

Oracle Session Delivery Management Cloud

Maintenance and Troubleshooting Guide



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About This Guide

The Oracle® Session Delivery Management Cloud (Oracle SDM Cloud) Maintenance and Troubleshooting Guide provides guidance for maintaining certificates and troubleshooting system connectivity issues.

The following table describes the documentation set for this release.

Document Name	Document Description
Getting Started Guide	Contains conceptual and procedural information for system provisioning and software installations.
User Guide	Contains information about the administration and software configuration of the Oracle SDM Cloud.
Maintenance and Troubleshooting Guide	Contains guidance for maintaining certificates and troubleshooting system connectivity issues.
REST API for Oracle SDM Cloud	Describes the supported REST endpoints and explains how to use the REST API interface.
Security Guide	Contains information about security considerations and best practices from a network and application security perspective.
What's New	Contains a list of new features for a specific release as well as Known Issues pertaining to the release.

Revision History

This section provides a revision history for this document.

Date	Description
May 2026	<ul style="list-style-type: none"><li data-bbox="922 583 1117 611">• Initial release.

1

SDM Cloud Maintenance and Troubleshooting

This guide provides guidance for maintaining certificates and troubleshooting system connectivity issues. It also includes representative log excerpts and examples to help you identify common symptoms, isolate root causes, and validate corrective actions.

MCE Connectivity Test

The following topics assist with initial troubleshooting when connectivity issues occur. They describe the pre-check steps and requirements for installing and configuring the Management Cloud Engine (MCE), validating network, proxy, port, SNMP, and certificate prerequisites before and after activating MCE.

If issues arise upon registering the MCE with the Oracle® Session Delivery Management Cloud (Oracle SDM Cloud), review the following values in the `mce.properties` file.

- **MCE Host Name**—<host-name>
- **Host WAN IP Address**—<The interface IP that connects to Oracle SDM Cloud>
- **Host LAN IP Address**—<The interface IP that connects to devices>
- **Oracle SDM Cloud FQDN**—<Obtain this from your Oracle Identity and Access Management (IAM) page>
- **Oracle SDM Cloud Tenant ID**—<Obtain this from your IAM page>
- **IDCS Tenant ID**—<Obtain this from your IAM page>
- **MCE IDCS Client Secret**—<Obtain this from your IAM page>
- **Oracle SDM Cloud Site ID**—<Obtain this from your Oracle SDM Cloud's Device Manager, Sites page.>
- **Enable Proxy (y/n)**—The default value is **n**. Set to **y** if applicable.
- **Proxy Server Address**—<The proxy server's IP address, if applicable>
- **Proxy Server Port**—If applicable, <The proxy server's configured port>
- **Trap Receiver Port**—Set this to **162**.

Adding an ME to an Oracle SDM Cloud

This section outlines the process for integrating a Mediation Engine (ME) into the Oracle® Session Delivery Management Cloud (Oracle SDM Cloud) and managing its lifecycle. It provides a streamlined workflow for registering, configuring, and validating the ME within Oracle SDM Cloud, as well as controlling its operation using command-line tools.

Before you begin, verify that the ME is up and running by logging in to Oracle SDM Cloud, navigating to **Device Manager**, **Devices**, and checking that the ME is displayed with a green dot in the **Devices** table.

For a full list of supported ME versions, see *What's New*.

Generate a Certificate For the ME

Before you can add a Mediation Engine (ME) to the Oracle® Session Delivery Management Cloud (Oracle SDM Cloud), you must first create a certificate to upload to the Oracle® Session Delivery Management Cloud.

1. Navigate to the ME that you are adding.

```
https://<me-ip>/setup
```

2. Log in using your ME credentials.
3. Select **Server Certificate**.
4. Use an existing key and certificate if they are available. If not, select **Regenerate Key and Certificate**, then click **Apply** to create new ones.
The server generates a new private key and server certificate using the ME device's IP address.
5. After the process completes, log in again if required and return to the **Server Certificate** page.
6. Select **Download Current Certificate** and save the downloaded certificate to a local directory.

Note

This file will be required for import into the Oracle SDM Cloud.

Generate an Authorization Token For the ME

To add a Mediation Engine (ME) as a device in Oracle® Session Delivery Management Cloud (Oracle SDM Cloud), you must first generate an authorization token (API key) from the ME.

1. Navigate to the ME you are adding:

```
https://<me-ip>/me
```

2. Log in using your ME credentials.

Note

After multiple failed login attempts, the admin account is locked for 15 minutes.

3. In the upper-right corner, select the **Admin user** menu and select **Settings**.
4. In the **Settings** menu, select **REST API**.
5. Check **Enable API Key** to generate the authorization token.

Note

Regenerating the key can affect all ME REST API clients. After generating a new key, update it in every application that calls the ME REST APIs.

Add the ME to the Oracle SDM Cloud

Follow this procedure to add a Mediation Engine (ME) as a device in Oracle® Session Delivery Management Cloud (Oracle SDM Cloud).

1. Log in to the Oracle SDM Cloud with your credentials.
2. Select **Tools, Certificates** and upload the certificate generated from the ME.
For more information on generating a certificate, see *Create a Certificate For an ME*.
3. Create a Device Group by navigating to **Device Manager, Device Groups** and performing the required steps. For more information, see *Configure Device Groups* in the *User Guide*.
4. Add the ME as a device by navigating to the **Device Manager, Devices** and selecting the device group created in the previous step. For more information, see *Configure Device Groups* in the *User Guide*.
5. Enter the following ME details:
 - **Network function name**—Enter the name of the ME.
 - **Associated site**—Select an existing site configured on the Oracle SDM Cloud
 - **IP address**—Enter the ME's IP address.
 - **Authorization token**—Enter the API Authorization token generated on the ME. For more information, see *Generate an Authorization Token For the ME*.
 - **SNMP agent mode**—Select **v1v2**.
 - **SNMP port**—Enter **160**.
6. Click **Apply**.
Once the ME is added successfully, it appears in the **Devices** table.
7. You can optionally confirm that the device was successfully added by navigating to the **Devices** table and verifying the ME appears in the list.

MCE to ME Connectivity Check

This section describes how to verify that the Management Control Engine (MCE) can communicate with the Mediation Engine (ME).

This check confirms:

- Network connectivity (HTTPS)
- TLS certificate trust
- API authentication

Run the following command from the MCE server CLI:

```
curl -sS \  
  --connect-timeout 10 \  
  --max-time 30 \  
  --cacert /path/to/<ME_CERTIFICATE>.pem \  
  -H "X-API-Key: <TOKEN>" \  
  "https://<ME_HOST>/me/MonitorGraph?  
selected=%5B195%5D&raw_data=true&period=1&format=json"
```

If the request fails, check the following common issues:

- Incorrect certificate path
Ensure the `--cacert` path points to a valid ME CA certificate file.
- Invalid or expired API token
Verify that the `X-API-Key` value is correct and active.
- Network connectivity issues
- Confirm that HTTPS traffic (port 443) is not blocked between MCE and ME.
- Untrusted TLS certificate
Ensure the ME certificate is signed by a CA included in the specified PEM file.

Parameter Reference

Parameter	Description
<code>--cacert</code>	Path to the ME CA certificate (PEM format) on the MCE server
<code>-H "X-API-Key: <TOKEN>"</code>	API token used to authenticate with the ME
<code><ME_HOST></code>	Hostname or IP address of the Mediation Engine
<code>selected=%5B195%5D</code>	URL-encoded array [195]; specifies the monitoring graph ID
<code>period=1</code>	Time period for the query (1 = most recent period)
<code>format=json</code>	Specifies JSON output format

The following example shows a completed connectivity check command:

```
curl -sS \
  --connect-timeout 10 \
  --max-time 30 \
  --cacert /opt/certs/me-cert.pem \
  -H "X-API-Key: abc123xyz" \
  "https://me.example.com/me/MonitorGraph?
selected=%5B195%5D&raw_data=true&period=1&format=json"
```

SNMP Specific Settings

The following SNMP specifics must be configured correctly.

- Ensure SNMP community strings configured on devices include the Management Cloud Engine (MCE) IP(s) in the SNMP community string (some environments need both LAN and WAN IPs added).
- If devices restrict SNMP to specific management IPs, add the MCE WAN IP (and LAN IP) to the allowed list.

Certificate and Trust Store Requirements

During Management Cloud Engine (MCE) activation, the MCE handles certificate import and trust store creation.

The MCE uses the following key paths and files.

1. `/opt/mce/conf/ssl` (inside MCE container):

- `osdmc.jks` — Creates the trust store and, during activation, imports `.pem` files present in the `/opt/mce/conf/ssl` directory into the trust store. This trust store contains certificates required for the MCE to trust Oracle cloud services (for example, Identity Cloud Service (IDCS) or Oracle® Session Delivery Management Cloud (Oracle SDM Cloud) endpoints).
 - If the MCE cannot obtain a token from IDCS or to register with Oracle SDM Cloud, the user must add their Root CA or intermediate CA certificates to the `/opt/mce/conf/ssl` directory inside the MCE container.
2. `/opt/mce/transport/tls` (inside MCE container):
- This file is used for establishing secure (TLS) connections to managed devices. The `AcpKeyAndCertstore` is generated when you import device certificates using the Oracle SDM Cloud's **Tools** drop-down menu.

Consequences of Missing Certificates

Oracle® Session Delivery Management Cloud (Oracle SDM Cloud) displays an error when a certificate is missing.

