

CA Automation Point

Message Reference Guide
Release 11.4



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CA Technologies Product References

This document references the following CA Technologies products:

- CA Automation Point
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Documentation Changes

The following documentation updates have been made since the last release of this documentation:

- Added the [AXC0559W](#) (see page 51) message.
- Updated the [AXC2104I](#) (see page 73) message.
- Updated the [AXC1800I](#) (see page 97) message.

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Chapter 1: Message Format and Flow

This chapter provides information on the format and flow of CA Automation Point messages.

Message Format

All CA Automation Point messages have the following format:

Prefix *Return Information* *Suffix* *MessageText*

Prefix

Indicates the component or environment that issued the message, limited to three characters:

AXC

ADDRESS AXC or session management

ADDRESS OPS or CA OPS/MVS to CA Automation Point Interface

VOX

ADDRESS VOX or notification services

PPQ

ADDRESS PPQ

ADDRESS GLV

TNG

ADDRESS TNG

Return Information

A four-digit number or the return code set by a command executed from any of the CA Automation Point ADDRESS command environments.

Suffix

Indicates the message type (one-character); most messages have one of the following suffixes:

I

Indicates *Information* about CA Automation Point requiring no response from you.

A

Indicates messages requiring you to respond by taking some *action*.

W

Indicates a *Warning* of non-critical errors.

E

Indicates an *Error* message, usually not recoverable. If it is possible to recover from the error, CA Automation Point asks you for more information.

F

Indicates a fatal error, not recoverable.

X

Indicates an internal error. This type of error occurs only in rare cases and usually requires that you contact CA Technical Support.

Message Flow

The following table describes the message flow and ranges for messages issued by each CA Automation Point component or ADDRESS command environment.

Component or Environment	Message Prefix	Where Displayed	Where Logged	Return Code Range
Session Management or ADDRESS AXC	AXC	AP Msg window	AP Message log	0001-1129 1200-3999 8700-8749 8900-8949
CA OPS/MVS to CA Automation Point interface or ADDRESS OPS	AXC	AP Msg window	AP Message log	1130-1199
Notification Services or ADDRESS VOX	VOX	AP Notification Messages window	ASOTRACE	5100-5699 6000-6299
ADDRESS PPQ:	PPQ	N/A	ASOTRACE	
PPQ-specific error				4500-4699
PPQ reserved errors				4956-4999
ADDRESS TNG	TNG	N/A	ASOTRACE	5900-5999
Common to all CA Automation Point ADDRESS command environments:	VOX PPQ TNG	N/A	ASOTRACE	

Component or Environment	Message Prefix	Where Displayed	Where Logged	Return Code Range
General parser errors				4001-4099
Common parser keyword errors				4100-4149
Common utility services errors				4150-4499

Note: The severity level setting on the Configuration Manager Error Tracing dialog determines which messages are logged to ASOTRACE. For more information, see the What's This? help for this dialog.

Message Rules

You can write rules to detect and react to any message that appears in a CA Automation Point desktop function window; messages with prefixes AXC and VOX are the most common in this category.

Note: For more information, see the *Command and Keyword Reference Guide*.

Chapter 2: AXC Messages

Messages prefixed with AXC are generated to report the statuses of globally-defined settings used to run CA Automation Point, session configurations, the rules file, REXX settings, and tracing levels. The following AXC messages are generated by CA Automation Point.

AXC Messages

This section describes general CA Automation Point messages.

AXC0002E

Script file *filename* ignored - cannot be opened

Reason:

CA Automation Point could not find or could not read the file name specified in a script keyword.

Action:

Verify that the file name exists, is spelled correctly, and is in the current directory if the complete file name has not been specified.

AXC0003E

Session *sessname* ignored - Configuration Error

Reason:

CA Automation Point has encountered a problem with your session definition indicated by *sessname*.

Action:

Look for errors in the session definitions for *sessname*.

AXC0007E

No valid sessions found in the Session Definition Set

Reason:

You have defined no sessions or all of your defined sessions are not configured correctly.

Action:

Add new session definitions or look for configuration errors in the session definition sets.

AXC0008E

Host message log file *filename* ignored - cannot be opened

Reason:

CA Automation Point could not open for output the host message log file.

Action:

Try either of the following actions to solve the problem:

Verify that the disk that contains the host message log is not write-protected and that it contains some empty space.

Verify that the %AP_Site_Path%\Log directory exists.

AXC0009E

The Asynchronous Communication Option is not authorized.

Note: This message is for OS/2 customers only.

Reason:

You tried to define an asynchronous session, but your authorization code does not enable the Asynchronous Communication Option.

Action:

Contact your CA Account Representative.

AXC0013E

Session limit of *nnn* sessions exceeded.

Reason:

You have defined more sessions than CA Automation Point allows. The maximum number of session definitions allowed is 250, but can be lowered using configuration.

Action:

Remove old or unnecessary session definitions from the session definition set.

AXC0014E

Error in keyboard file *filename*

Reason:

CA Automation Point detected a problem in the indicated keyboard parameter file. Other messages accompany this message to identify the specific error.

Action:

Correct the error, then restart CA Automation Point.

AXC0017E

AP message log file *filename* ignored - cannot be opened

Reason:

CA Automation Point could not open for output the CA Automation Point message log file.

Action:

Ensure that the disk containing the CA Automation Point message log is not write-protected and contains some empty space.

AXC0018E

Invalid action window size

Reason:

You specified an incorrect value for the window size in the Action Message Area in the CA Automation Point Merged Messages window. The Action Message Area can contain no more than 19 lines.

Action:

Make sure the Merged Message Window Height field in the Automation Point Desktop settings is set to a value between 1 and 19.

AXC0019E

Illegal use of reserved session name - *sessname* ignored.

Reason:

One of your sessions (indicated by *sessname*) has an invalid name. The session name probably contains the letters "AXC," which CA Automation Point reserves for its own use.

Action:

Select a different session name.

AXC0020E

An automation process is currently running.

Reason:

You tried to start the AXC utilities while CA Automation Point was running or you tried to start CA Automation Point while the AXC utilities were running.

Action:

Start either the AXC utilities *or* CA Automation Point.

AXC0021W

Expected YES or NO.

Reason:

You specified a value other than YES or NO for a parameter statement that requires one of these values.

Action:

Change the invalid value to either YES or NO.

AXC0023W

Bad file name or file not found *filename*.

Reason:

CA Automation Point could not find a file with the name *filename* that you specified, possibly because you misspelled the file name or the file is not in the installation location(s).

Action:

Ensure that the file name mentioned in the message exists in the installation location and has not been renamed since specifying it in Configuration Manager.

AXC0025E

Window *windowname* ignored - duplicate function window Type

Reason:

You specified a duplicate function window Type in more than one function window definition.

Action:

Make sure you have no duplicate function window types in your function window definitions.

AXC0026E

Error on host message log file *filename* - now closed.

Reason:

CA Automation Point tried to write to the host message log file, but the operating system reported a write error.

If CA Automation Point cannot open the file for any reason or if the disk runs out of space, CA Automation Point disables message logging to the file. The disk has probably run out of space because the host message log file contains too many messages.

Action:

Increase the number of files and decrease the number of lines per file in the Host Messages area of the Message Log Settings dialog of Configuration Manager.

AXC0031I

Host message log file *logfile* in use.

Reason:

If you told CA Automation Point to create a log file by specifying a log file name, this message appears when you start CA Automation Point.

Action:

None.

AXC0033I

AP message log file *logfile* in use.

Reason:

If you told CA Automation Point to create a message log file by specifying a log file name, this message appears when you start CA Automation Point.

Action:

None.

AXC0035E

Invalid escape sequence: *text*. Destination session: *sessname*.

Reason:

CA Automation Point tried to issue a command to the session indicated by *sessname*, but the command contained an invalid escape sequence, indicated by *text*.

Action:

See the *Administrator Guide* for a list of valid escape sequences. Find the required key operation or abbreviation and specify its value within the command in place of the invalid value.

AXC0036E

Duplicate script statement.

Reason:

This message indicates the existence of two script statements of the same type for a session.

Action:

Remove one of the duplicate script statements.

AXC0037W

Timeout=0 Restart disabled for session:*sessname*.

Reason:

This message indicates that the session will not be restarted.

Action:

To avoid receiving this message in the future, set the Timeout value to a value greater than 0.

AXC0038W

Session *sessname* will not be started because it is configured as a hllapi session which is no longer supported.

Reason:

CA Automation Point no longer supports the HLLAPI connection type CA Automation Point.

Action:

Either reconfigure the session to use TN3270 by setting a Host Name/IP and Port from the 3270 Session Settings dialog in Configuration Manager or remove the HLLAPI session.

AXC0039W

Session *sessname* will not be started because it is configured as a cut mode session which is no longer supported.

Reason:

CA Automation Point no longer supports the CUT MODE connection type.

Action:

Reconfigure the session to use TN3270 by setting a Host Name/IP and Port from the 3270 Session Settings dialog in Configuration Manager or remove the affected session.

AXC0040W

Session *sessname* will not be started because it is configured with a 3205 terminal type which is no longer supported.

Reason:

CA Automation Point no longer supports the 3205 terminal type for 3270 sessions.

Action:

Remove the affected session or reconfigure it with a different terminal type, if that is an option.

AXC0041E

No Sessions or Function Windows are enabled.

Reason:

You have invoked CA Automation Point without enabling sessions or function windows in the active Session Definition Set in Configuration Manager or you have invoked CA Automation Point from the command line without a valid Session Definition Set name.

Action:

Stop CA Automation Point and exit by selecting the “Exit CA Automation Point completely” option from the Action menu. Configure a session definition set using Configuration Manager. To view any sessions on the desktop, you must define and enable that session. To view function windows on the desktop, you must enable the window, if already defined, otherwise, you must define and enable the window.

If you have only configured Notification Services, in order to see the messages generated by the notification server on the Automation Point desktop, you must enable the AP Notification Messages function window in the active session definition set.

AXC0042E

Session definition set not found.

Reason:

There is either no active session definition set configured or the session definition set file specified by this setting or as command line parameter is missing.

Action:

Identify the active session definition set using Configuration manager and confirm that corresponding file exists.

AXC0043W

Session *sessname* will not be started because it is configured with a 3151_CFE terminal type which is no longer supported.

Reason:

CA Automation Point no longer supports the 3151_CFE terminal type.

Action:

Remove the affected session or reconfigure it with a different terminal type, if that is an option.

AXC0100A

Enter command for session *name*

Reason:

CA Automation Point is waiting for you to issue a command to the session indicated.

Action:

Enter the command to be issued to the session or press the Alt+N keys to select a different target session for the command.

AXC0101I

Automation Point Paused

Reason:

CA Automation Point has been globally paused. All automated sessions will remain paused until automation has been globally restarted.

AXC0103A

Enter REXX program or script to execute in session *name*

Reason:

CA Automation Point is waiting for you to enter the name of a script file or REXX program. CA Automation Point executes the file for the session indicated.

Action:

Enter the name of the REXX program or script file to issue to the session *or* press Alt+N to select a different target session for the command.

AXC0104A

No automated sessions. Enter REXX program to execute.

Reason:

None of the sessions that you defined are automated, meaning that CA Automation Point is not directly automating any sessions.

You can start a REXX program from the command line, but you cannot activate script files or enter host commands.

Action:

Enter the name of a REXX program *or* press the Esc key to cancel.

AXC0110I

Initializing session *sessname***Reason:**

CA Automation Point is initializing the session indicated.

Action:

None.

AXC0111E

Console for session *sessname* initialized but inactive**Reason:**

CA Automation Point has initialized the console for the session indicated, but the console is inactive.

Action:

Verify that all hardware connections for the session are intact and working. If you cannot find the source of the problem, contact CA Technical Support.

AXC0112E

Console for session *sessname* not initialized**Reason:**

CA Automation Point cannot initialize the console for the session indicated.

Action:

Verify that the session definition contains no errors and make sure that all hardware connections for the session are intact. If you find no session definition or hardware problems, contact CA Technical Support.

AXC0114E

No command line keyword**Reason:**

When you started the CA Automation Point utilities program (AXCUTIL2), you did not specify an operand requesting an action, such as customizing a keyboard parameter file.

Action:

Restart the utilities program with the proper operands.

AXC0115E

KBPARMFILE requires both input and output parameter filenames

Reason:

When you started the CA Automation Point utilities program (AXCUTIL2) with the KBPARMFILE operand, you did not provide all of the required arguments that the KBPARMFILE operand needs for processing.

Action:

Restart the utilities program, specifying the *infile* and *outfile* values as the KBPARMFILE arguments.

AXC0117E

Unrecognized command line keyword

Reason:

When you started the CA Automation Point utilities program (AXCUTIL2), you specified an unrecognized operand.

Action:

Restart the utilities program with a valid operand such as FONTS or KBPARMFILE.

AXC02001

Syntax error in statement

Reason:

CA Automation Point found a syntax error in the preceding statement.

Action:

Scan the statement for missing or invalid delimiters (such as commas or blanks). Update the appropriate line in the rules or script file, then restart CA Automation Point.

AXC02011

Invalid statement type *keyword* specified

Reason:

CA Automation Point found the invalid keyword indicated in a script file.

Action:

Edit the script file, correct the line in error, then restart CA Automation Point.

AXC0202I

Format error processing the *keyword* keyword

Reason:

The text associated with the indicated keyword contained unmatched parentheses.

Action:

Edit the rules file, correct the line in error, then restart CA Automation Point.

AXC0203I

***keyword = keyvalue* invalid and ignored**

Reason:

The indicated keyword and/or value is invalid.

Action:

Edit the rules file or the script file. Correct the statement in error, then restart CA Automation Point.

AXC0210E

No search active: ENDSEARCH ignored

Reason:

The script file that is running contains an unequal number of SEARCH and ENDSEARCH statements.

Action:

Edit the script file, correct the error, then restart CA Automation Point.

AXC0211E

Communications failure with session id *name*

Reason:

Host communications with the indicated CA Automation Point session have terminated. This message usually indicates some form of communication problem between the session and the host.

Action:

This situation is normal if the mainframe is being IPLed. If not, jump to the indicated session and look at the status line at the bottom of the screen. You may need to reset or power off this session before it is usable.

AXC0212E

Error processing script file *filename*

Reason:

An uncorrectable I/O error occurred while the indicated script file was being processed.

Action:

Verify that the file is in the current directory. If it is, verify that the operating system can read it.

AXC0213I

Script file *filename* active in session *sessname*

Reason:

CA Automation Point recognized a state change in the indicated session and activated the specified script.

Action:

None is required, but you can watch the script execute in the indicated session by jumping to the indicated session.

AXC0214I

Script *filename* completed in session *sessname***Reason:**

The script file activated previously has completed processing and CA Automation Point rules now manage the session.

Action:

None.

AXC0215E

REXX program not found: *name***Reason:**

CA Automation Point could not find or could not read the file name specified in the REXX keyword in the rule.

Action:

Verify that the file name exists, that it is spelled correctly, and, if the complete file path has not been specified in the rule, that it is located in the current site directory (Site\MyFiles\REXX) or the Distrib directory.

AXC0216E

K command not acknowledged in session *sessname*.**Reason:**

The host system has not responded to a CA Automation Point-issued K command within the time period specified by the Keyboard Unlock setting in the session definition. This message appears when a console display does not react as expected to K commands issued by CA Automation Point while automating the console session.

Action:

If this message appears regularly and the console connection is active, you need to increase the value specified in the Keyboard Unlock setting for this session. This causes CA Automation Point to wait longer before issuing this message.

If the error message persists and the Keyboard Unlock setting for the session is already set properly for your site, then the host system may be experiencing response-time problems. Contact the system administrator at your site.

AXC0217W

Invalid Action Region Height for session *sessname*. Default value *nn* in use.

Reason:

In the session definition specified by *sessname*, you specified an invalid number of action messages in the Action Region Height field for session *sessname*. Instead of the value that you specified, CA Automation Point is using the default value (*nn*) appropriate for the terminal type that this session is using.

Action:

Modify the session definition, changing the value in the Action Region Height field for session *sessname* to a valid value. The terminal type specified for this session determines the valid values for the Action Region Height. For specific terminal types, see the help associated with the dialog.

AXC0218W

Console screen size change in session *sessname*.

Reason:

An automated console session changed the size of the 3270 screen.

Action:

None.

AXC0250W

Console error in session *sessname* - automation suspended

Reason:

When CA Automation Point issues a command to a session and the terminal screen does not change during the Keyboard Unlock period, CA Automation Point suspends automation and displays this message.

Automation restarts automatically after the time period that you specified on the Post-Error Restart Automation parameter has elapsed. Message AXC0252I usually follows this message.

Action:

None.

AXC0251I

Console timeout in session (*sessname*)- sending restart

Reason:

Because no activity occurred on this session for the timeout period, CA Automation Point sent the restart string to the session. The timeout period (the default is five minutes) is specified using the Session Timeout, Interval field in the session definition set. The restart string is specified in the Session Timeout, Restart String field in the session definition set.

Action:

If you do not want CA Automation Point to check for communication activity, specify a value of zero in the Session Timeout, Interval field.

AXC0252I

Automation restarted in session *sessname*

Reason:

CA Automation Point is resuming automation for a console session. This message usually follows message AXC0250W or message AXC0251I.

Action:

None.

AXC0253I

Automation globally paused.

Reason:

CA Automation Point has successfully paused all automated sessions.

Action:

None.

AXC0254I

Automation globally restarted.

Reason:

CA Automation Point has successfully restarted all automated sessions that had been paused.

Action:

None.

AXC0297E

Rules file *rulesfilename* not loaded. File contains syntax errors.

Reason:

You tried to enable a new rules file dynamically, but CA Automation Point did not enable the new rules because one or more rules in the file contain syntax errors. The current rules file remains in effect.

Action:

Take either of the following actions:

- Issue the CA Automation Point LOADRULES command processor without specifying the optional REPLACE(CLEAN) operand to cause CA Automation Point to enable the new rules file even if some rules in the file contain syntax errors.
- Check the AP Messages window or the CA Automation Point log file to determine the syntax errors in the new rules. Correct the errors and try enabling the new rules file again.

AXC0299I

Rules file *rulesfilename* in use

Reason:

CA Automation Point is using the default rules file indicated by *rulesfilename* that you specified in your session definition set. This message appears when you start CA Automation Point or when you reload a rules file.

Action:

None.

AXC0300E

Rules file *filename* not found

Reason:

CA Automation Point could not find or could not read the file name that you specified in your session definition set.

Action:

Verify the rules file name to make sure that the rules file you specified exists. Verify that you have spelled it correctly and in full, and, if the full path is not explicitly specified, that the file is in either the current site directory (Site\MyFiles) or the Distrib directory.

AXC0301E

Input: *rulertext*

Reason:

The indicated rule contained a syntax error.

Action:

Read the message following for more details about the syntax error.

AXC0302E

Invalid Rule Keyword *keyword*

Reason:

The indicated rule contained an invalid keyword.

Action:

Edit the rules file, correct the line in error, then restart CA Automation Point or reload the rules.

AXC0303E

Session id *sessid* is invalid

Reason:

The session ID referenced in an OSCMD rules keyword is invalid.

Action:

Edit the rules file, correct the line in error, then restart CA Automation Point or reload the rules.

AXC0304E

Invalid environmental variable *data*

Reason:

A rule referenced an invalid environmental variable name.

Action:

Edit the rules file, correct the line in error, then restart CA Automation Point.

AXC0305E

Unbalanced parentheses in input string

Reason:

A rules keyword contained unbalanced parentheses.

Action:

Edit the rules file, correct the line in error, then restart CA Automation Point or reload the rules.

AXC0306E

Error in WHEN clause - *error*

Reason:

The WHEN clause in a rule caused an error for the indicated reason.

Action:

Correct the rule syntax, then restart CA Automation Point or reload the rules.

AXC0309E

Out of memory while processing rules

Reason:

CA Automation Point ran out of memory while executing rules, possibly because of a problem within a rule or because the rules file is too large.

Action:

Check for syntax errors in your rules. If you find no syntax errors but your rules file is very large, you may need to delete some rules or get more memory for your workstation. If something else caused the problem, contact CA Technical Support.

AXC0310E

Invalid TIME rule keyword *keyword***Reason:**

A CA Automation Point time rule contains an invalid keyword.

Action:

Verify that all keywords in your time rules are spelled correctly and that you have specified valid values for those keywords.

Note: Some rules keywords are not valid in time rules. For a list of valid keywords, see the chapter on writing CA Automation Point rules in the *Administrator Guide*.

AXC0311E

Syntax error in rule statement**Reason:**

A CA Automation Point rule contains one or more syntax errors.

Action:

Check the syntax of all rules in your rules files. Verify that all keywords are spelled correctly and that you have specified valid values for those keywords.

AXC0312E

Must use SESSION option with TIME rule**Reason:**

Because you did not specify a target session in your time rule, CA Automation Point could not perform one of the following operations:

- Issue a command to a session through the OSCMD keyword.
- Send a keystroke string to a session through the SESSCMD keyword.
- Execute a script in another session through the SCRIPT keyword.

Action:

Read the message that follows for the location of the error. Rewrite the time rule, this time specifying a target session to receive the command specified with the OSCMD, SCRIPT, or SESSCMD keyword. To specify a target session, use a keyword clause that looks like one of these examples:

```
OSCMD((commandtext) SESSION(sessname)) SESSCMD((keystrokes) SESSION(sessname))  
SCRIPT((scriptname) SESSION(sessname))
```

AXC0313W

Invalid characters in dynamic status variable.

Reason:

The name of a dynamic CA Automation Point status variable contains invalid characters. The first character in a dynamic status variable name must be an ampersand (&), and the entire variable name can contain no more than 32 characters.

Action:

Rename the status variable.

AXC0314E

Nested dynamic status variables.

Reason:

The names of one or more dynamic status variables are nested within the name of another dynamic status variable. CA Automation Point does not allow nested dynamic status variables.

Action:

Rename the variable in error.

AXC0315E

Invalid substring range.

Reason:

A substring used in a rule to reference a portion of an environmental variable specifies an invalid range of columns, such as 5:1. The first column number in a substring must always be smaller than the second column number.

Action:

Edit the rule in error, this time specifying a valid substring.

AXC0316W

Invalid session name *sessname* created by rule Message Text: *text*

Reason:

A rule specified an invalid session name. The text explains why the name is incorrect.

Action:

Rewrite the rule, this time specifying a valid session name.

AXC0317E

Invalid Value: *value*

Reason:

The named value specified in a rule is incorrect. For example, you may have specified an improper value for a rules keyword.

Action:

Rewrite the rule using a correct value.

AXC0319E

PPQWRITE failed Queue: *queuename* RC: *errorcode*

Reason:

A PPQWRITE attempt from within CA Automation Point has failed. The variable *errorcode* specifies the error code from the PPQWRITE command. The variable *queuename* specifies the target PPQ queue name.

Action:

For information on how to respond to this error, look up the error code in the chapter "Other CA Automation Point Messages."

AXC0320I

LIMIT of *limit* exceeded for rule; *rulertext*

Reason:

The LIMIT specified (or defaulted to) for the given rule has been exceeded. This rule will not execute again for 1 minute. After the minute has passed, the time limit will be reset to 0 and the rule will be eligible for execution again.

Action:

None.

AXC0321E

EXPORTMSG has been disabled due an exception raised by APOPTIONS.DLL

Reason:

A rule issuing an EXPORTMSG command has returned an exception from the file apoptions.dll. All EXPORTMSG commands issued from that time until CA Automation Point has been recycled will be disabled.

Action:

Examine the code implemented to build apoptions.dll to eliminate the exception. Rebuild apoptions.dll, place the new apoptions.dll in the CA Automation Point BIN directory and restart CA Automation Point.

AXC0401E

Modem could not be initialized

Reason:

CA Automation Point cannot initialize a modem to which it is connected.

Action:

Verify that the initialization string you specified for the modem contains the appropriate commands. If the modem does not respond, verify that it is connected properly. If the connections are correct, contact CA Technical Support.

[AXC0503W](#)

File: *filename* Line: *number*

Reason:

This message is issued when CA Automation Point encounters an error while processing information read from an external file. This message states the name of the file currently being processed and the line number being processed at the time of the error.

Action:

Examine the specified file to ensure that the data is properly formatted for the type of file being processed.

[AXC0504E](#)

Unrecognized keyword

Reason:

A parameter contains an incorrect keyword.

Action:

Review the contents of your keyboard mapping file to verify that it contains valid, correctly spelled keywords.

[AXC0507W](#)

Could not open *filename* to browse

Reason:

You tried to open *filename*, but CA Automation Point cannot open the file for some undetermined reason.

Action:

When you want to view a file, be sure that you specify a valid file and that you spell its name correctly. If you did specify a correct file name and cannot determine why CA Automation Point cannot open the file, contact CA Technical Support.

AXC0508W

Could not initialize printer

Reason:

CA Automation Point was unable to access the printer.

Action:

Check your printer and its connections.

AXC0510W

Incomplete parameter statement.

Reason:

A statement in one of the CA Automation Point parameter files is missing a required keyword, value, or punctuation mark. Other messages accompanying this message may help you to determine which file contains the statement in error.

Action:

Review the statements in your parameter files to verify that they are correct and complete. Correct any errors, then restart CA Automation Point.

AXC0511W

Keyword is missing.

Reason:

A keyword is missing from a parameter statement. Other messages accompanying this message may help you to determine which file contains the statement in error.

Action:

Review the statements in your parameter files to verify that they are correct and complete. Correct any errors, then restart CA Automation Point.

[AXC0512W](#)

Invalid keyword.

Reason:

A keyword in a parameter statement is invalid, possibly because the keyword is misspelled. Other messages accompanying this message may help you to determine which file contains the statement in error.

Action:

Review the keywords on your parameter statements to verify that they are spelled correctly. Correct any errors, then restart CA Automation Point.

[AXC0513W](#)

Invalid value.

Reason:

You specified an invalid value for a keyword on a statement in one of the CA Automation Point parameter files. Other messages accompanying this message may help you to determine which file contains the keyword in error.

Action:

Review the keywords on your parameter statements to make sure that you specified valid values. Correct any errors, then restart CA Automation Point.

