTable.1.17 | Number of current sessions | Unsigned Integer |
| ccpPeakSessions | ccpScalarTable.1.18 | Maximum number of sessions | Unsigned Integer |
| ccpTotalSessions | ccpScalarTable.1.19 | Total number of sessions | Unsigned Integer |
| ccpConnectedToMF | ccpScalarTable.1.20 | Status of CCP connection to Management Framework | Unsigned Integer |

# mcpScalarTable

Table 9 lists the variables in `mcpScalarTable`.

**Table 9:  mcpScalarTable**

| Variables | SNMP MIB OID | Description | Type |
|---|---|---|---|
| mcpStartTime | mcpScalarTable.1.2 | Start time of MCP | String |
| mcpStatus | mcpScalarTable.1.3 | Current status of MCP. Currently, it can be `RUNNING`, `SUSPENDING`, or `SUSPENDED` | String |
| mcpLoadedAppModules | mcpScalarTable.1.4 | List of currently loaded Application modules | String |

# mcpSipScalarTable

Table 10 lists the variables in `mcpSipScalarTable`.

**Table 10:  mcpSipScalarTable**

| Variables | SNMP MIB OID | Description | Type |
|---|---|---|---|
| mcpSipCurrentInboundSessions | mcpSipScalarTable.1.2 | Current number of inbound sessions | Unsigned Integer |
| mcpSipPeakInboundSessions | mcpSipScalarTable.1.3 | Maximum number of simultaneous inbound sessions | Unsigned Integer |
| mcpSipTotalInboundSessions | mcpSipScalarTable.1.4 | Total number of inbound sessions since MCP started | Unsigned Integer |
| mcpSipCurrentOutboundSessions | mcpSipScalarTable.1.5 | Current number of outbound sessions | Unsigned Integer |
| mcpSipPeakOutboundSessions | mcpSipScalarTable.1.6 | Maximum number of simultaneous outbound sessions | Unsigned Integer |
| mcpSipTotalOutboundSessions | mcpSipScalarTable.1.7 | Total number of outbound sessions since MCP started | Unsigned Integer |

# mcpSpeechServerTable

Table 11 lists the variables in mcpSpeechServerTable.

**Table 11: mcpSpeechServerTable**

| Variables | SNMP MIB OID | Description | Type |
|---|---|---|---|
| mcpSpeechIdentifier | mcpSpeechServerTable.1.3 | ID of the speech server | Unsigned Integer |
| mcpSpeechResourceName | mcpSpeechServerTable.1.4 | Name of the speech resource that can be accessed by an application | String |
| mcpSpeechIPAddress | mcpSpeechServerTable.1.5 | IP address of the speech server | String |
| mcpSpeechServerType | mcpSpeechServerTable.1.6 | Type of the speech server | String |
| mcpSpeechProtocol | mcpSpeechServerTable.1.7 | Protocol used by the speech server | String |
| mcpSpeechDefaultEngine | mcpSpeechServerTable.1.8 | Whether this speech server is the default engine. | String |
| mcpSpeechStatus | mcpSpeechServerTable.1.9 | Current status of the speech server | String |

# fmScalarTable

Table 12 lists the variables in fmScalarTable.

**Table 12: fmScalarTable**

| Variables | SNMP MIB OID | Description | Type |
|---|---|---|---|
| fmStartTime | Fm.1.1.2 | Start time for Fetching Module (FM) | String |
| fmNumCurrentActiveSessions | Fm.1.1.3 | Number of currently active sessions that have active clients | Unsigned Integer |
| fmNumPeakActiveSessions | Fm.1.1.4 | Peak number of concurrent active sections | Unsigned Integer |

**Table 12: fmScalarTable (Continued)**

| Variables | SNMP MIB OID | Description | Type |
|---|---|---|---|
| fmNumCurrentOpenSessions | Fm.1.1.5 | Number of currently open sessions, whether they are active and inactive | Unsigned Integer |
| fmNumPeakOpenSessions | Fm.1.1.6 | Peak number of concurrent open sessions | Unsigned Integer |
| fmNumTotalSessions | Fm.1.1.7 | Total number of sessions | Unsigned Integer |
| fmCurrentCacheSize | Fm.1.1.8 | Size of the shared memory cache being used in MB | Unsigned Integer |
| fmPeakCacheSize | Fm.1.1.9 | Peak size of the shared memory cache concurrently being used in MB | Unsigned Integer |
| fmCacheMaxSize | Fm.1.1.10 | Limit of the shared memory cache in MB | Unsigned Integer |
| fmCacheMaxAge | Fm.1.1.11 | Maximum age for data cached in the Fetching Module in seconds | Unsigned Integer |
| fmFailedFetches | Fm.1.1.12 | Total number of failed fetches | Unsigned Integer |
| fmNumCurrentFetches | Fm.1.1.13 | Number of currently active fetches initiated by the Fetching Module to the HTTP proxy/server | Unsigned Integer |
| fmNumPeakFetches | Fm.1.1.14 | Peak number of concurrent active fetches initiated by the Fetching Module to the HTTP proxy/server | Unsigned Integer |
| fmMaxFetches | Fm.1.1.15 | Maximum number of concurrent active fetches allowed to be initiated by the Fetching Module to the HTTP proxy/server | Unsigned Integer |
| fmNumCurrentCachedEntries | Fm.1.1.16 | Number of entries currently in the Fetching Module's cache | Unsigned Integer |
| fmNumPeakCachedEntries | Fm.1.1.17 | Peak number of cached entries | Unsigned Integer |
| fmNumTotalHttpFetches | Fm.1.1.18 | Total number of fetches initiated by the Fetching Module to the HTTP proxy/server | Unsigned Integer |

**Table 12:  fmScalarTable (Continued)**

| Variables | SNMP MIB OID | Description | Type |
|---|---|---|---|
| fmNumTotalFileFetches | Fm.1.1.19 | Total number of fetches to retrieve files from local machine or remote machines | Unsigned Integer |
| fmTotalHttpFetchDataSize | Fm.1.1.20 | Total data size obtained from fetches initiated by the Fetching Module to the HTTP proxy/server | Unsigned Integer |
| fmTotalFileFetchDataSize | Fm.1.1.21 | Total data size obtained from fetches to retrieve files from local machine or remote machines | Unsigned Integer |
| fmNumCurrentQueuedRequests | Fm.1.1.22 | Number of currently pending requests received from clients | Unsigned Integer |
| fmNumPeakQueuedRequests | Fm.1.1.23 | Peak size of the pending request queue | Unsigned Integer |
| fmNumCurrentOpenRequests | Fm.1.1.24 | Total number of HTTP requests received from clients<br>**Note:** Not every request received from a client will initiate a fetch to the HTTP server/proxy. If a fresh response is cached, the cached response will be sent back to the client. | Unsigned Integer |
| fmNumPeakOpenRequests | Fm.1.1.25 | Peak number of concurrently opened requests received from clients, including active requests and pending requests | Unsigned Integer |
| fmNumTotalHttpRequests | Fm.1.1.26 | Total number of HTTP requests received from clients<br>**Note:** Not every request received from a client will initiate a fetch to the HTTP server/proxy. If a fresh response is cached, the cached response will be sent back to the client. | Unsigned Integer |

**Table 12: fmScalarTable (Continued)**

| Variables | SNMP MIB OID | Description | Type |
|---|---|---|---|
| fmNumTotalFileRequests | Fm.1.1.27 | Total number of requests received from clients to retrieve a file from the local machine or remote machines<br><br>**Note:** If a client requests a file that is in the cache, the Fetching Module will return the cached file to the client. | Unsigned Integer |
| fmTotalHttpRequestDataSize | Fm.1.1.28 | Total data size sent to clients upon HTTP requests | Unsigned Integer |
| fmTotalFileRequestDataSize | Fm.1.1.29 | Total file size sent to clients | Unsigned Integer |

**Chapter**

# 5

# SNMP Traps

This chapter describes the traps that you might encounter during Genesys Voice Platform (GVP) operation. Traps handle unexpected or unallowable conditions in GVP. GVP includes a set of pre-defined traps that identify the problem and that are displayed in the Simple Network Management Protocol (SNMP) platform monitoring systems.

**Note:** The GVP Reporting Server (RS) does not support SNMP MIBs or traps.

This chapter contains the following sections:

# Call Control Platform Traps

Table 13 lists the traps for the Call Control Platform (CCP) component.

**Table 13: Call Control Platform Traps**

| Trap OID | Trap Name | MF Log ID | Severity | Description |
|---|---|---|---|---|
| ccpTraps.1 000 | CCP_STOPPED | 20079 | Minor | The CCP has been stopped. |
| ccpTraps.1 001 | CCP_STARTED | 20080 | Minor | The CCP has been started. |
| ccpTraps.1 002 | CCP_CRITICAL_INIT_ FAILURE | 20070 | Critical | The CCP initialization failed.<br>**User Action:**<br>1. Check the connection to Management Framework.<br>2. Check for the presence of the `ccpccxml_provision.dat` file under the `config` directory.<br>3. Verify the `sip.transport` configuration parameters. |

# Resource Manager Traps

Table 14 lists the traps for the Resource Manager (RM) component.

**Table 14: Resource Manager Traps**

| Trap OID | Trap Name | MF Log ID | Severity | Description |
|---|---|---|---|---|
| rmTraps.1 000 | GVPLOG_RM_UNREC OVERABLEERR | 20006 | Critical | Unrecoverable error.<br>**User Action:**<br>Restart the RM. |
| rmTraps.1 001 | GVPLOG_RM_CONFI GERR | 20007 | Major | Configuration error.<br>**User Action:**<br>Check the configuration. |
| rmTraps.1 002 | GVPLOG_RM_CCPSS7 ERR | 20008 | Major | This is a `CCPSS7` error with auto recovery. |

**Table 14: Resource Manager Traps (Continued)**

| Trap OID | Trap Name | MF Log ID | Severity | Description |
|---|---|---|---|---|
| rmTraps.1 003 | GVPLOG_RM_SOCKE TERR | 20009 | Major | Socket error.<br>**User Action:**<br>Check the configuration for a port conflict. |
| rmTraps.1 004 | GVPLOG_RM_RESOU RCEALLOCERR | 20010 | Major | Resource allocation failure.<br>**User Action:**<br>This is an unexpected condition.<br>Restart the service if required, and contact Genesys Technical Support. |
| rmTraps.1 005 | GVPLOG_RM_CDRINI TERR | 20011 | Major | This is a CDR initialization failure.<br>**User Action:**<br>This is an unexpected condition.<br>Restart the service if required, and contact Genesys Technical Support. |
| rmTraps.1 006 | GVPLOG_RM_CDRUN INITERR | 20012 | Major | This is a CDR uninitialization failure.<br>**User Action:**<br>This is an unexpected condition.<br>Restart the service if required, and contact Genesys Technical Support. |
| rmTraps.1 007 | GVPLOG_RM_CDRRE CORDCREATEERR | 20013 | Major | This is a CDR record creation failure.<br>**User Action:**<br>This is an unexpected condition.<br>Restart the service if required, and contact Genesys Technical Support. |
| rmTraps.1 008 | GVPLOG_RM_CDRRE CORDDELETEERR | 20014 | Major | This is a CDR record deletion failure.<br>**User Action:**<br>This is an unexpected condition.<br>Restart the service if required, and contact Genesys Technical Support. |

**Table 14:  Resource Manager Traps (Continued)**

| Trap OID | Trap Name | MF Log ID | Severity | Description |
|---|---|---|---|---|
| rmTraps.1009 | GVPLOG_RM_DIALINGRANGEEXCEED | 20015 | Major | The dialing rule range was exceeded. **User Action:** Check the configuration values in the `gvp.policy.dialing-rules` section and make sure that they are properly configured. |
| rmTraps.1010 | GVPLOG_RM_DIALINGTYPEINVALID | 20016 | Major | The dialing rule type that was specified is invalid. **User Action:** Check the configuration values in the `gvp.policy.dialing-rules` section and make sure that they are properly configured. |
| rmTraps.1011 | GVPLOG_RM_DIALINGEXPRINVALID | 20017 | Major | The dialing expression is invalid. **User Action:** Check the configuration values in the `gvp.policy.dialing-rules` section and make sure that they are properly configured. |
| rmTraps.1012 | GVPLOG_RM_DNISNOTEXIST | 20018 | Major | The application referring to DNIS does not exist. **User Action:** Check the configuration to see whether DNIS is configured. |
| rmTraps.1013 | GVPLOG_RM_DEFAULTTENTANTNOTFOUND | 20019 | Major | The default tenant was not found. **User Action:** This is an unexpected condition. Check whether the `Environment` tenant is defined in the Management Framework. |
| rmTraps.1014 | GVPLOG_RM_REQUESTURITRANSLATIONFAIL | 20020 | Major | Request URI translation failure. |