- **Missing `osdmc.jks` or Customer Root CA** in `/opt/mce/conf/ssl`
If this trust store or the necessary customer CA certificates are missing, the Management Cloud Engine (MCE) will not be able to connect to Identity Cloud Service (IDCS) or Oracle SDM Cloud, resulting in errors such as:

```
11/03 17:12:08.148 ERROR
[com.oracle.mce.websocket.WebsocketRegistrationTask] -
Method: [run] Thread: [Thread-2:20] Msg:[Failed to establish web socket
connection with
WSA. Reason: I/O error on POST request for "https://idcs-example.
identity.oraclecloud.com/oauth2/v1/token": PKIX path building failed:
sun.security.provider.
certpath.SunCertPathBuilderException: unable to find valid certification
path to requested
target. Shutting down MCE...
```

- **Missing `AcpKeyAndCertStore`** in `/opt/mce/transport/tls`
Without this file, the MCE may fail to connect to managed devices over TLS, generating errors such as:

```
11/05 14:29:31.199 ERROR
[com.oracle.mce.adaptor.sd.sbi.abstractNnoscdDeviceAdapter] -
Method: [abstractDeviceAdapter] Thread: [WebSocketClient-SecureIO-2:32]
Msg:[Failed to connect
to device 10.0.0.1 via ACP. Got Exception Cannot connect to device
10.0.0.1. Failed
to connect to primary device 10.0.0.1 ErrorCode:26001 Action: Please try
again. If error
reoccurs, contact your system administrator.]
```

```
11/05 14:34:59.004 ERROR
[com.oracle.mce.adaptor.sd.sbi.protocol.acp.ConnectionManagement] -
Method: [createSocket] Thread: [WebSocketClient-SecureIO-1:31] Msg:
[TLSSocket Factory error :
10.0.0.2:3001]
```

```
com.acmepacket.ems.common.error.TLSSocketFactoryException: Cannot
initialize TLSSSLSocketFactory: SSLContext was null
    at
com.acmepacket.ems.common.transport.security.TLSSecureSocketFactory.<init>(
TLSSecureSocketFactory.java:44)
    at
com.oracle.mce.adaptor.sd.sbi.protocol.acp.ConnectionManagement.getNewSocket
(ConnectionManagement.java:1278)
    at
com.oracle.mce.adaptor.sd.sbi.protocol.acp.ConnectionManagement.createSocket
(ConnectionManagement.java:823)
    at
com.oracle.mce.adaptor.sd.sbi.protocol.acp.ConnectionManagement.createSocket
(ConnectionManagement.java:768)
    at
com.oracle.mce.adaptor.sd.sbi.protocol.acp.ACPManagementServerHandler.initi
alize(ACPManagementServerHandler.java:124)
    at
com.oracle.mce.adaptor.sd.sbi.nnosc.NnoscDeviceAdapter.connectToDevice(Nnos
cDeviceAdapter.java:698)
    at
com.oracle.mce.adaptor.sd.sbi.nnosc.NnoscDeviceAdapter.connectToDevice(Nnos
cDeviceAdapter.java:647)
```

① Note

If you continue to encounter SSL handshake issues when adding a device, and there are no certificate or TLS profile configuration errors, ensure that **tls-global**, **session-caching** is set to **disabled**, as session-caching can cause connectivity issues during the SSL handshake process.

Certificate Verification

You can verify that your certificates are present in the Oracle® Session Delivery Management Cloud (Oracle SDM Cloud), in the keystore, and you can perform a certificate-based connection test.

- **Verify Certificate Presence**
Within the Oracle SDM Cloud, navigate to **Tools, Certificates** and confirm that the correct certificate is listed.
- **Verify that the Certificate was Imported to the Keystore**
From the Management Cloud Engine (MCE) container, use the following command to list the contents of

```
AcpKeyAndCertStore(/opt/mce/transport/tls).
```

```
/opt/mce/java/bin/keytool -list -keystore ACPKeyAndCertStore -v | grep
Alias (from mce container)
```

Confirm the certificate's Alias name matches.

- **Perform a Certificate-Based Connection Test**

If the certificate alias is in the keystore, you can export it for CURL testing using the following command:

```
/opt/mce/java/bin/keytool -exportcert -rfc -alias <ALIAS_NAME> -  
keystore /opt/mce/Transport/tls/ACPKeyAndCertStore -file cacert.pem
```

Inside the container use CURL to the device's port 3000, specifying your device certificate.

```
curl -v -k https://<device-ip>:3000/ --cacert cacert.pem
```

The message **SSL certificate verify ok** displays confirming a successful TLS handshake and that the certificate is verified.

SBC HA Verification

You can verify ports and the connectivity between SBC HA pairs.

- **Check Port Listening**
Verify that ports 3000 and 3001 are open and listening on each device by accessing the device's shell and running the following commands:

```
netstat -tuln | grep :3000  
netstat -tuln | grep :3001
```

If shell is not enabled, enable it using **debug-enable**.

- **Check Network Reachability**
Test connectivity between peer device IPs by using the **ping** command to confirm that network paths are available.

Common Error Messages

This section lists and describes some common types of Oracle® Session Delivery Management Cloud (Oracle SDM Cloud) errors, and provides recommended actions.

1. **Token or IDCS-Related Errors**
 - Issue: Management Cloud Engine (MCE) cannot connect to IDCS to generate a token.
 - Possible Cause: The **osdmc.jks** file or required customer root CA certificates are missing from `/opt/mce/conf/ssl`.
 - Recommended Actions:
 - Confirm that `/opt/mce/conf/ssl/osdmc.jks` exists within the MCE container and contains the necessary root CA certificates.
 - Check that your proxy settings and outbound connectivity to the IDCS endpoints are correct.
 - Review the container logs for the complete error stack trace.
2. **SSL Context Initialization Errors**
 - Issue: Error messages such as "SSL context cannot be initialized" or "SSL Context is null".
 - Possible Cause:

- ACPKeyAndCertStore files are missing from /opt/mce/Transport/tls/.
- Certificate files may be corrupted.
- Recommended Actions:
 - Verify that the ACPKeyAndCertStore files are present.
 - If needed, re-import the certificate using the OSDMC UI, and ensure the certificate push completes successfully.
 - Check the MCE transport logs for additional details.
- 3. SNMP or Port Reachability Failures
 - Issue: SNMP polling fails or MCE cannot reach network devices.
 - Possible Cause:
 - Firewall restrictions
 - Incorrect SNMP community string
 - Recommended Actions:
 - Confirm that required network ports are open and accessible.
 - Verify the SNMP community string configuration.

Error Codes Reference

The following tables list SDM Cloud error codes along with descriptions that explain the reason each error is shown.

Device Configuration Schema Errors

The following table lists all device configuration schema (XSD file) errors, the reason the error is displayed, and recommended actions to take, if applicable.

Error Code	Reason For the Error
27074	Failed to get Configuration XSD filename for platform Software Version. This error occurs due to invalid file content, missing files, or schema/format validation failure.
57020	Failed to upload XSD file. This error occurs due to invalid file content, missing files, or schema/format validation failure. Recommended action: Contact your Oracle administrator.
57021	XSD filename must be valid. This error occurs when a required input is missing, empty, or incorrectly formatted. Recommended action: Provide a valid XSD filename.
57022	XSD filename must end with the extension (.xsd). This error occurs when a required input is missing, empty, or incorrectly formatted. Recommended action: Provide a filename with the extension (.xsd).

Error Code	Reason For the Error
57023	XSD filename must be in the format softwareVersion_platformVersion.xsd . This error occurs when a required input is missing, empty, or incorrectly formatted. Recommended action: Provide the filename in the correct format.
57024	Invalid software version format in filename. This error occurs when a required input is missing, empty, or incorrectly formatted. Recommended action: Provide a valid software version.
57025	Software version cannot have trailing zero after build letter. This error occurs due to invalid file content, missing files, or schema/format validation failure. Recommended action: Correct the software version.
57026	Invalid platform version. This error occurs when a required input is missing, empty, or incorrectly formatted. Recommended action: Provide a valid platform version.
57027	XSD filename or device type cannot be null or empty. This error occurs when a required input is missing, empty, or incorrectly formatted. Recommended action: Provide a valid filename and device type.
57028	XSD file does not match expected filename - invalid targetNamespace : expected, found. This error occurs when a required input is missing, empty, or incorrectly formatted. Recommended action: Ensure XSD file matches filename.
57029	XSD file does not match expected filename - invalid default xmlns: expected, found. This error occurs when a required input is missing, empty, or incorrectly formatted. Recommended action: Ensure XSD file matches filename.
57030	XSD file does not support devices. This error occurs due to invalid file content, missing files, or schema/format validation failure. Recommended action: Provide XSD file compatible with device type.
57031	Error parsing XSD file due to corrupt XSD. This error occurs due to invalid file content, missing files, or schema/format validation failure. Recommended action: Provide a valid XSD file.
57032	XSD filename is null. This error occurs when a required input is missing, empty, or incorrectly formatted. Recommended action: Provide a valid filename.

Error Code	Reason For the Error
57033	XSD file could not be found in Object storage. This error occurs when the requested object or record does not exist in the system. Recommended action: Ensure file exists in storage.
57034	XSD file replace placeholder failed. This error occurs due to invalid file content, missing files, or schema/format validation failure. Recommended action: Contact your Oracle administrator.
57035	Platform mapping failed. This error occurs due to invalid file content, missing files, or schema/format validation failure. Recommended action: Contact your Oracle administrator.
57036	No existing software versions found in KPI matrix for family. This error occurs due to invalid file content, missing files, or schema/format validation failure. Recommended action: Ensure at least one software version exists in the system for the family before adding a major update.
57037	File upload verification failed for XSD file. This error occurs due to invalid file content, missing files, or schema/format validation failure. Recommended action: Check file system permissions and available disk space, then retry the upload.

Device Errors

The following table lists all device errors, the reason the error is displayed, and recommended actions to take, if applicable.