[AXC0514W](#)

Keyword not valid in this context.

Reason:

The keyword you specified on a parameter statement is not appropriate for this parameter. Other messages accompanying this message may help you to determine which file contains the keyword in error.

Action:

See the *Command and Keyword Reference Guide* to determine which values you can specify for the parameter keywords. Replace any invalid keywords, then restart CA Automation Point.

AXC0515W

Too many values.

Reason:

You specified too many values for a keyword on a statement in one of the CA Automation Point parameter files. Other messages accompanying message AXC0515W may help you to determine which file contains the keyword in error.

Action:

See the *Command and Keyword Reference Guide* to determine which values you can specify for the parameter keywords. Delete any improper keyword values, then restart CA Automation Point.

AXC0516W

Invalid value.

Reason:

CA Automation Point did not recognize the value specified for a keyword on a statement in one of its parameter files. Other messages accompanying message AXC0516W may help you to determine which file contains the statement in error.

Action:

See the *Command and Keyword Reference Guide* to determine which values you can specify for the parameter keywords. Replace any invalid keywords, then restart CA Automation Point.

AXC0517W

Invalid value.

Reason:

You omitted a required value for a keyword on a statement in one of the CA Automation Point parameter files. Other messages accompanying message AXC0517W may help you to determine which file contains the keyword in error.

Action:

Review your parameter statements to verify that you specified a valid value for each keyword. Correct any errors, then restart CA Automation Point.

AXC0518W

Unmatched quotes.

Reason:

A statement in one of the CA Automation Point parameter files contains mismatched quotation marks. (Quotes in parameter statements must always be paired.) Other messages accompanying message AXC0518W may help you to determine which file contains the statement in error.

Action:

Edit the incorrect statement. Either delete any extra quotes or add them as necessary, then restart CA Automation Point.

AXC0519W

Unexpected end of line.

Reason:

A statement in one of the CA Automation Point parameter files ended unexpectedly, probably because of extraneous punctuation. Other messages accompanying message AXC0519W may help you to determine which file contains the statement in error.

Action:

Edit the incorrect statement and correct any punctuation errors, then restart CA Automation Point.

AXC0520W

Unbalanced parenthesis

Reason:

A statement in one of the CA Automation Point parameter files contains mismatched parentheses. (Parentheses in parameter statements must always be paired.) Other messages accompanying message AXC0520W may help you to determine which file contains the statement in error.

Action:

Edit the incorrect statement and fix any punctuation errors, then restart CA Automation Point.

AXC0521W

Character not valid in this context.

Reason:

A parameter statement contains an invalid character.

Action:

Edit your parameter statements to verify that they contain correct punctuation. Correct any errors, then restart CA Automation Point.

AXC0522W

Token is too long

Reason:

A parameter statement contains a value that has too many characters.

Action:

Review your parameter statements to find the token in error. Correct the error, then restart CA Automation Point.

AXC0523W

Unexpected comma found.

Reason:

CA Automation Point detected a comma in the wrong place in a parameter statement. Other messages accompanying message AXC0523W may help you to determine which file contains the statement in error.

Action:

Review your parameter statements and delete the misplaced (or extra) comma, then restart CA Automation Point.

AXC0524W

Expected comma not found.

Reason:

CA Automation Point did not find a comma in a parameter statement where it expected a comma. Other messages accompanying message AXC0524W may help you to determine which file contains the statement in error.

Action:

Review your parameter statements and insert the comma, then restart CA Automation Point.

AXC0525I

***filename* copied to *oldfile*. Logging resumed to *filename*.**

Reason:

The default log file *filename* is full, or you have opened a new log file, so CA Automation Point has copied the contents of *filename* to a file named *oldfile*, and has resumed logging to the *filename* log file.

Action:

None.

AXC0526W

No new host log - no log in use.

Reason:

You are running CA Automation Point without a host message log file. The file is not required, so the rest of CA Automation Point runs normally.

AXC0527I

Backing up REXX log files. Logging will resume to *filename*.

Reason:

You have requested to open a new REXX log file. CA Automation Point will back up the old log files and resume logging to the *filename* log file.

Action:

None.

AXC0530W

No Console Type Value for session *sessname* Automation not started.

Reason:

The session definition for the named *sessname* does not specify a console type for this session.

Action:

Select a console type for session *sessname*.

AXC0531E

This message generates any of the following:

nn AP console messages lost in last nn seconds.

nn sessname messages lost in last nn seconds.

nn incoming ETC messages lost in last nn hr nn min nn sec.

Reason:

The CA Automation Point console message queue has exceeded 1000 entries, or the session-specific message queue (indicated by *sessname*) has exceeded 250 entries.

The first *nn* value indicates how many messages CA Automation Point has discarded within the last *nn* seconds (at approximately one-minute intervals).

The Event Traffic Controller issues this message when more events are queued than are specified in the Incoming Message Queue Size field on the Performance Settings tab of the Event Traffic Controller GUI.

Action:

Check these likely problem areas:

- Check your REXX programs. You may be running too many EXECs at the same time, or the EXECs you are running may be taking too long to complete.
- Check your rules and REXX programs to verify that the WTXC keyword (in rules) or the WTXC command processor (in REXX programs) is not executing more often than you had intended. (See the chapters on writing rules and REXX programs in the *Administrator Guide* for more information about WTXC.)

Verify that your automated 3270 sessions are connected to the console type that you specified on each Sessions Console Type in the session definition.

- If you connected a full-screen application to an automated asynchronous session, the escape sequences could be causing the problem.
- If an asynchronous host ends each line with a CR (carriage return) character, CA Automation Point may be counting each line as a separate message. The host may be sending more messages than you may realize. Try to limit excessive messages from the host (using your host automation software product).
- If you are using the CA Automation Point voice processing feature heavily, you may be overtaxing your workstation resources. Using some utility, verify that your workstation is running at its rated capacity. If the problem persists, contact CA Technical Support with this information: The type and speed of your workstation; the operating system that your workstation is running; the host systems to which CA Automation Point is connected and the number of messages that each host is sending to CA Automation Point.

- Limit the number of events that arrive in the Event Traffic Controller by filtering your CA NSM messages through the Filtering Criteria dialog of the Event Traffic Controller. Also, you can increase the value of the Incoming Message Queue Size field on the Performance Settings tab of the Event Traffic Controller GUI to 32,000.

AXC0536I

Automation paused by command in session *sessname*

Reason:

You issued the CA Automation Point SESSCNTL command processor to pause automation for the session indicated by *sessname*.

Action:

None.

AXC0537I

Automation restarted by command in session *sessname*

Reason:

You issued the CA Automation Point SESSCNTL command processor to restart automation for the session indicated by *sessname*.

Action:

None.

AXC0538W

nnnn REXX buffer messages for session sessname.

Reason:

The internal host-message-stream buffer (opened with the OPENBUF command for this asynchronous session) has collected *nnnn* unread messages.

This warning message appears for every 1,000 unread messages. If the number of unread messages in the buffer reaches 10,000, CA Automation Point discards any new incoming messages.

Action:

Check your REXX program to verify that it contains no logic errors that might be preventing the READBUF command from processing. Messages may be filling the buffer faster than your REXX program can process them. In such a case, you may have to use CA Automation Point rules to process the incoming messages in this session.

For more information about the OPENBUF, READBUF, and CLOSEBUF command processors, see the *Command and Keyword Reference Guide*.

AXC0539E

REXX buffer overflow for session sessname.

Reason:

The internal host-message-stream buffer (opened with the OPENBUF command for this asynchronous session) has collected 10,000 unread messages. CA Automation Point discards new incoming messages until the number of messages in the buffer is less than 10,000.

Action:

Check your REXX program to verify that it contains no logic errors that might be preventing the READBUF command from processing. Messages may be filling the buffer faster than your REXX program can process them. In such a case, you may have to use CA Automation Point rules to process the incoming messages in this session. For more information about the OPENBUF, READBUF, and CLOSEBUF command processors, see the *Command and Keyword Reference Guide*.

AXC0540W

Automation globally paused, no restart in session *sessname*

Reason:

The SESSCNTL command processor is not able to restart the session indicated because automation is globally paused.

Action:

Restart automation by selecting the Pause/restart option from the CmdArea menu in CA Automation Point.

AXC0541I

Power reset issued to session *sessname*

Reason:

This message is displayed if a power-on reset is sent to either a Windows command prompt or a TN3270 session.

Action:

If you want to perform an action every time a power-on reset is sent to a session, you can write a rule against this message.

AXC0542E

CA NSM host = *HostName* not responding.

Reason:

CA NSM Event Manager on the CA NSM host named *HostName*, which is being monitored by the CA Automation Point Event Traffic Controller, has not responded, and is assumed to be unavailable.

Action:

Search the ASOTRACE log for more detailed diagnostics. Restart Event Manager, if it is not already running.

AXC0543I

CA NSM host = *HostName* has responded.

Reason:

The CA NSM Event Manager on the CA NSM host named *HostName*, which was previously reported as unavailable, is now responding.

Action:

None.

AXC0544E

Windows host = *HostName* not responding.

Reason:

The CA Automation Point Event Traffic Controller could not connect to the Windows host named *HostName*.

Action:

Search the ASOTRACE log for more detailed diagnostics. This error typically implies that the host or the connecting network is down. Confirm the availability of the host.

AXC0545I

Windows host = *HostName* has responded.

Reason:

The Windows host named *HostName*, which was previously reported as unavailable, is now responding.

Action:

None.

AXC0546E

User *username* attempted a SESSCMD without execute privilege. Session name and command = *sessname command*

Reason:

A session command request was received by the CA Automation Point Event Traffic Controller from the CA NSM Event Manager. The specified user was not authorized to execute commands for the specified session name.

Action:

Configure the AP Remote Viewer service, specifying the host name of the CA-AP TNG Security Server you want to use. Within the CA-AP TNG Security Server user interface, specify execute privilege for the user name and session name that you want to authorize. If you do not want the Event Traffic Controller to perform security checking, disable Command Security on the Configuration Manager CA NSM Event Manager dialog.

AXC0547I

CA Automation Point is shutting down

Reason:

This message is sent to the CA Automation Point Messages window just before CA Automation Point shuts down.

Action:

None required. However, you can provide automation on this message by adding a rule to AXCRULES.RUL. For example, MSGID(AXC05471) SESSION(AXC) UNIFWD will forward this message to all configured CA NSM hosts.

Note: Do *not* run a REXX program from a rule triggered by this message ID, because CA Automation Point will not start a REXX program during its shutdown process.

AXC0550E

Unable to write to file *filename*

Reason:

CA Automation Point displays this message when the SCREEN DUMP option is unable to write to the output file.

Action:

Make sure no other application has exclusive access to this file and try again.

AXC0551E

Error occurred starting Web Automation subsystem. See ASOTRACE log.

Reason:

The CA Automation Point task responsible for processing messages received for Web-enabled sessions was unable to start.

Action:

Consult the current CA Automation Point tracing log (ASOTRACE.LOG) to diagnose the problem. If you cannot find a solution, contact CA Technical Support.

AXC0552I

Web Automation subsystem started successfully.

Reason:

The CA Automation Point task responsible for processing messages received for Web-enabled sessions started successfully.

Action:

None.

AXC0553I

Total count of 3270/5250 sessions:sesscount set:ConfigurationSetName.

Reason:

CA Automation Point started with configuration set named *ConfigurationSetName*, which enabled a combined count of *sesscount* 3270 and 5250 sessions.

Action:

None.

AXC0554W

CA Licensing - *code* - *message*.

Reason:

CA Automation Point's license-checking logic detected a problem with the customer license. The *code* included in the message is your four-digit license code and *message* is text that explains the specific problem.

Action:

Contact your account representative to obtain a new license.

AXC0555W

CA Licensing - *code* - Usage count (*count*) exceeds licensed maximum (*max*).

Reason:

CA Automation Point's license-checking logic detected a problem with the customer license code *code*. The number of enabled 3270 sessions in the active configuration set specified by *count* exceeds the maximum number of *max* 3270 sessions permitted by the customer licensing code.

Action:

Contact your account representative to obtain a new license code that increases the maximum number of permitted 3270 sessions, or disable the excess number of 3270 sessions from your active configuration set.

AXC0556I

Connect issued to session *sessname*

Reason:

An establish connection command was issued to a session by a key operation.

Connect issued by command to session *sessname*

Reason:

An establish connection command was issued to a session by a session command.

Action:

If you want to perform an action every time an establish connection command is issued to a session, you can write a rule against this message.

AXC0557I

Disconnect issued to session *sessname*

Reason:

A close connection command was issued to a session by a key operation.

Disconnect issued by command to session *sessname*

Reason:

A close connection command was issued to a session by a session command.

Action:

If you want to perform an action every time a close connection command is issued to a session, you can write a rule against this message.

AXC0558I

Maximum number (*maximum*) of remote views per host is exceeded

Reason:

Remote Viewer cannot connect to the host because the maximum number of remote views for this host has been exceeded. You can establish remote views up to the specified maximum for one host from one or more Remote Viewers connected to it.

Action:

None.

AXC0559W

CA Licensing - code - Invalid license.

Reason:

CA Automation Point license-checking logic detected a problem with the customer license code.

Action:

Contact your account representative to obtain a valid license code.

AXC0600W

Could not read key parm file *parmfile*

Reason:

CA Automation Point could neither find nor read the keyboard parameter file specified in the Keyboard/Mapping File field of the Automation Point Desktop Settings dialog.

Action:

Verify that the file name for the file you specified exists and is spelled correctly and in full.

AXC0601W

Expected keyword KEY.

Reason:

CA Automation Point could not find a KEY parameter on a line in the keyboard parameter file. You must specify the KEY parameter for each key definition.

Action:

Correct the appropriate line and restart CA Automation Point. See the *Command and Keyword Reference Guide* for more information about the KEY parameter.

AXC0602W

filename* Line *number*:*text

Reason:

This message displays the line where a syntax error occurred in the file indicated by *filename*. The value for *number* is the line number and the value for *text* is the text of the line. CA Automation Point displays this message for every syntax error it finds in this file.

Action:

Correct any syntax errors located in the specified file.

AXC0603W

Unrecognized token: *text*

Reason:

CA Automation Point could not recognize the text found on the line indicated by message AXC0602W.

Action:

Correct the appropriate line, then restart CA Automation Point.

AXC0604W

Unexpected end of line.

Reason:

CA Automation Point did not expect to reach the end of the current line of text at this time. This situation can be the result of a syntax error on or before the current line.

Action:

Correct the appropriate line, then restart CA Automation Point.

AXC0605W

Expected equal

Reason:

CA Automation Point expected to read an equal sign (=), but it did not find one. Message AXC0602W displays the line in error.

Action:

Correct the appropriate line, then restart CA Automation Point.

AXC0606W

Expected comma

Reason:

CA Automation Point expected to read a comma (,), but it did not find one. Message AXC0602W displays the line in error.

Action:

Correct the appropriate line, then restart CA Automation Point.

AXC0607W

Parameter KEY is required.

Reason:

CA Automation Point could not find the KEY parameter on the line indicated by message AXC0602W.

Action:

Correct the appropriate line, then restart CA Automation Point.

AXC0608W

Parameter SCAN is required.

Reason:

CA Automation Point could not find the required SCAN parameter on the line indicated by message AXC0602W.

Action:

Correct the appropriate line, then restart CA Automation Point.

AXC0609W

Unrecognized key operation.

Reason:

CA Automation Point did not recognize the value specified by the KEY parameter located on the line indicated by message AXC0602W.

Action:

Specify one of the operations listed in the *Administrator Guide*, then restart CA Automation Point.

AXC0610W

Expected left-parenthesis

Reason:

A left-parenthesis is missing.

Action:

Correct the appropriate line, then restart CA Automation Point.

AXC0611W

Parameter 3270_KEY is required.

Reason:

CA Automation Point did not find the required 3270_SCAN parameter on the line indicated by message AXC0602W.

Action:

Correct the appropriate line in the scan code file, then restart CA Automation Point. See the *Administrator Guide* for more information about the scan code parameter file and the *Reference Guide* for details about the 3270_KEY parameter.

AXC0612W

Parameter 3270_SCAN is required.

Reason:

CA Automation Point did not find the required 3270_SCAN parameter on the line indicated by message AXC0602W.

Action:

Correct the appropriate line in the scan code file, then restart CA Automation Point. See the *Administrator Guide* for more information about the scan code parameter file and the *Reference Guide* for details about the 3270_SCAN parameter.

AXC0613W

Could not write kb parm file *parmfile*

Reason:

CA Automation Point could not write to the keyboard parameter file specified on an AXCUTIL2 (the CA Automation Point utilities program) command.

Action:

Verify that the file name is spelled correctly and that the file is in the specified directory. See the *Administrator Guide* for more information about the keyboard parameter file and the CA Automation Point utilities program.

AXC0614W

Operation not in default table: *operation*

Reason:

You specified an operation on a KEY or 3270_KEY parameter that is not defined in the CA Automation Point default table.

Action:

Choose an operation from the list of valid operations for keyboard parameters in the *Reference Guide*, specify the new value, then restart CA Automation Point.

AXC0615E

Default keyboard definition will be used

Reason:

CA Automation Point found errors while trying to read the keyboard parameter file you specified in the Keyboard Mapping File field on the Automation Point Desktop Settings dialog in Configuration Manager. It will use a basic, built-in default keyboard mapping *similar to the 88-key AT keyboard*.

Action:

Correct the errors in your keyboard parameter file, then restart CA Automation Point.

For more information about the keyboard parameters, see the *Command and Keyword Reference Guide*.

AXC0616A

Press key.

Reason:

You are running the CA Automation Point keyboard utility program and the program is ready for you to define a key.

Action:

Press the key you want to define.

AXC0617I

keydefinition**Reason:**

You are running the CA Automation Point keyboard utility program and the program is displaying a key definition.

Action:

None.

AXC0618I

Scan: number**Reason:**

You are running the CA Automation Point keyboard utility program. The *number* provides the numeric location on the keyboard of the key you just pressed. The utility uses this number on the SCAN parameter when you define the key.

Action:

None.

AXC0619I

No operations defined.**Reason:**

You are running the CA Automation Point keyboard utility program, and you just pressed a key for which no operations have been defined.

Action:

See the description of message AXC0623A.

AXC0620A

Type key label or 'quit':**Reason:**

You are running the CA Automation Point keyboard utility program, and the program is ready for you to enter a key label.

Action:

Enter a key label (or type QUIT to quit), then press the Enter key.

AXC0621I

Current definitions are listed. Press key:

Reason:

You are running the CA Automation Point keyboard utility program, and you just pressed a key for which the indicated operations are defined.

Action:

See the description of message AXC0622A.

AXC0622A

K to keep, A to add, D to delete, M to modify, R to use defaults, Q to write file:

Reason:

You are running the CA Automation Point keyboard utility program, and you just pressed a key for which the indicated operations are defined.

Action:

Press one of the following keys:

- K to keep the current definitions (if any) for this key
- A to define one or more operations for this key
- D to delete all the current definitions
- M to delete one or more of the current definitions
- R to replace the current definitions with the default definitions
- Q to quit the program, saving any changes

AXC0623A

A to add, I to ignore, R to use defaults, Q to write file:

Reason:

You are running the CA Automation Point keyboard utility program, and you just pressed a key for which no operations have been defined.

Action:

Press one of the following keys:

- A to define one or more operations for this key
- I to skip to the next key definition
- R to use the default definitions (if any)
- Q to quit the program, saving any changes

AXC0624I

Default key definitions:

Reason:

You are running the CA Automation Point keyboard utility program, and you just pressed a key for which default definitions exist. A list of the default definitions follows this message.

Action:

None.

AXC0625I

Current key definitions:

Reason:

You are running the CA Automation Point keyboard utility program, and you just pressed a key which is currently defined. A list of the current definitions follows this message.

Action:

None.

AXC0626A

Enter operation:

Reason:

You are running the CA Automation Point keyboard utility program, and you just indicated that you want to add a definition. CA Automation Point is prompting you for the name of the operation that you want mapped to this key.

Action:

Enter an operation from the list of valid operations in the *Administrator Guide*.

AXC0627I

No operation entered.

Reason:

You are running the CA Automation Point keyboard utility program. CA Automation Point asked you to enter an operation, but you pressed the Enter key instead.

Action:

Enter an operation from the list of valid operations in the *Administrator Guide*.

AXC0628W

Unrecognized operation.

Reason:

You are running the CA Automation Point keyboard utility program, and you specified an invalid operation.

Action:

Enter an operation from the list of valid operations in the *Administrator Guide*.

AXC0629I

New key definition:

Reason:

You are running the CA Automation Point keyboard utility program, and you tried to define a key that is already defined.

Action:

See the description of message AXC0630A.

AXC0630A

Keep this key definition (Y or N)?**Reason:**

You are running the CA Automation Point keyboard utility program, and you just indicated that you want to modify a definition. You can either keep the current definition or delete it.

Action:

To keep the current definition, specify Y. To delete this definition, specify N.

AXC0631I

Key definition NOT being kept.**Reason:**

You are running the CA Automation Point keyboard utility program. At your request, CA Automation Point has just deleted one of the current key definitions.

Action:

None.

AXC0632I

Modifying the list consists of keeping or deleting key definitions.**Reason:**

You are running the CA Automation Point keyboard utility program. CA Automation Point provides this message to help you use the Modify (M) option.

Action:

None.

AXC0633I

Key definition kept.**Reason:**

You are running the CA Automation Point keyboard utility program. At your request, CA Automation Point has just saved one of the current key definitions.

Action:

None.

AXC0634I

Current definitions will be deleted and replaced with defaults.

Reason:

You are running the CA Automation Point keyboard utility program, and you just asked CA Automation Point to delete or replace one or more key definitions.

Action:

See the description of message AXC0635A.

AXC0635A

Are you sure (Y or N)?

Reason:

You are running the CA Automation Point keyboard utility program, and you just asked CA Automation Point to delete or replace one or more key definitions. CA Automation Point is waiting for you to confirm your request.

Action:

If you still want CA Automation Point to delete the definition(s), specify Y. If you do not want CA Automation Point to delete the definition(s), specify N.

AXC0636I

Shift keywords: RIGHT_SHIFT SCROLL_LOCK CTRL SHIFT ANY

AXC0637I

Shift keywords: LEFT_SHIFT NUM_LOCK ALT UPPER LOWER

Reason:

You are running the CA Automation Point keyboard utility program and are defining the SCAN instructions for an operation. These two messages indicate the shift states that you can specify in a SCAN instruction. The *Administrator Guide* describes the shift states in detail.

Action:

None.

AXC0638I

Enter one shift per request. When completed, press ENTER at prompt.

Reason:

You are running the CA Automation Point keyboard utility program and are defining the SCAN instructions for an operation. CA Automation Point accepts only one shift state per instruction.

Action:

See the *Administrator Guide* for details on the shift states.

AXC0639A

Enter shift:**Reason:**

You are running the CA Automation Point keyboard utility program and are defining the SCAN instructions for an operation. CA Automation Point is waiting for you to specify a shift state (if any). The *Administrator Guide* describes the shift states in detail.

Action:

If this operation does not require any shift states to be true, press the Enter key. For example, a lowercase “a” requires you to press only the “A” key. If this operation requires a shift state, type the desired shift state, then press the Enter key. For example, an uppercase “A” requires you to press the “A” key and a Shift key or the Caps Lock key simultaneously. When you enter a value, the program prompts you again to enter a shift state. Enter another value or press Enter to continue.

AXC0640W

Unrecognized shift.**Reason:**

You are running the CA Automation Point keyboard utility program and are defining the SCAN instructions for an operation. You specified an invalid shift state.

Action:

Specify one of the shift states listed in messages AXC0636I and AXC0637I.

AXC0641I

Map keywords: TERMINAL AUTOMATE

Reason:

You are running the CA Automation Point keyboard utility program and are specifying the windows where an operation will be available. This message indicates the two types of windows that CA Automation Point supports: terminal emulator windows and CA Automation Point function windows.

Action:

None.

AXC0642I

The default map is both.

Reason:

You are running the CA Automation Point keyboard utility program and are specifying the windows where an operation will be available. This message indicates that, by default, CA Automation Point assumes an operation is available to both types of windows.

Action:

None.

AXC0643I

Enter one map per request. When completed, press ENTER at prompt.

Reason:

You are running the CA Automation Point keyboard utility program and are specifying the windows where an operation will be available. CA Automation Point accepts only one MAP value for each key definition.

Action:

None.

AXC0644I

Enter map:**Reason:**

You are running the CA Automation Point keyboard utility program and are specifying the windows where an operation will be available. CA Automation Point is waiting for you to specify a MAP value.

Action:

If you want the operation to be available to both types of windows, press the Enter key. If you want the operation to be available only to terminal emulator windows, type TERMINAL and then press the Enter key. If you want the operation to be available only to AutoMate function windows, type AUTOMATE and press the Enter key. When you enter a value, the program prompts you again to enter a map. Enter another value or press the Enter key to continue.

AXC0645W

Unrecognized map.**Reason:**

You are running the CA Automation Point keyboard utility program and are specifying the windows where an operation will be available. You specified an invalid window type.

Action:

Specify one of the window types listed in message AXC0641I.

AXC0646W

Current definitions will be deleted.**Reason:**

You have confirmed that you want to delete the current definitions.

Action:

See the description of message AXC0635A.

AXC0647E, AXC0648E, AXC0649E, AXC0650

Attempting to add a key: *newkey* that is already defined: *oldkey*. To keep the new definition, the prior definition will be deleted. Keep the new definition (Y or N)?

Reason:

You are running the CA Automation Point keyboard utility program. You requested that CA Automation Point add a key that is already defined. The program displays both the new and the old definitions. If you want to keep the new definition, CA Automation Point will have to delete the old one.

Action:

If you want CA Automation Point to delete the current definition and replace it with this new definition, enter Y. If you want CA Automation Point to preserve the current definition, enter N.

AXC0651W

Could not read 3270 scan parm file *parmfile*

Reason:

CA Automation Point either could not find or could not read the scan code file specified on the Host Scan File field in the Advanced 3270 Session Settings dialog.