**Table 14: Resource Manager Traps (Continued)**

| Trap OID | Trap Name | MF Log ID | Severity | Description |
|---|---|---|---|---|
| rmTraps.1015 | GVPLOG_RM_CALLCREATEFAIL | 20021 | Major | Call creation failed.<br>**User Action:**<br>Check if the policy was violated. |
| rmTraps.1016 | GVPLOG_RM_APPPROFILENOTFOUND | 20022 | Major | An application/IVR Profile was not found.<br>**User Action:**<br>Check if the application/IVR Profile exists. |
| rmTraps.1017 | GVPLOG_RM_TENANTNOTFOUND | 20023 | Major | The tenant ID that was requested cannot be found.<br>**User Action:**<br>Check whether an IVR Profile with `name in tenant-id request URI` parameter exists. |
| rmTraps.1018 | GVPLOG_RM_DEFAULTIVRPROFILENOTFOUND | 20024 | Major | The default IVR Profile was not found.<br>**User Action:**<br>Check whether the default application configured in the Environment tenant exists. |
| rmTraps.1019 | GVPLOG_RM_DEFAULTSERVICETYPENOTFOUND | 20025 | Major | The default service type was not found.<br>**User Action:**<br>Check whether the mapped application contains a default service type. |
| rmTraps.1020 | GVPLOG_RM_MANDATORYURIPARAMNOTFOUND | 20026 | Major | The mandatory URI parameter was not found.<br>**User Action:**<br>Check whether the request URI contains the mandatory URI parameter for the service type specified in the Request URI. |
| rmTraps.1021 | GVPLOG_RM_INVALIDURIPARAM | 20027 | Major | An invalid URI parameter was encountered. |
| rmTraps.1022 | GVPLOG_RM_SERVICEPREREQNOTFOUND | 20028 | Major | The service prerequisite was not found. |

**Table 14: Resource Manager Traps (Continued)**

| Trap OID | Trap Name | MF Log ID | Severity | Description |
|---|---|---|---|---|
| rmTraps.1023 | GVPLOG_RM_NOMATCHINGSERVICETYPE | 20029 | Major | The RM cannot allocate a resource based on the service type.<br>**User Action:**<br>Check whether the resource is configured, or whether usage has been exceeded. |
| rmTraps.1024 | GVPLOG_RM_NOMATCHINGGWPREFERENCE | 20030 | Major | The RM cannot allocate a resource based on the gateway preference.<br>**User Action:**<br>Check whether the usage on the gateway resource has been exceeded. |
| rmTraps.1025 | GVPLOG_RM_CCILIBINVALIDPARAM | 20031 | Major | The CCILib agent encountered an invalid parameter.<br>**User Action:**<br>This is an unexpected condition. Check the name of the Resource Manager, and try restarting it. If the problem persists, contact Genesys Technical Support. |
| rmTraps.1026 | GVPLOG_RM_CCILIBCONFIGOBJERR | 20032 | Major | The CCILib failed to get the configuration object.<br>**User Action:**<br>This is an unexpected condition. Try restarting the RM. If the problem persists, contact Genesys Technical Support. |
| rmTraps.1027 | GVPLOG_RM_CCILIBRMOBJERR | 20033 | Major | The CCILib failed to get the RM object.<br>**User Action:**<br>This is an unexpected condition. Try restarting the RM. If the problem persists, contact Genesys Technical Support. |

**Table 14:  Resource Manager Traps (Continued)**

| Trap OID | Trap Name | MF Log ID | Severity | Description |
|---|---|---|---|---|
| rmTraps.1 028 | GVPLOG_RM_CCILIB RESOBJNOTFOUND | 20034 | Major | The CCILib failed to locate the resource object.<br>**User Action:**<br>This is an unexpected condition. Try restarting the RM. If the problem persists, contact Genesys Technical Support. |
| rmTraps.1 029 | GVPLOG_RM_CCILIB LOGICALRESCREATE FAIL | 20035 | Major | The CCILib failed to create a logical resource.<br>**User Action:**<br>This is an unexpected condition. Try restarting the RM. If the problem persists, contact Genesys Technical Support. |
| rmTraps.1 030 | GVPLOG_RM_CCILIB PHYSICALRESCREAT EFAIL | 20036 | Major | The CCILib failed to create a physical resource.<br>**User Action:**<br>This is an unexpected condition. Try restarting the RM. If the problem persists, contact Genesys Technical Support. |
| rmTraps.1 031 | GVPLOG_RM_CCILIB TENANTNOTFOUND | 20037 | Major | The CCILib cannot find information for the tenant.<br>**User Action:**<br>This is an unexpected condition. Check whether the `Environment` tenant is defined in the Management Framework. |
| rmTraps.1 032 | GVPLOG_RM_CCILIB TENANTCREATEFAIL | 20038 | Major | The CCILib cannot create a tenant.<br>**User Action:**<br>This is an unexpected condition. Check whether the `Environment` tenant is defined in the Management Framework. |

**Table 14: Resource Manager Traps (Continued)**

| Trap OID | Trap Name | MF Log ID | Severity | Description |
|---|---|---|---|---|
| rmTraps.1 033 | GVPLOG_RM_CCILIB APPIDNOTFOUND | 20039 | Major | The CCILib cannot find the application ID.<br>**User Action:**<br>This is an unexpected condition. Try restarting the RM. If the problem persists, contact Genesys Technical Support. |
| rmTraps.1 034 | GVPLOG_RM_CCILIB LINKEDRESNOTFOU ND | 20040 | Major | The CCILib linked resource was not found.<br>**User Action:**<br>No resources are configured for the RM. Check the resource provisioning. |
| rmTraps.1 035 | GVPLOG_RM_CCILIB PARENTNOTFOUND | 20041 | Major | The CCILib cannot find parent information for the resource object.<br>**User Action:**<br>Check the parent object to which the resource belongs. Make sure that it is linked to the `Environment` tenant. |
| rmTraps.1 036 | GVPLOG_RM_CCILIB LOGICALRESGROUP NOTFOUND | 20042 | Major | The CCILib cannot find the corresponding logical resource group.<br>**User Action:**<br>The logical resource group name specified in the connection does not exist. Make sure that the logical resource group name as specified in the `logical-resource-section` parameter in the connection exists in the RM. |
| rmTraps.1 037 | GVPLOG_RM_CCILIB TENANTCONVERTER ROR | 20043 | Major | The CCILib cannot convert the tenant object.<br>**User Action:**<br>This is an unexpected condition. Try restarting the RM. If the problem persists, contact Genesys Technical Support. |

**Table 14: Resource Manager Traps (Continued)**

| Trap OID | Trap Name | MF Log ID | Severity | Description |
|----------|-----------|-----------|----------|-------------|
| rmTraps.1 038 | GVPLOG_RM_CCILIB CAPADDERROR | 20044 | Major | The CCILib cannot add a capability. **User Action:** The specified capability requirement is not supported for the specified service type. |
| rmTraps.1 039 | GVPLOG_RM_CCILIB APPCONVERTERROR | 20045 | Major | The CCILib cannot convert an application object. **User Action:** This is an unexpected condition. Try restarting the RM. If the problem persists, contact Genesys Technical Support. |
| rmTraps.1 040 | GVPLOG_RM_CCILIBI NVALIDINPUTARG | 20046 | Major | The CCILib encountered invalid input arguments. **User Action:** Make sure that the connection properties for the physical resources are properly formatted. |
| rmTraps.1 041 | GVPLOG_RM_RESSES SIONCREATEFAIL | 20047 | Major | Creating a resource session failed. **User Action:** This is an unexpected condition. Try restarting the RM. If the problem persists, contact Genesys Technical Support. |
| rmTraps.1 042 | GVPLOG_RM_CCILIB APPCREATEFAIL | 20048 | Major | The CCILib cannot create an application. **User Action:** This is an unexpected condition. Try restarting the RM. If the problem persists, contact Genesys Technical Support. |

**Table 14:  Resource Manager Traps (Continued)**

| Trap OID | Trap Name | MF Log ID | Severity | Description |
|---|---|---|---|---|
| rmTraps.1043 | GVPLOG_RM_CCILIB UPDATEINVALIDCFG OBJ | 20049 | Major | The CCILib was updated; however, the configuration object is invalid. **User Action:** Make sure that the values that are updated dynamically are valid. |
| rmTraps.1044 | GVPLOG_RM_CCILIB UPDATETENANTNOT FOUND | 20050 | Major | The CCILib was updated; however, the tenant cannot be found. **User Action:** This is an unexpected condition. Try restarting the RM. If the problem persists, contact Genesys Technical Support. |
| rmTraps.1045 | GVPLOG_RM_CCILIB UPDATETENANTPOP ULATEFAIL | 20051 | Major | The CCILib was updated; however, the tenant population failed. **User Action:** Make sure that the values that are updated dynamically are valid. |
| rmTraps.1046 | GVPLOG_RM_CCILIB UPDATEAPPNOTFOU ND | 20052 | Major | The CCILib was updated; however, the application cannot be found. **User Action:** This is an unexpected condition. Try adding the IVR Profile update again. If it still fails, contact Genesys Technical Support. |
| rmTraps.1047 | GVPLOG_RM_CCILIB UPDATEAPPPOPULAT EFAIL | 20053 | Major | The CCILib was updated; however, populating the application failed. **User Action:** Make sure that the values that are updated dynamically are valid. |
| rmTraps.1048 | GVPLOG_RM_CCILIB UPDATELOGICALRES NOTFOUND | 20054 | Major | The CCILib was updated; however, the logical resource group cannot be found. |

**Table 14: Resource Manager Traps (Continued)**

| Trap OID | Trap Name | MF Log ID | Severity | Description |
|---|---|---|---|---|
| rmTraps.1 049 | GVPLOG_RM_CCILIB UPDATELOGICALRES ADDERR | 20055 | Major | The CCILib was updated; however, adding the logical resource group failed. **User Action:** This is an unexpected condition. Try reconnecting the Physical Resource. If it still fails, contact Genesys Technical Support. |
| rmTraps.1 050 | GVPLOG_RM_CCILIB UPDATERESOBJNOTF OUND | 20056 | Major | The CCILib was updated; however, the resource object was not found. **User Action:** This is an unexpected condition. Try reconnecting the Physical Resource. If it still fails, contact Genesys Technical Support. |
| rmTraps.1 051 | GVPLOG_RM_CCILIB UPDATEPHYRESCRE ATEFAIL | 20057 | Major | The CCILib was updated; however, creating the physical resource failed. **User Action:** This is an unexpected condition. Try reconnecting the Physical Resource. If it still fails, contact Genesys Technical Support. |
| rmTraps.1 052 | GVPLOG_RM_CCILIB UPDATEINVALIDOBJ | 20058 | Major | The CCILib was updated; however, an invalid delta object was encountered. **User Action:** This is an unexpected condition. Retry the dynamic update. If it still fails, contact Genesys Technical Support. |
| rmTraps.1 053 | GVPLOG_RM_CCILIB UPDATEINVALIDOBJT YPE | 20059 | Major | The CCILib was updated; however, an invalid object type was encountered. **User Action:** This is an unexpected condition. Retry the dynamic update. If it still fails, contact Genesys Technical Support. |

**Table 14: Resource Manager Traps (Continued)**

| Trap OID | Trap Name | MF Log ID | Severity | Description |
|---|---|---|---|---|
| rmTraps.1 054 | GVPLOG_RM_CCILIB UPDATETENANTADD FAIL | 20060 | Major | The CCILib update tenant addition failed. **User Action:** Make sure that the values that are updated dynamically are valid. |
| rmTraps.1 055 | GVPLOG_RM_CCILIB UPDATEAPPADDFAIL | 20061 | Major | The CCILib update application addition failed. **User Action:** Make sure that the values that are updated dynamically are valid. |
| rmTraps.1 056 | GVPLOG_RM_CCILIB UPDATETENANTREM OVEFAIL | 20062 | Major | The CCILib update tenant deletion failed. |
| rmTraps.1 057 | GVPLOG_RM_CCILIB UPDATEAPPREMOVE FAIL | 20063 | Major | The CCILib update application deletion failed. **User Action:** Check whether the IVR Profile has been removed. If it has not been removed yet, try removing it again. If it is still unsuccessful, contact Genesys Technical Support. |
| rmTraps.1 058 | GVPLOG_RM_CCILIB UPDATETENANTUPD ATEFAIL | 20064 | Major | The CCILib update tenant update failed. **User Action:** Make sure that the values that are updated dynamically are valid. |
| rmTraps.1 059 | GVPLOG_RM_CCILIB UPDATEAPPLICATION UPDATEFAIL | 20065 | Major | The CCILib update application update failed. **User Action:** Make sure that the values that are updated dynamically are valid. |