Error Code	Reason For the Error
3000	Device operation failed with device error code. This error occurs due to an unexpected internal system condition. Recommended action: Please resolve the issue and try again.
3001	Target device type is not supported, therefore operation is not allowed. This error occurs due to an unexpected internal system condition. Recommended action: Contact your Oracle representative to add support for this device type.
3002	Device is not found in the database. The device must be added before this operation is allowed. This error occurs when the requested object or record does not exist in the system. Recommended action: Add the device first, then try the operation again.

Error Code	Reason For the Error
3003	Add device operation failed for the device. This error occurs due to an unexpected internal system condition. Recommended action: Resolve the issue and try again.
3004	Missing IP address 1. This error occurs when a required input is missing, empty, or incorrectly formatted. Recommended action: Resolve the issue and try again.
3005	Device already added. This error occurs when a duplicate object already exists with the same identifier or name.
3006	Missing hardware type for the device. Internal error: the hardware type was not populated properly in the system. This error occurs when a required input is missing, empty, or incorrectly formatted. Recommended action: Resolve the issue and try again.
3108	Cannot connect to target device using SNMP protocol. This error occurs due to a network or connectivity issue with a service or device. Recommended action: Check the device's SNMP connection and try again.
3109	Server cannot connect to device. This error occurs due to a network or connectivity issue with a service or device. Recommended action: Resolve the issue and try again.
3110	Cannot retrieve the file from the device. This error occurs due to invalid file content, missing files, or schema/format validation failure.
3111	Cannot put the file from the device. This error occurs due to invalid file content, missing files, or schema/format validation failure. Recommended action: Resolve the issue and try again.
3112	Badly formatted device name. This error occurs due to an unexpected internal system condition. Recommended action: Resolve the issue and try again.
3113	Server cannot connect to device using SNMP protocol. This error occurs due to a network or connectivity issue with a service or device. Recommended action: Resolve the issue and try again.
3120	Add device operation failed for device. This error occurs due to an unexpected internal system condition. Recommended action: Resolve the issue and try again.

Error Code	Reason For the Error
3130	Remove device operation failed for device. This error occurs due to an unexpected internal system condition. Recommended action: Resolve the issue and try again.
3210	User save configuration operation failed at mentioned time on mentioned date. This error occurs due to an unexpected internal system condition. Recommended action: Resolve the issue and try again.
3220	The local configuration view (LCV) to be saved contains bad data. This error occurs when a required input is missing, empty, or incorrectly formatted. Recommended action: Edit target local configuration view to fix bad data.
3221	Unable to add message to task view log in database. Internal error occurred. This error occurs due to an unexpected internal system condition.
3230	Unable to obtain the schema version for with firmware version. This error occurs when the requested object or record does not exist in the system.
3231	Unable to determine if schema model target had changed for device. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your Oracle administrator.
3300	Add device group operation failed for group. This error occurs due to an unexpected internal system condition. Recommended action: Resolve the issue and try again.
3301	Get device group operation failed for group. This error occurs due to an unexpected internal system condition. Recommended action: Resolve the issue and try again.
3302	Device group already exists. This error occurs due to an unexpected internal system condition. Recommended action: Resolve the issue and try again.
3303	Device group does not exist. This error occurs due to an unexpected internal system condition. Recommended action: Resolve the issue and try again.
3304	Device group contains invalid null or empty parent ID. This error occurs when a required input is missing, empty, or incorrectly formatted. Recommended action: Resolve the issue and try again.

Error Code	Reason For the Error
3305	Invalid null or empty device group name. This error occurs when a required input is missing, empty, or incorrectly formatted. Recommended action: Resolve the issue and try again.
3306	Failed to delete device group. This error occurs due to an unexpected internal system condition. Recommended action: Resolve the issue and try again.
3307	Encountered database error for device group. This error occurs due to a database read or write failure. Recommended action: Resolve the issue and try again
3308	Encountered low level error for device group. This error occurs due to an unexpected internal system condition. Recommended action: Resolve the issue and try again.
3309	Failed to rename device group. This error occurs due to an unexpected internal system condition. Recommended action: Resolve the issue and try again.
3310	Failed to move the device group with objectId. This error occurs due to an unexpected internal system condition. Recommended action: Resolve the issue and try again.
3311	Multiple device groups returned with the same objectId. This error occurs due to an unexpected internal system condition. Recommended action: Resolve the issue and try again.
3312	Target device group with objectId does not exist. This error occurs due to an unexpected internal system condition. Recommended action: Resolve the issue and try again.
3313	Encountered database error. This error occurs due to a database read or write failure. Recommended action: Resolve the issue and try again.
3314	No device groups provided. This error occurs due to an unexpected internal system condition. Recommended action: Resolve the issue and try again.
3315	Target devices are not valid HA pair. This error occurs due to an unexpected internal system condition. Recommended action: Resolve the issue and try again.

Error Code	Reason For the Error
3316	Target device is part of HA pair. Please enter both IP addresses. This error occurs due to an unexpected internal system condition. Recommended action: Resolve the issue and try again.
3317	Device is currently busy. This error occurs due to permission restrictions or resource locking. Recommended action: Resolve the issue and try again.
3318	Failed to remove device. Internal error occurred. This error occurs due to an unexpected internal system condition. Recommended action: Resolve the issue and try again.
3319	Encountered internal error retrieving device support. This error occurs due to an unexpected internal system condition. Recommended action: Report this problem to your system administrator.
3320	Cannot move device groups since source and destination are same. This error occurs due to an unexpected internal system condition. Recommended action: Unselect the device group and try moving.
3321	Cannot get configuration schema for device - release version: , hardware type. This error occurs due to an unexpected internal system condition. Recommended action: Check configuration database schema.
3322	Cannot get device details for device. This error occurs due to an unexpected internal system condition. Recommended action: Check if the device is added or not.
3323	Cannot update device details for device. This error occurs due to an unexpected internal system condition. Recommended action: Resolve the issue and try again.
3324	Target device group with name does not exist. This error occurs due to an unexpected internal system condition. Recommended action: Resolve the issue and try again.
3325	Could not unlock operation on device. This error occurs due to permission restrictions or resource locking.
3326	Could not unlock device. This error occurs due to permission restrictions or resource locking. Recommended action: Try again. If the error recurs, contact your system administrator.

Error Code	Reason For the Error
3327	Unable to check if device is locked. This error occurs due to permission restrictions or resource locking. Recommended action: Try again. If the error recurs, contact your system administrator.
3328	Unable to retrieve lock status for device list. This error occurs due to permission restrictions or resource locking. Recommended action: Try again. If the error recurs, contact your system administrator.
3329	Maximum number of device tasks are already running. This error occurs due to an unexpected internal system condition. Recommended action: Try again later.
3330	Cannot register to device for notification. Unable to save the configuration. This error occurs due to an unexpected internal system condition. Recommended action: Try again later.
3331	Device task element for taskid is not found in database of host. This error occurs due to an unexpected internal system condition. Recommended action: Report this problem to your system administrator.
3332	Cannot move parent folder into child folder. This error occurs due to an unexpected internal system condition.
3333	Cannot remove device group. contains one or more network functions. This error occurs due to an unexpected internal system condition. Recommended action: Move or delete all associated network functions.
3334	Device group name length should be between 3 and 50 characters. This error occurs due to an unexpected internal system condition. Recommended action: Re-enter device group name.
3335	Device group name can only contain letters, numbers, underscore, hyphen or whitespace. This error occurs when a required input is missing, empty, or incorrectly formatted. Recommended action: Re-enter device group name, removing invalid characters.
3336	Device group name must start with alphabetical character. This error occurs due to an unexpected internal system condition. Recommended action: Re-enter device group name.
3337	A valid device group (or device cluster) must be specified for device. This error occurs due to an unexpected internal system condition. Recommended action: Specify a device group (device cluster name).

Error Code	Reason For the Error
3340	<p>Deleting Home device group is not allowed. This error occurs due to an unexpected internal system condition.</p> <p>Recommended action: You can manage, rename, and delete other device groups that you have created or your group has privileges.</p>
3341	<p>Adding a device group to Home is not allowed. This error occurs due to an unexpected internal system condition.</p> <p>Recommended action: You can manage, rename, and delete other device groups that you have created or your group has privileges.</p>
3342	<p>Home device group cannot have any other device groups. This error occurs due to an unexpected internal system condition.</p> <p>Recommended action: Select another device group as parent.</p>
3343	<p>Renaming Home device group is not allowed. This error occurs due to an unexpected internal system condition.</p> <p>Recommended action: You can manage, rename, and delete other device groups that you have created or your group has privileges.</p>
3344	<p>Only one "Home" device group is allowed. This error occurs due to an unexpected internal system condition.</p> <p>Recommended action: You can manage, rename, and delete other device groups that you have created or your group has privileges.</p>
3345	<p>Moving Home device group to another group is not allowed. This error occurs due to an unexpected internal system condition.</p> <p>Recommended action: You can manage, rename, and delete other device groups that you have created or your group has privileges.</p>
3346	<p>Home device group cannot include any other device groups. This error occurs due to an unexpected internal system condition.</p> <p>Recommended action: Select another device group as parent.</p>
3349	<p>Missing SNMP community name. This error occurs when a required input is missing, empty, or incorrectly formatted.</p> <p>Recommended action: Resolve the issue and try again.</p>
3350	<p>SNMP port has invalid value. This error occurs when a required input is missing, empty, or incorrectly formatted.</p> <p>Recommended action: Resolve the issue and try again.</p>

Error Code	Reason For the Error
3351	Missing SNMP user name. This error occurs when a required input is missing, empty, or incorrectly formatted. Recommended action: Resolve the issue and try again.
3352	Missing SNMP password. This error occurs when a required input is missing, empty, or incorrectly formatted. Recommended action: Resolve the issue and try again.
3353	Could not lock device in SBC. This error occurs due to permission restrictions or resource locking. Recommended action: Wait until the device is not in use.
3354	Could not unlock device in SBC. This error occurs due to permission restrictions or resource locking. Recommended action: Try again. If the error recurs, contact your system administrator.
3355	Cannot retrieve last saved configuration version from device. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.
3356	Failed to perform update task. Unable to load latest configuration from device. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.
3357	Failed to perform update task. Unable to validate user changes for device. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.
3358	Unable to determine if firmware had changed for device. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.
3359	Request to stop task thread of is detected, aborting this task process. This error occurs due to a service startup, shutdown, or lifecycle failure.
3360	Unable to get device firmware versions information. This error occurs due to an unexpected internal system condition.
3361	The selected hardware type does not match the hardware type retrieved for the IP address provided. This error occurs due to an unexpected internal system condition. Recommended action: Resolve the issue and try again.