Action:

Verify that the specified file name exists, that the file name is spelled correctly and in full, and, if the full path is not explicitly specified, that the file is in current site directory (Site\MyFiles) or the Distrib directory.

AXC0700I

327x terminal window opened.

Reason:

CA Automation Point initialized a terminal emulator window.

Action:

None.

AXC0701I

327x terminal window closed.

Reason:

CA Automation Point closed a terminal emulator window.

Action:

None.

AXC0703I

Requesting all windows and processes to close.

Reason:

You told CA Automation Point to stop executing.

Action:

None.

AXC0704I

Quit stopped.

Reason:

You pressed the X key to stop processing and exit, but then instructed CA Automation Point to continue processing.

Action:

None.

AXC0750I

REXX command processor opened

Reason:

CA Automation Point has opened its REXX command processor.

Action:

None.

AXC0751I

REXX command processor closed

Reason:

CA Automation Point has closed its REXX command processor.

Action:

None.

AXC0752W

REXX requests are being rejected!

Reason:

CA Automation Point is not processing calls to its command processors, causing the product to display this message a maximum of once every 15 minutes. If you write a rule to launch a REXX program against a message ID that is displayed during CA Automation Point initialization, this message may appear. You can write rules to launch REXX programs against message IDs only after the “REXX command processor opened” message appears.

Action:

Verify that Enable AXCREXX is checked in the REXX Settings dialog. Also, make sure that REXX programs launched from rules are only on message IDs that occur after the “REXX command processor opened” message appears. If the problem persists, contact CA Technical Support.

AXC0756I

From REXX: *text*

Reason:

This message shows you information sent by REXX to CA Automation Point.

Action:

None.

[AXC0757W](#)**REXX share failure: out of memory****Reason:**

REXX has run out of memory. You may see this message if the CA Automation Point GETSCRN or SESSCMD command processor returned a large amount of data.

Action:

Check the code returned by the GETSCRN or SESSCMD command processor to determine whether REXX has used up all the available memory. You may need to add more memory to your workstation.

[AXC0763W, AXC0764W](#)**The following command from REXX cannot be evaluated: command AXC0764W CA Automation Point interpreted the command as: text****Reason:**

A REXX statement invoking one of the CA Automation Point command processors contains an invalid command or a syntax error. These messages could also appear if you specify an invalid operand value on a command processor statement, such as an invalid session name for the SESSCMD command processor.

Action:

Edit the REXX program that contains the erroneous REXX statement. Ensure that the REXX command is properly formatted and that the syntax of the command is correct.

[AXC0765E](#)**REXX service manager not loaded!****Reason:**

The CA Automation Point REXX service manager is not loaded on your workstation.

Action:

Ensure that you have installed the REXX interface correctly.

AXC0766I

REXX program started: *progname arguments*

Reason:

The named REXX program (with the input arguments that you specified) has begun to execute.

Action:

None.

AXC0767I

REXX program finished: *progname arguments*

Reason:

The named REXX program (with the input arguments you specified) has finished executing.

Action:

None.

AXC0768I

REXX program queued: *progname, [number]*

Reason:

CA Automation Point has scheduled the REXX program *progname* for processing. The *number* value is the total number of REXX programs that are queued and waiting to execute.

Action:

None.

AXC0771I

REXX program stopped: *progname arguments*

Reason:

You have manually stopped the specified executing REXX program (with the input arguments that you specified) by selecting the “Stop REXX exec” option from the CmdArea menu.

Action:

None.

AXC0772W

AXCREXX communications failure

Reason :

CA Automation Point is no longer able to communicate with the REXX language environment.

Action:

Check to see if any other applications (which use additional memory) are running with CA Automation Point. Lower the Maximum REXX Programs value. Reduce the number of sessions and windows. Add more memory to your workstation.

AXC0773I

AXCREXX is being restarted

Reason:

The AXCREXX program terminated for some reason, and CA Automation Point is trying to restart it. CA Automation Point makes five restart attempts within 30 minutes; if it fails to restart the AXCREXX program, it stops all REXX processing.

Action:

None.

AXC0775W

REXX status unknown: *progname arguments*

Reason:

When the AXCREXX program terminated, the currently running REXX programs specified in the message were lost.

Action:

If appropriate, restart the specified REXX programs when the AXCREXX program restarts.

AXC0777W

REXX program failed: *progname arguments*

Reason:

The REXX interpreter was unable to execute the specified REXX program.

Action:

Check the AXCREXX window for the error level, which indicates the reason for the failure, then contact CA Technical Support.

Note: Error level 204 indicates that the workstation is out of REXX resources. Check the value of Maximum REXX Program(s) in Configuration Manager and the amount of memory on the machine. Each additional concurrent REXX program requires a half megabyte of memory.

AXC0800X

Could not put to local environment (*name*).

Reason:

An internal error occurred in CA Automation Point.

Action:

Contact CA Technical Support.

AXC0801X**Internal error in SNT - call support****Reason:**

An internal error occurred in CA Automation Point.

Action:

Contact CA Technical Support.

AXC0802E**Error in xx for process yy****Reason:**

The CA Automation Point Desktop task dispatcher encountered a problem with one of its managed tasks. This error appears whenever a task takes longer than expected to complete. The error occurred in the task named yy while in a state specified by xx.

Action:

For help in diagnosing the problem, see ASOTRACE.LOG.

When the process refers to a session, make sure all of the session parameters are defined properly. It is not unusual for this message to appear while CA Automation Point initially establishes console automation on startup or while CA Automation Point re-establishes console automation following an unexpected console connection failure.

If the error persists, contact CA Technical Support.

AXC0805X**AXC0805X Maximum nobs [#:#] exceeded!!!****Reason:**

The message indicates that maximum number of items in internal structure has been exceeded.

Action:

For help in diagnosing the problem, see ASOTRACE.LOG.

Verify in Configuration Manager that all enabled CA Automation Point services are running.

If the error persists, contact CA Technical Support.

AXC0900W

Sendkey (key) to session *name* failed.

Reason:

CA Automation Point was unable to send the specified keystroke to the specified session.

Action:

None.

AXC0901E

Continued sendkey failures to session *sessname*

Reason:

CA Automation Point could not send keystrokes to the indicated session.

Action:

Jump to the session, then press the RESET key. If the problem persists, press the POWER ON RESET key or select this menu option.

AXC0902I

Sendkey resumed after failures to session *sessname*

Reason:

CA Automation Point successfully resumed sending keystrokes to the indicated session after experiencing earlier failures.

Action:

None.

AXC0903E

Power on reset failed to session *sessname*

Reason:

You pressed the POWER ON RESET key or selected this menu option, but the session was not able to be reset.

Action:

Check for connectivity between the workstation and the remote host before shutting down and restoring CA Automation Point.

AXC0904W

Send string to session *sessname* - Bad escape sequence**Reason:**

An invalid character or escape sequence was specified in a command string sent to a managed session.

Action:

See the *Administrator Guide* for a list of valid key abbreviations, then revise and resend the escape sequence.

AXC0905W

Reset sent to session *sessname* to clear X state**Reason:**

CA Automation Point automatically sent a reset keystroke to the named session to unlock the keyboard.

Action:

None.

AXC0953W

Bad Communication Settings value**Reason:**

One of the asynchronous communication settings defined in the Communication Settings dialog for this session contains an invalid value.

Action:

Verify that the values for each setting in the Communication Settings dialog are valid.

AXC0980E

Unable to open asynchronous session *sessname*

Reason:

CA Automation Point cannot open the asynchronous session specified by *sessname* (the session name).

Action:

Verify that all needed external asynchronous drivers (if any) have been properly configured. (For more information, see the technical reference for your serial port expansion device.) Check the session definition. Look for other messages that may help isolate the problem. See the *Administrator Guide* for more information about setting up asynchronous sessions.

AXC0981E

Error opening device: *devicename* port: *number*: *reason*

Reason:

CA Automation Point cannot open the asynchronous communication port specified by *devicename* and *number*. The *devicename* is COM to identify that the device is one of the COM ports on the workstation.)

In most cases, the reason given points to an invalid setting for one of the CA Automation Point asynchronous communication parameters. However, this message can also appear if you have not loaded the driver (or have loaded the wrong driver) for the serial port expansion device.

Action:

Use the information given in *reason* to determine the cause of the problem and correct it. Verify that the communication port exists and is not currently in use. If you are using a serial port expansion device, verify that you loaded the proper driver.

AXC0982E

Error configuring device: *devicename* port: *number*: *reason***Reason:**

CA Automation Point cannot configure the asynchronous communication port specified by *devicename* and *number*. The *devicename* is COM to identify that the device is one of the COM ports on the workstation. In most cases, the reason given points to an invalid setting for one of the CA Automation Point asynchronous communication parameters.

Action:

Use the information given in *reason* to determine the cause of the problem and correct it. Also, verify that the communication port exists and is not currently in use.

AXC0983E

TCPIP not available**Reason:**

This message indicates that TCP/IP was not functioning properly when CA Automation Point was started, leaving the asynchronous session closed.

Action:

Verify that TCP/IP is operational.

AXC0984E

Bad Data Terminal Ready value**Reason:**

The Data Terminal Ready value for this session is invalid.

Action:

Verify that the Data Terminal Ready value is valid.

AXC0985E

Bad Request To Send value**Reason:**

The Request To Send value for this session is invalid.

Action:

Verify that the Request To Send value is valid.

AXC0990W

I/O error *code* in session *name*

Reason:

An I/O error occurred in the named session. Such errors can occur under normal circumstances. However, if you receive this message repeatedly, one of your asynchronous communication parameters is incorrect.

Action:

Modify the asynchronous communication parameter for this session. Use the error *code* returned to determine which statement is at fault:

If the error code is 16, check for an invalid Parity value.

AXC0991W

Invalid screen size request for session *sessname*.

Reason:

The host application in the specified asynchronous session is requesting a larger screen size than you specified in the Screen Columns setting.

Action:

If the host application requires 132 columns, make sure your Screen Columns setting is 132.

AXC0992I

Asynchronous session *sessname* opened.

Reason:

CA Automation Point opened the asynchronous session indicated.

Action:

None.

AXC0993I

Asynchronous session *sessname* closed.

Reason:

CA Automation Point closed the asynchronous session indicated.

Action:

None.

AXC0994W

Error *code* closing asynchronous session *name*.

Reason:

An error occurred while CA Automation Point was closing the named asynchronous session.

Action:

Note the return code given in this message, then contact CA Technical Support.

AXC0995I

Asynchronous session simulator open on device *devicename* port *number*.

Reason:

An asynchronous session is active on the specified port and device.

Action:

None.

AXC0997W

Tandem 6530 function [*number*] not supported.

Reason:

The 6530 host connection is requesting a function that CA Automation Point does not support.

Action:

Contact CA Technical Support.

AXC1000W

Out of memory - *text*

Reason:

CA Automation Point could not find enough memory available to perform the task described in *text*.

Action:

Do whatever is needed to free some memory for CA Automation Point processing, or add memory to your workstation.

AXC1001I

Unable to load WinSock DLL '*modname*'; rc:*retcode*

Reason:

The DLL indicated by *modname* was not found in the current path. This may indicate an installation or configuration problem.

Action:

Contact CA Technical Support.

AXC1002I

Unable to initialize WinSock DLL '*modname*'; rc:*retcode*

Reason:

The address of function (WSAStartup) that starts the Winsock DLL by a process was not retrieved properly from the specified dynamic-link library (DLL).

Action:

Contact CA Technical Support.

AXC1003I

Unable to find function 'CSAMRegisterConfigCallback' in WinSock DLL '*modname*'

Reason:

The address of function 'CSAMRegisterConfigCallback' was unable to be located in module *modname*. This indicates a probable problem with the CA Secure Socket Adapter facility, which is normally installed as part of CA Automation Point's installation.

Action:

Contact CA Technical Support.

AXC1100I

Notification messages window started.

Reason:

CA Automation Point has started the Notification Messages window that was defined in the session definition set.

Action:

None.

AXC1102E

Notification messages window not started.

Reason:

CA Automation Point failed to start the Notification Messages window that was defined in the session definition set.

Action:

Refer to the ASOTRACE.LOG to determine the cause of the failure or to find other information about the failure.

AXC1103I

Window *windowname* is not defined.

Reason:

The window *windowname* is not defined in the active Session Definition Set.

Action:

If you wish to use the window *windowname*, define it in the active session definition set.

AXC1104I

Notification server *servername* is connected.

Reason:

You do not need to take any action for this message.

Action:

None.

AXC1105I

Notification server *servername* is disconnected.

Action:

If the notification server was not intentionally shutdown, examine the ASOTRACE.LOG for details on why the notification server terminated.

AXC1130I

OPS interface started

Reason:

The CA OPS/MVS interface started successfully. This message is issued during CA Automation Point startup.

Action:

None.

AXC1131I

OPS interface stopped

Reason:

The CA OPS/MVS interface stopped successfully. This message is issued during CA Automation Point termination.

Action:

None.

[AXC1132I](#)

OPS interface was not started. See ASOTRACE log.

Reason:

The CA OPS/MVS interface was unable to start. This message is issued during CA Automation Point startup.

Action:

Refer to the ASOTRACE.LOG data set to determine the cause or other details of the failure.

[AXC1133E](#)

OPS interface; no response

Reason:

CA Automation Point is not started or the CA OPS/MVS interface did not start successfully. In either event, this message is issued to a REXX program in response to an ADDRESS OPS command. The REXX program views this response in the OPS.ERROR variable.

Action:

None.

[AXC1134I](#)

text

Reason:

Default message ID. CA Automation Point assigns this to an ADDRESS OPS WTO command that appears to be missing a message ID. For example, ADDRESS OPS WTO TEXT ('test') SYSTEM(OPS44F) generates the message AXC1134I *test* and sends it to the CA OPS/MVS host OPS44F.

Action:

To avoid being assigned this default, specify a message ID as the first blank-delimited word of the text. For example, ADDRESS OPS WTO TEXT('AXC6299I *test*') SYSTEM(OPS44F).

AXC1139E

OPS command *command* failed; error *errorcode*

Reason:

There is a COM-related failure. In this event, this message is issued to a REXX program in response to an ADDRESS OPS command. The error *code* is an OLE2-style error code that indicates the particular error.

Action:

Report this error code to CA Technical Support.

AXC1140I

No OPS MSF hosts have been configured

Reason:

No CA OPS/MVS hosts have been defined to CA Automation Point using Configuration Manager. This message is issued during CA Automation Point startup, and is normal if you do not want CA Automation Point to communicate with CA OPS/MVS through the CA OPS/MVS interface.

Action:

None. if you do not want CA Automation Point to communicate with CA OPS/MVS through the CA OPS/MVS interface.

Otherwise, configure one or more CA OPS/MVS hosts using the Configuration Manager application and restart the Automation Point Desktop.

AXC1144I

Activated OPS MSF host *hostname*

Reason:

A CCI connection has been made between your CA Automation Point workstation and the indicated CA OPS/MVS host.

Action:

None.

AXC1145E

OPS MSF host *hostname* is not defined to AP

Reason:

The CA OPS/MVS host indicated by *hostname* is trying to communicate with your CA Automation Point workstation, but you have not yet configured that particular hostname to CA Automation Point.

Action:

To configure your hostname to CA Automation Point, select Expert Interface, Automation, Events Interface, then CA-OPS/MVS Interface.

AXC1147I

Deactivating OPS MSF host *hostname*

Reason:

The CA OPS/MVS host indicated by *hostname* has been deactivated or shutdown on the MVS system that is running CA OPS/MVS.

Action:

None.

AXC1149E

The OPS Interface received an incompatible WTO version level from OPS MSF host *hostname*

Reason:

The CA OPS/MVS host indicated by *hostname* has attempted to send a WTO message to your CA Automation Point workstation, but one of those systems is using a back level of the interface code.

Action:

Contact CA Technical Support to find a solution.

AXC1150E

The OPS MSF host *hostname* is not active

Reason:

The CA OPS/MVS host indicated by *hostname* is not active.

Action:

Ensure that the CA Automation Point workstation that issued the command is defined to the CA OPS/MVS host. If it is, ensure that it is active on the z/OS platform.

AXC1153W

NMFIND request from NSF host *host* truncated: *command*

Reason:

The CA OPS/MVS host indicated in the message by *host* has sent the NMFIND command (indicated by *command*) to this CA Automation Point system, but the length of the entire string exceeds the limit that can be processed. The command was truncated and issued to CA Automation Point rules in this truncated form. This may cause the NMFIND request to fail when it is invoked by the CA Automation Point AXCREXX processor.

Action:

Make sure that the NMFIND request submitted from the CA OPS/MVS host does not exceed 512 characters.

AXC1154E

Insufficient privilege to run the OPS Interface

Reason:

The user ID presently configured to run the CA Automation Point desktop does not have sufficient privilege to use the OPS Interface. The user ID configured to run the desktop must have the user right 'Create Global Objects'.

Action:

See the out.deb log for error message "(ops_open,400,E)" to ensure the configured user ID running the CA Automation Point desktop is what you want it to be. For information on how to setup a user ID to run the CA Automation Point desktop, see the section Component Privileges in the *Administrator Guide*.

AXC1200E

PA2 sent to session *sessname* to clear IEE151I

Reason:

CA Automation Point sent a PA2 keystroke to the named session to reset the console when error IEE151I occurs. This error occurs when someone tries to delete a line that is not on the screen or specifies an invalid range of items to be deleted.

Action:

None.

AXC1201E

PA2 sent to session *sessname* to clear IEE164I

Reason:

CA Automation Point sent a PA2 keystroke to the named session to reset the console when error IEE164I occurs. This error results when someone tries to write data into a protected field.

Action:

None.

AXC1202I

ENTER sent to session *sessname* to clear *error_condition*

Reason:

CA Automation Point sent an Enter keystroke to the named VSE session to clear the indicated error condition.

Action:

None.

AXC1300I

REMOTE operations started.

Reason:

CA Automation Point has started communications with the CA Automation Point remote operations manager (AXCMGRIP) on the workstation running CA Automation Point.

Action:

None.

AXC1301I

REMOTE operations ended.

Reason:

CA Automation Point has ended communications with the CA Automation Point remote operations manager (AXCMGRIP) on the workstation running CA Automation Point.

Action:

None.

AXC1303E

REMOTE operations requires keyboard.

Reason:

For CA Automation Point to communicate with the CA Automation Point remote operations manager (AXCMGRIP) on the workstation running CA Automation Point, a keyboard file is needed.

Action:

Select a keyboard file in Configuration Manager.

AXC1304I

REMOTE *ipaddr* connected to *windowname*.

Reason:

A remote user connected successfully to a session or function window.

Action:

None.

AXC1305I

REMOTE *ipaddr* disconnected from *windowname*.

Reason:

A remote user was disconnected from a session or function window.

Action:

None.

AXC1307W

Desktop heap memory is exhausted. There is not enough memory to load more session windows.

Reason:

This problem occurs because of the desktop heap limitation, which may differ on different platforms.

Action:

Close some session windows opened by Remote Viewer and try to continue working with other windows and opening new ones.

Note: This method does not affect the desktop heap limitation. For more information about heap limitations, see the Microsoft Knowledge Base article with article ID 947246 or contact CA Technical Support.

AXC1350W

Asynch: *function* Device: *devicename* Op: *operation* Msg(*numcode*): *errortype*

Reason:

CA Automation Point has experienced a serial communication error.

Action:

Check your asynchronous communication parameter file; verify proper settings for all parameters, especially CACHESIZE, PARITY, and BAUDRATE. Verify that the serial port is connected to the proper device. For example, you may have connected the port meant for the modem to your mouse. Note the values for *function*, *devicename*, *operation*, *numcode*, and *errortype*; contact CA Technical Support.

AXC1351W

Asynch queue *queuename* 75% full

Reason:

CA Automation Point has detected that the internal data queue associated with the asynchronous session *queuename* has reached 75% of capacity. The capacity of this internal queue is set using the Cache Size asynchronous communication parameter.

Action:

This warning message is provided to make you aware that the size of the internal character buffer created for the asynchronous session is approaching the maximum buffer size allocated for the session. If you are using the READBUF command to gather messages from this session, ensure that your REXX program is calling the READBUF command quickly enough to keep the size of this internal queue within the limits specified by the Cache Size communication parameter for this session.

AXC1352W

Asynch queue *queuename* 100% full

Reason:

CA Automation Point has detected that the internal data queue associated with the asynchronous session *queuename* has reached 100% of capacity. The capacity of this internal queue is set using the Cache Size asynchronous communication parameter. No additional information will be received from the session until space is made available in this internal data queue.

Action:

This warning message is provided to make you aware that the size of the internal character buffer created for the asynchronous session has reached the maximum buffer size allocated for the session. If you are using the READBUF command to gather messages from this session, ensure that your REXX program is calling the READBUF command quickly enough to keep the size of this internal queue within the limits specified by the Cache Size communication parameter for this session.

AXC1353I

TELNETCLIENT INITIATED - Result: *result* Session: *sessname* Host: *Telnethost*.

Reason:

The value of *result* indicates whether the connection from *sessname* to the Telnet host was established. A result of “success” indicates that the connection has been established to the specified Telnet host.

Action:

If the connection has not been established, make sure that the Telnet host name you specified is correct.

AXC1361I

SSHCLIENT initiated - Result: *result* Session: *sessname* Host: *SSHHost*

Reason:

This message shows the results of both the initial TCP/IP socket open request and the socket open request performed during the execution of a power-on-reset command. The value of *result* indicates whether the connection from *sessname* to the SSH host was established. A result of “success” indicates that the connection has been established to the specified SSH host.

Action:

None.

AXC1362E

SSH read failure (*errorcode*) - Session: *sessname* Host: *SSHHost*

Reason:

A TCP/IP socket read error has been encountered during normal session processing. The value of *errorcode* indicates the type of read error encountered.

Action:

None.

AXC1363E

Unsupported SSH host version - Session:*sessname* Host:*SSHHost* Version:*versionstring*

Reason:

A connection has been established to a server running an unsupported version of the SSH protocol. The version of SSH currently in use by the SSH host is shown in the *versionstring* value.

Action:

None.

AXC1364E

SSH send failure (*errorcode*) - Session:*sessname* Host:*SSHHost*

Reason:

A TCP/IP socket write error has been encountered during normal session processing. The value of *errorcode* indicates the type of write error encountered.

Action:

None.

AXC1365E

SSH key exchange failure (*errorcode*) - Session:*sessname* Host:*SSHHost*

Reason:

A protocol error has been detected during the exchange of encryption keys with the SSH host. The value of *errorcode* indicates the type of error encountered.

AXC1366E

SSH negotiation failure - Session:*sessname* Host:*SSHHost*

Reason:

A protocol error has been detected during the algorithm negotiation phase of the SSH connection. This usually means that the SSH host does not support at least one the supported key exchange, encryption, or data integrity algorithms. See the ASOTRACE log file for more information concerning this error.

AXC1367E

SSH authentication failure (*errorcode*) - Session:*sessname* Host:*SSHHost***Reason:**

The SSH host is unable to validate the specified login credentials for the session. The value of *errorcode* indicates the type of error encountered.

AXC1368E

SSH connection failure (*errorcode*) - Session:*sessname* Host:*SSHHost***Reason:**

An error has been encountered with the SSH connection to the SSH host after the initial negotiation phase is complete. The value of *errorcode* indicates the type of error encountered.

AXC1369I

SSH connection closed by peer (*errorcode*) - Session:*sessname* Host:*SSHHost***Reason:**

The SSH connection has been closed by the SSH host. The value of *errorcode* indicates the reason the SSH host closed the connection.

AXC1370E

SSH host key authentication failure (*errorcode*) - Session:*sessname* Host:*SSHHost***Reason:**

The SSH host key reported by the SSH host does not match (or cannot be proven to match) the previously saved host key for the specified session. The value of *errorcode* indicates the reason for the SSH host key failure.

AXC1371E

**Unable to initialize SSH component (*errorcode*).
CA AP will not function properly.**

Reason:

The SSH component of the Automation Point Desktop failed to initialize properly. The value of *errorcode* indicates the reason for the SSH initialization failure. See the trace logs for additional details concerning the failure.

An *errorcode* of -213 indicates that the SSH encryption libraries failed to load. If the desktop was started from a user without administrative privileges, this likely indicates the user does not have READ privilege for the HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows NT\CurrentVersion\Perflib registry key.

Action:

To assign READ privileges to a user, run the 'apAddRegRead' program.

AXC1600W

VT function *n* not supported

Reason:

The DEC VT host connection is requesting a function that CA Automation Point does not support.

Action:

Contact CA Technical Support.

AXC1601W

VT mode *n* not supported

Reason:

The DEC VT host connection is requesting a mode that CA Automation Point does not support.

Action:

Contact CA Technical Support.

AXC1602I

Successful DUPLEX change for session *sessname*. DUPLEX = *mode*.

Reason:

The VAX application has requested that CA Automation Point change the duplex mode (to either Full or Half as indicated by *mode*) for the session indicated, and CA Automation Point has done so successfully.

Action:

None.

AXC1700I

Connected to Web Automation Server at port *portnumber*.

Reason:

CA Automation Point has detected that the Web Message Server service is active, and has therefore established a connection to this service using the specified TCP/IP port number.

Action:

None.

AXC1701I

Connection to Web Automation Server closed (*portnumber*).

Reason:

CA Automation Point has detected that the Web Message Server service is no longer responding, and has therefore terminated the connection on the specified TCP/IP port number.

Action:

Restart the Web Message Server service.

AXC1702I

Web Automation enabled for the following sessions: *sesslist*.

Reason:

The CA Automation Point task responsible for forwarding captured messages to the Web Message Server service has detected that at least one managed session is eligible for Web viewing. The *sesslist* parameter is the list of sessions that are currently Web-enabled (that is, those for which WEBVIEW=YES).

Action:

None.

AXC1703I

No sessions enabled for Web Automation viewing.

Reason:

The CA Automation Point task responsible for forwarding captured messages to the Web Message Server service has detected that no sessions are currently Web-enabled. CA Automation Point makes no attempt to connect to the Web Message Server service, and no messages will be stored in the Web Message database.