**Table 14: Resource Manager Traps (Continued)**

| Trap OID | Trap Name | MF Log ID | Severity | Description |
|---|---|---|---|---|
| rmTraps.1 060 | GVPLOG_RM_REGIST ERERROR | 20066 | Major | Received error related to SIP `REGISTER`.<br>**User Action:**<br>Check the configuration to make sure that the SIP endpoint sending `REGISTER` to the RM is also provisioned to the RM. |
| rmTraps.1 061 | GVPLOG_RM_INVALI DMSG | 20067 | Minor | Invalid CCP-RM message. |
| rmTraps.1 062 | GVPLOG_RM_INVALI DCONFIG | 20068 | Minor | Invalid cluster configuration. |
| rmTraps.1 063 | GVPLOG_RM_CCPSS7 SUBSERFAIL | 20069 | Minor | CCPSS7 sub-service failure. |
| rmTraps.1 064 | GVPLOG_RM_NETWO RKPROBLEM | 20070 | Minor | This is a LAN problem. |
| rmTraps.1 065 | GVPLOG_RM_REQUE STURIPARSEFAIL | 20071 | Minor | Request URI parse failure. |
| rmTraps.1 066 | GVPLOG_RM_OPTION USERINFOEXIST | 20072 | Minor | User Info should not exist in option message. |
| rmTraps.1 067 | GVPLOG_RM_TOHEA DERPARSEFAIL | 20073 | Minor | Failed to parse `TO` header. |
| rmTraps.1 068 | GVPLOG_RM_RMSER VICEAGENTBADMSG FORMAT | 20074 | Minor | The RM service agent received a bad message. |
| rmTraps.1 069 | GVPLOG_RM_RMSUS PEND | 20075 | Minor | The RM is in the process of a suspension. |
| rmTraps.1 070 | GVPLOG_RM_SIPSER VICESAMEPRECEDEN CE | 20076 | Minor | A SIP service with the same precedence value was found. |
| rmTraps.1 071 | GVPLOG_RM_INVALI DCALLTENANTID | 20077 | Minor | The `gvp-tenant-id(%s)` does not belong to the current call tenant. |

**Table 14: Resource Manager Traps (Continued)**

| Trap OID | Trap Name | MF Log ID | Severity | Description |
|---|---|---|---|---|
| rmTraps.1072 | GVPLOG_RM_FAILEDTOFINDLINKEDTENANT | 20078 | Minor | Failed to get linked tenant. |
| rmTraps.1073 | GVPLOG_RM_FAILEDTOFINDLINKEDRESOURCE | 20079 | Minor | Failed to get linked resource. |
| rmTraps.1074 | GVPLOG_RM_LOGICALRESINFONOTFOUND | 20080 | Minor | The logical resource group information was not found. |
| rmTraps.1075 | GVPLOG_RM_LOGICALRESPOPULATEFAIL | 20081 | Minor | The logical resource population failed. |
| rmTraps.1076 | GVPLOG_RM_LOGICALRESSECTIONNOTFOUND | 20082 | Minor | The logical resource section was not found. |
| rmTraps.1077 | GVPLOG_RM_PHYSRESPOPULATEFAIL | 20083 | Minor | The logical resource population failed. |
| rmTraps.1078 | GVPLOG_RM_TENANTPOPULATEINCOMPLETE | 20084 | Minor | The tenant population was incomplete. |
| rmTraps.1079 | GVPLOG_RM_APPINFONOTFOUND | 20085 | Minor | The IVR application information was not found. |
| rmTraps.1080 | GVPLOG_RM_APPPOPULATEINCOMPLETE | 20086 | Minor | The application information population is incomplete. |
| rmTraps.1081 | GVPLOG_RM_DNISEXTRACTFAIL | 20087 | Minor | The DNIS extraction failed. |
| rmTraps.1082 | GVPLOG_RM_SETTINGLOGICALRESPROPERTIES | 20088 | Minor | The RM set logical resource properties. |
| rmTraps.1083 | GVPLOG_RM_AORNOTFOUND | 20089 | Minor | The address of record was not found for the resource. |
| rmTraps.1084 | GVPLOG_RM_CAPACITYNOTFOUND | 20090 | Minor | Capacity was not found for the resource. |

**Table 14:  Resource Manager Traps (Continued)**

| Trap OID | Trap Name | MF Log ID | Severity | Description |
|---|---|---|---|---|
| rmTraps.1085 | GVPLOG_RM_CAPACITYNONUNSIGNED | 20091 | Minor | Capacity is not an unsigned integer. |
| rmTraps.1086 | GVPLOG_RM_SETTINGPHYRESPROPERTIES | 20092 | Minor | Setting physical resource properties. |
| rmTraps.1087 | GVPLOG_RM_UPDATELOGICALRESGROUPNOTFOUND | 20093 | Minor | CCILib update logical resource group not found. |
| rmTraps.1088 | GVPLOG_RM_UPDATEPOPULATEPHYRESFAIL | 20094 | Minor | CCILib update failed to populate physical resource. |
| rmTraps.1089 | GVPLOG_RM_UPDATEFAILGETPHYRES | 20095 | Minor | CCILib update failed to get physical resource. |
| rmTraps.1090 | GVPLOG_RM_UPDATEPOPULATELOGICALRESFAIL | 20096 | Minor | CCILib update failed to populate logical resource. |
| rmTraps.1091 | GVPLOG_RM_UPDATELOGICALRESNOTFOUND | 20097 | Minor | CCILib update logical resource section not found. |
| rmTraps.1092 | GVPLOG_RM_UPDATEPHYRESREMOVED | 20098 | Minor | CCILib update physical resource removed. |
| rmTraps.1093 | GVPLOG_RM_UPDATETENANTADDED | 20099 | Minor | CCILib update new tenant added. |
| rmTraps.1094 | GVPLOG_RM_UPDATEAPPADDED | 20100 | Minor | CCILib update new application added. |
| rmTraps.1095 | GVPLOG_RM_UPDATELINKEDTENANTREMOVED | 20101 | Minor | CCILib update linked tenant removed. |
| rmTraps.1096 | GVPLOG_RM_UPDATEAPPREMOVED | 20102 | Minor | CCILib update application removed. |
| rmTraps.1097 | GVPLOG_RM_UDPATELINKEDTENANTUPDATED | 20103 | Minor | CCILib update linked tenant updated. |

**Table 14:  Resource Manager Traps (Continued)**

| Trap OID | Trap Name | MF Log ID | Severity | Description |
|---|---|---|---|---|
| rmTraps.1098 | GVPLOG_RM_UDPATEAPPDATAUPDATED | 20104 | Minor | CCILib update application data updated. |
| rmTraps.1099 | GVPLOG_RM_UPDATEIGNORED | 20105 | Minor | CCILib update ignored update for the application. |
| rmTraps.1100 | GVPLOG_RM_WARNING_BAD_REGEX | 20106 | Minor | Bad regular expression. |
| rmTraps.1105 | GVPLOG_RM_STARTUP | 20111 | Notice | The RM was started. |
| rmTraps.1106 | GVPLOG_RM_SHUTDOWN | 20112 | Notice | The RM was shut down. |
| rmTraps.1116 | GVPLOG_RM_POLICYVIOLATIONERROR | 20122 | Minor | A policy violation error occurred. |

# Media Control Platform Traps

Table 15 lists the traps for the Media Control Platform (MCP) component.

**Table 15:   Media Control Platform Traps**

| Trap OID | Trap Name | MF Log ID | Severity | Description |
|---|---|---|---|---|
| mcpTraps.1004 | MCP_CM_SESSMGR_DESTURINOTSUPP | 30004 | Major | The destination URI is not supported.<br>**User Action:**<br>Verify all destinations in the application or the appmodule. |
| mcpTraps.1008 | MCP_CM_SESSMGR_APPMODULENOTFOUND | 30027 | Minor | The desired Application module (`<app module name>`) was not found. |

**Table 15:   Media Control Platform Traps (Continued)**

| Trap OID | Trap Name | MF Log ID | Severity | Description |
|---|---|---|---|---|
| mcpTraps. 1009 | MCP_CM_SESSMGR _FAILUPDTEOPENC ALLIDFILE | 30008 | Critical | The `0x<orig>.id` file cannot be opened for updating. **User Action:** Verify that MCP is running with administrator user rights and that the installation directory path does not exceed any OS limitations. |
| mcpTraps. 1011 | MCP_CM_SESSMGR _IDGENDIRUNACC BLE | 30010 | Critical | The ID generator directory was not accessible. **User Action:** Verify that MCP is running with administrator user rights and that the installation directory path does not exceed any OS limitations. |
| mcpTraps. 1012 | MCP_CM_SESSMGR _INITCALLSESSWN OLNMGR | 30012 | Major | Initializing CallSession with a `NULL` line manager. **User Action:** This is an unexpected condition. Restart the service if required. |
| mcpTraps. 1013 | MCP_CM_SESSMGR _ISDNCAUSECODE ERR | 30013 | Major | The ISDN cause code (`<isdn cause>`) is out of range. **User Action:** This is an unexpected condition. Restart the service if required. |
| mcpTraps. 1015 | MCP_CM_SESSMGR _NOTPUTSEQNUMT OCALLIDFILE | 30016 | Critical | Could not update the sequence number to the `0x<orig>.id` file. **User Action:** • Verify that there is available disk space. • Verify that the file has write permissions. |

**Table 15: Media Control Platform Traps (Continued)**

| Trap OID | Trap Name | MF Log ID | Severity | Description |
|---|---|---|---|---|
| mcpTraps. 1016 | MCP_CM_SESSMGR _OUTCALLNORESO URCE | 30017 | Major | An outbound call was rejected due to no resource.<br><br>**User Action:**<br><br>• Determine whether there are any unexpected active calls. If there are, check whether the outbound dialing destinations are reachable and functioning.<br>• Check the status of RM and SIP Server.<br>• Check the SIP client/gateway.<br>• Verify that inbound calls still function. |
| mcpTraps. 1019 | MCP_CM_SESSMGR _STRMMODUNEXP TEVENT | 30020 | Major | The streaming module returned an unexpected event `<event>` on the StreamID `<stream ID>`.<br><br>**User Action:**<br><br>• Check the recorded utterance if RRU is used.<br>• If used, verify the RRU settings. |
| mcpTraps. 1021 | MCP_CM_SESSMGR _SYSIPNOTRETRVA BLE | 30022 | Critical | The system IP address was not retrievable.<br><br>**User Action:**<br><br>This is an unexpected condition.<br><br>Restart the service if required. |
| mcpTraps. 1025 | MCP_CM_SESSMGR _VRMINITFAIL | 30026 | Critical | The VRM initialization failed (`<return value>`).<br><br>**User Action:**<br><br>Check for any MCP_SRM traps preceding this trap. |
| mcpTraps. 1028 | MCP_CM_CMUTIL_ CONFLICTEXT | 31002 | Major | A URI has both 'x' and 'postd=' (conflicting extensions).<br><br>**User Action:**<br><br>Check the outbound dialing destinations, for example, from `<transfer>`, `remdial`, and so on. |

**Table 15: Media Control Platform Traps (Continued)**

| Trap OID | Trap Name | MF Log ID | Severity | Description |
|---|---|---|---|---|
| mcpTraps. 1031 | MCP_CM_CMUTIL_ POSTDIALINVCHA R | 31005 | Major | The post dial number contains invalid characters.<br><br>**User Action:**<br><br>Verify all post dial destinations in the VoiceXML application or the appmodule. |
| mcpTraps. 1032 | MCP_CM_CMUTIL_ POSTDIALLONG | 31006 | Major | The post dial number is more than 196 characters.<br><br>**User Action:**<br><br>Verify all post dial destinations in the VoiceXML application or appmodule. |
| mcpTraps. 1033 | MCP_CM_CMUTIL_ TELNUMINVCHAR | 31007 | Major | The telephone number contains invalid characters.<br><br>**User Action:**<br><br>Verify all telephone destinations in the VoiceXML application or the appmodule. |
| mcpTraps. 1034 | MCP_CM_CMUTIL_ TELNUMLONG | 31008 | Major | The telephone number is more than 60 characters.<br><br>**User Action:**<br><br>Verify all telephone destinations in the VoiceXML application or the appmodule. |
| mcpTraps. 1038 | MCP_CM_LMBASE_ FAILUPDTEOPENC ALLIDFILE | 32001 | Critical | The `0x<orig>.id` file cannot be opened for updating.<br><br>**User Action:**<br><br>Verify that MCP is running with administrator user rights and that the installation directory path does not exceed any OS limitations. |
| mcpTraps. 1039 | MCP_CM_LMBASE_ IDGENDIRUNACCB LE | 32002 | Critical | The ID generator directory was not accessible.<br><br>**User Action:**<br><br>Verify that MCP is running with administrator user rights and that the installation directory path does not exceed any OS limitations. |