Error Code	Reason For the Error
3370	Failed during update task. Unable to find task record for taskId= and deviceName= in database of host. This error occurs when the requested object or record does not exist in the system. Recommended action: Try again. If the error recurs, contact your system administrator.
3371	Generate string from objectId failed. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.
3372	Unable to add New Log Message. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.
3373	Unable to update task with new status and log message. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.
3374	Unable to delete old task with the device name. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.
3375	Failed to get task with Id. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.
3376	Failed to add a new task. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.
3377	Failed to mark task as submitted. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.
3378	Failed to mark task is in progress. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.
3379	Failed to mark task as succeeded. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.
3380	Failed to get all logs for existing Tasks. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.

Error Code	Reason For the Error
3381	Failed to get device connectivity because the device details interface is null. This error occurs when a required input is missing, empty, or incorrectly formatted. Recommended action: Try again. If the error recurs, contact your system administrator.
3382	Failed to get recent tasks for devices. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.
3383	Schema does not exist locally for device - release version: , hardware type. This error occurs due to an unexpected internal system condition. Recommended action: Check local database schema folder.
3390	Failed to publish "DeviceAdded" event. The device may be partially added to system. This error occurs due to an unexpected internal system condition. Recommended action: Try to delete and re-add device again. If the error recurs, contact your system administrator.
3391	Failed to publish "NFMoveToGroup" event. The NF may be partially moved to group in the system. This error occurs due to an unexpected internal system condition. Recommended action: Try to delete and re-add NF to group again. If the error recurs, contact your system administrator.
3392	Failed to publish "DeviceGroupAdded" event. The device group may be partially added to system. This error occurs due to an unexpected internal system condition. Recommended action: Try to delete and re-add device group again. If the error recurs, contact your system administrator.
3393	Failed to publish "DeviceGroupRemoved" event. The device group may be partially removed in the system. This error occurs due to an unexpected internal system condition. Recommended action: Report this problem to your system administrator.
3394	Failed to publish "DeviceGroupMoved" event. The devices/groups may be partially moved to group ID in the system. This error occurs due to an unexpected internal system condition. Recommended action: Report this problem to your system administrator.
3395	Failed to publish "DeviceGroupRenamed" event. The device group may be partially renamed in the system. This error occurs due to an unexpected internal system condition. Recommended action: Report this problem to your system administrator.

Error Code	Reason For the Error
3396	Invalid null or empty device cluster name. This error occurs when a required input is missing, empty, or incorrectly formatted. Recommended action: Resolve the issue and try again.
3397	Cannot remove device cluster. contains one or more devices. This error occurs due to an unexpected internal system condition. Recommended action: Move or delete all associated devices.
3398	Could not lock device cluster. This error occurs due to permission restrictions or resource locking. Recommended action: Wait until the device cluster is not in use.
3400	The target device IP is not the "active" device. This error occurs due to an unexpected internal system condition. Recommended action: Wait until the device cluster is not in use.
3401	Cannot bootstrap new device. Target device is already managed by element management system. This error occurs due to an unexpected internal system condition. Recommended action: Remove the device from element management, and try again.
3402	Cannot bootstrap new device. Target device is not accessible using SSH and SNMP protocols. This error occurs due to permission restrictions or resource locking. Recommended action: Ensure target device is accessible by SFTP.
3403	Cannot get device's inventory data for device. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.
3404	Cannot bootstrap new device with offline config. device running version does not match offline config version. This error occurs due to an unexpected internal system condition. Recommended action: Erase configuration in device first, then try again.
3405	Device cluster already exists. This error occurs due to an unexpected internal system condition. Recommended action: Resolve the issue and try again.
3406	Cannot bootstrap new device with offline configuration. This error occurs when a required input is missing, empty, or incorrectly formatted. Recommended action: Erase configuration in device first, then try again.

Error Code	Reason For the Error
3407	The individual device is already locked. This error occurs due to permission restrictions or resource locking. Recommended action: Resolve the issue and try again.
3408	Could not unlock operation on device cluster. This error occurs due to permission restrictions or resource locking. Recommended action: Try again. If the error recurs, contact your system administrator.
3409	Unable to retrieve lock status for device cluster list. This error occurs due to permission restrictions or resource locking. Recommended action: Try again. If the error recurs, contact your system administrator.
3410	Failed to remove the old purge task from scheduler. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.
3411	Failed to gain access to scheduler controller. This error occurs due to permission restrictions or resource locking. Recommended action: Try again. If the error recurs, contact your system administrator.
3412	Failed to submit Device cluster log Purge scheduled task. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.
3413	Failed to add device to cluster due to invalid configuration. Please see detail user logs information for cluster. This error occurs when a required input is missing, empty, or incorrectly formatted. Recommended action: Check the logs for invalid configuration and try again. If the error recurs, contact your system administrator.
3414	Failed to retrieve KPI statistics from device. This error occurs due to an unexpected internal system condition. Recommended action: Check the logs for invalid configuration and try again. If the error recurs, contact your system administrator.
3415	Failed to retrieve stored KPI statistics from device. This error occurs due to an unexpected internal system condition. Recommended action: Check the logs for invalid configuration and try again. If the error recurs, contact your system administrator.

Error Code	Reason For the Error
3416	Failed to de-register poll task for device. This error occurs due to an unexpected internal system condition. Recommended action: Check the logs for invalid configuration and try again. If the error recurs, contact your system administrator.
3417	Failed to register poll task for device. This error occurs due to an unexpected internal system condition. Recommended action: Check the logs for invalid configuration and try again. If the error recurs, contact your system administrator.
3418	Failed to retrieve available KPIs for ComponentType, Software Version and Platform from Plugin. This error occurs due to an unexpected internal system condition. Recommended action: Check the logs for invalid configuration and try again. If the error recurs, contact your system administrator.
3419	Failed to apply application to new device. Missing an argument. This error occurs when a required input is missing, empty, or incorrectly formatted. Recommended action: Check the logs for invalid configuration and try again. If the error recurs, contact your system administrator.
3420	Can't poll device. Device is not persistent in DB. This error occurs due to a database read or write failure. Recommended action: Check the logs for invalid configuration and try again. If the error recurs, contact your system administrator.
3421	Failed to connect to device via SSH. This error occurs due to a network or connectivity issue with a service or device. Recommended action: Verify the device is reachable, and the Admin Password is correct.
3422	Failed to get hardware details for device. This error occurs due to an unexpected internal system condition. Recommended action: Verify the device is reachable.
3423	Failed to get software details for device. This error occurs due to an unexpected internal system condition. Recommended action: Verify the device is reachable.
3424	Failed to get license details for device. This error occurs due to an unexpected internal system condition. Recommended action: Verify the device is reachable.
3425	Failed to add network function. This error occurs due to an unexpected internal system condition. Recommended action: Try again.

Error Code	Reason For the Error
3426	Failed to get network function. This error occurs due to an unexpected internal system condition. Recommended action: Check the logs for the and try again. If the error recurs, contact your system administrator.
3427	Network function already exists in the system. This error occurs due to an unexpected internal system condition. Recommended action: Use another name and try again. If the error recurs, contact your system administrator.
3428	Failed to validate Device Group for Network Function. This error occurs due to an unexpected internal system condition. Recommended action: Verify the device(s) are reachable.
3429	Failed to reboot Device for Network Function. This error occurs due to an unexpected internal system condition. Recommended action: Verify the device is reachable.
3430	Failed to delete network function. This error occurs due to an unexpected internal system condition. Recommended action: Check the logs for the and try again. If the error recurs, contact your system administrator.
3431	Group name already exists for the same parent group. This error occurs due to an unexpected internal system condition. Recommended action: Use another name and try again. If the error recurs, contact your system administrator.
3432	Failed to fetch Device Network Function by product type. This error occurs due to an unexpected internal system condition. Recommended action: Use another name and try again. If the error recurs, contact your system administrator.
3433	Failed to fetch Device Group by IP address. This error occurs due to an unexpected internal system condition. Recommended action: Use another name and try again. If the error recurs, contact your system administrator.
3434	Failed to fetch Device ID by Device Name. This error occurs due to an unexpected internal system condition. Recommended action: Use another name and try again. If the error recurs, contact your system administrator.