Action:

To enable Web viewing, check Enable Web MV in the Global Sessions Settings or Local Sessions Settings dialogs.

AXC1704I

Web MV user *userID@client_host_name* connected.

Reason:

The CA Automation Point task responsible for managing Web Message Viewer requests has successfully validated a login request for the specified user from the specified client machine.

Action:

None.

AXC1705I

Web MV user *userID@client_host_name* disconnected.

Reason:

The CA Automation Point task responsible for managing Web Message Viewer requests has detected that the connection for the specified user from the specified client machine has terminated.

Action:

None.

AXC1800I

TNi session initiated - Result: *result* Session: *sessname* Host: *host port*

Reason:

The *result* field contains a status message, indicating whether the connection from *sessname* to the TN3270 or TN5250 host has been established. A result of "Success" indicates that the connection has been established to the specified host.

Action:

If the connection has not been established, make sure that the mainframe host name and port are correct.

AXC1801I

TNi session *sessname* closed

Reason:

Indicates the connection represented by the TN3270 or TN5250 session named *sessname* has been closed. Other accompanying messages may give further explanation for the reason the session was closed.

Action:

The connection may have been because the host mainframe was restarted or the TCP/IP connection was disrupted. Examine other messages just before or after this one for further details about the session status.

AXC1802E

Error *rc* closing TN*i* session *sessname*

Reason:

An internal error was detected while closing the indicated session.

Action:

Contact CA Technical Support.

AXC1803W

TN*i* session *sessname* closed; host closed the connection

Reason:

Indicates the connection represented by a TN3270 or TN5250 session named *sessname* has been closed normally.

Action:

The connection may have been because the host mainframe was restarted or the TCP/IP connection was disrupted.

AXC1804W

TN*i* session *sessname* closed; host disconnected - reason: *text*

Reason:

Indicates the connection represented by TN3270 or TN5250 session named *sessname* has been closed normally.

Action:

Examine the reason *text* to determine the cause of the session closure. Examples of possible reason text include: "Device In Use", "lost connection", and "Unsupported Request."

AXC1805E

TNi session *sessname* open of TNi emulator classes failed**Reason:**

The internal processing emulator for the native TN3270 or TN5250 session indicated by *sessname* has failed to initialize.

Action:

Contact CA Technical Support.

AXC1806E

TNi session *sessname* socket: socket read failure (rc)**Reason:**

The TCP/IP socket associated with the native TN3270 or TN5250 session indicated by *sessname* has failed on a read request. The *rc* value is an internal failure return code.

Action:

Save the out.deb and other log files and contact CA Technical Support.

AXC1807E

TNi session *sessname* socket: socket write failure (rc)**Reason:**

The TCP/IP socket associated with the native TN3270 or TN5250 session indicated by *sessname* has failed on a write request. The *rc* value is an internal failure return code.

Action:

Save the out.deb and other log files and contact CA Technical Support.

AXC1810W

TNi session *sessname* auto-signon failed; *text***Reason:**

Session "session-name" was configured with the auto-signon feature but the auto-signon failed with the reason detailed in the "reason-text" field.

Action:

Depending on the reason, you may need to modify your configuration or modify a setting on the host in order to get auto-signon to work properly.

AXC1811W

TNi session sessname; response-text

Reason:

Session "session-name" was configured with device name but the connection to the host failed with a reason detailed in the "reason-text" field.

Action:

Depending on the reason, you may need to modify the device name or configure the device name on the host in order to get the connection to work properly with device name.

AXC2000E

Help unavailable.

Reason:

CA Automation Point cannot find its help file (AXC2P.HLP).

Action:

Verify that the AXC2P.HLP file is in the \bin directory. Reinstall CA Automation Point, if necessary.

AXC2001I

Layout *layout_name* loaded

Reason:

Your user interface layout was restored from a previously saved state.

Action:

None.

AXC2002I

Layout *layout_name* saved

Reason:

The user interface layout was saved.

Action:

None.

AXC21001

Starting CA Automation Point Viewer version

Reason:

This message appears when CA Automation Point Viewer starts up.

Action:

None.

AXC21011

Connecting to host 'session'

Reason:

A connection is being established with the specified host and session.

Action:

None

AXC21021

Disconnect from host 'session' reason: reason

Reason:

A connection to specified host and session was closed for displayed reason.

Action:

None.

AXC21031

Reconnect to host 'session'

Reason:

The remote session has determined that a user entered an invalid username/password. The connection will be reattempted shortly.

Action:

None.

AXC2104I

any

Reason:

CA Automation Point server application issued this generic information message to the Remote Viewer client.

Action:

No action is required. This message is informational.

AXC2105E

Unable to initialize

Reason:

CA Automation Point Viewer initialization has failed.

Action:

Contact CA Technical Support.

AXC2106I

Starting CA Automation Point on *host*

Reason:

CA Automation point is being started up on the specified host as a result of user request.

Action:

None.

AXC2109W

CA Automation Point Viewer is shutting down

Reason:

This message is issued just before CA Automation Point Viewer shuts down.

Action:

None.

AXC2110E

Remote Manager on *host* is not running**Reason:**

The remote client tried unsuccessfully to communicate with CA Automation Point on the specified host.

The remote operations manager (AXCMGRIP), which controls the communication between CA Automation Point and the text-only interface, is not running.

This message appears on the remote (client) workstation. Someone at the host site (on the workstation running CA Automation Point) must perform the action required to correct the problem.

Action:

Start the AXCMGRIP service.

Note: Enter the path (*drive* and *directory*) where CA Automation Point resides. Verify that the CA Automation Point remote operations option is properly installed.

AXC2111W

CA Automation Point on *host* is not running**Reason:**

CA Automation Point is not running on specified host. No remote connections can be established to the host.

Action:

Use Startup feature of the CA Automation Point Viewer to start up CA Automation Point remotely on the specified host.

AXC2112W

Maximum number of remote connections (maximum) reached.**Reason:**

You have already opened the specified maximal count of remote views to one or more CA Automation Point hosts. You can't open more remote views from this CA Automation Point viewer.

Action:

Close some unused CA Automation Point Viewer windows before opening new ones.

AXC62001

The export operation was successful!

Reason:

Your configuration settings were successfully copied to the specified folder.

Action:

None.

AXC6201W

The export operation could not be completed!

Reason:

The export operation you were trying to perform did not complete.

Action:

Contact CA Technical Support.

AXC6202E

The export operation failed!

Reason:

The export operation you were trying to perform failed.

Action:

Contact CA Technical Support.

AXC6203I

The import operation was successful!

Reason:

The configuration folder you specified was successfully imported, and the Windows registry was restored.

AXC6204W

The import operation could not be completed!

Reason:

The import operation you were trying to perform did not complete.

Action:

Contact CA Technical Support.

AXC6205E

The import operation failed!

Reason:

The import operation you were trying to perform failed.

Action:

Contact CA Technical Support.

AXC8700E

IN2POST error *data|variable* = *value*

Reason:

A logical failure has occurred in a rule processing routine.

Action:

Record the data displayed in this message, then contact CA Technical Support.

AXC8701E

Truncation in WHEN_EVAL

Reason:

A logical failure occurred in a rule processing routine. This error occurs when a rule contains an extremely long WHEN clause, requiring more memory to process than is available.

Action:

Rewrite the WHEN clause in the rule that is causing the problem.

AXC8702E

Truncation in *keyword*

Reason:

One of your rules contains an OSCMD, SESSCMD, or WTXC keyword (indicated by *keyword*), and the text string you tried to send with the keyword is too long. The maximum length of the string is 257 characters.

Action:

Separate the long command text string into multiple shorter OSCMD, SESSCMD, or WTXC statements within the current rule.

Chapter 3: VOX Messages

The VOX environment allows you to issue commands that maintain a Notification Manager database, process voice messages over voice channels, and provide notification services, such as paging and email.

Note: There are also a number of common messages that can be generated by more than one address environment (4000 through 4499). These messages take on the prefix of the environment that generated them (PPQ, GLV, VOX, OPS, or TNG). See Chapter 6 for a description of any messages in the range 4000 through 4499 having a VOX prefix.

VOX Messages

This section describes VOX messages.

VOX5104W

The Notification Server either does not support this feature or this feature has been disabled.

Reason:

The requested VOX command is either not supported by the notification server, or the feature associated with this command is not enabled in Configuration Manager.

Action:

Ensure that the feature associated with the requested VOX command is enabled in Configuration Manager. If this does not resolve the problem, make sure both the client and server machines are running the same version of CA Automation Point software.

VOX5105W

The wait time specified by the TIMEOUT operand has expired.

Reason:

No channel became available before the TIMEOUT period ended.

Action:

Retry the command or increase the value of the TIMEOUT operand.

VOX5107W

Maximum delay between entered digits has been exceeded.

Reason:

The requested VOX GETDIGITS (or PLAYGETDIGITS) command you issued has terminated because the maximum delay interval has been exceeded. The delay interval value can be specified on the VOX GETDIGITS or PLAYGETDIGITS keyword IDDELAY. The default is 3 seconds.

Action:

This may be normal if your IDDELAY setting is set to a reasonable value for your application, so no action is necessary. If you wish to give the caller more (or less) time between entering one digits and the next, specify the IDDELAY keyword with a new value.

VOX5115E

Illegal file name

Reason:

The FILE argument on your VOX command contains a file name that is illegal. Generally, this indicates that the file name specified is too long for the command to support.

Action:

Specify just the file name without a full path (if possible) or use the short form of the path name.

VOX5121I

Automation Point Notification Server starting.

Reason:

This is an informational message.

Action:

None.

[VOX5122I](#)

Automation Point Notification Server started successfully.

Reason:

This is an informational message.

Action:

None.

[VOX5124I](#)

Command queued: *command_text*

Action:

This message appears only in the notification server window for VOX commands that were issued with the BATCH(YES) keyword. It indicates that the VOX command text has been queued in the notification server internal command queue, where it will be processed in sequence with any other queued commands.

Action:

None.

[VOX5125I](#)

Command started: *cmd*. Cmd#: *n*.

Reason:

This message appears in the AP Notification Messages window to indicate when a new VOX command starts and the sequence number assigned to it by the notification server.

Action:

None.

[VOX5126E](#)

Unable to allocate memory for *component*.

Reason:

The notification server was unable to allocate memory for the specified component.

Action:

Ensure that there is enough memory available on the CA Automation Point server machine.

VOX5127I

Unable to complete processing for this request (request terminated).

Reason:

The request sent to the notification server was terminated before processing could be completed. The termination event was most likely sent in response to a notification server shutdown request.

Action:

Verify that the notification server has not been shut down and examine the Notification Messages window for additional trace messages.

VOX5135E

VOX Internal error; see trace log.

Reason:

An internal VOX error has occurred.

Action:

Examine the trace logs for information about errors in VOX commands that may have led to this message.

VOX5136E

VOX Trace

Reason:

This is an informational message.

Action:

None

VOX5137E

VBX Trace

Reason:

This is an informational message.

Action:

None

VOX5139E

API Trace

Reason:

This is an informational message.

Action:

None

VOX5140E

Async Trace

Reason:

This is an informational message.

Action:

None

VOX5141E

System Trace

Reason:

This is an informational message.

Action:

None

VOX5142E

Memory Trace

Reason:

This is an informational message.

Action:

None

VOX5143E

Mail Trace

Reason:

This message appears when mail tracing is turned either on or off.

Action:

None

VOX5144E

BDPG Trace

Reason:

This message is used to denote two-way paging diagnostic trace messages.

Action:

None

VOX5145I

text

Reason:

This message is issued only in response to notification server diagnostic commands. The *text* of the message is dependent upon the command that was issued.

Action:

None

VOX5146I

***type* trace ACTIVE**

Reason:

This message is issued only in response to notification server trace commands. The *type* of notification server trace that is indicated in the message is now active.

Action:

None

[VOX5147I](#)

***type* trace INACTIVE**

Reason:

This message is only issued in response to notification server trace commands. The *type* of notification server trace that is indicated in the message is now inactive.

Action:

None

[VOX5148E](#)

SYSTEM ERROR: *text* File: *file*, Line: *line*, Date: *date*

Reason:

A system error has occurred.

Action:

Contact CA Technical Support.

[VOX5149E](#)

***xx* has timed out waiting for user response.**

Reason:

This is an informational message.

Action:

None.

[VOX5150E](#)

Cannot create profile *xx*

Reason:

The specified profile cannot be created.

Action:

Contact CA Technical Support.

VOX5151E

Unable to read profile *filename*, rc=*returncode*

Reason:

The notification server cannot read its profile.

Action:

Contact CA Technical Support.

VOX5152E

Channel groups not loaded

Reason:

The notification server could not load the channel groups.

Action:

Try to restart the Dialogic services, then restart the notification server.

VOX5153E

Unable to add default group *groupname*

Reason:

The notification server could not add a default channel group.

Action:

Try to restart the Dialogic services, then restart the notification server.

VOX5155E

Notification Server xx not responding.

Reason:

The Notification Server is no longer available to process requests.

Action:

Verify that the CA Automation Point PPQs are running on both the VOX client machine and the notification server (sometimes the same machine). Also make sure that the Notification Server service is running on the target machine.

VOX5161E

Unable to restart xx.EXE

Reason:

The notification server could not be restarted.

Action:

Make sure that all REXX programs that are already using the VOX Command Environment have finished.

VOX5169E

Error writing to profile *profilename*, rc = *returncode*

Reason:

Notification Manager cannot write its profile to the registry.

Action:

Contact CA Technical Support.

VOX5170E

The file *filename* is corrupt.

Reason:

The specified VOX file is corrupt and therefore cannot be loaded.

Action:

Verify that the specified file is a valid VOX file.

VOX5180W

The *filetype* file *filename* has been previously loaded into memory.

Reason:

The specified VOX file has already been loaded into memory.

Action:

None.

VOX5190E

Unable to start notification server. Start the PPQD.EXE program first.

Reason:

The required service PPQD.EXE is not running.

Action:

Make sure that PPQD.EXE is running.

VOX5192E

Unable to start notification server. Verify that the device driver is loaded and operational.

Reason:

The notification server is unable to start because the Dialogic notification services are not running.

Action:

Make sure that the appropriate device driver is loaded and operational.

VOX5193E

Unable to start notification server. Verify that your voice card is installed and operational.

Reason:

The notification server is unable to start because your voice card is either not installed or is not operating properly.

Action:

Make sure your voice card is installed and operational.

VOX5197E

Unable to locate database transaction DLL on notification server xx.

Reason:

The database transaction DLL nmdbif.dll could not be found on the notification server.

Action:

Contact CA Technical Support.

[VOX5199E](#)

Unable to communicate with notification server xx. Verify that it is operational.

Reason:

The VOX client could not find the notification server through PPQs.

Action:

Verify that the notification server is operational

[VOX5201E](#)

Invalid or unauthorized channel number: xx.

Reason:

The specified channel is either unavailable for use or does not exist at all.

Action:

Make sure the specified voice card channel both exists and is not currently being used by another application.

[VOX5202W](#)

Requested channel xx is in use.

Reason:

The specified channel is in use and therefore cannot be accessed.

Action:

Choose another channel or wait for the specified channel to become available.

[VOX5203E](#)

The group xx was not found.

Reason:

The specified group was not found.

Action:

Verify that the specified group exists.

VOX5204E

Invalid channel handle.

Reason:

The specified channel handle cannot be used.

Action:

Verify that the specified channel handle is valid and make sure the channel is still open.

VOX5206E

All channels in group xx are in use.

Reason:

The channels in the specified group are in use.

Action:

Either choose a different channel group or wait for one of the channels in the specified group to become available.

VOX5208E

All answer channels in use.

Reason:

All requested answer channels are in use.

Action:

Wait for one of the channels in this group to become available.

VOX5209E

Handle is currently busy

Reason:

The specified handle that you requested is in use by another process.

Action:

Wait for the associated channel to be released.

[VOX5210E](#)

The specified queue xx was not found.

Reason:

The specified queue was not found.

Action:

Contact CA Technical Support.

[VOX5211E](#)

The CPA profile xx was not found.

Reason:

The specified CPA profile is not defined to the notification server.

Action:

Verify that the CPA name was specified correctly.

[VOX5220I](#)

PAGE2WAY handler terminating.

Reason:

The thread inside the notification server responsible for processing the requested two-way page terminated before completing the page request.

Action:

Verify that the notification server has not been shut down and examine the Notification Messages window for additional trace messages.

[VOX5221E](#)

PAGE2WAY initialization failed.

Reason:

The notification server was unable to initialize the internal structures required to support two-way page requests.

Action:

Ensure that there is enough memory available on the CA Automation Point server machine.

VOX5222E

Unable to connect to paging gateway host.

Reason:

The notification server was unable to connect to the specified two-way paging service to submit the two-way page request.

Action:

Ensure that TCP/IP is configured and functioning on the CA Automation Point server machine. If you are using the SNPP protocol, make sure both the host name and the TCP/IP port number of the paging service's SNPP Server are correct. If you are using the WCTP protocol, make sure the gateway URL, DTD URL, and paging service authentication information (if required) are correct.

VOX5223E

Unable to submit page request. *Reason*.

Reason:

The notification server was unable to submit the two-way page request to the specified paging service.

Action:

Examine the Notification Messages window to view the reason text associated with this message.

VOX5224I

The specified pager ID does not support 2-way transactions.

Reason:

The pager ID specified in the VOX PAGE2WAY command is not defined to be a two-way device by the paging service. This informational message is only displayed when the “Enable one-way device warning” option is selected in the 2-Way Paging Setup dialog for the specified paging service provider.

Action:

None.

VOX5225E

The specified paging service does not support multiple choice responses.

Reason:

The paging service specified in the VOX PAGE2WAY command does not implement the capability to send two-way page requests with a series of programmed responses. Until this paging service chooses to support multiple-choice responses, all VOX PAGE2WAY page requests sent to this paging service using the MCRESPONSE keyword will fail with this return code.

Action:

Do not use the MCRESPONSE keyword when sending two-way page requests to the specified paging service.

VOX5226E

Maximum multiple choice response limit exceeded.

Reason:

The number of multiple-choice responses specified using the MCRESPONSE keyword of the VOX PAGE2WAY command exceeds the number allowed by the specified paging service.

Action:

Examine the Notification Messages window to view the number of multiple-choice responses accepted by this paging service and limit future MCRESPONSE entries to this number.

VOX5227E

Invalid message text specified for page request.

Reason:

The text specified in the MESSAGE keyword of the VOX PAGE2WAY command was determined to be invalid by the specified paging service.

Action:

Contact the paging service to determine why the specified message text is invalid.

VOX5228E

Invalid Pager PIN specified for page request.

Reason:

The pager PIN number specified in the PAGERID keyword of the VOX PAGE2WAY command was either missing or determined invalid by the paging service.

Action:

If a PIN number was specified in the VOX PAGE2WAY request, contact the paging service to determine why the specified PIN number is invalid.

VOX5229E

Invalid Sender ID specified for page request.

Reason:

The WCTP Sender ID configured for the paging service specified in the PROVIDER keyword of the VOX PAGE2WAY command was determined invalid by the paging service.

Action:

Contact the paging service to ensure that the WCTP Sender ID specified for this paging service in the 2-Way Paging Setup dialog of Configuration Manager is valid.

VOX5230E

Unable to submit page status request. *Reason.*

Reason:

The notification server was unable to submit the two-way page status request to the specified paging service.

Action:

Examine the Notification Messages window to view the reason text associated with this message. This reason text will include the last error code returned by the paging service for the specified request.

VOX5231E

The specified page request is not in the outstanding page request list.

Reason:

The message ID specified in the STATUS keyword of the VOX PAGE2WAY command cannot be found in the list of outstanding page requests managed by the notification server.

Action:

Make sure the message ID specified in the STATUS keyword matches the contents of the VOX.PAGE2WAY REXX variable returned from a previous two-way page request, and that this previous two-way page request was successful. If a VOX PAGE2WAY command is unsuccessful (RC $<> 0$), the VOX.PAGE2WAY REXX variable will contain the protocol-specific error code instead of the message ID.

VOX5232E

The specified paging service was not found in the provider list.

Reason:

The paging service name specified in the PROVIDER keyword of the VOX PAGE2WAY command was not found in the list of defined two-way paging service providers.

Action:

Ensure that the provider name was spelled correctly and is contained in the list of two-way paging service providers located on the 2-Way Paging Setup dialog of Configuration Manager.

VOX5233E

The specified page request timed out while waiting for a response.

Reason:

This message is not currently implemented and is reserved for future use.

VOX5234E

An error occurred while waiting for a response to the page request.

Reason:

An internal error occurred while waiting for the paging service to respond to a VOX PAGE2WAY command.

Action:

Contact CA Technical Support.

VOX5235I

**PAGE2WAY status update: RequestID= *request ID* Provider= *provider name* PagerID= *pager ID* MsgID= *message ID* Status= QUEUED|DELIVERED|READ|REPLIED
*TextResponse***

Reason:

This informational message is written to both the Notification Messages window and the CA Automation Point trace log (ASOTRACE) each time the status of a two-way page request issued using the VOX PAGE2WAY command changes. This message will only be written if the “Enable page status update message” option is selected in the 2-Way Paging Setup dialog of Configuration Manager for the associated paging service.

Action:

None.

VOX5236E

PAGE2WAY handler terminating due to error. Provider= *provider name* Cause= *reason text*

Reason:

The notification server encountered an unrecoverable error while processing the specified VOX PAGE2WAY command. Until the problem identified by this message has been resolved, any future two-way page requests to the specified paging service will fail with this same return code.

Action:

Examine the Notification Messages window to view the reason text associated with this message before calling CA Technical Support.

VOX5237E

The specified paging service will no longer accept page requests from the associated sender ID.

Reason:

The paging service specified in the VOX PAGE2WAY command has permanently disabled (and will no longer accept any requests from) the supplied WCTP sender ID.

Action:

Contact the paging service to reactivate the WCTP sender ID.

VOX5238I

The specified paging service did not assign a tracking number to this page request.

Reason:

The paging service specified in the VOX PAGE2WAY command did not return a valid message ID for the associated page request. Because of this, no further status information will be available for the submitted page request.

Action:

Contact the paging service and/or CA Technical Support.

VOX5239E

Unable to load paging service configurations from the configuration file.

Reason:

The notification server could not load the configuration information previously entered for paging services in the 2-Way Paging Setup dialog. This information has either become corrupt or the data file used to store this information has been deleted.

Action:

Re-enter the paging service configuration information using the 2-Way Paging Setup dialog of Configuration Manager.

VOX5240E

Unable to load WCTP proxy configuration from the configuration file.

Reason:

The notification server could not load the WCTP proxy information previously entered in the 2-Way Paging Setup dialog. This information has either become corrupt or the data file used to store this information has been deleted.

Action:

Re-enter the WCTP proxy information using the 2-Way Paging Setup dialog of Configuration Manager.

VOX5241I

PAGE2WAY error code translation. RC= *return code* Text= *error text*

Reason:

This informational message is displayed when the paging service returns an unexpected error code to a page or status request. The protocol-specific error code returned by the paging service will be displayed, followed by the text description of this error code.

Action:

None.

VOX5252E

The file *filename* does not exist or cannot be opened.

Reason:

CA Automation Point either could not find or could not read the specified VOX file.

Action:

Verify that the specified file name exists, that the file name is spelled correctly and in full, and, if the full path is not explicitly specified, that the file is in the current site directory (Site\Data\Voice) or the Distrib directory.

VOX5300E

Loop drop detected. The remote party has been disconnected.

Reason:

The remote party is no longer connected to the voice card.

Action:

None.

VOX5301E

Busy signal detected

Reason:

The notification server detected a busy signal while using the voice card to place a call.

Action:

None.

VOX5302W

Call was not answered within xx rings.

Reason:

The phone call made by the voice card was not answered within the specified number of rings.

Action:

None.

VOX5303W

No ringing tones detected.

Reason:

The voice card could not detect a ringing tone.

Action:

None.

VOX5304E

Special information tone detected

Reason:

While the voice card was waiting on the analog line, a special informational tone was detected.

Action:

None.

VOX5305E

Fax tone detected

Reason:

The inbound or outbound call request was placed or sent from a fax machine.

Action:

None.

VOX5306E

No dial tone detected

Reason:

No dial tone was detected on the analog line.

Action:

Make sure an active analog telephone line is attached to the appropriate voice card channel.

VOX5307E

Program xx does not exist or cannot be executed.

Reason:

The specified program either cannot be executed or does not exist at all.

Action:

Make sure that the specified program exists and is capable of being executed.

VOX5308E

Unable to open serial communications port *portname*

Reason:

The notification server cannot use the ComPort on your workstation.

Action:

Contact CA Technical Support.

VOX5309E

Could not initialize port. See trace log for details.

Reason:

The Notification Server was unable to initialize the specified com port.

Action:

See the ASOTRACE.LOG file for information on the COM port errors reported by the notification server.

VOX5310E

Could not connect to pager service

Reason:

The notification server cannot connect to the paging service number specified on a VOX PAGE command.

Action:

Examine the ASOTRACE.LOG file for information on the paging errors reported by the notification server.

VOX5311E

No ACK received from pager service

Reason:

The notification server cannot log on to the paging service.

Action:

Examine the ASOTRACE.LOG file for information on the paging errors reported by the notification server.

VOX5312E

Internal error in pager service. See notification server console for details.

Reason:

An error occurred during the pager request.

Action:

See the notification server console and ASOTRACE.LOG file for details.

VOX5313E

No GO received from pager service

Reason:

The notification server cannot log on to the paging service.

Action:

Verify that the paging service is TAP compliant. Retry the page.

VOX5314E

Cannot logon to pager service

Reason:

The notification server cannot log on to the paging service.

Action:

Verify that the paging service is TAP compliant. Retry the page.

VOX5315E

Received NAK from pager service

Reason:

A NAK (not acknowledged) response was received from the pager service.

Action:

Verify that the paging service is TAP compliant. Retry the page.

VOX5316E

Received RS from pager service

Reason:

An error occurred during transmission and the paging service did not receive the requested information. "RS" indicates that the paging service is requesting for the notification server to resend the information.