**Table 15:   Media Control Platform Traps (Continued)**

| Trap OID | Trap Name | MF Log ID | Severity | Description |
|---|---|---|---|---|
| mcpTraps. 1045 | MCP_CM_LMBASE_ NOTPUTSEQNUMT OCALLIDFILE | 32008 | Critical | Could not update the sequence number to the `0x<orig>.id` file. **User Action:** • Verify that there is available disk space. • Verify that the file has write permissions. |
| mcpTraps. 1049 | MCP_CM_LMBASE_ SYSIPNOTRETRVAB LE | 32012 | Critical | The system IP address was not retrievable. **User Action:** This is an unexpected condition. Restart the service if required. |
| mcpTraps. 1053 | MCP_CM_LMSIP2_C USTOMPARAMERR OR | 33003 | Major | Unable to set custom parameter value for the header `<name>`. **User Action:** Check the VoiceXML application. |
| mcpTraps. 1056 | MCP_CM_LMSIP2_E RRPARSESDPCONT ENT | 33006 | Major | Failed to parse SDP content due to `<reason>`. **User Action:** • Check the SIP client/gateway. • Check the SIP call flow and the SDP content. |
| mcpTraps. 1058 | MCP_CM_LMSIP2_ MEDIAERROR | 33008 | Major | A media error was detected; terminating the call. **User Action:** • Check the transcoder library settings. • Check the RTP timeout. |
| mcpTraps. 1059 | MCP_CM_LMSIP2_ NONMATCHINGSIPI NFO | 33010 | Major | The received SIP `INFO` message does not match any existing calls. **User Action:** Using Wireshark, check the SIP messages. |

**Table 15:   Media Control Platform Traps (Continued)**

| Trap OID | Trap Name | MF Log ID | Severity | Description |
|---|---|---|---|---|
| mcpTraps. 1060 | MCP_CM_LMSIP2_RECVUNEXPCTACK | 33012 | Major | The MCP received an unexpected `ACK`.<br>**User Action:**<br>Using Wireshark/tcpdup, analyze the SIP call flow. |
| mcpTraps. 1061 | MCP_CM_LMSIP2_REGISTERALGONOTSUPPORTED | 33013 | Major | The SIP authentication algorithm is not supported by the media platform.<br>**User Action:**<br>• Check the operational state of the registrar.<br>• Check the sip.registration configuration.<br>• Using Wireshark/tcpdup, analyze the SIP message flow. |
| mcpTraps. 1062 | MCP_CM_LMSIP2_REGISTERAUTHENTICATIONERROR | 33014 | Major | This is an authentication error for SIP registration.<br>**User Action:**<br>• Check the operational state of the registrar.<br>• Check the sip.registration configuration.<br>• Using Wireshark/tcpdup, analyze the SIP message flow. |
| mcpTraps. 1063 | MCP_CM_LMSIP2_REGISTERBADREQUEST | 33015 | Major | The `REGISTER` request was considered a bad request (invalid) and was rejected by the registrar.<br>**User Action:**<br>• Check the operational state of the registrar.<br>• Check the sip.registration configuration.<br>• Using Wireshark/tcpdup, analyze the SIP message flow. |

**Table 15: Media Control Platform Traps (Continued)**

| Trap OID | Trap Name | MF Log ID | Severity | Description |
|---|---|---|---|---|
| mcpTraps. 1064 | MCP_CM_LMSIP2_R EGISTERFORBIDDE N | 33016 | Major | GVP was not authorized to change the address of record.<br>**User Action:**<br>• Check the operational state of the registrar.<br>• Check the sip.registration configuration.<br>• Using Wireshark/tcpdup, analyze the SIP message flow. |
| mcpTraps. 1065 | MCP_CM_LMSIP2_R EGISTERNOTACCE PTABLE | 33017 | Major | The address of record was not acceptable by the registrar.<br>**User Action:**<br>• Check the operational state of the registrar.<br>• Check the sip.registration configuration.<br>• Using Wireshark/tcpdup, analyze the SIP message flow. |
| mcpTraps. 1066 | MCP_CM_LMSIP2_R EGISTERNOTFOUN D | 33018 | Major | The address of record was not found by the registrar.<br>**User Action:**<br>• Check the operational state of the registrar.<br>• Check the sip.registration configuration.<br>• Using Wireshark/tcpdup, analyze the SIP message flow. |
| mcpTraps. 1067 | MCP_CM_LMSIP2_R EGISTEROTHERER ROR | 33019 | Major | This is a general error for SIP registration.<br>**User Action:**<br>• Check the operational state of the registrar.<br>• Check the sip.registration configuration.<br>• Using Wireshark/tcpdup, analyze the SIP message flow. |

**Table 15:  Media Control Platform Traps (Continued)**

| Trap OID | Trap Name | MF Log ID | Severity | Description |
|---|---|---|---|---|
| mcpTraps. 1068 | MCP_CM_LMSIP2_R EGISTERTIMEOUT | 33020 | Major | The `REGISTER` request timed-out, possibly due to the registrar not being active or due to a misconfiguration.<br>**User Action:**<br>• Check the operational state of the registrar.<br>• Check the sip.registration configuration.<br>• Using Wireshark/tcpdup, analyze the SIP message flow.<br>• Check for firewall and network connections. |
| mcpTraps. 1072 | MCP_CM_APPMOD ULE_FAILREGAPP | 34002 | Major | (`<result>`) Failed to register application.<br>**User Action:**<br>• Check for duplicates in the sessmgr.modules.<br>• Decrease the number of enabled modules. |
| mcpTraps. 1073 | MCP_CM_APPMOD ULE_FAILREGAPP MOD | 34003 | Major | (`<result>`) Failed to register Application module `<app module name>` of type `<app module type name>`.<br>**User Action:**<br>• Check for duplicates in the sessmgr.modules.<br>• Decrease the number of enabled modules. |
| mcpTraps. 1074 | MCP_CM_APPMOD ULE_FAILSTRTWO RKNGTHRD | 34004 | Critical | Failed to start working thread (`<thread name>`).<br>**User Action:**<br>This is an unexpected condition.<br>Restart the service if required. |

**Table 15: Media Control Platform Traps (Continued)**

| Trap OID | Trap Name | MF Log ID | Severity | Description |
|---|---|---|---|---|
| mcpTraps. 1075 | MCP_CM_CONFERE NCE_FAILED | 35001 | Major | A conference failed. Conf ID: ⟨id⟩, direction: ⟨direction⟩, reason: ⟨reason⟩.<br>**User Action:**<br>If this was not due to a user hangup, check the operational state of the server. |
| mcpTraps. 1076 | MCP_CM_CONFERE NCE_UNEXPTREAS ON | 35003 | Major | Received event in unexpected reason ⟨id⟩.<br>**User Action:**<br>Check the operational state of the server. |
| mcpTraps. 1077 | MCP_CM_REMDIAL _CANTCREATESER VERSOCK | 36000 | Major | The MCP could not create the server socket at port ⟨port⟩, or the MCP could not create the server socket at a negative port ⟨port⟩.<br>**User Action:**<br>Verify that the port configured at remdial.port is valid and available. |
| mcpTraps. 1078 | MCP_CM_REMDIAL _FAILREGREMDLM OD | 36001 | Major | (⟨result⟩) Failed to register remdial module ⟨module name⟩ of type ⟨module type name⟩.<br>**User Action:**<br>• Check for duplicates in the sessmgr.modules.<br>• Decrease the number of enabled modules. |
| mcpTraps. 1083 | MCP_CM_REMDIAL _SOCKETERROR | 36006 | Major | A socket error on socket ⟨id⟩ occurred.<br>**User Action:**<br>Check the operational state of the server including the network connection. |

**Table 15: Media Control Platform Traps (Continued)**

| Trap OID | Trap Name | MF Log ID | Severity | Description |
|---|---|---|---|---|
| mcpTraps.1084 | MCP_CM_MTMPC_INITFAILED | 38000 | Critical | Failed to initialize MTMPC.<br>**User Action:**<br>1. Check for any previous traps.<br>2. Check the operations state of the server.<br>3. Check and correct the MCP configuration under the `mpc` section. |
| mcpTraps.1095 | MCP_MPC_MEDIAMGR_BADAVICHNKSIZE | 48000 | Major | A bad AVI chunk size was found: `<details>`.<br>**User Action:**<br>Check the application and the media content(s). |
| mcpTraps.1096 | MCP_MPC_MEDIAMGR_BADISOBOXSIZE | 48001 | Major | A bad size in the ISO box was found: `<details>`.<br>**User Action:**<br>• Check the application.<br>• Make sure that the ISO file is encoded correctly. |
| mcpTraps.1099 | MCP_MPC_MEDIAMGR_BADMAJ3GPPBRAND | 48004 | Major | A bad 3GPP major brand was found: `<details>`.<br>**User Action:**<br>• Check the application.<br>• Re-encode the 3GP file. |
| mcpTraps.1100 | MCP_MPC_MEDIAMGR_BRANDINCOMPT3GPP | 48005 | Major | Brand incompatible with 3GPP: `<details>`.<br>**User Action:**<br>• Check the application.<br>• Re-encode the 3GP file. |
| mcpTraps.1103 | MCP_MPC_MEDIAMGR_FAILTOSTARTRECORD | 48008 | Major | Unable to start recording `<url>` `<details>`.<br>**User Action:**<br>• Check the application.<br>• Verify that there is available disk space. |

**Table 15: Media Control Platform Traps (Continued)**

| Trap OID | Trap Name | MF Log ID | Severity | Description |
|---|---|---|---|---|
| mcpTraps. 1104 | MCP_MPC_MEDIA MGR_INVALIDMED IA | 48009 | Major | Error in ParseMedia: `<reason>`, or invalid media: a malformed media frame of type `<name>` has been found. **User Action:** Check the application and the media content(s). |
| mcpTraps. 1105 | MCP_MPC_MEDIA MGR_MALFORMED AVIHDR | 48010 | Major | A malformed AVI header was found: `<details>`. **User Action:** Check the application and the media content(s). |
| mcpTraps. 1107 | MCP_MPC_MEDIA MGR_NOISOTRAK | 48012 | Major | No ISO media track was recognized: `<details>`. **User Action:** • Check the application. • Make sure that the ISO file is encoded correctly. |
| mcpTraps. 1108 | MCP_MPC_MEDIA MGR_RECBUFFISO TOOSMALL | 48013 | Major | The recording buffer for ISO was too small: `<details>`. **User Action:** In the MCP configuration, increase the value of the parameter `[mpc]` `mediamgr.isofilerecordheadersize`. |
| mcpTraps. 1110 | MCP_MPC_MEDIA MGR_RTSPREPLYE RROR | 48015 | Major | An RTSP reply error occurred: `<details>`. **User Action:** Check the RTSP server log and configuration. |
| mcpTraps. 1111 | MCP_MPC_MEDIA MGR_RTSPREQFAIL | 48016 | Major | An RTSP request error occurred: `<details>`. **User Action:** Check the RTSP server log and configuration. |

**Table 15:   Media Control Platform Traps (Continued)**

| Trap OID | Trap Name | MF Log ID | Severity | Description |
|---|---|---|---|---|
| mcpTraps. 1112 | MCP_MPC_MEDIA MGR_RTSPRTPERR OR | 48017 | Major | An RTSP RTP interface error occurred: ⟨details⟩.<br><br>**User Action:**<br>• Check the RTSP server log and configuration.<br>• Check the TCP port status on the MCP server. |
| mcpTraps. 1113 | MCP_MPC_MEDIA MGR_UNABLETOA LLOCMEM | 48018 | Major | Unable to allocate new memory: ⟨details⟩.<br><br>**User Action:**<br>This is an unexpected condition.<br>Restart the service if required. |
| mcpTraps. 1114 | MCP_MPC_MEDIA MGR_UNEXPECTE DRTSPDISC | 48019 | Major | An unexpected RTSP disconnect occurred: ⟨details⟩.<br><br>**User Action:**<br>Check the RTSP server log and configuration. |
| mcpTraps. 1116 | MCP_MPC_MEDIA MGR_UNSUPPORTE DAUDCHNLS | 48021 | Major | The number of audio channels was not supported: ⟨details⟩.<br><br>**User Action:**<br>Check the application and media content(s).<br>**Note:** MCP only supports single audio channel. |
| mcpTraps. 1118 | MCP_MPC_MEDIA MGR_UNSUPPORTE DVIDFMT | 48023 | Major | The video format was not supported: ⟨details⟩.<br><br>**User Action:**<br>Check the application and video content. |
| mcpTraps. 1120 | MCP_CM_MTMPC_ CONNERROR | 38001 | Major | A connection error occurred: ⟨error name⟩<br><br>**User Action:**<br>• Check the network for congestion.<br>• Check the status of the servers. |