Error Code	Reason For the Error
3500	Invalid Device Group with type for NF parent. This error occurs when a required input is missing, empty, or incorrectly formatted. Recommended action: Get the right type group and try again.
3501	Failed to build network function. This error occurs due to an unexpected internal system condition. Recommended action: Verify the parameters and try again.
3502	Failed to retrieve configuration parameters for Category NetworkFunctionType. This error occurs due to an unexpected internal system condition. Recommended action: Try again.
3503	Failed to retrieve additional configuration parameters for Category NetworkFunctionType. This error occurs due to an unexpected internal system condition. Recommended action: Try again.
3504	Failed to validate configuration parameters for Category NetworkFunctionType. This error occurs due to an unexpected internal system condition. Recommended action: Correct the parameters and try again.
3505	Failed to resync Network Function. This error occurs due to an unexpected internal system condition. Recommended action: Try again.
3506	Failed to get supported platforms and software versions. This error occurs due to an unexpected internal system condition. Recommended action: Try again.
3507	Failed to get passthrough URL for Device. This error occurs due to an unexpected internal system condition. Recommended action: Verify the device is reachable.
3508	Failed to get fault setting information for Device. This error occurs due to an unexpected internal system condition. Recommended action: Verify the device is reachable.
3509	Failed to initialize Network Function Dispatcher for value. This error occurs due to an unexpected internal system condition. Recommended action: Try again.
3510	Failed to lookup Network Function for value. This error occurs due to an unexpected internal system condition. Recommended action: Try again.
3511	Failed to lookup Network Function Group for value. This error occurs due to an unexpected internal system condition. Recommended action: Try again.

Error Code	Reason For the Error
3512	Failed to find children for element. This error occurs due to an unexpected internal system condition. Recommended action: Try again.
3513	Failed to retrieve all Network Functions. This error occurs due to an unexpected internal system condition. Recommended action: Try again.
3514	Unable to retrieve Group Information, is not a valid Device Group. This error occurs when a required input is missing, empty, or incorrectly formatted. Recommended action: Try again.
3515	Cannot resync Group. It is not a Network Function root. This error occurs due to an unexpected internal system condition. Recommended action: Try again.
3516	Network Function contains more than one Device with name. This error occurs when a duplicate object already exists with the same identifier or name. Recommended action: Try again.
3517	Network Function contains more than one Device with device key. This error occurs due to an unexpected internal system condition. Recommended action: Try again.
3518	Device with same device key already exists for Plugin. This error occurs when a duplicate object already exists with the same identifier or name. Recommended action: Try again.
3519	Device may not be moved to a new DeviceGroup. This error occurs due to an unexpected internal system condition. Recommended action: Try again.
3520	Failed to get device statistics for Device in Network Function. This error occurs due to an unexpected internal system condition. Recommended action: Try again.
3521	Found empty or null software version for Device of Network Function. This error occurs when a required input is missing, empty, or incorrectly formatted. Recommended action: Provide non-empty and non-null value software version.
3522	Found empty or null software base version for Device of Network Function. This error occurs when a required input is missing, empty, or incorrectly formatted. Recommended action: Provide non-empty and non-null value software version.
3523	Failed to get traps for alarm synchronization for Device. This error occurs due to an unexpected internal system condition. Recommended action: Verify the device is reachable.

Error Code	Reason For the Error
3524	Invalid BaseGroup type returned from plugin. This error occurs when a required input is missing, empty, or incorrectly formatted. Recommended action: Verify the device is reachable.
3525	Failed to check connectivity. This error occurs due to a network or connectivity issue with a service or device. Recommended action: Verify the device is reachable.
3526	Failed to get latest device information for. This error occurs due to an unexpected internal system condition. Recommended action: Verify the device is reachable.
3527	Failed to get KPI connection list from group. This error occurs due to an unexpected internal system condition. Recommended action: Verify the device is reachable.
3528	Failed to retrieve KPI statistics value from. This error occurs due to an unexpected internal system condition. Recommended action: Verify the device is reachable.
3529	Failed to remove GeoRedundancyGroup from ScalabilityGroup, network function. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.
3530	Failed to add GeoRedundancyGroup to ScalabilityGroup, network function. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.
3531	Group with id is not a. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.
3532	Failed to retrieve with id. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.
3533	Failed to retrieve configuration parameters to scale-out ScalabilityGroup, network function. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.

Error Code	Reason For the Error
3534	Failed to retrieve additional configuration parameters to scale-out ScalabilityGroup, network function. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.
3535	Failed to build GeoRedundancyGroup to scale-out ScalabilityGroup, network function. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.
3536	Failed to bootstrap DeviceGroup, network function. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.
3537	Error encountered while testing connectivity to new Device, network function. This error occurs due to a network or connectivity issue with a service or device. Recommended action: Try again. If the error recurs, contact your system administrator.
3538	Failed to retrieve BootstrapInfo for componentType, softwareVersion, and platform. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.
3539	Failed to retrieve all information for new Device, network function. This error occurs when a required input is missing, empty, or incorrectly formatted. Recommended action: Try again. If the error recurs, contact your system administrator.
3540	Failed to lookup parent Network Function for child group with id. This error occurs due to an unexpected internal system condition. Recommended action: Try again.
3541	Failed to validate Devices to scale-out group, network function. This error occurs due to an unexpected internal system condition. Recommended action: Try again.
3542	No value for required field has been provided for Device, network function. This error occurs due to an unexpected internal system condition. Recommended action: Try again.
3543	No Scalability Group is associated with Offline Configuration. This error occurs due to an unexpected internal system condition. Recommended action: Try again.
3544	Failed to retrieve Software Upgrade Workflow Key for DeviceGroup, network function. This error occurs due to an unexpected internal system condition. Recommended action: Try again.

Error Code	Reason For the Error
3545	Failed to update Software Upgrade Workflow Key for DeviceGroup, network function. This error occurs due to an unexpected internal system condition. Recommended action: Try again.
3546	Target Network Function with name is expected to be type, but it is instead. This error occurs due to an unexpected internal system condition. Recommended action: Try again.
3547	Operation cannot be performed when target device/group is not in state. This error occurs when a required input is missing, empty, or incorrectly formatted. Recommended action: Try again.
3550	The Synchronized Mode field can be checked, when 'Offline Configuration' is not set. This error occurs due to an unexpected internal system condition. Recommended action: Try again.
3551	Failed in the attempt to clean up any device specific values for group. This error occurs due to an unexpected internal system condition. Recommended action: Try again.
3552	Failed in scaling out Geo-Redundancy Group to Scalability Group. Target Scalability Group is expected to be owned by, but it is currently owned by. This error occurs due to an unexpected internal system condition. Recommended action: Try again.
3553	Failed in validating rule configuration for KHI. This error occurs due to an unexpected internal system condition. Recommended action: Try again.
3554	Failed in release locks on group. This error occurs due to permission restrictions or resource locking. Recommended action: Try again.
3555	Failed to determine platform support for mentioned feature from plugin. This error occurs due to an unexpected internal system condition. Recommended action: Try again.
3556	Failed to disassociate device. This error occurs due to an unexpected internal system condition. Recommended action: Try again.
3557	Failed to associate device in NF. This error occurs due to an unexpected internal system condition. Recommended action: Try again.
3558	Failed to activate new device due to. This error occurs due to an unexpected internal system condition. Recommended action: Check the logs for errors and try again. If the error recurs, contact your system administrator.

Error Code	Reason For the Error
3559	Failed to retrieve configuration associated devices. This error occurs due to an unexpected internal system condition. Recommended action: Check the parent group id, nfName, deviceName, or immediateChildren and try again. If the error recurs, contact your system administrator.
3560	Failed to filter configuration associated devices for group. This error occurs due to an unexpected internal system condition. Recommended action: Check the logs for errors and try again. If the error recurs, contact your system administrator.
3561	Failed to start load shedding for DeviceGroup, network function. This error occurs due to a service startup, shutdown, or lifecycle failure. Recommended action: Check the logs for errors and try again. If the error recurs, contact your system administrator.
3562	Failed to stop load shedding for DeviceGroup, network function. This error occurs due to a service startup, shutdown, or lifecycle failure. Recommended action: Check the logs for errors and try again. If the error recurs, contact your system administrator.
3563	Failed to get device group for device ID. This error occurs due to an unexpected internal system condition. Recommended action: Resolve the issue and try again.
3564	Failed to register Devices belonging to DeviceGroup, network function, for Scale-Out. This error occurs due to an unexpected internal system condition. Recommended action: Resolve the issue and try again.
3565	Failed to deregister Devices belonging to DeviceGroup, network function, for Scale-In. This error occurs due to an unexpected internal system condition. Recommended action: Resolve the issue and try again.
3566	Failed to get current management IP address for Device, network function. This error occurs due to an unexpected internal system condition. Recommended action: Check the logs for errors and try again. If the error recurs, contact your system administrator.
3567	Failed to delete network function. DeviceGroup is currently locked by Operation. This error occurs due to permission restrictions or resource locking. Recommended action: Try again later.

Error Code	Reason For the Error
3568	A device group with this name already exists. This error occurs when a duplicate object already exists with the same identifier or name. Recommended action: Try again with a different name.
3569	No FileTransferState found with name. This error occurs due to an unexpected internal system condition. Recommended action: Contact your system administrator.
3570	No FileTransfer Type found with name. This error occurs due to an unexpected internal system condition. Recommended action: Contact your system administrator.
3571	FileTransfer is not an Upload transfer. This error occurs due to invalid file content, missing files, or schema/format validation failure. Recommended action: Try again.
3572	FileTransfer is not a Download transfer. This error occurs due to invalid file content, missing files, or schema/format validation failure. Recommended action: Try again.
3573	FileTransfer has already completed. This error occurs due to an unexpected internal system condition. Recommended action: Try again.
3574	FileTransfer has expired. This error occurs due to an unexpected internal system condition. Recommended action: Try again.
3575	Failed to process file upload request for FileTransfer. This error occurs due to invalid file content, missing files, or schema/format validation failure. Recommended action: Try again.
3576	Failed to process file download request for FileTransfer. This error occurs due to invalid file content, missing files, or schema/format validation failure. Recommended action: Try again.
3577	FileTransfer has already completed. This error occurs due to an unexpected internal system condition. Recommended action: Try again.
3578	Timeout exceeded while waiting for FileTransfer to complete. The FileTransfer has expired. This error occurs due to an unexpected internal system condition. Recommended action: Try again.
3579	FileTransfer failed. This error occurs due to an unexpected internal system condition. Recommended action: Try again.