Action:

If the page request is unsuccessful, retry the page.

VOX5317E

Specified port is not valid: see console or trace log for details.

Reason:

The specified COM port is not valid on this workstation. Specify a correctly working COM port on your VOX PAGE commands.

Action:

Examine the ASOTRACE.LOG file for information on paging errors reported by the notification server.

VOX5318E

There was a transmission error between the two modems.

Reason:

An error occurred between the two modems during transmission.

Action:

Contact CA Technical Support.

VOX5319E

The modem buffer overflowed.

Reason:

An error occurred and the modem buffer overflowed during transmission.

Action:

Contact CA Technical Support.

VOX5320E

The requested port is not available to VOX.

Reason:

The COM port that the VOX PAGE command specified is not available to the notification server.

Action:

Examine the ASOTRACE.LOG file for information on paging errors reported by the notification server.

VOX5321E

The requested port is in use by another VOX request.

Reason:

The requested port is currently in use by the notification server.

Action:

Choose another port or wait for the current port to become available.

VOX5322E

VOX request got a busy signal

Reason:

A busy signal was detected by the VOX request.

Action:

If the page request failed, retry the page request using an alternative paging service telephone number (if available).

VOX5323E

Pager service did not answer the phone

Reason:

The paging service did not answer the phone.

Action:

Try using an alternative telephone number for the paging service (if available).

[VOX5324](#)**VOX request did not get a carrier tone****Reason:**

No carrier tone was detected by the VOX request.

Action:

Make sure an active analog telephone line is connected to the modem.

[VOX5325](#)**VOX request could not get a dial tone****Reason:**

No dial tone was detected by the VOX request.

Action:

Verify that the phone line is connected properly and is active.

Note: After three tries to connect, Notification Manager assumes there is a problem with the modem, and does not attempt any more connections. Notification Manager Services needs to be restarted for further connection attempts.

[VOX5326](#)**The message text was too long.****Reason:**

The message text for the page exceeds the maximum length.

Action:

Reduce the length of the message text.

[VOX5327](#)**Request failed on all available ports****Reason:**

The page request could not be sent on any available port.

Action:

Make sure all available com ports and modems are functioning properly.

VOX5328E

The specified BAUD rate is not supported.

Reason:

The specified BAUD rate is either not supported by the modem, or it is not supported by the notification server.

Action:

Make sure the specified baud rate is supported by both the modem and the notification server.

VOX5329E

The specified STOPBITS value is not supported.

Reason:

The STOPBITS value is not supported by this paging service.

Action:

Specify a different STOPBITS value.

VOX5330E

The specified PARITY value is not supported.

Reason:

The PARITY value is not supported by this paging service.

Action:

Specify a different PARITY value.

VOX5331E

Incomplete final confirmation received

Reason:

The page most likely completed successfully.

Action:

If the page request failed, retry the page.

[VOX5332E](#)**Final confirmation not received****Reason:**

The page most likely completed successfully.

Action:

If the page request failed, retry the page.

[VOX5333I](#)

Started Page. PagerID: *pagerID*, Message: *message*, PhoneNumber: *phonenumbers*, ComPort: *comport*

Reason:

The specified page request started.

Action:

None

[VOX5334I](#)

Page timed out. PagerID: *pagerid*, Message: '*message text*', PhoneNumber: '*tonestring*', ComPort: '*com*'

Reason:

The paging service did not respond to the page request within the specified timeout period.

Action:

Try to launch the VOX PAGE command again. If the message persists, contact CA Technical Support.

[VOX5341I](#)**Mail support is not yet initialized.****Reason:**

Mail support has not been installed.

Action:

Make sure mail support has been installed and started.

VOX5344E

Send mail to *recipient* failed (hr=*hresult*)

Reason:

A VOX SENDMAIL failed due to the SMTP error indicated by *hresult*.

Action:

Contact CA Technical Support.

VOX5345I

Send mail successful to *xx*

Reason:

The send mail to the specified address was successful.

Action:

None

VOX5346E

Send mail failed; recipients *xx yy* were not found

Reason:

The specified recipients were not found.

Action:

Make sure the specified recipients are valid email addresses.

VOX5347E

Send mail failed; recipients *xx yy* are all ambiguous or not recognized

Reason:

The specified recipients were not found.

Action:

Make sure the specified recipients are valid email addresses.

VOX5348E

Send Mail failed; unable to create semaphore xx, error = *errortext*

Reason:

This is a notification server internal error.

Action:

Contact CA Technical Support.

VOX5349W

Send mail successful; but recipients xx are ambiguous or not recognized

Reason:

The specified recipients were not found.

Action:

Make sure the specified recipients are valid email addresses.

VOX5356E

SENDMAIL failed; unable to queue request to any of the defined mail servers.

Reason:

All active SMTP servers would not accept the email request from the Notification Server. This message is returned after all retries of the server list have been exhausted.

Action:

Examine the ASOTRACE logs to determine why the email request was rejected. Each active server should have an error message that describes why the request to that particular server failed.

VOX5359I

Mail handler terminating

Reason:

The email (SMTP) client is exiting.

Action:

None

VOX5360E

SMTP Mail configuration file mailcfg.apm cannot be loaded

Reason:

There is no mailcfg.apm file in the %AP_SITE_PATH%\CONFIG directory. This file contains the specifications for utilizing SMTP mail functionality.

Action:

Make sure the mailcfg.apm file is in the correct folder.

VOX5361E

Unable to connect to SMTP host "XX".

Reason:

A connection cannot be made to the specified host.

Action:

Verify Mail has been configured correctly to access the specified host and the host is operational.

VOX5362E

The specified attachment file "XX" was not found.

Reason:

The specified file does not exist or is not accessible to the Notification Server attaching to send a Mail request.

Action:

Verify that the specified file exists and is accessible to the Notification Server.

VOX5363E

An attempt to authenticate to SMTP host XX was unsuccessful.

Reason:

The authentication information specified for the specified host is invalid.

Action:

Use Configuration Manager to update the authentication data for the specified host.

VOX5364E

MAPI is no longer supported.

Reason:

You have your email notification protocol set to MAPI, which is no longer supported by CA Automation Point.

Action:

Use Configuration Manager to set email notification protocol to SMTP.

VOX5365I

Invalid attachment filename: *filename*

Reason:

The filename specified for ATTACHMENT is not a fully qualified file name - (drive:\path\...\filename).

Action:

Supply a fully qualified file name for the ATTACHMENT parameter. The specified attachment must be accessible from the Notification Server issuing the SENDMAIL command.

VOX5437E

Cannot logon to pager service

Reason:

The notification server cannot logon to the specified paging service.

Action:

Examine the ASOTRACE.LOG file for additional information about the cause of this logon failure.

VOX5482E

Remote Async initialization error. Cause: Communications port Error.

Reason:

The requested VOX PAGE command has an error communicating with the COM port. Look in the ASOTRACE.LOG for a subsequent message indicating which port on your machine had the error and the error code.

Action:

If the VOX PAGE command fails as a result of this error, contact CA Technical Support.

VOX5507I

Successful Page; PagerID: *pagerid*, Message: 'msg', Phone: *tonestring*, ComPort: *port*, BatchID: *batchid*, rc=0.

Reason:

The requested VOX PAGE command was successfully submitted to the appropriate paging service. See the VOX5580I and VOX5581I messages for more information on the *batchid* value.

Action:

None.

VOX5508E

Unsuccessful Page; PagerID: *pagerid*, Message: 'msg', Phone: *tonestring*, ComPort: *port*, BatchID: *batchid*, rc=*rc*

Reason:

The requested VOX PAGE command has had an error. First, consult the documentation on the VOX PAGE command for a list of return codes (look up *rc* from this message). Also, you can look in the ASOTRACE.LOG for previous or subsequent messages indicating more detailed error information. See the VOX5580I and VOX5581I messages for more information on the *batchid* value.

Action:

If you either cannot determine the cause of the error or are unable to correct it, contact CA Technical Support.

VOX5572I

Using serial communications port: *n* (*com*)

Reason:

This is an informational message indicating which communications port on your notification server box is being used by the currently running VOX PAGE command.

Action:

None

VOX5580I

Batch processing started for Paging Service *tonestring*. BatchID: *batchid*

Reason:

This message is used to indicate the beginning of a batch paging cycle for page requests issued to the paging service specified by the *tonestring* phone number. The *batchid* is a sequential number used to identify the current batch cycle. All page requests sent to the specified paging service during this batch cycle will be assigned this same *batchid*.

Action:

None.

VOX5581

Batch processing complete for Paging Service *tonestring*. BatchID: *batchid* RC: *rc*

Reason:

This message is used to signal the end of a batch paging cycle for the paging service specified by the *tonestring* phone number. The *batchid* is a sequential number used to identify the batch cycle. The *rc* is the return code for the entire batch cycle. If this return code is zero, all of the submitted page requests (successful or not) have been properly processed by the paging service. If this return code is non-zero, the paging service encountered a problem when processing one or more page requests contained within this batch that were previously reported as successful. This could mean that a page request previously reported by the paging service as successful has, in fact, failed due to the content of the message.

Action:

If the return code is non-zero, consider resending all the page requests contained in the current batch to ensure that each message is sent at least once, since the TAP protocol does not identify which message contained within the batch failed. You can find out which page requests were contained in the current batch by looking for the VOX5507I and VOX5508E messages that reference the same *batchid* value. You may also want to contact your paging service provider to determine the reason for this condition (see the TAP protocol version 1.8, step 10b).

VOX5602E

Set hook state to *xx*

Reason:

The hook has been set to the specified state.

Action:

None.

VOX5603E

Wink signal sent

Reason:

The wink signal has been sent.

Action:

None.

[VOX5605E](#)

Answered incoming call from telephone number xx

Reason:

The notification server answered the call from the specified phone number.

Action:

None.

[VOX5606E](#)

Answered incoming call

Reason:

The notification server answered the incoming call.

Action:

None.

[VOX5607E](#)

Calling telephone number xx.

Reason:

The notification server is calling the specified phone number.

Action:

None.

[VOX5608E](#)

Retrieved tone digits xx

Reason:

The notification server successfully retrieved the specified digits.

Action:

None.

VOX5609E

Loaded xx file yy into memory

Reason:

The notification server loaded the specified VOX file into memory.

Action:

None.

VOX5610E

Playing xx file yy

Reason:

The specified VOX file is currently being played.

Action:

None.

VOX5611E

Recorded voice message into file xx

Reason:

Specifies where the voice message is recorded.

Action:

None.

VOX5612I

Retrieved and secured line xx. Line in use.

Reason:

The specified line is secured for use in the notification server.

Action:

None.

[VOX5613I](#)

Released line xx. Line available.

Reason:

The specified line has been released and is available for use.

Action:

None.

[VOX5614E](#)

Sending tone digits xx

Reason:

Sending specified tone digits.

Action:

None.

[VOX5619E](#)

Volume level set to xx

Reason:

Specifies the level to which the volume is set.

Action:

None.

[VOX5620E](#)

Volume level reset to default

Reason:

The volume level was reset to the default level (0).

Action:

None.

VOX5621E

User ID / PIN combination verified for user xx

Reason:

The notification server has verified the user ID and PIN combination for the specified user.

Action:

None.

VOX5622E

User ID / PIN combination not verified for user xx

Reason:

The notification server could not verify the user ID and PIN combination for the specified user.

Action:

Make sure the specified user ID and PIN combination is valid.

VOX5623E

Reset and released line xx. Line available.

Reason:

The notification server reset and released the specified line.

Action:

None.

VOX5624E

Reset on channel xx was not successful

Reason:

The RESET command failed on the specified channel.

Action:

Reissue the RESET command to the specified channel. If this problem still persists, contact CA Technical Support.

VOX5625I

Sending xx messages to system yy on queue zz

Reason:

This message is issued to confirm the results of a VOX SETMSGSTREAM command. It specifies that VOX messages of type xx will be forwarded to system yy through PPQ queue zz.

Action:

None.

VOX5626E

xx command did not execute successfully. RC: *returncode*.

Reason:

The specified command received a nonzero return while being processed by the notification server.

Action:

Examine the trace log to determine the cause of the return code.

VOX5627E

xx executed successfully

Reason:

The specified command executed successfully.

Action:

None.

VOX5628E

Automatically reset and released line xx. Line available.

Reason:

The specified line was automatically reset and released by the notification server and is available for use.

Action:

None.

VOX5629E

Automatic reset and release of line xx was not successful

Reason:

The RESET command failed on the specified channel.

Action:

Issue a manual RESET to the specified channel (if necessary).

VOX5630I

Command finished: xx. Cmd#: yy.

Reason:

The specified command finished successfully.

Action:

None.

VOX5631E

Waiting for incoming call

Reason:

The notification server is waiting for the incoming call.

Action:

None.

VOX5632E

Answered incoming call

Reason:

The notification server answered the incoming call.

Action:

None.

VOX5633E

Identified incoming call but left channel ONHOOK

Reason:

The incoming call was detected but not answered.

Action:

None.

VOX5634E

Answer cancelled

Reason:

The answer was cancelled.

Action:

None.

VOX5635E

Answer timed out

Reason:

The answer timed out.

Action:

None.

VOX5636E

Waiting *xx* 1/10 seconds before redialing telephone number *yy*

Reason:

If the line is busy, the notification server will wait the specified amount of time before retrying the specified call.

Action:

None.

[VOX5637E](#)

Redialing telephone number xx, attempt yy

Reason:

The notification server is redialing the specified number. The number of its attempt to redial is specified by yy.

Action:

None.

[VOX5638E](#)

Client REXX terminated. Automatically reset and released line xx. Line available.

Reason:

The REXX process is finished. The notification server automatically reset and released the specified line, and the line is available.

Action:

None.

[VOX5639E](#)

Client REXX terminated. Canceling outstanding answer on group xx.

Reason:

The REXX process is finished. The notification server automatically reset and released the specified group, and the group is available.

Action:

None.

[VOX5640E](#)

Answer cancelled. Group: xx

Reason:

The ANSWER command previously specified for the displayed group has been cancelled.

Action:

None.

[VOX5641E](#)**Waiting for incoming call. Group: xx****Reason:**

The notification server is waiting for the incoming call.

Action:

None.

[VOX5642E](#)**Answered incoming call. Group: xx****Reason:**

The notification server answered the incoming call.

Action:

None.

[VOX5643E](#)**Identified incoming call but left channel ONHOOK. Group: xx****Reason:**

The incoming call was detected but not answered.

Action:

None.

[VOX5644I](#)**xx complete. reason: yy.****Reason:**

One of these VOX commands, CALL, CALLPLAY, or SENDTONES, was issued and has completed successfully. The specified reason gives the result from the call.

Action:

None.

VOX5645E

Tracing has been turned xx.

Reason:

Tracing has been turned either on or off.

Action:

None.

VOX5646E

Current status of channel xx: yy

Reason:

This message provides the current status of the specified channel.

Action:

None.

VOX5647E

Answer timed out. Group: xx

Reason:

The ANSWER command issued for the specified group has timed out.

Action:

None.

VOX5648E

Digit buffer contains xx tone digits

Reason:

This message specifies the amount of tone digits that the digit buffer contains.

Action:

None.

[VOX5649E](#)**Set group xx to contain channels yy****Reason:**

This message specifies which channels the specified group contains.

Action:

None.

[VOX5650E](#)**Added channels xx to group yy****Reason:**

This message specifies which channels are added to the specified group.

Action:

None.

[VOX5651E](#)**Removed channels xx from group yy****Reason:**

This message specifies which channels were removed from the specified group.

Action:

None.

[VOX5652E](#)**Purged group xx****Reason:**

The specified group has been purged.

Action:

None.

VOX5653E

Retrieved information on group xx.

Reason:

The information requested for the specified group was retrieved successfully.

Action:

None.

VOX5654E

Retrieved and secured line xx in group yy. Line in use.

Reason:

The specified line was retrieved and secured successfully in the specified group. The line is in use.

Action:

None.

VOX5655E

Retrieved information on all defined groups

Reason:

The information for all defined groups has been retrieved successfully.

Action:

None.

VOX5656E

Playing xx from file yy

Reason:

The specified word from the VOX word library is being played.

Action:

None.

VOX5657E

Unable to sound out the character xx. It is not in VOX Word Library yy

Reason:

The specified character cannot be sounded out. It is not in the specified VOX word library.

Action:

Add the specified character to the specified VOX word library.

VOX5658E

Sounding out the word xx. Word not found in VOX Word Library yy.

Reason:

The notification server is sounding out the specified word. It has not been found in the specified VOX word library.

Action:

Add the specified character to the specified VOX word library.

VOX5660I

xx is active.

Reason:

The specified subcomponent of the notification server was started successfully.

Action:

None.

VOX5999

text

Reason:

This message can be either an informational message or an error message. It is used for internal tracing. The text of the message is dependent upon the command that was issued.

Action:

None.

VOX6001E

Method specified for TELL or ASK is not defined to be used that way.

Reason:

When you define a method, you specify whether it can perform the TELL function, the ASK function, or both. You are attempting to use a method that can only perform TELL functions to perform an ASK function or conversely.

Action:

Choose a method that can perform the desired function or redefine the functionality of the method.

VOX6002E

The begin date and end date cannot be the same when a schedule crosses midnight.

Reason:

When the end time is less than the begin time, a schedule will cross midnight. However, when that is the case, the begin date and end date cannot be the same date.

Action:

Choose different dates.

VOX6003E

BGNTIME is unspecified.

Reason:

A beginning time was not specified.

Action:

Specify a beginning time.

VOX6005E

Specifying both DOW and BGNDATE is not permitted.

Reason:

Both the DOW and the BGNDATE keywords were specified.

Action:

Eliminate one of the keywords.

VOX6006E

Specifying both DOW and ENDDATE is not permitted.

Reason:

Both the DOW and the BGNDATE keywords were specified.

Action:

Eliminate one of the keywords.

VOX6007E

Either DOW or BGNDATE needs to be specified.

Reason:

At least one of the identified keywords needs to be specified.

Action:

Specify one of the required keywords.

VOX6008E

The value of the DOW keyword is incorrect.

Reason:

The only valid values for the DOW keyword are SUN, MON, TUE, WED, THU, FRI, and SAT.

Action:

Specify some subset of the above separated by blanks.

VOX6009E

The key specified is invalid.

Reason:

Keys have valid ranges. An entity key must be between 100000000 and 199999999. A method key must be between 200000000 and 299999999. A time key must be between 400000000 and 499999999. A login key must be between 800000000 and 899999999. The value you specified did not meet this criteria.

Action:

Specify a number in the proper range.

VOX6010E

ENDDATE is specified without BGNDATE.

Reason:

If you specify the ENDDATE keyword, you must specify the BGNDATE keyword.

Action:

Specify the BGNDATE keyword.

VOX6011E

ENDTIME is unspecified.

Reason:

You must always specify the ENDTIME keyword when creating a time block.

Action:

Specify the ENDTIME keyword.

VOX6012E

The entity key specified does not exist.

Reason:

The entity key you specified does not exist.

Action:

Execute the ListEntity command to find the entity key you need.

VOX6013E

An entity key was expected but a key of some other type was passed in.

Reason:

Keys have valid ranges. An entity key must be between 100000000 and 199999999. A method key must be between 200000000 and 299999999. A parm key must be between 300000000 and 399999999. A time key must be between 400000000 and 499999999. A login key must be between 800000000 and 899999999. The value you specified did not meet this criteria.

Action:

Specify a key between 100000000 and 199999999.

VOX6014E

The entity name specified already exists.

Reason:

The entity name you are attempting to create already exists.

Action:

Choose a different name.

VOX6015E

The entity name is unspecified.

Reason:

You did not specify an entity name.

Action:

Specify the name of the entity.

VOX6016E

The entity name specified does not exist.

Reason:

The specified entity name could not be found in the database.

Action:

Execute the ListEntity command with the NAME(*) parameter to find the name you are looking for.

VOX6017E

The entity specified does not exist.

Reason:

The specified entity record could not be found in the database.

Action:

Execute the ListEntity command with the NAME(*) parameter to find the name you are looking for.

VOX6018E

Specifying both a name and a key for ESCTO is not permitted.

Reason:

You specified both a name and a key for the ESCTO parameter.

Action:

Specify the ESCTO parameter only once.

VOX6019E

The entity name for ESCTO is unspecified.

Reason:

You did not specify an entity name for the ESCTO parameter.

Action:

Specify the ESCTO parameter.

VOX6020E

The first parm was not specified on an internal call

Reason:

This is an internal logic error.

Action:

Contact CA Technical Support.

VOX6021E

The requested item is in use.

Reason:

The entity, method, time block, parameter, or login you are attempting to modify is being used by someone else.

Action:

Wait for the other user to finish, then try again.

VOX6022E

The information specified is insufficient for completing request.

Reason:

You did not supply enough information for your request to be completed.

Action:

See the CA Automation Point guides that pertain to the function you are trying to perform, then add the missing information.

VOX6023E

The item specified for delete is used by other items.

Reason:

The item you are trying to delete is used by other items.

Action:

Use the ListEntity, ListParm, ListTime, and ListMethod commands to find the items that refer to the item you are trying to delete, then delete those items first.

VOX6024E

The item key specified does not exist.

Reason:

Keys have valid ranges. An entity key must be between 100000000 and 199999999. A method key must be between 200000000 and 299999999. A parm key must be between 300000000 and 399999999. A time key must be between 400000000 and 499999999. A login key must be between 800000000 and 899999999. The value you specified met this criteria, but it did not exist in the database.

Action:

Use the appropriate List command (ListEntity, ListParm, ListTime, or ListMethod) with the NAME(*) parameter to find the item you are looking for.

VOX6025E

The item key is invalid for the type of item specified.

Reason:

Keys have valid ranges. An entity key must be between 100000000 and 199999999. A method key must be between 200000000 and 299999999. A parm key must be between 300000000 and 399999999. A time key must be between 400000000 and 499999999. A login key must be between 800000000 and 899999999. The function you are calling wanted one type of key (for example, entity) and you passed a different kind (for example, parm).

Action:

Use a key value of the appropriate type.

VOX6026E

The key specified already exists.

Action:

Choose a different value for the key.

VOX6027E

The entity key specified does not exist.

Reason:

Keys have valid ranges. An entity key must be between 100000000 and 199999999. A method key must be between 200000000 and 299999999. A parm key must be between 300000000 and 399999999. A time key must be between 400000000 and 499999999. A login key must be between 800000000 and 899999999. The value you specified met this criteria, but it did not exist in the database.

Action:

Use the appropriate List command (ListEntity, ListParm, ListTime or ListMethod) with the NAME(*) parameter to find the item you are looking for.

VOX6028E

The entity key in the time block specified does not match the entity key specified.

Reason:

Time blocks are always associated with a single entity. You have attempted to use the time block for more than one entity.

Action:

Use the ListTime function to determine to whom the time block belongs or which time blocks belong to the entity in which you are interested.

VOX6029E

The key specified is not a valid entity, method, parameter or time period key.

Reason:

Keys have valid ranges. An entity key must be between 100000000 and 199999999. A method key must be between 200000000 and 299999999. A parm key must be between 300000000 and 399999999. A time key must be between 400000000 and 499999999. A login key must be between 800000000 and 899999999. The value you specified did not fall in any of these ranges or was in the wrong range (for example, you were supposed to supply a key in the entity range, but instead you supplied one in the parm range).

Action:

Use the appropriate List command (ListEntity, ListParm, ListTime, ListMethod, and LISTLOGIN) with the NAME(*) parameter to find the key you are looking for.

VOX6030E

The invocation string is unspecified.

Reason:

You must specify an invocation string when you create a method.

Action:

Specify the invocation string.

VOX6031E

The method key specified does not exist.

Reason:

The method key you specified does not exist.

Action:

Use the ListMethod command with the NAME(*) keyword to find the key you are looking for.

VOX6032E

The method key specified is invalid.

Action:

Keys have valid ranges. An entity key must be between 100000000 and 199999999. A method key must be between 200000000 and 299999999. A parm key must be between 300000000 and 399999999. A time key must be between 400000000 and 499999999. A login key must be between 800000000 and 899999999. The value you specified was not between 200000000 and 299999999.

Action:

Use the ListMethod command with the NAME(*) keyword to find the key you are looking for.

VOX6033E

The method name specified already exists.

Reason:

The method name you specified already exists.

Action:

Choose a different name for the method.

[VOX6034E](#)

The method name is unspecified.

Reason:

You did not specify a method name.

Action:

Specify the name of the method.

[VOX6035E](#)

The method name specified does not exist.

Reason:

The specified method name could not be found in the database.

Action:

Use the ListMethod command with the NAME(*) keyword to find the name you are looking for.

[VOX6036E](#)

The method specified does not exist.

Reason:

The specified method record could not be found in the database.

Action:

Use the ListMethod command with the NAME(*) keyword to find the name or key of the method you are looking for.

[VOX6037E](#)

The method is unspecified.

Reason:

You did not specify a method.

Action:

Specify the method.

VOX6038E

The method type specified is invalid.

Reason:

The destination specified for return information is invalid.

Action:

See the section **Changing the Default Return Destination with CMDRESP** in the *Reference Guide* for a list of valid method types.

VOX6039E

Method specified for TELL or ASK is not defined to be used that way.

Reason:

When you define a method, you specify whether it can perform the TELL function, the ASK function, or both. You are attempting to use a method that can only perform TELL functions to perform an ASK function or, conversely, you are attempting to use a method that can only perform ASK functions to perform a TELL function.

Action:

Choose a method that can perform the desired function or redefine the functionality of the method.

VOX6040E

The item specified cannot be found.

Reason:

Keys have valid ranges. An entity key must be between 100000000 and 199999999. A method key must be between 200000000 and 299999999. A parm key must be between 300000000 and 399999999. A time key must be between 400000000 and 499999999. A login key must be between 800000000 and 899999999. Names for each of these types have no restrictions. The name or key you specified met these criteria, but it did not exist in the database.

Action:

Use the appropriate List command (ListEntity, ListParm, ListTime, ListMethod, and LISTLOGIN) with the NAME(*) parameter to find the item you are looking for.

[VOX6041E](#)

The parameter name is unspecified.