**Table 15: Media Control Platform Traps (Continued)**

| Trap OID | Trap Name | MF Log ID | Severity | Description |
|---|---|---|---|---|
| mcpTraps. 1121 | MCP_CM_SMMAIN_ CALLMGRCFGPAR AMERR | 20165 | Critical | The configuration parameter `<config parameter name>` was not set properly.<br>**User Action:**<br>Check the value for the specified configuration parameter. |
| mcpTraps. 1122 | MCP_CM_SMMAIN_ CANTCREATEVGNE TLIB | 20166 | Critical | Cannot create `VGNetLib`.<br>**User Action:**<br>1. Check the operational state of the Fetching Module.<br>2. Restart the GVP solution.<br>3. Contact Genesys Technical Support if the problem persists. |
| mcpTraps. 1123 | MCP_CM_SMMAIN_ CANTINITVGNETLI B | 20167 | Critical | Cannot initialize `VGNetLib`.<br>**User Action:**<br>1. Check the operational state of the Fetching Module.<br>2. Restart the GVP solution.<br>3. Contact Genesys Technical Support if the problem persists. |
| mcpTraps. 1124 | MCP_CM_SMMAIN_ CANTSTARTCMGR | 20168 | Critical | Cannot start CallManager.<br>**User Action:**<br>Check for previous traps. |
| mcpTraps. 1125 | MCP_CM_SMMAIN_ CREATEVRMFAIL | 20169 | Critical | `CreateVRMLib()` failed for (`<vrm client dll>`).<br>**User Action:**<br>• Check the MCP connections.<br>• Verify the MRCP server configurations. |
| mcpTraps. 1126 | MCP_CM_SMMAIN_ FAILCREATECMGR MOD | 20170 | Critical | Failed to create `<module name>`.<br>**User Action:**<br>• In the MCP configuration, check the value of `[callmgr]modules` and `[callmgr] linemanagers`.<br>• Reinstall the MCP. |

**Table 15:  Media Control Platform Traps (Continued)**

| Trap OID | Trap Name | MF Log ID | Severity | Description |
|---|---|---|---|---|
| mcpTraps. 1127 | MCP_CM_SMMAIN_ FAILCREATEDEVIC E | 20171 | Critical | Failed to create ⟨device module name⟩.<br>**User Action:**<br>Reinstall the MCP. |
| mcpTraps. 1128 | MCP_CM_SMMAIN_ FAILCREATELNMG R | 20172 | Critical | Failed to create ⟨line manager module name⟩.<br>**User Action:**<br>• In the MCP configuration, check the value of [callmgr]modules and [callmgr] linemanagers.<br>• Reinstall the MCP. |
| mcpTraps. 1129 | MCP_CM_SMMAIN_ FAILCREATEMEDT RPT | 20173 | Critical | Failed to create ⟨media transport name⟩.<br>**User Action:**<br>• In the MCP configuration, check the value of [callmgr]modules and [callmgr] mediatransports.<br>• Reinstall the MCP. |
| mcpTraps. 1130 | MCP_CM_SMMAIN_ FAILINITAPPMOD | 20174 | Major | The Application module ⟨app module name⟩ failed to initialize.<br>**User Action:**<br>• Check for other traps.<br>• Check the configuration parameters related to this Application module. |
| mcpTraps. 1131 | MCP_CM_SMMAIN_ FAILINITDEVICE | 20176 | Critical | Failed to initialize ⟨device module name⟩.<br>**User Action:**<br>• Check for other traps.<br>• Check the proper installation/configuration of the system. |

**Table 15:   Media Control Platform Traps (Continued)**

| Trap OID | Trap Name | MF Log ID | Severity | Description |
|---|---|---|---|---|
| mcpTraps.1132 | MCP_CM_SMMAIN_FAILINITLNMGR | 20177 | Critical | Failed to initialize `<line manager module name>`.<br><br>**User Action:**<br>• Check for other traps.<br>• Check the proper installation/configuration of the system. |
| mcpTraps.1133 | MCP_CM_SMMAIN_FAILINITMEDTRPT | 20178 | Critical | Failed to initialize `<media transport name>`.<br><br>**User Action:**<br>• Check for other traps.<br>• Check the proper installation/configuration of the system. |
| mcpTraps.1134 | MCP_CM_SMMAIN_FAILLOADAPPMODLIB | 20179 | Major | The Application module library `<app module name>` failed to load.<br><br>**User Action:**<br>• In the MCP configuration, check the value of [sessmgr]modules.<br>• Check for the existence of the DLL file. |
| mcpTraps.1135 | MCP_CM_SMMAIN_LIBNODEFMAKEAPPMOD | 20183 | Major | Library `<app module name>` does not define `MakeAppModule()`.<br><br>**User Action:**<br>• In the MCP configuration, check the value of [sessmgr]modules.<br>• Verify the installation of the system. |
| mcpTraps.1136 | MCP_CM_SMMAIN_LOADTOOMANYAPPMOD | 20184 | Critical | Trying to load more than `<module count>` `sessmgr.appmodules`.<br><br>**User Action:**<br>• Verify the installation of the system.<br>• Check the value for the specified configuration parameter. |

**Table 15:   Media Control Platform Traps (Continued)**

| Trap OID | Trap Name | MF Log ID | Severity | Description |
|---|---|---|---|---|
| mcpTraps. 1137 | MCP_CM_SMMAIN_ LOADTOOMANYC MGRMOD | 20185 | Critical | Trying to load more than `<module count>` `callmgr.modules`.<br>**User Action:**<br>• Verify the installation of the system.<br>• Check the value for the specified configuration parameter. |
| mcpTraps. 1138 | MCP_CM_SMMAIN_ LOADTOOMANYDE VICE | 20186 | Critical | Trying to load more than `<device module name>` `callmgr.devices`.<br>**User Action:**<br>• Verify the installation of the system.<br>• Check the value for the specified configuration parameter. |
| mcpTraps. 1139 | MCP_CM_SMMAIN_ LOADTOOMANYLN MGRS | 20187 | Critical | Trying to load more than `<module count>` `callmgr.linemanagers`.<br>**User Action:**<br>• Verify the installation of the system.<br>• Check the value for the specified configuration parameter. |
| mcpTraps. 1140 | MCP_CM_SMMAIN_ LOADTOOMANYM EDTRPT | 20188 | Critical | Trying to load more than `<media transport name>` `callmgr.mediatransports`.<br>**User Action:**<br>• Verify the installation of the system.<br>• Check the value for the specified configuration parameter. |
| mcpTraps. 1141 | MCP_CM_SMMAIN_ LOADTOOMANYSE SSMOD | 20189 | Critical | Trying to load more than `<module count>` `sessmgr.modules`.<br>**User Action:**<br>• Verify the installation of the system.<br>• Check the value for the specified configuration parameter. |

**Table 15: Media Control Platform Traps (Continued)**

| Trap OID | Trap Name | MF Log ID | Severity | Description |
|---|---|---|---|---|
| mcpTraps. 1142 | MCP_CM_SMMAIN_ MAKEVRMFAIL | 20191 | Critical | `MakeVRMModule()` failed for (`<vrm client dll>`). **User Action:** • Check the value of the `vrm.client.dll` configuration variable. • Verify the installation of the system. |
| mcpTraps. 1143 | MCP_CM_SMMAIN_ NOVLDAPPMODIN LIB | 20192 | Major | The library `<app module name>` did not contain any valid Application module. **User Action:** • Check for other traps. • Check the configuration parameters related to this Application module. |
| mcpTraps. 1144 | MCP_CM_SMMAIN_ SESSMGRAPPMOD CFGERR | 20193 | Critical | The configuration parameter `<name>` is not set properly. **User Action:** Check the value for the specified configuration parameter. |
| mcpTraps. 1145 | MCP_CM_SMMAIN_ SESSMGRMODCFG ERR | 20194 | Critical | The configuration parameter `<name>` is not set properly. **User Action:** Check the value for the specified configuration parameter. |
| mcpTraps. 1146 | MCP_CM_SMMAIN_ VRMDLLLOADFAIL | 20195 | Critical | The VRM `DLL(<vrm client dll>)` load failed. **User Action:** • In the MCP configuration, check the value of the `[vrm]` `client.dll`. • Check for the existence of the file. |
| mcpTraps. 1147 | MCP_CM_SMMAIN_ VRMSETLOGFAIL | 20196 | Critical | `SET_VGLOG()` cannot be found in (`<vrm client dll>`). **User Action:** Verify that the VRM client dll has not been corrupted. |

**Table 15: Media Control Platform Traps (Continued)**

| Trap OID | Trap Name | MF Log ID | Severity | Description |
|---|---|---|---|---|
| mcpTraps. 1148 | MCP_CM_SMMAIN_ VXMLAPPMODNOT LOAD | 20197 | Major | The VoiceXML Application module was not loaded.<br>**User Action:**<br>Check the configuration parameters related to this Application module if the VoiceXML Application module is not disabled. |
| mcpTraps. 1149 | MPC_MEDIAMGR_ NOMEDIAINFOOBJ ECT | 48025 | Major | No Media Info Object: ⟨reason⟩.<br>**User Action:**<br>• Determine whether there are any unexpected active calls. If there are, check whether the outbound dialing destinations are reachable and functioning.<br>• Check the status of the RM and SIP Server.<br>• Check the SIP client/gateway. |
| mcpTraps. 1150 | MPC_CONTROL_INI TVGMEDIAINFOFAI LED | 45003 | Critical | Initializing VGMediaInfo failed: ⟨reason⟩.<br>**User Action:**<br>Check the mpc.amr configuration. |
| mcpTraps. 1151 | MPC_CONTROL_INI TDSPCAPFAILED | 45004 | Critical | Initializing DSPCAP failed: ⟨reason⟩.<br>**User Action:**<br>This is an unexpected condition.<br>Restart the service if required. |
| mcpTraps. 1152 | MPC_CONTROL_SD PPARSEFAILED | 45005 | Major | Failed to parse SDP due to ⟨reason⟩.<br>**User Action:**<br>• Find the SDP message in the SIP trace.<br>• Check the SIP client/gateway. |
| mcpTraps. 1156 | MPC_MEDIA_RECO RDOPENFAILED | 47008 | Major | RecordOpen failed, nOpenResult = ⟨id⟩.<br>**User Action:**<br>• Check for available disk space.<br>• Check the recording file URI. |

**Table 15: Media Control Platform Traps (Continued)**

| Trap OID | Trap Name | MF Log ID | Severity | Description |
|---|---|---|---|---|
| mcpTraps. 1168 | MCP_MTINTERNAL _MINORMAXPORT | 44000 | Major | One of `<configuration variable>` and `<configuration variable>` was set while the other was not.<br>**User Action:**<br>• Check the reported configuration variables.<br>• Set both or neither of `<configuration variable>` and `<configuration variable>`. |
| mcpTraps. 1169 | MCP_MTINTERNAL _MINLARGERTHAN MAX | 44001 | Major | The `<configuration variable>` is larger than the `<configuration variable>`.<br>**User Action:**<br>Check the reported configuration variables. |
| mcpTraps. 2000 | NGI_APPLOG | 40030 | Normal | VoiceXML application `<log>`. |
| mcpTraps. 3000 | MCP_SRM_MRCPA DPT_FAIL_LOADIN G_MRCP_MODULE | 22000 | Critical | The MRCP adaptor failed to load the configured MRCP client library.<br>**User Action:**<br>1. Go to your MCP's configuration.<br>2. Under the VRM section, make sure that the `client.dll` file points to a valid DLL.<br>a. If the client.modules contains MRCPv1, make sure that the client.MRCPv1.dll file points to a valid DLL.<br>b. If the client.MRCPv2.dll contains MRCPv2, make sure that the client.MRCPv2.dll points to a valid DLL. |

**Table 15:   Media Control Platform Traps (Continued)**

| Trap OID | Trap Name | MF Log ID | Severity | Description |
|---|---|---|---|---|
| mcpTraps. 3001 | MCP_SRM_MRCPA DPT_CONFIGURATI ON_ERROR | 22001 | Major | The MRCP adaptor failed to get configuration data.<br>**User Action:**<br>1.  Go to your MCP's configuration.<br>2.  Check that the configuration key in the alarm message is properly configured. |
| mcpTraps. 3002 | MCP_SRM_MRCPA DPT_CLOSE_SESSI ON_FAIL | 22002 | Minor | The MRCP adaptor failed to close a MRCP session.<br>**User Action:**<br>1.  Check that the speech server is working properly.<br>2.  Consult with your third-party MRCP server vendor. |
| mcpTraps. 3003 | MCP_SRM_MRCPA DPT_STOP_FAIL | 22003 | Major | The MRCP adaptor failed to stop a MRCP session.<br>**User Action:**<br>1.  Check that the speech server is working properly.<br>2.  Consult with your third-party MRCP server vendor. |
| mcpTraps. 3005 | MCP_SRM_MRCPA DPT_LOAD_GRAM MAR_FAIL | 22005 | Major | The MRCP adaptor failed to load grammar to an MRCP ASR server.<br>**User Action:**<br>Check the grammar that is defined in your application. |
| mcpTraps. 3006 | MCP_SRM_MRCPA DPT_ASR_SET_PAR AMS_FAIL | 22006 | Major | The MRCP adaptor failed to set parameters to a MRCP ASR server.<br>**User Action:**<br>Check the speech related properties that are defined in your application. |