Error Code	Reason For the Error
3580	An error was encountered while waiting for FileTransfer to complete. This error occurs due to an unexpected internal system condition. Recommended action: Try again.
3581	No FileTransfer record was found with uuid. This error occurs when the requested object or record does not exist in the system. Recommended action: Try again.
3582	Failed to move file from to. This error occurs due to invalid file content, missing files, or schema/format validation failure. Recommended action: Try again.
3583	Error deleting Site has devices associated with it. Device count. This error occurs due to an unexpected internal system condition. Recommended action: Try again.
3584	Failed to put file to MCE. This error occurs due to invalid file content, missing files, or schema/format validation failure. Recommended action: Try again.
3585	Error while fetching mce list for the nf root id. This error occurs due to an unexpected internal system condition. Recommended action: Try again.
3586	Error while sending trap source information to MCE. This error occurs due to an unexpected internal system condition. Recommended action: Try again.
3587	Failed to delete file from MCE. This error occurs due to invalid file content, missing files, or schema/format validation failure. Recommended action: Try again.
3588	No Management Cloud Engine is currently available for management of Devices. This error occurs due to an unexpected internal system condition. Recommended action: Try again.
3589	Failed to retrieve MCEs for management of Site. This error occurs due to an unexpected internal system condition. Recommended action: Try again.
3590	Unrecognized Cloud To Ground Provider. This error occurs when a required input is missing, empty, or incorrectly formatted. Recommended action: Try again.
3591	Failed to update trap load balancing information for the. This error occurs due to an unexpected internal system condition. Recommended action: Try again.
3592	Failed to fetch trap load balancing information from database. This error occurs due to an unexpected internal system condition. Recommended action: Try again.

Error Code	Reason For the Error
3593	Failed to retrieve Network functions managed by given mce device. This error occurs due to an unexpected internal system condition. Recommended action: Try again.
3594	Failed to retrieve Trap Source information for MCE. This error occurs due to an unexpected internal system condition. Recommended action: Try again.
3595	Failed to fetch device NFS managed by MCE that are reachable from database. This error occurs due to an unexpected internal system condition. Recommended action: Try again.
3600	Invalid null or empty site name. This error occurs when a required input is missing, empty, or incorrectly formatted. Recommended action: Resolve the issue and try again.
3601	Site name length should be between 3 and 50 characters. This error occurs due to an unexpected internal system condition. Recommended action: Re-enter site name.
3602	Site name can only contain letters, numbers, an underscore, or a hyphen. This error occurs when a required input is missing, empty, or incorrectly formatted. Recommended action: Re-enter site name, removing invalid characters.
3603	Site name must start with alphabetical character. This error occurs due to an unexpected internal system condition. Recommended action: Re-enter site name.
3604	No Site found with site name. This error occurs when the requested object or record does not exist in the system. Recommended action: Check the given site name and try again.
3700	No DeviceOperationState found with name. This error occurs due to an unexpected internal system condition. Recommended action: Contact your system administrator.
3701	No DeviceOperation Type found with name. This error occurs due to an unexpected internal system condition. Recommended action: Contact your system administrator.
3702	DeviceOperation has already completed. This error occurs due to an unexpected internal system condition. Recommended action: Try again.
3703	DeviceOperation has expired. This error occurs due to an unexpected internal system condition. Recommended action: Try again.

Error Code	Reason For the Error
3704	Timeout exceeded while waiting for DeviceOperation to complete. The DeviceOperation has expired. This error occurs due to an unexpected internal system condition. Recommended action: Try again.
3705	DeviceOperation failed. This error occurs due to an unexpected internal system condition. Recommended action: Try again.
3706	An error was encountered while waiting for DeviceOperation to complete. This error occurs due to an unexpected internal system condition. Recommended action: Try again.
3707	No DeviceOperation record was found with uuid. This error occurs when the requested object or record does not exist in the system. Recommended action: Try again.
3708	Failed to retrieve Network Function Component Key for DeviceGroup, network function. This error occurs due to an unexpected internal system condition. Recommended action: Try again.
3709	Component Type is not supported by Plugin. This error occurs due to an unexpected internal system condition. Recommended action: Try again.
3711	Failed to retrieve Search data for Devices. This error occurs due to an unexpected internal system condition. Recommended action: Try again.
3713	Failed to retrieve device group ids of sites and component. This error occurs due to an unexpected internal system condition. Recommended action: Try again.
3714	Failed to retrieve ME devices for recent calls. This error occurs due to an unexpected internal system condition. Recommended action: Try again.
3715	Failed to send Tenant state to MCE. This error occurs due to an unexpected internal system condition. Recommended action: Try again.
3716	Failed to load ComponentType. This error occurs due to an unexpected internal system condition. Recommended action: Check the logs for invalid configuration and try again. If the error recurs, contact your system administrator.
3717	Failed to lookup ComponentType. This error occurs due to an unexpected internal system condition. Recommended action: Check the logs for invalid configuration and try again. If the error recurs, contact your system administrator.

Error Code	Reason For the Error
3718	Failed to load Software Version. This error occurs due to an unexpected internal system condition. Recommended action: Check the logs for invalid configuration and try again. If the error recurs, contact your system administrator.
3719	Failed to lookup Software Version. This error occurs due to an unexpected internal system condition. Recommended action: Check the logs for invalid configuration and try again. If the error recurs, contact your system administrator.
3720	Failed to load Platform. This error occurs due to an unexpected internal system condition. Recommended action: Check the logs for invalid configuration and try again. If the error recurs, contact your system administrator.
3721	Failed to lookup Platform. This error occurs due to an unexpected internal system condition. Recommended action: Check the logs for invalid configuration and try again. If the error recurs, contact your system administrator.
3722	Failed to load KPI for Kpi Id, Platform, Software Version and Product Type. This error occurs due to an unexpected internal system condition. Recommended action: Check the logs for invalid configuration and try again. If the error recurs, contact your system administrator.
3723	Failed to LOOKUP KPIs for Kpi Id. This error occurs due to an unexpected internal system condition. Recommended action: Check the logs for invalid configuration and try again. If the error recurs, contact your system administrator.
3724	Failed to get KPIs for Kpi. This error occurs due to an unexpected internal system condition. Recommended action: Check the logs for invalid configuration and try again. If the error recurs, contact your system administrator.
3725	The device (device name: , NF name:) is not associated with configuration manager. This error occurs due to an unexpected internal system condition. Recommended action: Check the logs for invalid configuration and try again. If the error recurs, contact your system administrator.
3726	Failed to generate csv file for device: and kpi. This error occurs due to an unexpected internal system condition. Recommended action: Check the logs for invalid configuration and try again. If the error recurs, contact your system administrator.

Error Code	Reason For the Error
3727	There are no KPIs available for the selected device. This error occurs when the requested object or record does not exist in the system. Recommended action: Check the logs for invalid configuration and try again. If the error recurs, contact your system administrator.
3729	Failed to delete the routeset filter. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.
3730	Failed to check if the routeset should be deleted or not. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.
3731	Failed to delete software image as it is already used by a device. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.
3732	Failed to send removed device details to mce. This error occurs due to an unexpected internal system condition. Recommended action: Check the logs for invalid configuration and try again. If the error recurs, contact your system administrator.
3733	Failed to get latest Bootloader version for. This error occurs due to an unexpected internal system condition. Recommended action: Verify the device is reachable.
3734	Remove device operation failed for. There are workorders in Ready state for this device. This error occurs due to an unexpected internal system condition. Recommended action: Verify the device is reachable.
3735	Failed to forward the traps to mce. This error occurs due to an unexpected internal system condition. Recommended action: Check the logs for invalid configuration and try again. If the error recurs, contact your system administrator.
3736	Site already exists with name. This error occurs when a duplicate object already exists with the same identifier or name. Recommended action: Resolve the issue and try again.
3737	No update possible. Device Group with groupId: , name: and parentGroup: already exists. This error occurs due to an unexpected internal system condition. Recommended action: Resolve the issue and try again.

Error Code	Reason For the Error
3738	No update possible. Site with Id: and Description: already exists. This error occurs due to an unexpected internal system condition. Recommended action: Resolve the issue and try again.
3739	Device with id does not exist. This error occurs when the requested object or record does not exist in the system. Recommended action: Try with a valid id.
3740	Remove device operation failed for. RetrieveLrt Asynchronous Tasks running on this device. Please try again after sometime. This error occurs due to an unexpected internal system condition. Recommended action: Try again after sometime.
3741	A Network function or a Device Group with this name already exists. This error occurs due to an unexpected internal system condition. Recommended action: Try again with a different name.
3742	Required KPI attribute is missing or empty. This error occurs when a required input is missing, empty, or incorrectly formatted. Recommended action: Provide a non-empty value for this attribute and try again.
3743	No Supported KPI found for platform softwareVersion componentType. This error occurs when the requested object or record does not exist in the system. Recommended action: Provide correct value for attributes and try again.
4006	Failed to get pollable devices. This error occurs due to an unexpected internal system condition. Recommended action: Ensure the device was added correctly.
7028	No Device found with IP address. This error occurs due to a network or connectivity issue with a service or device. Recommended action: Try again. If the error recurs please check SNMP service.
9038	Failed to lookup SNMP version of the type. This error occurs when the requested object or record does not exist in the system. Recommended action: Check the snmp version and try again.
10001	Could not load configuration. This error occurs due to an unexpected internal system condition. Recommended action: Contact your system administrator.
10014	Could not display device information. This error occurs due to an unexpected internal system condition. Recommended action: Contact your system administrator.