Reason:

You did not specify the name of the parameter.

Action:

Specify the name of the parameter.

[VOX6042E](#)

The parameter description is unspecified.

Reason:

You did not specify the description of the parameter.

Action:

Specify the description of the parameter.

[VOX6043E](#)

The description of the parameter must not be specified.

Reason:

A description is not necessary when the ITEM operand is specified with CREATEPARM.

Action:

Retry the command without specifying the DESC operand.

[VOX6044E](#)

The default value for the parameter is unspecified.

Reason:

You did not specify the default value of the parameter.

Action:

Specify the default value of the parameter.

[VOX6045E](#)

Specifying a default value for the parameter is not permitted.

Reason:

You do not need to specify a default value for this parameter.

Action:

Remove the DEFAULT() keyword from your command.

[VOX6046E](#)

This parameter already has an entry for the method/entity/time specified.

Reason:

You are trying to create a parameter for a certain method/entity/time block combination, but a parameter with that name already exists.

Action:

Use the AlterParm command instead.

[VOX6047E](#)

The parameter key is unspecified.

Reason:

You did not specify a key for the parameter.

Action:

Specify the key for the parameter.

[VOX6048E](#)

The parameter key specified is invalid.

Reason:

Keys have valid ranges. A parameter key must be between 300000000 and 399999999. The key you specified did not meet this criteria.

Action:

Use the ListParm command with the NAME(*) parameter to find the parameter you are looking for.

VOX6049E

The parameter specified does not exist.

Reason:

In order to specify a parameter at the entity or time block level, the parameter must exist for the method.

Action:

Use the ListParm command with the NAME(*) parameter to find the parameter you are looking for.

VOX6050E

The value for the parameter is unspecified.

Reason:

You did not specify a value for the parameter.

Action:

Specify a value for the parameter.

VOX6051E

The password specified is incorrect.

Reason:

You supplied an incorrect password.

Action:

Supply the correct password.

VOX6052E

The entity's password is unspecified.

Reason:

You did not specify a password for the entity.

Action:

Specify a password for the entity.

VOX6053E

A negative value specified for a time period's priority is invalid.

Reason:

You specified a negative number for the priority of the time period.

Action:

Specify a non-negative number.

VOX6054E

The FORTO keyword is specified without setting TELL and ASK methods to FORWARDTO.

Reason:

When you create or modify a time block to be used as a forwarding link, you must set the value of the TELL() and ASK() keywords to FORWARDTO.

Action:

Set the values of the TELL and ASK keywords to FORWARDTO.

VOX6055E

Insufficient authority to perform the requested task.

Reason:

You do not have the proper authority to perform the requested task.

Action:

See your Notification Manager administrator.

VOX6056E

SQL error: *error message*. See trace messages for details

Reason:

Whenever an unusual SQL error message is returned to the Notification Manager, it is logged in the ASOTRACE log. Review this log to see the message. If the message does not appear in the log, increase your tracing level (using the Configuration Manager), then issue the command again.

Action:

Once you have seen the message in the ASOTRACE log, contact CA Technical Support if you cannot determine the proper course of action on your own.

VOX6057E

TELL method is unspecified.

Reason:

You did not specify the TELL method.

Action:

Specify the TELL method.

VOX6058E

The key for the time block is unspecified.

Reason:

You did not specify the key for the time block.

Action:

Specify the key for the time block.

VOX6059E

The time key specified does not exist.

Reason:

The time key you specified does not exist.

Action:

Use the ListTime command with the NAME(*) parameter to find the key of the time block in which you are interested.

VOX6060E

The time specified does not exist.

Reason:

The time you specified does not exist.

Action:

Use the ListTime command with the NAME(*) parameter to find the name or key of the time block in which you are interested.

VOX6061E

The time key specified is invalid.

Reason:

Keys have valid ranges. A time key must be between 400000000 and 499999999. The key you specified did not meet this criteria.

Action:

Use the ListTime command with the NAME(*) parameter to find the parameter you are looking for.

VOX6062E

The number of items to return exceeded the maximum allowed.

Reason:

Most Notification Manager commands can return a maximum number of lines of data. The command you issued exceeded this limit.

Action:

Put more constraints on the command so that it returns fewer lines of output.

VOX6063E

The database tables have already been created.

Reason:

The database tables that you are attempting to create already exist.

Action:

Do not try to create the database tables without first deleting the ones that already exist.

[VOX6064E](#)

The VoxNMdb DLL could not be loaded.

Reason:

The VoxNMdb DLL file could not be loaded.

Action:

Contact CA Technical Support.

[VOX6065E](#)

The requested VoxNMdb entry point could not be found.

Reason:

The requested function could not be found in the specified DLL.

Action:

Contact CA Technical Support.

[VOX6066E](#)

Could not connect to *database name* database.

Reason:

Notification Manager was unable to establish a connection to the specified database.

Action:

Make sure all database connection information is correct. If this problem persists, Contact CA Technical Support.

[VOX6067E](#)

The parameter key specified does not exist.

Reason:

The parameter key you specified does not exist.

Action:

Use the ListParm command with the NAME(*) parameter to find the parameter you are looking for.

VOX6068E

The caller of VoxNMdb did not supply a memory pool.

Reason:

This message almost always indicates that the VOX client is not running.

Action:

Start the VOX client. If this does not correct the problem, Contact CA Technical Support.

VOX6069E

The value specified in the prefix keyword is too long.

Reason:

The value you specified in the prefix keyword is too long.

Action:

Specify a shorter prefix.

VOX6070E

The parameter string specified exceeds the maximum length.

Reason:

Parameter values are limited to 250 characters.

Action:

Shorten the value of the parameter.

VOX6071E

Notification Manager timed out while waiting for a lock.

Reason:

Notification Manager timed out while it was waiting for a lock.

Action:

If you want to continue waiting, issue the command again.

[VOX6072E](#)

The *lockname* lock is already held by another process.

Reason:

Notification Manager cannot obtain a lock because it is already holding one at the same level.

Action:

Contact CA Technical Support.

[VOX6073E](#)

Notification Manager tried to free a lock that it did not hold.

Reason:

Notification Manager attempted to free a lock that it did not hold.

Action:

Contact CA Technical Support.

[VOX6074E](#)

The parameter specified for modify or delete is currently in use.

Action:

Wait for the other user to finish using the parameter.

[VOX6075E](#)

Adding specified parameter before the parameter is defined at the method level is not permitted.

Reason:

In order to specify a parameter at the entity or time block level, the parameter must be defined at the method level.

Action:

Define the parameter at the method level.

VOX6076E

The xx key specified (yy) is not numeric.

Reason:

The VOX command that you issued requires a numeric key, but you specified a non-numeric key (xx), resulting in an incorrect value (yy).

Action:

Specify a numeric key.

VOX6077E

The xx name specified (yy) is invalid: zz.

Reason:

The name that you specified in the VOX command is invalid. In the return code text, xx represents the type of name (entity, method, and so on); yy represents the name that you specified; and zz represents a text string explaining why the name is invalid.

Action:

Specify a correct name.

VOX6078E

The xx specified (yy) is not between aa and bb.

Reason:

The value (yy) that you specified for xx keyword on a VOX command was outside the valid range (aa to bb) for xx keyword.

Action:

Specify a value in the valid range.

VOX6080E

xx is unspecified.

Reason:

You forgot to specify a required piece of data (xx) on a VOX command.

Action:

Specify the data.

VOX6081E

Changing the value of the xx field is not permitted.

Reason:

You tried to change the value of a field (xx) that cannot be changed.

Action:

Do not try to change the value of this field again.

VOX6082E

The data you attempted to change was changed by another user.

Reason:

This can happen if two individuals simultaneously use the Notification Website to update the same notification policy information.

Action:

Try to save (commit) the notification policy changes again.

VOX6084E

The login key you specified (xx) cannot be deleted.

Reason:

The login keys 800001001, 800001002, and 800001003 are reserved keys and cannot be deleted from the database.

Action:

Do not try to delete these keys.

VOX6086E

Notification Manager attempted to "compare and swap" but the old value was incorrect.

Reason:

Notification Manager attempted to change the value of an internal variable, but it could not because the old value had unexpectedly changed.

Action:

Contact CA Technical Support.

VOX6087E

The PPQ that Notification Manager uses to provide this function is not available.

Reason:

Notification Manager was unable to access one of the PPQ queues required to perform a certain action.

Action:

Make sure the PPQ service is running. If this problem persists, Contact CA Technical Support.

VOX6088E

Internal error: xxxxx.

Reason:

The reason for this error is specified in the message text.

Action:

Contact CA Technical Support.

VOX6090E

This message generates either of the following:

The KEY parameter was not specified properly.

Reason:

Keys have valid ranges. An entity key must be between 100000000 and 199999999. A method key must be between 200000000 and 299999999. A parm key must be between 300000000 and 399999999. A time key must be between 400000000 and 499999999. A login key must be between 800000000 and 899999999. The key you specified did not meet this criteria.

Action:

Specify a valid key.

The xx key is unspecified.

Reason:

You forgot to specify the value of a required key.

Action:

Specify the value.

VOX6091E

The name of the time block already exists. SPECIFY another name.

Reason:

The name you specified for the time block already exists.

Action:

Specify another name for the time block.

VOX6092E

Terminal error: xx

Reason:

Notification Manager has encountered a problem from which it cannot recover. Several error conditions can cause this message to be generated.

Action:

Examine the detailed error text (xx) to determine the root cause of this error and correct the problem.

VOX6093E

The entity specified for this login already has been assigned a login.

Reason:

Each notification entity can only be associated with one login.

Action:

Specify another entity, or remove the offending login-entity association and retry.

VOX6094E

The entity provided is a notification group and cannot have a login.

Reason:

Any entity that is a notification group cannot have a login.

Action:

Specify an entity that is not a notification group.

VOX6095E

The user name '*user name*' is unable to login to the domain = '*domain*' with the specified password. Windows error = *windows error*.

Reason:

The combination of user name, domain, and password is invalid. The operating system returned the associated error number.

Action:

Specify a valid user name, domain, and password combination.

VOX6096E

The entity name *entity_name* is a reserved name and cannot be created.

Reason:

You tried to either create a new contact or change the name of an existing contact using the "entity_name" reserved word as the contact name.

Action:

Try the update again, making sure not to use a reserved word as the contact name.

VOX6097E

No status items were found in the last *xxxx* hrs for Login name *login name*.

Reason:

The specified login user name or login key had no status items to display for the specified period of hours.

Action:

None.

VOX6101

Program-name VOX voxcmd

Reason:

This message contains the name of the VOX command that AnswerTree executed.

Action:

None

[VOX6102](#)***Program-name free-form-text*****Reason:**

This is an informational message issued by the AnswerTree application.

Action:

Examine the text of the message and any previous VOX command errors to determine the cause of the warning.

[VOX6103](#)***Program-name free-form-text*****Reason:**

This is an informational message issued by the AnswerTree application.

Action:

None

[VOX6104](#)***Program-name free-form-text*****Reason:**

This is an informational message issued by the AnswerTree application.

Action:

Examine the text of the message and any previous VOX command errors to determine the cause of the error.

[VOX6105](#)***Program-name AXC axccmd*****Reason:**

This is an informational message issued by the AnswerTree application when an AXC command is executed.

Action:

None

VOX6106

Program-name CMD cmd

Reason:

This message contains the name of the command that AnswerTree executed.

Action:

None

VOX6121

Message numbers 6121-6129 are configurable messages that Notification Manager sends to the console. These messages contain the following variables:

item-number

Each time you issue a notification request, the request is assigned a unique four-digit number. This number allows you to track the progress of a particular notification request.

Note: The first few messages from the NMFIND.REX program do not have a unique four-digit number (the *item-number* is reported as "0000" because a number has not yet been assigned).

instance-number

Each time a Notification Manager REXX program runs, it is assigned a unique number based on its start time and date. This number enables you to differentiate between multiple copies of a particular Notification Manager REXX program that are running at the same time or for the same item.

This message generates any of the following:

Program-name instance-number item-number Called-rexx call-parms: RC= rc ERROR= error-text

Reason:

The Notification Manager program *Program-name* called the REXX program *Called-rexx* with parameters *call-parms*, and it received return code *rc* and error message *error-text*.

Action:

See the description for the message, *xxxnnnny*, where *xxx* is any message prefix, *nnnn* is the return code, and *y* is the message suffix. Follow the provided instructions.

Program-name instance-number item-number Called-program-name call-parms: RC= rc

Reason:

The Notification Manager program *Program-name* called the non-REXX program *Called-program-name* with parameters *call-parms*, and it received return code *rc*.

Action:

See the description for the message, *xxxnnnny*, where *xxx* is any message prefix, *nnnn* is the return code, and *y* is the message suffix. Follow the provided instructions.

Program-name instance-number item-number FAILUREREXX PROGRAM (FailureRexx-name) RETURNED RC= rc

Reason:

The Notification Manager program *Program-name* called the Failure REXX program specified on the NMFIND call, and it received return code *rc*.

Action:

See the description for the message, *xxxnnnny*, where *xxx* is any message prefix, *nnn* is the return code, and *y* is the message suffix. Follow the provided instructions.

[VOX6122](#)

Program-name instance-number item-number free-form-text.

Reason:

This message indicates the progress of Notification Manager requests.

Note: If you want to see the details of NMFIND processing for each Notification Manager request in your session, you can turn on this class of messages. The messages do not have a particular format; therefore, you can automate them.

[VOX6123](#)

Program-name instance-number item-number free-form-text.

Reason:

Notification Manager encountered some minor problems that it recovered from.

Note: If you want to see the details of NMFIND processing for each Notification Manager request in your session, you can turn on this class of messages. The messages do not have a particular format; therefore, you can automate them.

VOX6124

This message generates any of the following:

Program-name instance-number item-number RC= rc ERROR= error-text

Reason:

The program *Program-name* called a non-Notification Manager service, and it received return code *rc* and error message *error-text*.

Action:

See the description for the message, *xxxnnnny*, where *xxx* is any message prefix, *nnnn* is the return code, and *y* is the message suffix. Follow the provided instructions.

Program-name instance-number item-number RC= rc Error= Unable to write acknowledge message to AP Msg window.

Reason:

The Notification Manager program *Program-name* tried to send an acknowledgement to the CA Automation Point Merged Messages window, but it received return code *rc* from the ADDRESS AXC WTXC command.

Action:

See the description of the WTXC return code for more information.

Program-name instance-number item-number RC= rc Error= Unable to write acknowledge message to CA NSM.

Reason:

The Notification Manager program *Program-name* tried to send an acknowledgement to the CA NSM console, but it received return code *rc* from the ADDRESS TNG UNIWTO command.

Action:

See the description of the UNIWTO return code for more information.

Program-name instance-number item-number RC= rc Error= AXC Address environment not available.

Reason:

The Notification Manager program *Program-name* tried to use an ADDRESS AXC command, but it received return code *rc* from the command.

Action:

See the description of the AXC command return code for more information.

Program-name instance-number item-number RC= rc Error= TNG Address environment not available.

Reason:

The Notification Manager program *Program-name* tried to use an ADDRESS TNG command, but it received return code *rc* from the command.

Action:

See the description of the CA NSM command return code for more information.

Program-name instance-number item-number RC= 6088 Error= Incorrect number of args for subroutine-name call on line nnnn

Reason:

The specified subroutine was called with the incorrect number of arguments.

Action:

Contact CA Technical Support.

Program-name instance-number item-number RC= 6088 Error= No value found for parm NMFINDD:parm-name

Reason:

Your Notification Manager voice groups are not configured properly.

Action:

Set up your voice groups using the Notification Voice Groups configuration utility, which is available from the CA Automation Point menu.

Program-name instance-number item-number RC= 6088 Error= The null terminator string came too soon for the NMANSWER group at index iiii

Reason:

Your Notification Manager voice groups are not configured properly.

Action:

Set up your voice groups using the Notification Voice Groups configuration utility, which is available from the CA Automation Point menu.

Program-name instance-number item-number RC= 6088 Error= The null terminator string is missing for the NMANSWER group at index iiii

Reason:

Your Notification Manager voice groups are not configured properly.

Action:

Set up your voice groups using the Notification Voice Groups configuration utility, which is available from the CA Automation Point menu.

Program-name instance-number item-number RC= 6088 Error= Unable to get name of Engine on local system.

Reason:

Your VOX client is not configured properly.

Action:

Use the CA Automation Point Configuration Manager to configure your VOX client and notification server.

Program-name instance-number item-number RC= 6088 Error= error-code error-message

Reason:

Program *Program-name* called a non-Notification Manager service, and it received return code *error-code* and error message *error-message*.

Action:

See the description for the message, *xxxnnnny*, where *xxx* is any message prefix, *nnnn* is the return code, and *y* is the message suffix. Follow the provided instructions.

Program-name instance-number item-number RC= 6171 Error= error-text

Reason:

The value of one or more user-supplied parameters is incorrect. The *error-text* explains the problem.

Action:

Specify a valid value.

Program-name instance-number item-number RC= 6172 Error= error-text

Reason:

The Notification Manager method *Program-name* failed. The *error-text* explains the problem. A dump is sent to ASOTRACE.LOG.

Action:

Contact CA Technical Support and, if requested to do so, send in the ASOTRACE log files.

Program-name instance-number item-number RC= 6173 Error= error-text

Reason:

Notification Manager called someone, but the call returned “Positive voice detection failed.” The *error-text* explains the problem. The call is considered to be a failure.

Action:

Determine whether there is a problem with your phone system.

Program-name instance-number item-number RC= 6174 Error= error-text

Reason:

You specified invalid parameters or too few parameters. The *error-text* explains the problem.

Action:

Correct the parameters.

Program-name instance-number item-number RC= 6175 Error= error-text

Reason:

Notification Manager successfully contacted someone, but the person did not respond to its queries. The *error-text* explains the problem.

Action:

Check your phone system.

Program-name instance-number item-number RC= 6176 Error= error-text

Reason:

Notification Manager successfully contacted someone, but the person did not respond correctly to its queries. The *error-text* explains the problem.

Reason:

Speak to the person that Notification Manager contacted to determine why the person responded incorrectly.

Program-name instance-number item-number RC= 6177 Error= error-text

Reason:

The user pressed the Ctrl-Break key combination in an attempt to stop the current notification request.

Action:

Avoid pressing this key combination.

Program-name instance-number item-number RC= 6178 Error= error-text**Reason:**

One or more methods were performed, but the methods failed to contact someone. The *error-text* explains the problem.

Action:

Change the time block definitions.

Program-name instance-number item-number RC= 6179 Error= error-text**Reason:**

No methods were performed due to the way the time blocks were specified. For example, if a contact method is not specified for Joe from 5 p.m. to 6 p.m. and Notification Manager tries to contact him during that time, it will not perform any methods. The *error-text* explains the problem.

Action:

Change the time block definitions.

VOX6126

This message generates any of the following:

Program-name instance-number item-number Could not get channelnum for channel nnnn

Reason:

Notification Manager was unable to resolve the voice channel number of the specified channel.

Action:

Contact CA Technical Support.

Program-name instance-number item-number RC= rc RELEASECHANNEL CHANNEL(nn nn)

Reason:

The *rc* is the return code from the ReleaseChannel request. If the return code is not zero, you may need to take action.

Action:

See the description of the RELEASECHANNEL command in the *Reference Guide* for more information.

Program-name instance-number item-number Freed modem port nnnn

Reason:

The modem port named *nnnn* was freed.

Action:

None.

Program-name instance-number item-number Got NMCALL channel nnnn

Reason:

Notification Manager obtained channel number *nnnn* from the NMCALL voice group.

Action:

None.

Program-name instance-number item-number Got modem port nnnn

Reason:

The modem port named *nnnn* was obtained.

Action:

None.

Program-name instance-number item-number Got NMANSWER channel nnnn

Reason:

Notification Manager obtained channel number *nnnn* from the NMANSWER voice group.

Action:

None.

Program-name instance-number item-number 6172 Looking for another modem because function-name returned result= result

Reason:

Notification Manager tried to use a modem, but function *function-name* returned *result*.

Action:

Contact CA Technical Support.

Program-name instance-number item-number 6172 Looking for another modem because function-name returned user.modem.state= user.modem.state

Reason:

Notification Manager tried to use a modem, but function *function-name* returned *user.modem.state*.

Action:

Contact CA Technical Support.

Program-name instance-number item-number 6172 No modem could be found or all were in use.

Reason:

Program-name needed a modem, but it could not obtain one.

Action:

Obtain more modems (if necessary) or use batch paging, if you are not already doing so.

VOX6127

Program-name instance-number item-number Starting with parms: parameter-list

Reason:

Instance number *instance-number* of program *program-name* assigned to item number *nnnn* was started with parms *parameter-list*.

Action:

None.

VOX6128

This message generates any of the following:

Program-name instance-number item-number EXEC RETURNED RC= rc Error= error-text

Reason:

Program-name returned *rc* and *error-text*. The return code can be Notification Manager-specific (see the header of the NMFIND command for a list of the possible Notification Manager return codes), or it can be from any CA Automation Point or DOS command that Notification Manager issues.

Action:

Examine the specified error text to determine the problem.

Program-name instance-number item-number EXEC RETURNED RC= rc

Reason:

Program-name returned *rc* but no *error-text*. The most common causes for no error text are RC=0 or the program issued a command that failed and did not return any error text. The return code can be Notification Manager-specific (see the header of the NMFIND command for a list of the possible Notification Manager return codes), or it can be from any CA Automation Point or DOS command that Notification Manager issues.

Action:

Handle each return code appropriately for the command that issued it.

Program-name instance-number Got item number nnnn

Reason:

Instance number *instance-number* of program *Program-name* was assigned item number *nnnn*.

Action:

None.

Program-name instance-number item-number Index iii RC= rc ERROR= error-text

Reason:

The action at index *iii* of the call tree for item number *item-number* when run by instance number *instance-number* of program *Program-name* got a return code of *rc* whose explanatory text is *error-text*.

Action:

None.

VOX6129

This message generates either of the following:

Program-name instance-number item-number EXEC RETURNED RC=0

Reason:

The Notification Manager program *Program-name* ended with a return code of 0.

Action:

None.

Program-name instance-number item-number EXEC RETURNED RC=rc ERROR=error-text

Reason:

The Notification Manager program *Program-name* ended with return code *rc* and error message *error-text*.

Action:

Look up the return code and error message and follow the provided instructions. If you still cannot determine the cause of the error or are unable to correct it, contact CA Technical Support.

VOX6150E

The requested completion status was not reached within the wait interval.

Reason:

The selected NMI method requires that the notification request reach a certain completion status before the attempt is considered successful, and this notification request failed to obtain this completion status before the defined time interval elapsed.

Action:

Either increase the value of the wait interval (normally the AnswerWait method parameter) or contact the service responsible for sending the notification request to determine why these requests are not reaching the defined completion status.

VOX6171E

One or more parameters had invalid values.

Reason:

This message is generated by the REXX code. It will be followed by additional text that explains the specific problem.

Action:

Correct the parameter value.

VOX6172E

The method failed internally.

Reason:

This message is generated by the REXX code. It will be followed by additional text that explains the specific problem.

Action:

Contact CA Technical Support.

VOX6173E

Positive voice detection failed.

Reason:

This message is generated by the REXX code. Notification Manager dialed a phone and someone or something answered it but did not say anything.

Action:

None.

VOX6174E

Syntax error in method parameters.

Reason:

This message is generated by the REXX code. It will be followed by additional text that explains the specific problem. This error is usually caused by missing or extra parameters.

Action:

Correct the parameter value.

VOX6175E

No response from entity.

Reason:

You specified an ASK parameter on the NMFIND command and Notification Manager was able to contact someone but that person did not answer the question.

Action:

None.

VOX6176E

Invalid response from entity.

Reason:

You specified an ASK parameter on the NMFIND command and Notification Manager was able to contact someone, but the response received from this person was invalid (that is, the response did not match any of the requested answer values).

Action:

If the 2-way paging method NMPAGE2WAY was selected as the contact method for this person, ensure that the ReplyPrefix method parameter is set correctly to filter out any information added by the paging service to the beginning of the page reply.

VOX6177E

User interrupted process.

Reason:

The user pressed Ctrl+C or Ctrl+Break.

Action:

None.

VOX6178E

No methods performed.

Reason:

NMFIND built the call tree and one of these conditions existed:

- **Scenario 1:** NMFIND was unable to perform any of the page, email, or voice requests that it specified.
This error is usually due to hardware problems (for example, bad modem or all phone lines in use).
- **Scenario 2:** The call tree did not contain any time blocks. This error is due to no time blocks being defined.
- **Scenario 3:** The parameter MTUP (Methods To Use Profile) was used and the value defined deactivated all time blocks.

Action:

- **Scenario 1:** Check your hardware.
- **Scenario 2:** Create time blocks for the period you are attempting to define an NMFIND.
- **Scenario 3:** Provide an MTUP value that does not deactivate all time blocks.

VOX6179E

No methods supplied.

Reason:

NMFIND built the call tree but it did not contain any page, email, voice, and so on requests.

Action:

Define time blocks for this person that use methods from the database other than the ForwardTo method.

VOX6199I

NMFIND Acknowledge: RC= *rc* USERSTR= *userstring* ITEM= *item* NAME= *name* TELL= *tell-string*

Reason:

When an NMFIND request completes, this message is sent to an AP Msg window, CA NSM Event Console, or OPSLOG, depending on the NMFIND request.

Action:

None.

Chapter 4: PPQ Messages

The Program-to-Program queues (PPQs) environment is a universal tool that allows applications to communicate with each other through the use of common message data queues.

Note: There are also a number of common messages that can be generated by more than one address environment (4000 through 4499). These messages take on the prefix of the environment that generated them (PPQ, GLV, VOX, OPS, or TNG). See the chapter “CA Automation Point Common Messages (4000-4499)” for a description of any messages in the range 4000 through 4499 having a PPQ prefix.

PPQ Messages

This section describes PPQ messages.

PPQ4500W

PPQ *qname* empty.

Reason:

A PPQ READ operation found no elements on the queue specified by *qname*.

Action:

None.

PPQ4509E

Invalid to use WAIT and ITEMNUM operands together.