**Table 15:   Media Control Platform Traps (Continued)**

| Trap OID | Trap Name | MF Log ID | Severity | Description |
|---|---|---|---|---|
| mcpTraps. 3007 | MCP_SRM_MRCPA DPT_ASR_RECOGNI ZE_FAIL | 22007 | Major | The MRCP adaptor failed to send a `RECOGNIZE` request.<br>**User Action:**<br>1. Check that the speech server is working properly.<br>2. Consult with your third-party MRCP server vendor. |
| mcpTraps. 3008 | MCP_SRM_MRCPA DPT_PROMPTDONE _FAIL | 22008 | Minor | The MRCP adaptor failed to send a `RECOGNITION-START-TIMERS` request.<br>**User Action:**<br>1. Check that the speech server is working properly.<br>2. Consult with your third-party MRCP server vendor. |
| mcpTraps. 3012 | MCP_SRM_MRCPA DPT_TTS_SPEAK_F AIL | 22012 | Major | The MRCP adaptor failed to send a TTS `SPEAK` request.<br>**User Action:**<br>1. Check that the speech server is working properly.<br>2. Consult with your third-party MRCP server vendor. |
| mcpTraps. 3017 | MCP_SRM_MRCPA DPT_OPEN_SESSIO N_FAIL | 22017 | Major | The MRCP adaptor failed to establish an MRCP session.<br>**User Action:**<br>1. Check that the speech server is working properly.<br>2. Consult with your third-party MRCP server vendor. |

**Table 15:   Media Control Platform Traps (Continued)**

| Trap OID | Trap Name | MF Log ID | Severity | Description |
|---|---|---|---|---|
| mcpTraps. 3018 | MCP_SRM_MRCPA DPT_UNKNOWN_M RCPPROTOCOL | 22018 | Major | The MRCP protocol type is not supported. **User Action:** 1. Go to your MCP's configuration. 2. Under the VRM section, make sure that the client.modules are configured for your application. For example, if your application uses the MRCPv1 speech server, the client.modules should contain MRCPv1. |
| mcpTraps. 3019 | MCP_SRM_MRCPA DPT_PROVISION_H ANDLER_FAIL | 22019 | Major | The MRCP adaptor failed to process the Speech Resource provision update. **User Action:** This configuration method has been obsoleted. |
| mcpTraps. 3200 | MCP_SRM_MRCPV1 STACK_NEW_FAILE D | 22601 | Major | The MRCPv1 stack failed to allocate memory for data. **User Action:** Your system is running out of memory. Upgrade your memory or increase your virtual memory. |
| mcpTraps. 3201 | MCP_SRM_MRCPV1 STACK_INVALID_C ONFIG | 22602 | Major | Invalid configuration setup in the MRCPv1 stack. **User Action:** 1. Go to your speech resource's configuration. 2. Make sure that the configuration key indicated in the alarm message is properly configured. |
| mcpTraps. 3202 | MCP_SRM_MRCPV1 STACK_UNINIT | 22603 | Major | Operation while the MRCPv1 stack is uninitialized. **User Action:** This is an internal error. Try re-installing the software. |

**Table 15: Media Control Platform Traps (Continued)**

| Trap OID | Trap Name | MF Log ID | Severity | Description |
|---|---|---|---|---|
| mcpTraps. 3203 | MCP_SRM_MRCPV1 STACK_CONSTRUC T_BAD_MSG | 22604 | Major | The MRCPv1 stack is unable to construct a malformed message.<br>**User Action:**<br>1. Make sure that the speech server and network are working properly.<br>2. Consult with your third-party MRCP server vendor. |
| mcpTraps. 3204 | MCP_SRM_MRCPV1 STACK_PARSE_BA D_MSG | 22605 | Major | The MRCPv1 stack is unable to parse a malformed message.<br>**User Action:**<br>1. Make sure that the speech server and network are working properly.<br>2. Consult with your third-party MRCP server vendor. |
| mcpTraps. 3205 | MCP_SRM_MRCPV1 STACK_BAD_REQU EST | 22606 | Major | The MRCPv1 stack received an invalid request.<br>**User Action:**<br>1. Make sure that the speech server and network are working properly.<br>2. Consult with your third-party MRCP server vendor. |
| mcpTraps. 3400 | MCP_SRM_MRCPV1 _INVALID_ENG_TY PE | 23201 | Major | An invalid engine type was specified in the MRCPv1 client.<br>**User Action:**<br>1. Go to your speech resource's configuration.<br>2. Make sure that the configuration key in the alarm message is properly configured. |

**Table 15:   Media Control Platform Traps (Continued)**

| Trap OID | Trap Name | MF Log ID | Severity | Description |
|---|---|---|---|---|
| mcpTraps. 3401 | MCP_SRM_MRCPV1 _INVALID_ENG_UR I | 23202 | Major | An invalid engine URI was specified in the MRCPv1 Client.<br>**User Action:**<br>1.   Go to your speech resource's configuration.<br>2.   Under the Provision section, make sure that `vrm.client.resource.uri` is configured correctly. |
| mcpTraps. 3402 | MCP_SRM_MRCPV1 _INVALID_ENG_EN TRY | 23203 | Major | An invalid engine entry was specified in the configuration file in the MRCPv1 Client.<br>**User Action:**<br>1.   Go to your MCP's configuration.<br>2.   Make sure that the configuration key in the alarm message is properly configured. |
| mcpTraps. 3403 | MCP_SRM_MRCPV1 _INVALID_ENG_IP_ PORT | 23204 | Major | An invalid IP or port exists for the MRCP v1 engine.<br>**User Action:**<br>1.   Go to your speech resource's configuration.<br>2.   Under the Provision section, make sure that the `vrm.client.resource.port`, `vrm.client.resource.address`, and `vrm.client.resource.uri` are configured correctly. |
| mcpTraps. 3407 | MCP_SRM_MRCPV1 _INVALID_STACK | 23208 | Critical | The MRCPv1 client failed; error creating stack.<br>**User Action:**<br>This is an internal error. Try re-installing the software |

**Table 15:   Media Control Platform Traps (Continued)**

| Trap OID | Trap Name | MF Log ID | Severity | Description |
|---|---|---|---|---|
| mcpTraps. 3408 | MCP_SRM_MRCPV1 _ENG_TYPE_INIT_E RROR | 23209 | Critical | The MRCPv1 client failed on initializing the engine type map. **User Action:** This is an internal error. Try re-installing the software. |
| mcpTraps. 3409 | MCP_SRM_MRCPV1 _STACK_INIT_ERR OR | 23210 | Critical | The MRCPv1 client failed on initializing the stack. **User Action:** This is an internal error. Try re-installing the software. |
| mcpTraps. 3410 | MCP_SRM_MRCPV1 _REQ_MGR_INIT_E RROR | 23211 | Critical | The MRCPv1 client failed on initializing the request manager. **User Action:** This is an internal error. Try re-installing the software. |
| mcpTraps. 3411 | MCP_SRM_MRCPV1 _CONNECTION_MG R_INIT_ERROR | 23212 | Critical | The MRCPv1 client failed on initializing the connection manager. **User Action:** This is an internal error. Try re-installing the software |
| mcpTraps. 3412 | MCP_SRM_MRCPV1 _STACK_HDLR_INI T_ERROR | 23213 | Critical | The MRCPv1 client failed on initializing the stack handler. **User Action:** This is an internal error. Try re-installing the software. |
| mcpTraps. 3413 | MCP_SRM_MRCPV1 _PROVISION_ERRO R | 23214 | Major | The MRCPv1 client failed to read the `vrmclient` provision file. **User Action:** This configuration method has been obsoleted. |

**Table 15:   Media Control Platform Traps (Continued)**

| Trap OID | Trap Name | MF Log ID | Severity | Description |
|---|---|---|---|---|
| mcpTraps.3414 | MCP_SRM_MRCPV1_FILE_STAT_ERROR | 23215 | Major | The MRCPv1 client failed to obtain information about the file.<br>**User Action:**<br>Make sure the file mentioned in the alarm message is accessible. |
| mcpTraps.3415 | MCP_SRM_MRCPV1_GRAM_SIZE_ERROR | 23216 | Major | The grammar file size after stripping the header is less than 0 in MRCPv1.<br>**User Action:**<br>Check the grammar that is defined in your application. |
| mcpTraps.3416 | MCP_SRM_MRCPV1_GRAM_OPEN_ERROR | 23217 | Major | The MRCPv1 client is unable to find the grammar file.<br>**User Action:**<br>Check the grammar that is defined in your application. |
| mcpTraps.3417 | MCP_SRM_MRCPV1_GRAM_OFFSET_ERROR | 23218 | Major | The MRCPv1 client is unable to locate information in the grammar file.<br>**User Action:**<br>Make sure that the file mentioned in the alarm message is accessible. |
| mcpTraps.3418 | MCP_SRM_MRCPV1_MEM_ALLOC_ERROR 2005 | 23219 | Major | The MRCPv1 client failed to allocate memory.<br>**User Action:**<br>Your system is running out of memory. Upgrade your memory or increase your virtual memory. |
| mcpTraps.3419 | MCP_SRM_MRCPV1_GRAM_READ_ERROR | 23220 | Major | The MRCPv1 client failed to read from the grammar file.<br>**User Action:**<br>Make sure that the file mentioned in the alarm message is accessible. |

**Table 15: Media Control Platform Traps (Continued)**

| Trap OID | Trap Name | MF Log ID | Severity | Description |
|---|---|---|---|---|
| mcpTraps. 3420 | MCP_SRM_MRCPV1 _SERVER_CONNEC T_ERROR | 23221 | Major | The MRCPv1 client failed to connect to the server.<br>**User Action:**<br>Check the speech resource's configuration, and make sure that your speech server is working properly. |
| mcpTraps. 3422 | MCP_SRM_MRCPV1 _INVALID_PARAM | 23223 | Major | The MRCPv1 client has an invalid configuration parameter.<br>**User Action:**<br>1. Go to your MCP's configuration.<br>2. Make sure that the configuration key in the alarm message is properly configured. |
| mcpTraps. 3423 | MCP_SRM_MRCPV1 _NO_GRAM_BASE | 23224 | Major | The MRCPv1 client is unable to read the grammar base path.<br>**User Action:**<br>1. Go to your speech resource's configuration.<br>2. Under the Provision section, make sure that the `vrm.client.HotKeyLocalPath` is configured correctly. |
| mcpTraps. 3424 | MCP_SRM_MRCPV1 _PING_ERROR | 23225 | Major | The MRCPv1 client is unable to ping the servers.<br>**User Action:**<br>1. Make sure that the speech server is working properly.<br>2. Consult with your third-party MRCP server vendor. |
| mcpTraps. 3430 | MCP_SRM_MRCPV1 _TIMEOUT | 23231 | Major | The MRCPv1 client timed-out while waiting for a response.<br>**User Action:**<br>1. Make sure that the speech server and network are working properly.<br>2. Consult with your third-party MRCP server vendor. |

**Table 15:   Media Control Platform Traps (Continued)**

| Trap OID | Trap Name | MF Log ID | Severity | Description |
|---|---|---|---|---|
| mcpTraps. 3435 | MCP_SRM_MRCPV1 _RESPONSE_FAILU RE | 23236 | Major | The MRCPv1 client received an error code in the response message from the server.<br>**User Action:**<br>1.  Make sure that the speech server is working properly.<br>2.  Refer to the RTSP specification (RFC 2326) for the Status Code and Reason Phrase.<br>3.  Consult with your third-party MRCP server vendor. |
| mcpTraps. 3438 | MCP_SRM_MRCPV1 _SOCKET_DISCON NECT | 23239 | Major | The MRCPv1 client received an unexpected socket disconnect.<br>**User Action:**<br>1.  Make sure that the speech server and network are working properly.<br>2.  Consult with your third-party MRCP server vendor. |
| mcpTraps. 3440 | MCP_SRM_MRCPV1 _SEND_REQUEST_E RROR | 23241 | Major | The MRCPv1 client is unable to send a request.<br>**User Action:**<br>1.  Make sure that the speech server and network are working properly.<br>2.  Consult with your third-party MRCP server vendor. |
| mcpTraps. 3441 | MCP_SRM_MRCPV1 _STACK_SYSTEM_E RROR | 23242 | Major | An error occurred while the MRCPv1 client is processing a message.<br>This is most likely a memory allocation error.<br>**User Action:**<br>Your system is running out of memory. Upgrade your memory or increase your virtual memory. |