Error Code	Reason For the Error
10018	Could not get device information. This error occurs due to an unexpected internal system condition. Recommended action: Contact your system administrator.
10030	Update task failed. Please press the "View log" button in the Device Tasks screen for the details. This error occurs due to an unexpected internal system condition. Recommended action: Please try again. If the error recurs, contact your system administrator.
10031	Validation failed on user changes for task ID. Please press the "View log" button in the Device Tasks screen for the details. This error occurs due to an unexpected internal system condition. Recommended action: Fix the invalid user changes.
10039	Failed in submitting task. Please check if any task details available for the target device in the "View log" of the Device Tasks table. This error occurs due to an unexpected internal system condition. Recommended action: Fix the invalid user changes.
10043	Device cluster name can only contain letters, numbers, an underscore, or a hyphen. No blank spaces are allowed. This error occurs when a required input is missing, empty, or incorrectly formatted. Recommended action: Re-enter device cluster name, removing invalid characters.
10044	Device cluster name must start with alphabetical character. This error occurs due to an unexpected internal system condition. Recommended action: Re-enter device cluster name.
10045	You do not have permission to add device to cluster. This error occurs due to permission restrictions or resource locking. Recommended action: Select different group name.
10046	You do not have permission to remove device from the group. This error occurs due to permission restrictions or resource locking. Recommended action: Since you do not have the permission for the associating cluster.
18027	Could not update device group privileges for user group. This error occurs due to an unexpected internal system condition. Recommended action: Contact your system administrator.
18028	Could not delete the device groups for group. This error occurs due to an unexpected internal system condition. Recommended action: Contact your system administrator.

Error Code	Reason For the Error
18029	Could not add the device group to group. This error occurs due to an unexpected internal system condition. Recommended action: Contact your system administrator.
18038	Unable to publish the device group privileges updated event. This error occurs due to an unexpected internal system condition. Recommended action: Contact your system administrator.
18046	Failed to get device group permissions for device group, permission. This error occurs due to an unexpected internal system condition. Recommended action: Contact your system administrator.
19006	Could not retrieve the device to route set mappings. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.
19007	Could not retrieve the device. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.
19009	Could not modify route sets to device mappings. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.
19036	Could not access device. This error occurs due to permission restrictions or resource locking. Recommended action: Try again. If the error recurs, contact your system administrator.
19037	Could not update LRT file on. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.
19038	Could not retrieve LRT file from. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.
19041	Could not add device status entries for the specified update task. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.
19047	Could not get device status entries for the corresponding update task. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.

Error Code	Reason For the Error
19081	No devices require a retry. This error occurs due to an unexpected internal system condition. Recommended action: Check task details.
19084	Unable to acquire the following devices. This error occurs due to permission restrictions or resource locking. Recommended action: Ensure all tasks involving these devices are committed and try again.
19091	Another user has modified the device to route set mappings. This error occurs due to an unexpected internal system condition. Recommended action: Note your changes and update your stale data.
19144	User not permitted to proceed with selected devices. This error occurs due to permission restrictions or resource locking. Recommended action: Select devices under your user group.
19146	Failed to check the selected devices. This error occurs due to an unexpected internal system condition. Recommended action: Check again. If the error recurs, contact your system administrator.
19148	Failed to get the routeset filters associated to the given device Id. This error occurs due to an unexpected internal system condition. Recommended action: Check again. If the error recurs, contact your system administrator.
25030	Cannot connect to target device using AMI SOAP. This error occurs due to a network or connectivity issue with a service or device. Recommended action: Contact system administrator.
26000	System encountered an unknown error with. This error occurs due to an unexpected internal system condition. Recommended action: Save all logs and contact your system administrator.
26001	Cannot connect to device. This error occurs due to a network or connectivity issue with a service or device. Recommended action: Try again. If the error recurs, contact your system administrator.
26002	Wrong username or password for device. This error occurs due to an unexpected internal system condition. Recommended action: Verify information and try again.
26003	Request timeout on device. This error occurs when the operation exceeds the allowed response time. Recommended action: Try again.

Error Code	Reason For the Error
26004	Server cannot connect to device. This error occurs when the requested object or record does not exist in the system. Recommended action: Ensure at least one of the device pair is in active state and accessible via SNMP protocol.
26005	Server cannot connect to device. This error occurs when the requested object or record does not exist in the system. Recommended action: Ensure the target device is in active state and accessible via SNMP protocol.
26006	Missing IP address 1. This error occurs when a required input is missing, empty, or incorrectly formatted. Recommended action: Try again.
26008	Failed to reboot the device. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.
26009	Could not activate configuration in device because save configuration to device was not performed yet. This error occurs due to an unexpected internal system condition. Recommended action: Save configuration to device first.
26010	Failed to get redundancy information after activate to device operation is launched. The activate operation may or may not be completed successfully in device. This error occurs due to an unexpected internal system condition. Recommended action: Check the connectivity to target devices.
26011	Device is not responding. Device might not be up or gone down. This error occurs due to a network or connectivity issue with a service or device. Recommended action: Check the connectivity to target device.
26012	Backend server busy. Unable to create new sockets, maximum sockets limit is reached. This error occurs due to an unexpected internal system condition. Recommended action: Retry at later time.
26013	Unable to create element. This error occurs due to an unexpected internal system condition.
26014	Unable to delete element (objectId=). The element does not exist in device. This error occurs when a required input is missing, empty, or incorrectly formatted.
26015	Unable to modify element. The element may not exist in device. This error occurs when a required input is missing, empty, or incorrectly formatted.
26016	Unable to retrieve element of objectId. This error occurs due to an unexpected internal system condition.

Error Code	Reason For the Error
26017	Required ACP over TLS connection to the device not established. This error occurs due to an unexpected internal system condition. Recommended action: Try again.
26020	Missing Web protocol. This error occurs when a required input is missing, empty, or incorrectly formatted. Recommended action: Try again.
26021	Missing Web port. This error occurs when a required input is missing, empty, or incorrectly formatted. Recommended action: Try again.
26022	Missing Web services protocol. This error occurs when a required input is missing, empty, or incorrectly formatted. Recommended action: Try again.
26023	Missing Web services port. This error occurs when a required input is missing, empty, or incorrectly formatted. Recommended action: Try again.
26030	Unable to retrieve detail firmware version description from via SNMP protocol. This error occurs due to an unexpected internal system condition. Recommended action: Try again.
26031	Detected invalid detail firmware version description from device via SNMP protocol. This error occurs when a required input is missing, empty, or incorrectly formatted. Recommended action: Try again.
26032	Unable to retrieve a valid detail firmware version from device. This error occurs due to an unexpected internal system condition. Recommended action: Try again.
26033	Unable to retrieve the detail firmware version of device from database. This error occurs due to a database read or write failure. Recommended action: Ensure the device has been added.
26034	Unable to extract the detail firmware version from SNMP string. This error occurs due to an unexpected internal system condition.
26035	Unable to obtain detail firmware version from SNMP. This error occurs due to a network or connectivity issue with a service or device.
26036	Unable to obtain detail firmware version from due to invalid prefix list detected in DeviceMapConfig.xml. This error occurs when a required input is missing, empty, or incorrectly formatted.

Error Code	Reason For the Error
26037	Device does not have appropriate license. This error occurs due to an unexpected internal system condition. Recommended action: Resolve the issue and try again.
26038	Unable to obtain detail firmware version from ACLI. This error occurs due to an unexpected internal system condition.
26040	Unable to update bootparams in device due to invalid bootparams data. This error occurs when a required input is missing, empty, or incorrectly formatted. Recommended action: Try again.
26050	Unable get file size for file in device. This error occurs due to invalid file content, missing files, or schema/format validation failure. Recommended action: Try again.
26060	Unable to start collection groups in device. This error occurs due to a service startup, shutdown, or lifecycle failure. Recommended action: Try again.
26061	Unable to stop collection groups in device. This error occurs due to a service startup, shutdown, or lifecycle failure. Recommended action: Try again.
26062	Unable to restart collection groups in device. This error occurs due to a service startup, shutdown, or lifecycle failure. Recommended action: Try again.
26063	Unable to modify element. Failed with device error code: ., . This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.
26070	Failed to get RedundancyConfig from device. This error occurs due to an unexpected internal system condition. Recommended action: Check the ACP/SNMP connectivity to target devices.
26071	The RedundancyConfig in device is not valid for HA setting. This error occurs when a required input is missing, empty, or incorrectly formatted. Recommended action: Check the ACP/SNMP connectivity to target devices.
26073	The firmware version devices in HA are not matched. This error occurs due to an unexpected internal system condition. Recommended action: Check the ACP/SNMP connectivity to target devices.

Error Code	Reason For the Error
26100	The LI configuration password is invalid. This error occurs when a required input is missing, empty, or incorrectly formatted. Recommended action: Update the password by editing the device in SDM GUI.
26101	Internal error, unable to hash password. This error occurs due to an unexpected internal system condition. Recommended action: Update the password by editing the device in SDM GUI.
26102	Unable to create LI element in encrypted format to device. , Device. This error occurs due to an unexpected internal system condition.
26500	Wrong username or password. This error occurs due to an unexpected internal system condition. Recommended action: Verify information and try again.
26501	Cannot connect to the device. This error occurs due to a network or connectivity issue with a service or device. Recommended action: Try again. If the error recurs, contact your system administrator.
26502	Could not refresh. This error occurs due to invalid file content, missing files, or schema/format validation failure. Recommended action: Try again. If the error recurs, contact your system administrator.
26503	Cannot open the LRT file. This error occurs due to invalid file content, missing files, or schema/format validation failure. Recommended action: Try again. If the error recurs, contact your system administrator.
26504	Cannot access LRT entry. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.
26505	Cannot access the LRT. This error occurs due to permission restrictions or resource locking. Recommended action: Try again. If the error recurs, contact your system administrator.
26506	Could not retrieve file via SFTP. This error occurs due to a network or connectivity issue with a service or device. Recommended action: Try again. If the error recurs, contact your system administrator.
26507	Could not push the file via SFTP. This error occurs due to a network or connectivity issue with a service or device. Recommended action: Try again. If the error recurs, contact your system administrator.