Reason:

You cannot specify **both** the WAIT and ITEMNUM operands in a PPQ READ command.

Action:

Rewrite the program so that either the WAIT operand is not necessary (and the program periodically polls for the desired item) or the ITEMNUM operand is not required.

PPQ4514E

PPQ Session is already active.

Reason:

Multiple attempts were made to connect a session to the local PPQ system.

Action:

Make sure that your TCPHOSTS files on all PPQ network-connected systems are specified once in each file. Ensure that the system names of your PPQ systems are unique. PPQs only use the first eight characters of the Windows system name, so the first eight characters must be unique within the PPQ network. If there are duplicate names, you must change the Windows system names of the ones that are duplicated. If you are unable to resolve the conflicts, locate the file ASOTRACE.LOG, then contact CA Technical Support.

PPQ4515E

PPQ Session write error.

Reason:

The PPQ write command was unable to send the requested information to the specified queue.

Action:

Locate the file ASOTRACE.LOG, then contact CA Technical Support.

PPQ4520E

PPQ *qname* not found.

Reason:

The PPQ specified by *qname* was not found by a command that expected it to exist.

Action:

Verify that the PPQ exists on the local computer or a remote computer and that the network transports on both machines are operational. For information about determining the status of a network transport, see the description of the PPQ TRANSTATUS command in the *Reference Guide*.

PPQ4521E

PPQ *name* already exists.

Reason:

A PPQ cannot be shared because a PPQ with the same *name* already exists.

Action:

Select another name or dismantle the previously created queue. For more information about the PPQ CREATE command, see the *Command and Keyword Reference Guide*.

PPQ4523E

Network failure; see trace log.

Reason:

A low-level network error occurred. You can find information about the specific error in the trace log file.

Action:

Examine the ASOTRACE.LOG file for evidence of error messages. If the cause of the condition is not apparent, contact CA Technical Support.

PPQ4524E

Network session termination caused queue lock(s) to be invalid.

Reason:

Connection to a network PPQ has been terminated.

Action:

None, but be aware that any locks have now been freed. Also, the session termination may have been caused by a network malfunction and the session may not be able to be reconnected. See the trace log file for clues about the cause of the session termination.

PPQ4525E

PPQ *qname* is not shared.

Reason:

An attempt was made to unshare the PPQ *qname*, but it was not previously shared.

Action:

Verify that the PPQ was properly shared before the unshare operation is attempted.

PPQ4526W

Timeout occurred on PPQ *qname* read.

Reason:

The wait time interval expired while a PPQ READ operation was performed on *qname*.

Action:

Retry the PPQ READ operation.

PPQ4527E

PPQ *qname* is locked.

Reason:

An attempt was made to access the PPQ *qname*, but it was locked by another program.

Action:

Verify that the PPQ is not locked by another program.

Note: You can issue the PPQ LIST QUEUE(*qname*) command to retrieve the lock nesting counter. For more information about the PPQ LIST command, see the *Command and Keyword Reference Guide* .

PPQ4528E

Unable to lock PPQ: *qname*.

Reason:

An internal attempt failed to ensure exclusive access to the PPQ *qname*. It is likely that another program has abnormally terminated while performing internal operations on a PPQ.

Action:

Locate the file ASOTRACE.LOG, then contact CA Technical Support.

PPQ4529E

PPQ *qname* is not locked.

Reason:

An attempt was made to unlock the PPQ indicated by *qname*, but the PPQ was not locked.

Action:

Verify that the PPQ is locked before attempting an unlock operation. For more information about locking and unlocking PPQs, see the descriptions of the PPQ LOCK and UNLOCK commands in the *Reference Guide*.

PPQ4530E

PPQ *qname* is full.

Reason:

An attempt was made to write more than the maximum number of items allowed on the PPQ *qname*.

Action:

Verify that the PPQ is being properly emptied of items as PPQ READ operations occur. Or, create the PPQ with a higher maximum number of items.

For more information about the PPQ CREATE command, see the *Command and Keyword Reference Guide*.

PPQ4531E

PPQ *qname* is shared.

Reason:

A REXX program tried to delete the network-shared PPQ *qname* without first performing an unshare operation. Or, a REXX program tried to share a PPQ that was already shared. This message does not appear from the CA Automation Point ADDRESS PPQ environment.

Action:

Verify that a delete or share is not being attempted on a previously shared PPQ.

PPQ4532E

PPQ *qname* was deleted.

Reason:

While a PPQ READ command (issued with its optional WAIT operand) was waiting to perform the read operation, another program deleted the target PPQ indicated by *qname*.

Action:

None.

PPQ4533E

Invalid transport specified.

Reason:

You specified an invalid TRANSPORT keyword when you issued the PPQ TRANSTATUS command.

Action:

Verify that the operand to the TRANSPORT keyword is the name of one of the installed transports.

Note: You can obtain a list of installed transports by issuing the TRANSTATUS command with no operands.

PPQ4534E

Unsupported function.

Reason:

This is an internal error.

Action:

Locate the file ASOTRACE.LOG, then contact CA Technical Support.

PPQ4535E

Unable to unlock PPQ: *qname*.

Reason:

A PPQ UNLOCK QUEUE(*qname*) command failed.

Action:

Verify that no other programs “own” the lock on the PPQ.

Note: You can issue the PPQ LIST command to determine whether a PPQ is locked.

For more information about the PPQ LIST command, see the *Command and Keyword Reference Guide*.

PPQ4536E

Remote PPQ *qname* not found.

Reason:

The remote PPQ specified by *qname* was not found.

Action:

Verify that the queue exists on the remote computer and that the network transports on both computers are operational. For information about how to determine the status of a network transport, see the description of the PPQ TRANSTATUS command in the *Reference Guide*.

PPQ4537E

Internal lock timeout occurred on PPQ *qname*.

Reason:

This is an internal timeout that can occur when the workstation is very busy.

Action:

Evaluate the load on the workstation, then contact CA Technical Support.

PPQ4538E

Unable to connect to PPQ *qname*.

Reason:

The network transport tried unsuccessfully to connect to the remote PPQ indicated by *qname*.

Action:

Verify that the remote queue exists and is shared by the network transport on the remote computer. Also, verify that the network transports on both computers are operational.

PPQ4539E

Process interrupted while waiting on event.

Reason:

A control break (Ctrl+Break) or other stop signal interrupted an event semaphore wait.

Action:

Retry the operation.

PPQ4540E

Command is not supported by OCF.

Reason:

A remote PPQ operation was attempted on an OCF PPQ. The LOCK and UNLOCK operations are not supported by the OCF.

Action:

None.

PPQ4541E

No network transport available.

Reason:

An attempt was made to share a PPQ, but no network transport is available.

Action:

Verify that a network transport is loaded and operational. For information about how to determine the status of a network transport, see the description of the PPQ TRANSTATUS command in the *Reference Guide*.

PPQ4542E

The queue or session is no longer valid.

Reason:

During a PPQ operation, a network session with a remote queue terminated for one of the following reasons:

- A network error occurred.
- A remote queue was deleted.
- A remote queue was unshared.
- A local REXX program issued a DISCONNECT command on the remote queue.

Action:

Verify that the PPQ exists and is network-shared. The PPQ LIST QUEUE(*qname*) command can be used on both the local and remote systems to accomplish this. If the problem is not found, locate the file ASOTRACE.LOG and examine it for possible network errors. If the problem is not apparent, contact CA Technical Support.

PPQ4543E

Return unnecessary.

Reason:

A PPQ error has occurred, which makes a command response unnecessary.

Action:

Locate the file ASOTRACE.LOG, then contact CA Technical Support.

PPQ4544E

Queue already serialized by another process/thread.

Reason:

This is an internal return code that may appear in the trace log file (ASOTRACE.LOG).

Action:

Evaluate the load on the workstation and contact CA Technical Support.

PPQ4545E

Queue already serialized by this process/thread.

Reason:

This is an internal return code that may appear in the trace log file (ASOTRACE.LOG).

Action:

Evaluate the load on the workstation and contact CA Technical Support.

PPQ4547E

Unsupported version of remote PPQ transport.

Reason:

This message indicates incompatible queues. You are using new CA Automation Point PPQs to access a queue created by older CA Automation Point PPQs.

Action:

PPQs that were created with CA Automation Point for OS/2 version 3.2 (SK32020) are incompatible with later versions of PPQs. Please upgrade to the current version of CA Automation Point.

PPQ4549E

Resource recovery is already in progress.

Reason:

This message may appear in the trace log file (ASOTRACE.LOG) if more than one process is attempting an internal NetBIOS resource recovery operation.

Action:

None.

PPQ4551E

Transport not available.

Reason:

One or more PPQ transports have not been started or are not operational.

Action:

Verify that the CA Automation Point PPQs have been installed properly and that the transports are operational. For information about how to determine the status of transports, see the description of the PPQ TRANSTATUS command in the *Reference Guide*.

PPQ4552E

Invalid command packet.

Reason:

An error occurred in communication between the base layer of the CA Automation Point PPQs and one of the transports.

Action:

Verify that all CA Automation Point PPQs components are of a compatible version. If you are using a network transport for network-shared PPQs, verify that the remote CA Automation Point PPQs are also of a compatible version.

PPQ4553E

Invalid command packet section.

Reason:

An error occurred in communication between the base layer of the CA Automation Point PPQs and one of the transports.

Action:

Verify that all CA Automation Point PPQs components are of a compatible version. If a network transport is used, verify that the remote CA Automation Point PPQs are also of a compatible version.

PPQ4554E

Insufficient packet space.

Reason:

This is an internal error.

Action:

Locate the file ASOTRACE.LOG, then contact CA Technical Support.

PPQ4555E

No shared memory transport available.

Reason:

This is an internal error.

Action:

Verify that the CA Automation Point PPQs have been installed properly and that the shared memory transport is operational.

For information about how to determine the status of transports, see the description of the PPQ TRANSTATUS command in the *Reference Guide*.

PPQ4556E

Unable to pass the command response back to requester.

Reason:

This is an internal error.

Action:

Locate the file ASOTRACE.LOG, then contact CA Technical Support.

PPQ4557E

A temporary queue can only be deleted by its creator.

Reason:

A PPQ created as a temporary queue using the PPQ CREATE command PERSISTENCE(Temporary) keyword can be deleted only by the program that created it.

Action:

If the PPQ must be deleted by a program other than the one that created it, create the PPQ as permanent with the PPQ CREATE command PERSISTENCE(PERMANENT) keyword.

For information about the PPQ CREATE command, see the *Command and Keyword Reference Guide*.

PPQ4560E

Unable to load transport.

Reason:

This message may be displayed by the CA Automation Point PPQ Manager at startup if there is a problem loading one of the transports.

Action:

Verify that the CA Automation Point PPQs have been installed properly.

PPQ4561E

PPQ restarted, but not all client processes restarted.

Reason:

An attempt was made to restart the CA Automation Point PPQs that are already running. Or, all client programs have not been restarted.

Action:

Verify that all programs using the CA Automation Point PPQs have also been stopped, then restart the CA Automation Point PPQs and the user programs.

PPQ4562E

PPQ services already started.

Reason:

An attempt was made to start or restart the CA Automation Point PPQs that are already running. Or, all client programs have not been restarted.

Action:

Issue the PPQ TRANSTATUS command to verify that the CA Automation Point PPQs are already running. See the *Command and Keyword Reference Guide* for more information. If the CA Automation Point PPQs are not operational, close and restart any programs that are using the CA Automation Point PPQs, then restart the CA Automation Point PPQs.

PPQ4563E

Unable to allocate shared memory pool.

Reason:

This message may occur during startup when insufficient memory exists.

Action:

Verify that your operating system is configured for swapping. Also, verify that several megabytes of disk space are available.

PPQ4565E

Missing "SYSTEMNAME" key in [PPQ] application of profile file.

Reason:

This message may be returned during the initialization of the CA Automation Point PPQ Manager if the SYSTEMNAME variable is not set in the profile.

Action:

Properly install the CA Automation Point PPQs.

PPQ4566E

Missing "TRANSPORT" key in [PPQ] application of profile file.

Reason:

This message may be returned during the initialization of the CA Automation Point PPQ Manager if the TRANSPORT variable is not set in the profile.

Action:

Properly install the CA Automation Point PPQs.

PPQ4567E

Invalid transport specified in profile file.

Reason:

This message may appear during the initialization of the CA Automation Point PPQ Manager if an error occurs while parsing the TRANSPORT variable in the profile.

Action:

Properly install the CA Automation Point PPQs.

PPQ4568E

PPQ Claim invalid parameter detected. Internal error.

Reason:

This message may appear in the ASOTRACE.LOG file when there is an internal problem with the PPQ name cache.

Action:

Locate the file ASOTRACE.LOG, then contact CA Technical Support.

PPQ4573E

Error reading transport hosts file.

Reason:

The TCPHOSTS file may be corrupted.

Action:

Delete your TCPHOSTS file and create a new one that contains only the PPQ systems that will be participating in your PPQ network. If the message still appears, contact CA Technical Support for guidance about using the TCPHOSTS file.

Chapter 5: TNG Messages

The TNG environment is the tool that allows CA Automation Point to interface with CA NSM.

Note: There are also a number of common messages that can be generated by more than one address environment (4000 through 4499). These messages take on prefix of the environment that generated them (PPQ, VOX, OPS, or TNG). See the chapter “CA Automation Point Common Messages (4000-4499)” for a description of any messages in the range 4000 through 4499 having a TNG prefix.

TNG Messages

This section describes TNG messages.

TNG5905E

Invalid kernel context

Reason:

You have specified an object of a class that is not defined in the target repository.

Action:

Verify that the class definitions that were provided with CA Automation Point are loaded correctly.

TNG5906E

Invalid map file

Reason:

The CA NSM kernel received an “invalid map file” condition.

Action:

CA Automation Point receives this return code from its low-level call to the CA NSM kernel. Ensure that the CA-AP NSM Gateway service is functioning correctly, that the CA NSM Common Object Repository functions outside of CA Automation Point (try creating an object or setting the attribute of an object from the CA NSM WorldView Map), and that the CA Automation Point class definitions have been correctly loaded into the Common Object Repository. If you have taken all the above actions and the problem still persists, contact CA Technical Support.

TNG5907E

Invalid repository

Reason:

The CA NSM kernel received an “invalid repository” condition.

Action:

CA Automation Point receives this return code from its low-level call to the CA NSM kernel. Ensure that the CA-AP CA NSM Gateway service is functioning correctly, that the CA NSM Common Object Repository functions outside of CA Automation Point (try creating an object or setting the attribute of an object from the CA NSM WorldView Map), and that the CA Automation Point class definitions have been correctly loaded into the Common Object Repository. If you have taken all the above actions and the problem still persists, contact CA Technical Support.

TNG5908E

Invalid object

Reason:

You have specified an operation against an object that does not exist.

Action:

Make sure the specified object exists in the Common Object Repository.

TNG5909E

Invalid parent

Reason:

The CA NSM kernel received an “invalid parent” condition.

Action:

CA Automation Point receives this return code from its low-level call to the CA NSM kernel. Ensure that the CA-AP NSM Gateway service is functioning correctly, that the CA NSM Common Object Repository functions outside of CA Automation Point (try creating an object or setting the attribute of an object from the CA NSM WorldView Map), and that the CA Automation Point class definitions have been correctly loaded into the Common Object Repository. If you have taken all the above actions and the problem still persists, contact CA Technical Support.

TNG5910E

Invalid class

Reason:

You specified an object class that does not exist in the Common Object Repository.

Action:

Verify that the class definitions that were provided with CA Automation Point are loaded correctly.

TNG5911E

Invalid pointer parameter

Reason:

The CA NSM kernel received an “invalid pointer parameter” condition.

Action:

CA Automation Point receives this return code from its low-level call to the CA NSM kernel. Ensure that the CA-AP NSM Gateway service is functioning correctly, that the CA NSM Common Object Repository functions outside of CA Automation Point (try creating an object or setting the attribute of an object from the CA NSM WorldView Map), and that the CA Automation Point class definitions have been correctly loaded into the Common Object Repository. If you have taken all the above actions and the problem still persists, contact CA Technical Support.

TNG5912E

Select in progress

Reason:

A Common Object Repository select operation was attempted while a previous select operation was still pending.

Action:

CA Automation Point receives this return code from its low-level call to the CA NSM kernel. Ensure that the CA-AP NSM Gateway service is functioning correctly, that the CA NSM Common Object Repository functions outside of CA Automation Point (try creating an object or setting the attribute of an object from the CA NSM WorldView Map), and that the CA Automation Point class definitions have been correctly loaded into the Common Object Repository. If you have taken all the above actions and the problem still persists, contact CA Technical Support.

TNG5913E

No select

Reason:

The LIST command encountered an invalid entry.

Action:

Ensure that the spelling and case of your entry are correct.

TNG5914E

More data

Reason:

The CA NSM kernel received a “more data” condition.

Action:

CA Automation Point receives this return code from its low-level call to the CA NSM kernel. Ensure that the CA-AP NSM Gateway service is functioning correctly, that the CA NSM Common Object Repository functions outside of CA Automation Point (try creating an object or setting the attribute of an object from the CA NSM WorldView Map), and that the CA Automation Point class definitions have been correctly loaded into the Common Object Repository. If you have taken all the above actions and the problem still persists, contact CA Technical Support.

TNG5915E

End of data

Reason:

The CA NSM kernel received an “end of data” condition.

Action:

CA Automation Point receives this return code from its low-level call to the CA NSM kernel. Ensure that the CA-AP NSM Gateway service is functioning correctly, that the CA NSM Common Object Repository functions outside of CA Automation Point (try creating an object or setting the attribute of an object from the CA NSM WorldView Map), and that the CA Automation Point class definitions have been correctly loaded into the Common Object Repository. If you have taken all the above actions and the problem still persists, contact CA Technical Support.

TNG5916E

No match

Reason:

The CA NSM kernel received a “no match” condition.

Action:

CA Automation Point receives this return code from its low-level call to the CA NSM kernel. Ensure that the CA-AP NSM Gateway service is functioning correctly, that the CA NSM Common Object Repository functions outside of CA Automation Point (try creating an object or setting the attribute of an object from the CA NSM WorldView Map), and that the CA Automation Point class definitions have been correctly loaded into the Common Object Repository. If you have taken all the above actions and the problem still persists, contact CA Technical Support.

TNG5917E

Too many notification

Reason:

The CA NSM kernel received a “too many notifications” condition.

Action:

CA Automation Point receives this return code from its low-level call to the CA NSM kernel. Ensure that the CA-AP NSM Gateway service is functioning correctly, that the CA NSM Common Object Repository functions outside of CA Automation Point (try creating an object or setting the attribute of an object from the CA NSM WorldView Map), and that the CA Automation Point class definitions have been correctly loaded into the Common Object Repository. If you have taken all the above actions and the problem still persists, contact CA Technical Support.

TNG5918E

Out of memory

Reason:

The CA NSM kernel received an “out of memory” condition.

Action:

CA Automation Point receives this return code from its low-level call to the CA NSM kernel. Ensure that the CA-AP NSM Gateway service is functioning correctly, that the CA NSM Common Object Repository functions outside of CA Automation Point (try creating an object or setting the attribute of an object from the CA NSM WorldView Map), and that the CA Automation Point class definitions have been correctly loaded into the Common Object Repository. If you have taken all the above actions and the problem still persists, contact CA Technical Support.

TNG5919E

Invalid window handle

Reason:

CA Automation Point receives this return code from its low-level call to the CA NSM kernel.

Action:

CA Automation Point receives this return code from its low-level call to the CA NSM kernel. Ensure that the CA-AP NSM Gateway service is functioning correctly, that the CA NSM Common Object Repository functions outside of CA Automation Point (try creating an object or setting the attribute of an object from the CA NSM WorldView Map), and that the CA Automation Point class definitions have been correctly loaded into the Common Object Repository. If you have taken all the above actions and the problem still persists, contact CA Technical Support.

TNG5920E

Kernel not ready

Reason:

The CA NSM kernel is not ready.

Action:

CA Automation Point receives this return code from its low-level call to the CA NSM kernel. Ensure that the CA-AP NSM Gateway service is functioning correctly, that the CA NSM Common Object Repository functions outside of CA Automation Point (try creating an object or setting the attribute of an object from the CA NSM WorldView Map), and that the CA Automation Point class definitions have been correctly loaded into the Common Object Repository. If you have taken all the above actions and the problem still persists, contact CA Technical Support.

TNG5921E

No popup menu

Reason:

The CA NSM kernel received a “no popup menu” condition. CA Automation Point receives this return code from its low-level call to the CA NSM kernel.

Action:

CA Automation Point receives this return code from its low-level call to the CA NSM kernel. Ensure that the CA-AP NSM Gateway service is functioning correctly, that the CA NSM Common Object Repository functions outside of CA Automation Point (try creating an object or setting the attribute of an object from the CA NSM WorldView Map), and that the CA Automation Point class definitions have been correctly loaded into the Common Object Repository. If you have taken all the above actions and the problem still persists, contact CA Technical Support.

TNG5922E

Start process error

Reason:

The CA NSM kernel received a “start process error” condition.

Action:

CA Automation Point receives this return code from its low-level call to the CA NSM kernel. Ensure that the CA-AP NSM Gateway service is functioning correctly, that the CA NSM Common Object Repository functions outside of CA Automation Point (try creating an object or setting the attribute of an object from the CA NSM WorldView Map), and that the CA Automation Point class definitions have been correctly loaded into the Common Object Repository. If you have taken all the above actions and the problem still persists, contact CA Technical Support.

TNG5923E

Not tngwv menuid

Reason:

The CA NSM kernel received a “not tngwv menuid” condition.

Action:

CA Automation Point receives this return code from its low-level call to the CA NSM kernel. Ensure that the CA-AP NSM Gateway service is functioning correctly, that the CA NSM Common Object Repository functions outside of CA Automation Point (try creating an object or setting the attribute of an object from the CA NSM WorldView Map), and that the CA Automation Point class definitions have been correctly loaded into the Common Object Repository. If you have taken all the above actions and the problem still persists, contact CA Technical Support.

TNG5924E

Invalid operator

Reason:

The CA NSM kernel received an “invalid operator” condition.

Action:

CA Automation Point receives this return code from its low-level call to the CA NSM kernel. Ensure that the CA-AP NSM Gateway service is functioning correctly, that the CA NSM Common Object Repository functions outside of CA Automation Point (try creating an object or setting the attribute of an object from the CA NSM WorldView Map), and that the CA Automation Point class definitions have been correctly loaded into the Common Object Repository. If you have taken all the above actions and the problem still persists, contact CA Technical Support.

TNG5925E

Invalid repository context

Reason:

The CA NSM kernel received an “invalid repository context” condition.

Action:

CA Automation Point receives this return code from its low-level call to the CA NSM kernel. Ensure that the CA-AP NSM Gateway service is functioning correctly, that the CA NSM Common Object Repository functions outside of CA Automation Point (try creating an object or setting the attribute of an object from the CA NSM WorldView Map), and that the CA Automation Point class definitions have been correctly loaded into the Common Object Repository. If you have taken all the above actions and the problem still persists, contact CA Technical Support.

TNG5926E

Buffer too small

Reason:

CA Automation Point receives this return code from its low-level call to the CA NSM kernel when the allocated buffer is too small to contain the required information.

Action:

CA Automation Point receives this return code from its low-level call to the CA NSM kernel. Ensure that the CA-AP NSM Gateway service is functioning correctly, that the CA NSM Common Object Repository functions outside of CA Automation Point (try creating an object or setting the attribute of an object from the CA NSM WorldView Map), and that the CA Automation Point class definitions have been correctly loaded into the Common Object Repository. If you have taken all the above actions and the problem still persists, contact CA Technical Support.

TNG5927E

Out of repository context

Reason:

The CA NSM kernel received an “out of repository context” condition.

Action:

CA Automation Point receives this return code from its low-level call to the CA NSM kernel. Ensure that the CA-AP NSM Gateway service is functioning correctly, that the CA NSM Common Object Repository functions outside of CA Automation Point (try creating an object or setting the attribute of an object from the CA NSM WorldView Map), and that the CA Automation Point class definitions have been correctly loaded into the Common Object Repository. If you have taken all the above actions and the problem still persists, contact CA Technical Support.

TNG5928E

Repository login failed

Reason:

The CA NSM kernel received a “repository login failed” condition.

Action:

CA Automation Point receives this return code from its low-level call to the CA NSM kernel. Ensure that the CA-AP NSM Gateway service is functioning correctly, that the CA NSM Common Object Repository functions outside of CA Automation Point (try creating an object or setting the attribute of an object from the CA NSM WorldView Map), and that the CA Automation Point class definitions have been correctly loaded into the Common Object Repository. If you have taken all the above actions and the problem still persists, contact CA Technical Support.

TNG5929E

Repository native error

Reason:

There was a probable database error on the repository.

Action:

Retry the request.

TNG5930E

Data truncated

Reason:

The LIST criteria was too broad.

Action:

Restrict the criteria using a PROPERTY/VALUE parameter pair.

TNG5931E

Missing class name

Reason:

You specified an operation on an object without using its class name.

Action:

Specify a class name for the operation.

TNG5932E

Virtual class

Reason:

You have attempted to create an object belonging to a virtual class. Virtual classes may not have objects associated with them.

Action:

Create an object that is an instance of a sub-class of this virtual class.

TNG5933E

Invalid datatype

Reason:

The CA NSM kernel received an “invalid datatype” condition.

Action:

CA Automation Point receives this return code from its low-level call to the CA NSM kernel. Ensure that the CA-AP NSM Gateway service is functioning correctly, that the CA NSM Common Object Repository functions outside of CA Automation Point (try creating an object or setting the attribute of an object from the CA NSM WorldView Map), and that the CA Automation Point class definitions have been correctly loaded into the Common Object Repository. If you have taken all the above actions and the problem still persists, contact CA Technical Support.

TNG5934E

Datatype mismatch

Reason:

The CA NSM kernel received a “datatype mismatch” condition.