**Table 15:   Media Control Platform Traps (Continued)**

| Trap OID | Trap Name | MF Log ID | Severity | Description |
|---|---|---|---|---|
| mcpTraps. 3443 | MCP_SRM_MRCPV1 _LOST_CONNECTIO N | 23244 | Major | The MRCPv1 client lost a connection to an ASR/TTS server.<br>**User Action:**<br>1.   Make sure that the speech server and network are working properly.<br>2.   Consult with your third-party MRCP server vendor. |
| mcpTraps. 3444 | MCP_SRM_MRCPV1 _RECO_ERROR | 23245 | Major | The MRCPv1 client received an error message in the recognize session.<br>**User Action:**<br>1.   Make sure that the speech server is working properly.<br>2.   Refer to the RTSP specification (RFC 2326) for the Status Code and Reason Phrase.<br>3.   Consult with your third-party MRCP server vendor. |
| mcpTraps. 3445 | MCP_SRM_MRCPV1 _RECONNECT_SUC CESS | 23246 | Minor | The MRCPv1 client successfully reconnected to the server. |
| mcpTraps. 3447 | MCP_SRM_MRCPV1 _INCORRECT_NLS ML_FORMAT | 23248 | Major | The NLSML format is not correct in MRCPv1.<br>**User Action:**<br>1.   Make sure that the speech server is working properly.<br>2.   Consult with your third-party MRCP server vendor. |
| mcpTraps. 3448 | MCP_SRM_MRCPV1 _ERROR_DECODE_ FAILURE | 23249 | Major | The MRCPv1 client failed to decode the message data.<br>**User Action:**<br>1.   Make sure that the speech server and network are working properly.<br>2.   Consult with your third-party MRCP server vendor. |

**Table 15:   Media Control Platform Traps (Continued)**

| Trap OID | Trap Name | MF Log ID | Severity | Description |
|---|---|---|---|---|
| mcpTraps. 3450 | MCP_SRM_MRCPV1 _GRAMMAR_READ ING_ERROR | 23251 | Major | An error was encountered when the MRCPv1 client was reading a grammar file. **User Action:** 1. Go to your speech resource's configuration. 2. Under the Provision section, make sure that the `vrm.client.HotKeyLocalPath` is configured correctly. |
| mcpTraps. 3451 | MCP_SRM_MRCPV1 _HOTKEY_GRAMM AR_ERROR | 23252 | Major | An error was encountered when the MRCPv1 client was handling a hotkey grammar. **User Action:** 1. Go to your speech resource's configuration. 2. Under the Provision section, make sure that the `vrm.client.HotKeyLocalPath` is configured correctly. |
| mcpTraps. 3600 | MCP_SRM_MRCPV2 STACK_NEW_FAILE D | 23801 | Major | The MRCPv2 stack failed to allocate memory for data. **User Action:** Your system is running out of memory. Upgrade your memory or increase your virtual memory. |
| mcpTraps. 3601 | MCP_SRM_MRCPV2 STACK_INVALID_C ONFIG | 23802 | Major | The MRCPv2 stack has an invalid configuration setup. **User Action:** 1. Go to your speech resource's configuration. 2. Make sure that the configuration key indicated in the alarm message is properly configured. |

**Table 15:  Media Control Platform Traps (Continued)**

| Trap OID | Trap Name | MF Log ID | Severity | Description |
|----------|-----------|-----------|----------|-------------|
| mcpTraps. 3602 | MCP_SRM_MRCPV2 STACK_UNINIT | 23803 | Major | The MRCPv2 stack operation uninitialized. **User Action:** This is an internal error. Try re-installing the software. |
| mcpTraps. 3603 | MCP_SRM_MRCPV2 STACK_CONSTRUC T_BAD_MSG | 23804 | Major | The MRCPv2 stack is unable to construct a malformed message. **User Action:** 1. Make sure that the speech server and network are working properly. 2. Consult with your third-party MRCP server vendor. |
| mcpTraps. 3604 | MCP_SRM_MRCPV2 STACK_PARSE_BA D_MSG | 23805 | Major | The MRCPv2 stack is unable to parse a malformed message. **User Action:** 1. Make sure that the speech server and network are working properly. 2. Consult with your third-party MRCP server vendor. |
| mcpTraps. 3605 | MCP_SRM_MRCPV2 STACK_BAD_REQU EST | 23806 | Major | The MRCPv2 stack received an invalid request. **User Action:** 1. Make sure that the speech server and network are working properly. 2. Consult with your third-party MRCP server vendor. |
| mcpTraps. 3606 | MCP_SRM_MRCPV2 STACK_SOCKET_E RROR | 23807 | Major | The MRCPv2 stack has a socket error. **User Action:** 1. Make sure that the speech server and network are working properly. 2. Consult with your third-party MRCP server vendor. |
| mcpTraps. 3607 | MCP_SRM_MRCPV2 STACK_SOCKET_C LOSE | 23808 | Minor | The MRCPv2 stack has a socket close error. |

**Table 15: Media Control Platform Traps (Continued)**

| Trap OID | Trap Name | MF Log ID | Severity | Description |
|---|---|---|---|---|
| mcpTraps. 3609 | MCP_SRM_MRCPV2 STACK_INVALID_S ESSIONID | 23810 | Major | The MRCPv2 stack received an invalid session ID. **User Action:** 1. Make sure that the speech server is working properly. 2. Consult with your third-party MRCP server vendor. |
| mcpTraps. 3610 | MCP_SRM_MRCPV2 STACK_INVALID_M ETHOD | 23811 | Major | The MRCPv2 stack received an invalid MRCP method. **User Action:** This is an internal error. Try re-installing the software. |
| mcpTraps. 3801 | MCP_SRM_MRCPV2 _INVALID_ENG_EN TRY | 24401 | Major | The MRCPv2 client has an invalid engine entry in the configuration file. **User Action:** 1. Go to your speech resource's configuration. 2. Make sure that the configuration key indicated in the alarm message is properly configured. |
| mcpTraps. 3804 | MCP_SRM_MRCPV2 _RESOURCE_MGR_ INIT_ERROR | 24404 | Critical | The MRCPv2 client failed to create a Resource Manager. **User Action:** This is an internal error. Try re-installing the software. |
| mcpTraps. 3805 | MCP_SRM_MRCPV2 _FAILED_TO_OPEN SESSION | 24405 | Major | The MRCPv2 client failed to open a session. **User Action:** 1. Make sure that the speech server and network are working properly. 2. Consult with your third-party MRCP server vendor. |

**Table 15: Media Control Platform Traps (Continued)**

| Trap OID | Trap Name | MF Log ID | Severity | Description |
|---|---|---|---|---|
| mcpTraps. 3806 | MCP_SRM_MRCPV2 _CONFIGURATION_ ERROR | 24406 | Major | The MRCPv2 client failed to obtain configuration information.<br>**User Action:**<br>1. Go to your speech resource's configuration.<br>2. Make sure that the configuration key indicated in the alarm message is properly configured. |
| mcpTraps. 3807 | MCP_SRM_MRCPV2 _CLOSE_SESSION_F AIL | 24407 | Minor | The MRCPv2 client failed to close a session. |
| mcpTraps. 3809 | MCP_SRM_MRCPV2 _STOP_FAIL | 24408 | Major | The MRCPv2 client failed on a STOP request.<br>**User Action:**<br>1. Make sure that the speech server and network are working properly.<br>2. Consult with your third-party MRCP server vendor. |
| mcpTraps. 3810 | MCP_SRM_MRCPV2 _LOAD_GRAMMAR _FAIL | 24410 | Major | The MRCPv2 client failed on a DEFINE-GRAMMAR request.<br>**User Action:**<br>1. Make sure that the speech server and network are working properly.<br>2. Consult with your third-party MRCP server vendor. |
| mcpTraps. 3811 | MCP_SRM_MRCPV2 _ASR_SET_PARAMS _FAIL | 24411 | Major | The MRCPv2 client failed on a SET-PARAM request.<br>**User Action:**<br>1. Make sure that the speech server and network are working properly.<br>2. Consult with your third-party MRCP server vendor. |

**Table 15:   Media Control Platform Traps (Continued)**

| Trap OID | Trap Name | MF Log ID | Severity | Description |
|---|---|---|---|---|
| mcpTraps. 3812 | MCP_SRM_MRCPV2 _ASR_RECOGNIZE_ FAIL | 24412 | Major | The MRCPv2 client failed on a `RECOGNIZE` request.<br>**User Action:**<br>1. Make sure that the speech server and network are working properly.<br>2. Consult with your third-party MRCP server vendor. |
| mcpTraps. 3813 | MCP_SRM_MRCPV2 _PROMPTDONE_FAI L | 24413 | Minor | The MRCPv2 client failed on a `START-INPUT-TIMERS` request.<br>**User Action:**<br>1. Make sure that the speech server and network are working properly.<br>2. Consult with your third-party MRCP server vendor. |
| mcpTraps. 3817 | MCP_SRM_MRCPV2 _TTS_SPEAK_FAIL | 24417 | Major | The MRCPv2 client failed on a `SPEAK` request.<br>**User Action:**<br>1. Make sure that the speech server and network are working properly.<br>2. Consult with your third-party MRCP server vendor. |
| mcpTraps. 3822 | MCP_SRM_MRCPV2 _OPEN_SESSION_F AIL | 24422 | Major | The MRCPv2 Client failed on an `OpenSession` request.<br>**User Action:**<br>1. Make sure that the speech server and network are working properly.<br>2. Consult with your third-party MRCP server vendor. |
| mcpTraps. 3827 | MCP_SRM_MRCPV2 _SOCKET_DISCON NECT | 24427 | Major | The MRCPv2 Client received an unexpected socket disconnect<br>**User Action:**<br>1. Make sure that the speech server and network are working properly.<br>2. Consult with your third-party MRCP server vendor. |

**Table 15: Media Control Platform Traps (Continued)**

| Trap OID | Trap Name | MF Log ID | Severity | Description |
|---|---|---|---|---|
| mcpTraps. 3828 | MCP_SRM_MRCPV2 _STACK_SYSTEM_E RROR | 24428 | Major | An error occurred while the MRCPv2 client was processing a message. This is most likely a memory allocation error. **User Action:** Your system is running out of memory. Upgrade your memory or increase your virtual memory. |
| mcpTraps. 3833 | MCP_SRM_MRCPV2 _REQ_MGR_INIT_E RROR | 24433 | Critical | The MRCPv2 client failed on initializing the request manager. **User Action:** This is an internal error. Try re-installing the software |
| mcpTraps. 3834 | MCP_SRM_MRCPV2 _STACK_HDLR_INI T_ERROR | 24434 | Critical | The MRCPv2 client failed to initiate the stack handler. **User Action:** This is an internal error. Try re-installing the software. |
| mcpTraps. 3835 | MCP_SRM_MRCPV2 _NO_GRAMMAR_B ASE | 24435 | Major | The MRCPv2 client does not have a grammar base folder defined. **User Action:** 1. Go to your speech resource's configuration. 2. Under the Provision section, make sure that `vrm.client.HotKeyLocalPath` is configured correctly |
| mcpTraps. 3836 | MCP_SRM_MRCPV2 _SEND_REQUEST_E RROR | 24436 | Major | The MRCPv2 client failed to send an MRCP request. **User Action:** 1. Make sure that the speech server and network are working properly. 2. Consult with your third-party MRCP server vendor. |

**Table 15: Media Control Platform Traps (Continued)**

| Trap OID | Trap Name | MF Log ID | Severity | Description |
|---|---|---|---|---|
| mcpTraps. 3838 | MCP_SRM_MRCPV2 _INITIALIZATION_F AIL | 24438 | Critical | The MRCPv2 client failed on initialization.<br>**User Action:**<br>This is an internal error. Try re-installing the software. |
| mcpTraps. 3839 | MCP_SRM_MRCPV2 _SIPSEND_REQUES T_ERROR | 24439 | Major | The MRCPv2 Client failed to send a SIP request.<br>**User Action:**<br>1. Make sure that the speech server is working properly.<br>2. Refer to the MRCPv2 specification for the Status Code and Reason Phrase.<br>3. Consult with your third-party MRCP server vendor. |
| mcpTraps. 3840 | MCP_SRM_MRCPV2 _RECEIVE_RESPON SE_ERROR | 24440 | Major | The MRCPv2 client failed to process the response<br>**User Action:**<br>1. Make sure that the speech server is working properly.<br>2. Refer to the MRCPv2 specification for the Status Code and Reason Phrase.<br>3. Consult with your third-party MRCP server vendor. |
| mcpTraps. 3841 | MCP_SRM_MRCPV2 _RESPONSE_FAILU RE | 24441 | Major | The MRCPv2 client received a failed response.<br>**User Action:**<br>1. Make sure that the speech server is working properly.<br>2. Refer to the MRCPv2 specification for the Status Code and Reason Phrase.<br>3. Consult with your third-party MRCP server vendor. |