Action:

CA Automation Point receives this return code from its low-level call to the CA NSM kernel. Ensure that the CA-AP NSM Gateway service is functioning correctly, that the CA NSM Common Object Repository functions outside of CA Automation Point (try creating an object or setting the attribute of an object from the CA NSM WorldView Map), and that the CA Automation Point class definitions have been correctly loaded into the Common Object Repository. If you have taken all the above actions and the problem still persists, contact CA Technical Support.

TNG5935E

Missing required property

Reason:

You have failed to specify a property that is required to create an object of the specified class.

Action:

See the CA NSM Class Browser for the target class to identify which property has been omitted.

TNG5936E

Error on temp file

Reason:

The CA NSM kernel received an “error on temp file” condition.

Action:

CA Automation Point receives this return code from its low-level call to the CA NSM kernel. Ensure that there is enough space on your hard drive, that the CA-AP CA NSM Gateway service is functioning correctly, that the CA NSM Common Object Repository functions outside of CA Automation Point (try creating an object or setting the attribute of an object from the CA NSM WorldView Map), and that the CA Automation Point class definitions have been correctly loaded into the Common Object Repository. If you have taken all the above actions and the problem still persists, contact CA Technical Support.

TNG5937E

Missing class level property

Reason:

The CA NSM kernel received a “missing class level property” condition.

Action:

CA Automation Point receives this return code from its low-level call to the CA NSM kernel. Ensure that all prerequisite properties are set in the CREATE statement, that the CA-AP CA NSM Gateway service is functioning correctly, that the CA NSM Common Object Repository functions outside of CA Automation Point (try creating an object or setting the attribute of an object from the CA NSM WorldView Map), and that the CA Automation Point class definitions have been correctly loaded into the Common Object Repository. If you have taken all the above actions and the problem still persists, contact CA Technical Support.

TNG5938E

Missing super class name

Reason:

CA Automation Point receives this return code from its low-level call to the CA NSM kernel when the specified parent class cannot be found in the Common Object Repository.

Action:

CA Automation Point receives this return code from its low-level call to the CA NSM kernel. Ensure that the CA-AP NSM Gateway service is functioning correctly, that the CA NSM Common Object Repository functions outside of CA Automation Point (try creating an object or setting the attribute of an object from the CA NSM WorldView Map), and that the CA Automation Point class definitions have been correctly loaded into the Common Object Repository. If you have taken all the above actions and the problem still persists, contact CA Technical Support.

TNG5939E

No instance level property

Reason:

The CA NSM kernel received a “no instance level property” condition.

Action:

CA Automation Point receives this return code from its low-level call to the CA NSM kernel. Ensure that the CA-AP NSM Gateway service is functioning correctly, that the CA NSM Common Object Repository functions outside of CA Automation Point (try creating an object or setting the attribute of an object from the CA NSM WorldView Map), and that the CA Automation Point class definitions have been correctly loaded into the Common Object Repository. If you have taken all the above actions and the problem still persists, contact CA Technical Support.

TNG5940E

Invalid property

Reason:

You specified an operation on a property that is not defined for the object in question.

Action:

Ensure that the spelling and case of your entry are correct.

TNG5941E

Length mismatch

Reason:

The CA NSM kernel received a “length mismatch” condition.

Action:

CA Automation Point receives this return code from its low-level call to the CA NSM kernel. Ensure that the CA-AP NSM Gateway service is functioning correctly, that the CA NSM Common Object Repository functions outside of CA Automation Point (try creating an object or setting the attribute of an object from the CA NSM WorldView Map), and that the CA Automation Point class definitions have been correctly loaded into the Common Object Repository. If you have taken all the above actions and the problem still persists, contact CA Technical Support.

TNG5942E

Class exist

Reason:

The CA NSM kernel received a “class exists” condition.

Action:

CA Automation Point receives this return code from its low-level call to the CA NSM kernel. Ensure that the CA-AP NSM Gateway service is functioning correctly, that the CA NSM Common Object Repository functions outside of CA Automation Point (try creating an object or setting the attribute of an object from the CA NSM WorldView Map), and that the CA Automation Point class definitions have been correctly loaded into the Common Object Repository. If you have taken all the above actions and the problem still persists, contact CA Technical Support.

TNG5943E

Invalid property name

Reason:

You specified an operation on a property that is not defined for the object in question.

Action:

Ensure that the spelling and case of your entry are correct.

TNG5944E

Operation fail

Reason:

The CA NSM kernel received an “operation failed” condition.

Action:

CA Automation Point receives this return code from its low-level call to the CA NSM kernel. Ensure that the CA-AP NSM Gateway service is functioning correctly, that the CA NSM Common Object Repository functions outside of CA Automation Point (try creating an object or setting the attribute of an object from the CA NSM WorldView Map), and that the CA Automation Point class definitions have been correctly loaded into the Common Object Repository. If you have taken all the above actions and the problem still persists, contact CA Technical Support.

TNG5945E

System class

Reason:

The CA NSM kernel received a “system class” condition.

Action:

CA Automation Point receives this return code from its low-level call to the CA NSM kernel. Ensure that the CA-AP NSM Gateway service is functioning correctly, that the CA NSM Common Object Repository functions outside of CA Automation Point (try creating an object or setting the attribute of an object from the CA NSM WorldView Map), and that the CA Automation Point class definitions have been correctly loaded into the Common Object Repository. If you have taken all the above actions and the problem still persists, contact CA Technical Support.

TNG5946E

Has child class

Reason:

The CA NSM kernel received a “has child class” condition.

Action:

CA Automation Point receives this return code from its low-level call to the CA NSM kernel. Ensure that the CA-AP NSM Gateway service is functioning correctly, that the CA NSM Common Object Repository functions outside of CA Automation Point (try creating an object or setting the attribute of an object from the CA NSM WorldView Map), and that the CA Automation Point class definitions have been correctly loaded into the Common Object Repository. If you have taken all the above actions and the problem still persists, contact CA Technical Support.

TNG5947E

Has instance

Reason:

The CA NSM kernel received a “has instance” condition.

Action:

CA Automation Point receives this return code from its low-level call to the CA NSM kernel. Ensure that the CA-AP NSM Gateway service is functioning correctly, that the CA NSM Common Object Repository functions outside of CA Automation Point (try creating an object or setting the attribute of an object from the CA NSM WorldView Map), and that the CA Automation Point class definitions have been correctly loaded into the Common Object Repository. If you have taken all the above actions and the problem still persists, contact CA Technical Support.

TNG5948E

Property exist

Reason:

The CA NSM kernel received a “property exists” condition. CA Automation Point receives this return code from its low-level call to the CA NSM kernel.

Action:

CA Automation Point receives this return code from its low-level call to the CA NSM kernel. Ensure that the CA-AP NSM Gateway service is functioning correctly, that the CA NSM Common Object Repository functions outside of CA Automation Point (try creating an object or setting the attribute of an object from the CA NSM WorldView Map), and that the CA Automation Point class definitions have been correctly loaded into the Common Object Repository. If you have taken all the above actions and the problem still persists, contact CA Technical Support.

TNG5949E

Load library error

Reason:

CA Automation Point receives this return code from its low-level call to the CA NSM kernel.

Action:

CA Automation Point receives this return code from its low-level call to the CA NSM kernel. Ensure that the CA-AP NSM Gateway service is functioning correctly, that the CA NSM Common Object Repository functions outside of CA Automation Point (try creating an object or setting the attribute of an object from the CA NSM WorldView Map), and that the CA Automation Point class definitions have been correctly loaded into the Common Object Repository. If you have taken all the above actions and the problem still persists, contact CA Technical Support.

TNG5950E

Menu format error

Reason:

The CA NSM kernel received a “menu format error” condition. CA Automation Point receives this return code from its low-level call to the CA NSM kernel.

Action:

CA Automation Point receives this return code from its low-level call to the CA NSM kernel. Ensure that the CA-AP NSM Gateway service is functioning correctly, that the CA NSM Common Object Repository functions outside of CA Automation Point (try creating an object or setting the attribute of an object from the CA NSM WorldView Map), and that the CA Automation Point class definitions have been correctly loaded into the Common Object Repository. If you have taken all the above actions and the problem still persists, contact CA Technical Support.

TNG5951E

Menu param too long

Reason:

The CA NSM kernel received a “menu parameter too long” condition. CA Automation Point receives this return code from its low-level call to the CA NSM kernel.

Action:

CA Automation Point receives this return code from its low-level call to the CA NSM kernel. Ensure that the CA-AP NSM Gateway service is functioning correctly, that the CA NSM Common Object Repository functions outside of CA Automation Point (try creating an object or setting the attribute of an object from the CA NSM WorldView Map), and that the CA Automation Point class definitions have been correctly loaded into the Common Object Repository. If you have taken all the above actions and the problem still persists, contact CA Technical Support.

TNG5952E

Could not open registry key

Reason:

The CA NSM kernel was unable to open a required registry key.

Action:

CA Automation Point receives this return code from its low-level call to the CA NSM kernel. Ensure that the CA-AP NSM Gateway service is functioning correctly, that the CA NSM Common Object Repository functions outside of CA Automation Point (try creating an object or setting the attribute of an object from the CA NSM WorldView Map), and that the CA Automation Point class definitions have been correctly loaded into the Common Object Repository. If you have taken all the above actions and the problem still persists, contact CA Technical Support.

TNG5953E

Menu param not found

Reason:

The CA NSM kernel received a “menu parameter not found” condition.

Action:

CA Automation Point receives this return code from its low-level call to the CA NSM kernel. Ensure that the CA-AP NSM Gateway service is functioning correctly, that the CA NSM Common Object Repository functions outside of CA Automation Point (try creating an object or setting the attribute of an object from the CA NSM WorldView Map), and that the CA Automation Point class definitions have been correctly loaded into the Common Object Repository. If you have taken all the above actions and the problem still persists, contact CA Technical Support.

TNG5954E

System error

Reason:

The CA NSM kernel received a “system error” condition.

Action:

CA Automation Point receives this return code from its low-level call to the CA NSM kernel. Ensure that the CA-AP NSM Gateway service is functioning correctly, that the CA NSM Common Object Repository functions outside of CA Automation Point (try creating an object or setting the attribute of an object from the CA NSM WorldView Map), and that the CA Automation Point class definitions have been correctly loaded into the Common Object Repository. If you have taken all the above actions and the problem still persists, contact CA Technical Support.

TNG5955E

Invalid count

Reason:

An invalid value was specified for a parameter passed to the CA NSM kernel.

Action:

CA Automation Point receives this return code from its low-level call to the CA NSM kernel. Ensure that the CA-AP NSM Gateway service is functioning correctly, that the CA NSM Common Object Repository functions outside of CA Automation Point (try creating an object or setting the attribute of an object from the CA NSM WorldView Map), and that the CA Automation Point class definitions have been correctly loaded into the Common Object Repository. If you have taken all the above actions and the problem still persists, contact CA Technical Support.

TNG5956E

Unknown structure version

Reason:

The CA NSM kernel received an “unknown structure version” condition.

Action:

CA Automation Point receives this return code from its low-level call to the CA NSM kernel. Ensure that the CA-AP NSM Gateway service is functioning correctly, that the CA NSM Common Object Repository functions outside of CA Automation Point (try creating an object or setting the attribute of an object from the CA NSM WorldView Map), and that the CA Automation Point class definitions have been correctly loaded into the Common Object Repository. If you have taken all the above actions and the problem still persists, contact CA Technical Support.

TNG5957E

Invalid notification code

Reason:

The CA NSM kernel received an “invalid notification code” condition.

Action:

CA Automation Point receives this return code from its low-level call to the CA NSM kernel. Ensure that the CA-AP NSM Gateway service is functioning correctly, that the CA NSM Common Object Repository functions outside of CA Automation Point (try creating an object or setting the attribute of an object from the CA NSM WorldView Map), and that the CA Automation Point class definitions have been correctly loaded into the Common Object Repository. If you have taken all the above actions and the problem still persists, contact CA Technical Support.

TNG5958E

Create process fail

Reason:

CA Automation Point receives this return code from its low-level call to the CA NSM kernel when a required process can not be executed.

Action:

CA Automation Point receives this return code from its low-level call to the CA NSM kernel. Ensure that the CA-AP NSM Gateway service is functioning correctly, that the CA NSM Common Object Repository functions outside of CA Automation Point (try creating an object or setting the attribute of an object from the CA NSM WorldView Map), and that the CA Automation Point class definitions have been correctly loaded into the Common Object Repository. If you have taken all the above actions and the problem still persists, contact CA Technical Support.

TNG5959E

Invalid notification handle

Reason:

The CA NSM kernel received an “invalid notification handle” condition.

Action:

CA Automation Point receives this return code from its low-level call to the CA NSM kernel. Ensure that the CA-AP NSM Gateway service is functioning correctly, that the CA NSM Common Object Repository functions outside of CA Automation Point (try creating an object or setting the attribute of an object from the CA NSM WorldView Map), and that the CA Automation Point class definitions have been correctly loaded into the Common Object Repository. If you have taken all the above actions and the problem still persists, contact CA Technical Support.

TNG5960E

Notification already enable

Reason:

The CA NSM kernel received a “notification already enabled” condition.

Action:

CA Automation Point receives this return code from its low-level call to the CA NSM kernel. Ensure that the CA-AP NSM Gateway service is functioning correctly, that the CA NSM Common Object Repository functions outside of CA Automation Point (try creating an object or setting the attribute of an object from the CA NSM WorldView Map), and that the CA Automation Point class definitions have been correctly loaded into the Common Object Repository. If you have taken all the above actions and the problem still persists, contact CA Technical Support.

TNG5961E

Repository connection busy

Reason:

The repository is rejecting connections, probably due to concurrent license usage by database clients.

Action:

Wait for a database connection to become available or increase the number of allowed connections.

TNG5962E**Property read-only****Reason:**

You tried to write a value for a property that is defined as read-only in the class definition.

Action:

Specify a value for a property that is writable.

TNG5980E**End of file/set.****Reason:**

CA NSM Event Manager reported an “end of file/set” condition.

Action:

If the problem is persistent, contact CA Technical Support.

TNG5981E**Event Manager not active on node.****Reason:**

CA NSM Event Manager is not active on the receiving node specified in an Event Traffic Controller command.

Action:

Determine whether CA NSM Event Manager has been shut down on the host or whether your network is not communicating with the host.

TNG5982E**Requested entity not found.****Reason:**

CA NSM Event Manager reported a “requested entity not found” condition.

Action:

If the problem is persistent, contact CA Technical Support.

TNG5983E

Invalid parameter(s).

Reason:

CA NSM Event Manager reported an “invalid parameter(s)” condition.

Action:

If the problem is persistent, contact CA Technical Support.

TNG5984E

Unreachable.

Reason:

CA NSM Event Manager reported an “unreachable” condition.

Action:

If the problem is persistent, contact CA Technical Support.

TNG5985E

Function not yet implemented.

Reason:

You attempted to issue a command that is not supported.

Action:

If the problem is persistent, contact CA Technical Support.

TNG5986E

Other error

Reason:

CA NSM Event Manager reported an “other error” condition.

Action:

If the problem is persistent, contact CA Technical Support.

TNG5987E

Unable to get ETC config file or required data within the config file is missing.

Reason:

The system was unable to obtain the Event Traffic Controller configuration file, or the required data within the configuration file is missing.

Action:

Verify that you did not leave your Event Traffic Controller dialog boxes on screen and unsaved.

TNG5988E

Unable to dynamically load the TNG Event management DLL.

Reason:

The system was unable to dynamically load the CA NSM Event Management DLL.

Action:

Confirm that the CA NSM Event Manager or the CA Common Services has been installed on the same workstation as CA Automation Point. Also confirm that the CA NSM BIN directory is in your PATH environmental variable.

TNG5989E

An invalid ETC command has been specified.

Reason:

You specified an invalid Event Traffic Controller command.

Action:

Verify the spelling of the Event Traffic Controller command that you issued with the ADDRESS TNG clause.

[TNG5990E](#)

An invalid delimiter was specified in an ETC command.

Reason:

You specified an invalid delimiter in an Event Traffic Controller command.

Action:

See the *Command and Keyword Reference Guide* for the proper command syntax.

[TNG5991E](#)

An unknown parameter keyword was specified, or an illegal value was specified for a parameter in an ETC command.

Reason:

You specified an unknown parameter operand, or you specified an illegal value for a parameter in an Event Traffic Controller command.

Action:

See the *Command and Keyword Reference Guide* for the proper command syntax.

[TNG5992E](#)

A required parameter was missing from an ETC command.

Reason:

A required parameter is missing from an Event Traffic Controller command.

Action:

See the *Command and Keyword Reference Guide* for the proper command syntax.

[TNG5993E](#)

A starting delimiter has no corresponding ending delimiter in an ETC command.

Reason:

A starting delimiter has no corresponding ending delimiter in an Event Traffic Controller command.

Action:

See the *Command and Keyword Reference Guide* for the proper command syntax.

TNG5994E

A message was sent to multiple hosts, and a failure was encountered on one or more of the hosts.

Reason:

The ETC component was unable to send a message to one or more hosts specified to receive the message.

Action:

Ensure that each CA NSM Event Manager is responding. (The CAWTO command can be helpful.)

TNG5999E

Invalid OBJECT specified

Reason:

You specified an invalid value for the OBJECT parameter.

Action:

See the *Command and Keyword Reference Guide* to ensure that you have the correct syntax for the command.

Chapter 6: Common Messages (4000-4499)

CA Automation Point common messages fall into the following categories:

- General parser errors
- Common parser keyword errors
- Common utility services errors

Note: These messages are issued on behalf of several address environments. Because these messages may have one of a number of prefixes (AXC, PPQ, GLV, TNG, or VOX), message prefixes are indicated by XXX. See the chapter “Message Format and Flow” for information on the message prefix.

The following common messages are generated by CA Automation Point.

Common Messages

This section describes common CA Automation Point messages.

XXX4001E

Unrecognized command: *command*.

Reason:

The command specified by *command* is not part of the current REXX ADDRESS environment.

Action:

Verify that the command name is spelled correctly and that the proper REXX ADDRESS environment is in effect.

XXX4002E

Unrecognized operand: *operand*.

Reason:

The operand (*operand*) is not valid for the REXX subcommand issued.

Action:

Verify that the operand is spelled correctly and that it is a valid operand of the command. See the *Command and Keyword Reference Guide* for more information about the syntax of commands in each command environment.

XXX4003E

Invalid operand value: *operand*.

Reason:

The operand value specified by *operand* is not valid for the command issued.

Action:

Verify that the operand value is valid for the command. For more information, see the *Command and Keyword Reference Guide*.

XXX4004E

Syntax error @ *string*.

Reason:

A syntax error in a command occurred. The error occurred when parsing the string *string*.

Action:

Verify the correct syntax for the command in question. See the *Command and Keyword Reference Guide* for more information about the syntax of commands in each command environment.

XXX4005E

Insufficient memory.

Reason:

There were insufficient memory/resources to complete some aspect of command processing.

Action:

Examine the file ASOTRACE.LOG for error messages. If the cause of the insufficient memory/resource condition is not apparent, contact CA Technical Support.

[XXX4006E](#)

Missing operand: *operand*.

Reason:

A required operand (indicated by *operand*) for this command is missing.

Action:

Verify the presence of all required operands. See the *Command and Keyword Reference Guide* for more information about commands for each environment and their required operands.

[XXX4007E](#)

Duplicate operand:

operand.

Reason:

You specified the same operand (indicated by *operand*) more than once in the command.

Action:

Eliminate the duplicate operand clause in the command.

[XXX4008E](#)

REXX shared variable interface, RC = *rc*.

Reason:

An internal error occurred while attempting to access the REXX shared variable interface.

Action:

Locate the file ASOTRACE.LOG, then contact CA Technical Support.

[XXX4009E](#)

REXX variable *variable* not set, RC = *rc*.

Reason:

The specified REXX variable is not set.

Action:

Verify that the variable specified by the VAR operand on the command is set. If the command did not contain a VAR clause, locate the file ASOTRACE.LOG, then contact CA Technical Support.

[XXX4010E](#)

External data queue failure, RC = *rc*.

Reason:

An internal error occurred while attempting to access the REXX external data queue.

Action:

Locate the file ASOTRACE.LOG, then contact CA Technical Support.

[XXX4011E](#)

Missing open parenthesis @ *string*.

Reason:

A missing open parenthesis was detected while parsing the REXX subcommand. The location within the command where the error occurred is indicated by *string*.

Action:

Verify proper matching of open and closed parenthesis around keyword operands. See the *Command and Keyword Reference Guide* for more information about the syntax of commands in each environment.

[XXX4012E](#)

Missing closed parenthesis @ *string*.

Reason:

A missing closed parenthesis was detected while parsing the REXX subcommand. The location within the command where the error occurred is indicated by *string*.

Action:

Verify proper matching of open and closed parenthesis around operand values. See the *Command and Keyword Reference Guide* for more information about the syntax of commands in each environment.

[XXX4013E](#)

Mismatched quotes @ *string*.

Reason:

An opening single or double quote without a corresponding closing quote was detected. The location within the command where the error occurred is indicated by *string*.

Action:

Verify proper pairing of quotes, especially within keyword operands. See the *Command and Keyword Reference Guide* for more information about the syntax of commands in each environment.

[XXX4014E](#)

Operands *operand1* and *operand2* are mutually exclusive.

Reason:

The operands you specified cannot be used together.

Action:

Specify either operand.

[XXX4015E](#)

Missing one of the following required operands: *operand(s)*

Reason:

This message is followed by a list of required operands.

Action:

Make sure you have specified the required operand(s).

[XXX4016E](#)

Requires privilege = '*privilege*'.

Reason::

The operation cannot be performed because the user running the program does not have the identified privilege.

Action:

Assign the specified privilege to the desired user ID and run the program again.

[XXX4100E](#)

The operand *operand* value *value* is invalid.

Reason:

The operand you specified is invalid.

Action:

Specify a valid operand.

[XXX4105E](#)

Invalid COUNT parameter *count* in variable *varname*.

Reason:

The stem variable specified by *varname* does not contain a valid count integer.

Action:

Verify that the stem variable used for command input is properly set up with the *varname.0* element containing an integer count of lines, and that the elements *varname.1* through *varname.n* are set (where *n* is the value placed in *varname.0*).

[XXX4150E](#)

Internal error; see trace log.

Reason:

An internal error has occurred during the processing of a command.

Action:

Locate the file ASOTRACE.LOG, then contact CA Technical Support.

[XXX4151E](#)

Insufficient space for return data.

Reason:

This is an internal error.

Action:

Locate the file ASOTRACE.LOG, then contact CA Technical Support.

[XXX4152E](#)

Library Semaphore Failure.

Reason:

This is an internal error.

Action:

Locate the file ASOTRACE.LOG, then contact CA Technical Support.

[XXX4166E](#)

Insufficient Packet Space.

Reason:

There are too many PPQ queue names to list at once. Following this error message, as many queue names as possible will be displayed.

Action:

You may want to reissue the PPQ LIST command with a specific queue name if the queue you were looking for was not displayed.

[XXX4170E](#)

Not Authorized

Reason:

An attempt to use an address environment (GLV, PPQ, VOX, or TNG) failed because the address environment is not available. This is due either to the address environment not being configured correctly, or to it not being operational.

Action:

Make sure the address environment has been configured correctly and is operational.

[XXX4171E](#)

Incompatible version detected.

Reason:

This message indicates that you are using a PPQ feature that is not supported by one of the CA Automation Point PPQs currently in use.

Action:

Use a supported PPQ feature.

[XXX4200W](#)

Queue empty.

Reason:

A linked-list fetch operation found no elements in the queue. This is an internal error.

Action:

Locate the file ASOTRACE.LOG, then contact CA Technical Support.

[XXX4201E](#)

Anchor was reached during fetch.

Reason:

This is an internal error.

Action:

Locate the file ASOTRACE.LOG, then contact CA Technical Support.

[XXX4202E](#)

Timeout occurred on lock.

Reason:

This is an internal error.

Action:

Locate the file ASOTRACE.LOG, then contact CA Technical Support.

[XXX4203E](#)

Cannot insert anchor.

Reason:

This is an internal error.

Action:

Locate the file ASOTRACE.LOG, then contact CA Technical Support.

[XXX4204E](#)

Cannot delete anchor.

Reason:

This is an internal error.

Action:

Locate the file ASOTRACE.LOG, then contact CA Technical Support.

[XXX4205E](#)

Anchor has non-zero count.

Reason:

This is an internal error.

Action:

Locate the file ASOTRACE.LOG, then contact CA Technical Support.

[XXX4206E](#)

Unable to open semaphore.

Reason:

This is an internal error.

Action:

Locate the file ASOTRACE.LOG, then contact CA Technical Support.

[XXX4207E](#)

Unable to request semaphore.

Reason:

This is an internal error.

Action:

Locate the file ASOTRACE.LOG, then contact CA Technical Support.

[XXX4208E](#)

Element needs null pointers.

Reason:

This is an internal error.

Action:

Locate the file ASOTRACE.LOG, then contact CA Technical Support.

[XXX4209E](#)

Invalid placement.

Reason:

This is an internal error.

Action:

Locate the file ASOTRACE.LOG, then contact CA Technical Support.

XXX4210E

Invalid method.

Reason:

This is an internal error.

Action:

Locate the file ASOTRACE.LOG, then contact CA Technical Support.

XXX4211E

Unsound queue.

Reason:

This is an internal error.

Action:

Locate the file ASOTRACE.LOG, then contact CA Technical Support.

XXX4212E

Invalid item number parameter.

Reason:

This is an internal error.

Action:

Locate the file ASOTRACE.LOG, then contact CA Technical Support.

XXX4213E

Invalid linked list element.

Reason:

This is an internal error.

Action:

Locate the file ASOTRACE.LOG, then contact CA Technical Support.

[XXX4240E](#)

No logger task available.

Reason:

This is an internal error.

Action:

Locate the file ASOTRACE.LOG, then contact CA Technical Support.

[XXX4241E](#)

Item not traced.

Reason:

This is an internal error.

Action:

Locate the file ASOTRACE.LOG, then contact CA Technical Support.

[XXX4280E](#)

Invalid format string.

Reason:

There was an internal error when retrieving messages from the message file.

Action:

Contact CA Technical Support.