**Table 15:   Media Control Platform Traps (Continued)**

| Trap OID | Trap Name | MF Log ID | Severity | Description |
|---|---|---|---|---|
| mcpTraps. 3847 | MCP_SRM_MRCPV2 _SERVER_CONNEC TION_ERROR | 24447 | Major | The MRCPv2 client failed to connect to a server.<br>**User Action:**<br>1. Make sure that the speech server and network are working properly.<br>2. Consult with your third-party MRCP server vendor. |
| mcpTraps. 3854 | MCP_SRM_MRCPV2 _TIMEOUT | 24454 | Major | The MRCPv2 client timed-out while waiting for a response.<br>**User Action:**<br>1. Make sure that the speech server and network are working properly.<br>2. Consult with your third-party MRCP server vendor. |
| mcpTraps. 3855 | MCP_SRM_MRCPV2 _HOTKEY_GRAMM AR_ERROR | 24455 | Major | An error was encountered when the MRCPv2 client was handling a hotkey grammar.<br>**User Action:**<br>1. Go to your speech resource's configuration.<br>2. Under the Provision section, make sure that the `vrm.client.HotKeyLocalPath` is configured correctly. |
| mcpTraps. 3856 | MCP_SRM_MRCPV2 _FAIL_CREATE_SIP _USER_AGENT | 24456 | Critical | The MRCPv2 client failed to create a SIP user agent.<br>**User Action:**<br>This is an internal error. Try re-installing the software |

**Table 15:   Media Control Platform Traps (Continued)**

| Trap OID | Trap Name | MF Log ID | Severity | Description |
|---|---|---|---|---|
| mcpTraps. 3857 | MCP_SRM_MRCPV2 _FAIL_TO_INITIATE _SIP_SESSION | 24457 | Major | The MRCPv2 client failed to initiate a SIP session.<br>**User Action:**<br>This is an internal error. Try re-installing the software |
| mcpTraps. 3858 | MCP_SRM_MRCPV2 _SIP_ERROR | 24458 | Major | The MRCPv2 client received a SIP error.<br>**User Action:**<br>1.   Make sure that the speech server is working properly.<br>2.   Refer to the MRCPv2 specification for the Status Code and Reason Phrase.<br>3.   Consult with your third-party MRCP server vendor. |

# Fetching Module Traps

Table 16 lists the traps for the Fetching Module component.

**Table 16: Fetching Module Traps**

| Trap OID | Trap Name | MF Log ID | Severity | Description |
|---|---|---|---|---|
| fmTraps.1 000 | FM_ FAILURE | 40000 40001 20020 20021 20022 20023 20006 20007 20008 20009 20010 20011 20012 20013 20014 20015 20016 20017 20018 20019 30000 30001 30002 30003 | Critical | The Fetching Module has encountered an unrecoverable error. **User Action:** 1. Make sure that there is free disk space. 2. Restart the application. 3. If restarting the application is not successful, reboot the system. |

# Reporting Module Traps

Table 17 lists the traps for the Reporting Module component.

**Table 17:  Reporting Module Traps**

| Trap OID | Trap Name | MF Log ID | Severity | Description |
|---|---|---|---|---|
| gvpReportingTraps.5000 | EMSRC_ERR_INIT_QUEUE | 90200 | MAJOR | Failed to initialize the Reporting Client's persistent queue.<br>**Note:** Messages may be lost when the Reporting Server goes down.<br>**User Action:**<br>Make sure that the local database used by the EMS Reporting Client is not read-only or being used by another process.<br>The database files are identified by the following parameters:<br>• [ems]rc.local_queue_path<br>• [ems]rc.cdr.local_queue_path<br>• [ems]rc.ors.local_queue_path |
| gvpReportingTraps.5001 | EMSRC_ERR_INVALID_AQ_SESSION | 90201 | MAJOR | An internal ActiveMQ error occurred in the Reporting Client.<br>**User Action:**<br>1.  Check that RS is up and running.<br>2.  Restart the application. |
| gvpReportingTraps.5002 | EMSRC_ERR_READ_FAIL | 90202 | MAJOR | Failed to read data from the Reporting Client's persistent queue.<br>**User Action:**<br>Make sure that the local database used by the EMS Reporting Client is not read-only or being used by another process.<br>The database files are identified by the following parameters:<br>• [ems]rc.local_queue_path<br>• [ems]rc.cdr.local_queue_path<br>• [ems]rc.ors.local_queue_path |

**Table 17: Reporting Module Traps (Continued)**

| Trap OID | Trap Name | MF Log ID | Severity | Description |
|---|---|---|---|---|
| gvpReportingTraps.5003 | EMSRC_ERR_READ_ACCESS_FAIL | 90203 | MAJOR | Failed to access read data from the Reporting Client's persistent queue.<br>**User Action:**<br>Make sure that the local database used by the EMS Reporting Client is not read-only or being used by another process.<br>The database files are identified by the following parameters:<br>· `[ems]rc.local_queue_path`<br>· `[ems]rc.cdr.local_queue_path`<br>· `[ems]rc.ors.local_queue_path` |
| gvpReportingTraps.5004 | EMSRC_ERR_BATCH_MISMATCH | 90204 | MAJOR | An internal batch size error occurred within the Reporting Client.<br>**User Action:**<br>Make sure that the local database used by the EMS Reporting Client is not read-only or being used by another process.<br>The database files are identified by the following parameters:<br>· `[ems]rc.local_queue_path`<br>· `[ems]rc.cdr.local_queue_path`<br>· `[ems]rc.ors.local_queue_path` |
| gvpReportingTraps.5005 | EMSRC_ERR_DEQUEUE_FAIL | 90205 | MAJOR | Failed to dequeue data from the Reporting Client's persistent queue.<br>**User Action:**<br>Make sure that the local database used by the EMS Reporting Client is not read-only or being used by another process.<br>The database files are identified by the following parameters:<br>· `[ems]rc.local_queue_path`<br>· `[ems]rc.cdr.local_queue_path`<br>· `[ems]rc.ors.local_queue_path` |

**Table 17: Reporting Module Traps (Continued)**

| Trap OID | Trap Name | MF Log ID | Severity | Description |
|---|---|---|---|---|
| gvpReportingTraps.5006 | EMSRC_ERR_ENQUEUE_FAIL | 90206 | MAJOR | Failed to enqueue data to the Reporting Client's persistent queue.<br>**User Action:**<br>This is an internal error. Restart the application. |
| gvpReportingTraps.5007 | EMSRC_ERR_FLUSH_TO_DB | 90207 | MAJOR | Failed to flush the Reporting Client message data to the local database.<br>**User Action:**<br>Make sure that the local database used by the EMS Reporting Client is not read-only or being used by another process.<br>The database files are identified by the following parameters:<br>· [ems]rc.local_queue_path<br>· [ems]rc.cdr.local_queue_path<br>· [ems]rc.ors.local_queue_path |
| gvpReportingTraps.5008 | EMSRC_ERR_FLUSH_SHUTDOWN | 90208 | MAJOR | Failed to flush the Reporting Client message data to the local database during shutdown.<br>**User Action:**<br>Some reporting data may have been lost.<br>Make sure that the local database used by the EMS Reporting Client is not read-only or being used by another process.<br>The database files are identified by the following parameters:<br>· [ems]rc.local_queue_path<br>· [ems]rc.cdr.local_queue_path<br>· [ems]rc.ors.local_queue_path |
| gvpReportingTraps.5009 | CDRSERV_ERR_INVALID_PARAM | 91200 | MAJOR | An invalid data value was encountered when setting up a CDR.<br>**User Action:**<br>This is an internal error. Restart the application. |

**Table 17: Reporting Module Traps (Continued)**

| Trap OID | Trap Name | MF Log ID | Severity | Description |
|---|---|---|---|---|
| gvpReportingTraps.5010 | CDRSERV_ERR_INVALID_SUBMIT | 91201 | MAJOR | An invalid CDR was submitted.<br>**User Action:**<br>This is an internal error. Restart the application. |
| gvpReportingTraps.5011 | OPR_ERR_CALL_STAT_THREAD | 91700 | MAJOR | Failed to start the Operational Reporting Service's call stat queue thread.<br>**User Action:**<br>This is an internal error. Restart the application. |
| gvpReportingTraps.5012 | OPR_ERR_USER_MSG_THREAD | 91701 | MAJOR | Failed to start the Operational Reporting Service's user message queue thread.<br>**User Action:**<br>This is an internal error. Restart the application. |
| gvpReportingTraps.5013 | OPR_ERR_NEGATIVE_PEAK_REPORTED | 91702 | MAJOR | A negative peak value was reported to the Operational Reporting Service.<br>**User Action:**<br>This is an internal error. Restart the application. |
| gvpReportingTraps.5014 | EMSDC_ERR_NO_BRG_SESS_FOUND | 92200 | MAJOR | The Data Collection Sink was unable to find a call session related to the bridge session.<br>**User Action:**<br>This is an internal error. Restart the application. |

**Appendix**

# A Troubleshooting Tools

This appendix provides information about third-party tools that might be useful in assisting you with troubleshooting Genesys Voice Platform issues.

This appendix contains the following sections:

## Wireshark

Wireshark is a network protocol analyzer that captures packets from a number of different devices. Although Wireshark supports over 700 protocols, for call flow analysis only, SIP and RTP are typically investigated. Wireshark is freeware and you can obtain it from the Wireshark website at `www.wireshark.org.`

See "Collecting Wireshark Traces" on for more information.

## System Tools

The two Windows built-in tools available to monitor the system performance are PerfMon and Task Manager. You can use these tools for GVP troubleshooting by monitoring CPU usage, memory usage, and network traffic.

See "Collecting PerfMon Data" on for more information.

# Nuance

You can test the SpeechWorks Media Server install by using the included `mrcpClient,` and you can test the Nuance Speech Server install by using the included `client.` Install the client on a Windows server and run the sample application from the command line. This generates an mrcp log output file, which you can compare to the log in the appendix of the Nuance installation manual. See the Nuance documentation for additional information about the clients.

# Softphone

Approximately 50 different softphones are available on the internet. A commonly used variation is SJphone, which is available from SJ Labs website; www.sjlabs.com. SJphone supports SIP and H.323 messaging. You must have a sound card, microphone, and speakers to use in conjunction with a softphone. You can use SJphone to generate calls to the GVP IP environment to ensure correct call flow.

# Curl

Curl is a command line tool for transferring files with URL syntax. It supports FTP, FTPS, HTTP, HTTPS, GOPHER, and TELNET. It is useful for checking HTTP cache headers. You can find this tool on the Curl website; `http://curl.haxx.se/.`

Example for returning only the HTTP Header:
`C:\ Curl -I http://localhost/SampleApp/TestGrammar.grxml`

**Note:** The `-I` is an upper case letter `i`.

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**Appendix**

# B Frequently Asked Questions

This appendix describes common issues with Genesys Voice Platform (GVP) components, and how to resolve them.

This appendix contains the following section:

# Reporting Server

This section describes issues with the Reporting Server (RS).

## Internet Explorer Error: Web Page Cannot Be Found

### Problem

The RS returns HTTP errors in numerous situations, such as when the report URLs or parameters are malformed, or when data is not available to fulfill a given report request. In such cases, the HTTP response has error code `400,` and contains a human-readable error message.

By default, in Internet Explorer (IE), an HTTP response with error code `400;` however, results in IE displaying a page with the text `Web Page Cannot Be Found.` As a result, the error message returned by the RS is not displayed.

### Resolution

1. In IE, go to the `Tools > Internet Options > Advanced` tab.
2. Clear the option `Show Friendly HTTP Error Messages.`
3. Click `OK.`

# Reporting Server Fails to Start

### Problem

Your first attempt to start the RS fails.

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**Note:** The RS has no executable similar to other GVP components. Tomcat is the executable program; therefore, RS troubleshooting is actually Tomcat troubleshooting.

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### Resolution

1. Inspect the following log files for errors:
   - `<Tomcat Install Root>\logs\jakarta_service_XXX.log`
   - `<Tomcat Install Root>\logs\catalina.log`
   - `<Tomcat Install Root>\logs\stderr_XXX.log`

2. Look for an error with text similar to `[error] Failed creating java C:\Program Files\Java\jre1.6.0_05\bin\client\jvm.dll`.

   This is a known Java issue that is occasionally observed on installations of JDK 1.6.X.

3. To resolve this issue, copy the `msvcr71.dll` from `<JAVA_HOME>\bin` to `<SYSTEM_ROOT>\system32` or any other location on the path.

# Reporting Server Process Starts, Then Stops

### Problem

The Reporting Server process starts, runs for a couple of seconds, and then stops automatically.

### Resolution

When the Jakarta Tomcat application server is installed, ensure that it is not set to start automatically. You must select `No` for this option when prompted by the installation wizard.

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