Error Code	Reason For the Error
26508	<p>Could not push the file via SFTP. The local and remote file sizes don't match. This error occurs due to a network or connectivity issue with a service or device.</p> <p>Recommended action: Please check to see if the device has enough disk space.</p>
26510	<p>Could not transfer file from/to device. This error occurs due to invalid file content, missing files, or schema/format validation failure.</p> <p>Recommended action: Try again. If the error recurs, contact your system administrator.</p>
26540	<p>Unable to reset LRT in device. This error occurs due to an unexpected internal system condition.</p> <p>Recommended action: Try again. If the error recurs, contact your system administrator.</p>
26599	<p>Request has timed out. This error occurs when the operation exceeds the allowed response time.</p> <p>Recommended action: Try again.</p>
26600	<p>User is not allowed to perform this operation. This error occurs due to permission restrictions or resource locking.</p> <p>Recommended action: Try again. If the error recurs, contact your system administrator.</p>
26601	<p>No response is retrieved from ACP. This error occurs due to an unexpected internal system condition.</p> <p>Recommended action: Try again. If the error recurs, contact your system administrator.</p>
26602	<p>Interrupted while waiting for device to become reachable. This error occurs due to an unexpected internal system condition.</p> <p>Recommended action: Try again. If the error recurs, contact your system administrator.</p>
26603	<p>Timeout reached while waiting for device to become reachable. This error occurs when the operation exceeds the allowed response time.</p> <p>Recommended action: Try again. If the error recurs, contact your system administrator.</p>
26700	<p>Cannot access the running FPL file. This error occurs due to permission restrictions or resource locking.</p> <p>Recommended action: Try again. If the error recurs, contact your system administrator.</p>
26701	<p>Failed to refresh running FPL file. This error occurs due to an unexpected internal system condition.</p> <p>Recommended action: Try again. If the error recurs, contact your system administrator.</p>
26702	<p>Operation is not allowed while redundancy sync is in progress. This error occurs due to an unexpected internal system condition.</p> <p>Recommended action: Try again. If the error recurs, contact your system administrator.</p>

Error Code	Reason For the Error
26703	Failed to retrieve KPI from device. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.
26704	Unable to retrieve a valid detail bootloader version from device. This error occurs due to an unexpected internal system condition. Recommended action: Try again.
27001	Failed to check for new config version for device. This error occurs due to an unexpected internal system condition. Recommended action: Failed to check for new config version for device.
27002	Device operation failed with device error code and. This error occurs due to an unexpected internal system condition. Recommended action: Resolve the issue and try again.
27003	The operation is not allowed on device. Its device. This error occurs due to an unexpected internal system condition. Recommended action: Contact the Oracle support team, if this device is needed to be.
27004	The operation is not allowed on device. The device must. This error occurs due to an unexpected internal system condition. Recommended action: Add the device first, then try the operation again.
27005	Add device operation failed for device. This error occurs due to an unexpected internal system condition. Recommended action: Resolve the issue and try again.
27006	Unexpected problem occurred during loading configuration of device, which firmware had been changed. This error occurs due to an unexpected internal system condition. Recommended action: Resolve the issue and try again.
27007	Removed device operation failed for device. This error occurs due to an unexpected internal system condition. Recommended action: Resolve the issue and try again.
27010	Get device data failed. This error occurs due to an unexpected internal system condition. Recommended action: Try again.
27011	Add device operation failed for device. Maximum number of. This error occurs due to an unexpected internal system condition. Recommended action: Make sure you have valid license and try again.

Error Code	Reason For the Error
27012	Add device operation failed for device. Device already exists. This error occurs when a duplicate object already exists with the same identifier or name. Recommended action: Make sure you don't add device which already exist.
27013	Could not lock device by user. This error occurs due to permission restrictions or resource locking. Recommended action: Wait until the device is available.
27020	The device information is not found in database. This error occurs when the requested object or record does not exist in the system. Recommended action: Ensure the device was added correctly.
27021	The device configuration is not found in database. This error occurs when the requested object or record does not exist in the system. Recommended action: Ensure the device was added correctly.
27025	A load configuration from device is in progress, unable to remove device. This error occurs due to an unexpected internal system condition. Recommended action: Try again later.
27026	Cannot update configuration element, because there is a operation lock on device initiated by user. This error occurs due to permission restrictions or resource locking. Recommended action: Wait for the other operation then try again.
27027	Cannot add configuration element, because there is a operation lock on device initiated by user. This error occurs due to permission restrictions or resource locking. Recommended action: Wait for the other operation then try again.
27028	Cannot delete configuration element, because there is a operation lock on device initiated by user. This error occurs due to permission restrictions or resource locking. Recommended action: Wait for the other operation then try again.
27029	Cannot undo user change, device is busy with initiated by user. This error occurs due to permission restrictions or resource locking. Recommended action: Try again later.
27035	Cannot load configuration for device, its firmware has been changed. As a result, all user changes for this device have been deleted. This error occurs due to an unexpected internal system condition. Recommended action: Ensure the configuration in device is valid and corresponding schema model is available in OC SDM, then try again.

Error Code	Reason For the Error
27041	Unable to find information for device. This error occurs when the requested object or record does not exist in the system.
27042	This device: has been removed. This error occurs when the requested object or record does not exist in the system. Recommended action: Refresh the devices list and try again.
27045	Configuration was not found for device: of network function: , it may not have been loaded. This error occurs due to an unexpected internal system condition. Recommended action: Check to see if the device has been loaded.
27046	Cannot connect to device. This error occurs due to an unexpected internal system condition. Recommended action: Check SNMP connectivity to target device.
27047	Unable to check if config zip file is in standard xml format. This error occurs due to invalid file content, missing files, or schema/format validation failure. Recommended action: Try again. If the error recurs, contact your system administrator.
27048	Unable to check if config xml file is in standard xml format. This error occurs due to invalid file content, missing files, or schema/format validation failure. Recommended action: Try again. If the error recurs, contact your system administrator.
27053	Configuration for device is not supported by OCSDM. This error occurs due to an unexpected internal system condition. Recommended action: Use "Launch" button under Device Manager to access GUI.
27054	The device is in sip trunk configuration mode, its configuration cannot be changed by configuration manager. This error occurs due to an unexpected internal system condition.
27060	The device s health state is not valid as a standalone node. It needs to be in state, but current state is. This error occurs when a required input is missing, empty, or incorrectly formatted.
27075	Failed to lock Device. This error occurs due to permission restrictions or resource locking.
27076	Failed to unlock Device. This error occurs due to permission restrictions or resource locking.
27080	Failed to get list of devices for configuration archival from device group in network function. This error occurs due to an unexpected internal system condition.
27081	Failed to determine if Device is ready for activation. This error occurs due to an unexpected internal system condition.

Error Code	Reason For the Error
27082	Failed to validate Device for Network Function for configuration management. This error occurs due to an unexpected internal system condition.
27083	Failed to delete configuration in Device. This error occurs due to an unexpected internal system condition.
27084	No device is available to load configuration. The following devices are unreachable. This error occurs due to an unexpected internal system condition.
27085	Failed to validate devices for load configuration: Software Version mismatch detected. The following devices must have the same software version. This error occurs due to an unexpected internal system condition.
27263	Failed to activate device due to. This error occurs when the operation exceeds the allowed response time. Recommended action: Verify the device is reachable and the specified admin password is valid.
27267	Failed to validate Offline Configuration for DeviceGroup, network function. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.
27270	The platform for Device does not support Offline Configuration. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.
27277	Failed to add Golden Configuration from Device. This error occurs due to an unexpected internal system condition. Recommended action: Contact your system administrator.
27280	The platform for Device does not support Golden Configuration. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.
27289	Failed to fetch Device ID linked with the device name. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.
27291	Unable to fetch Archived Configs. Please select Product Type or Target Device. This error occurs when a required input is missing, empty, or incorrectly formatted. Recommended action: Try again.

Error Code	Reason For the Error
27297	Failed to fetch devices that meet ACLI permissions. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.
27389	Failed to add Offline Configuration from Device. This error occurs due to an unexpected internal system condition. Recommended action: Contact your system administrator.
27402	Device Details are not present. This error occurs due to an unexpected internal system condition. Recommended action: Contact your system administrator.
27403	Only 20 devices are supported. This error occurs due to an unexpected internal system condition. Recommended action: Contact your system administrator.
27406	Unable to generate XML for Offline Configuration. This error occurs due to invalid file content, missing files, or schema/format validation failure. Recommended action: Contact your system administrator.
27409	Device Name already exists in Spreadsheet. This error occurs when a duplicate object already exists with the same identifier or name. Recommended action: Contact your system administrator.
27412	Invalid device name. This error occurs when a required input is missing, empty, or incorrectly formatted. Recommended action: Contact your system administrator.
27432	Failed to Save WO-DeviceTask Mapping with wold and deviceTaskId. This error occurs due to an unexpected internal system condition. Recommended action: Contact your system administrator.
27433	Failed to fetch WO-DeviceTask Mapping with wold and deviceTaskId. This error occurs due to an unexpected internal system condition. Recommended action: Contact your system administrator.
27435	Failed to fetch Offline Config by device ID. This error occurs due to an unexpected internal system condition. Recommended action: Contact your system administrator.

Error Code	Reason For the Error
27440	Device with IP address: is not present in Configuration Manager Devices. This error occurs when a required input is missing, empty, or incorrectly formatted. Recommended action: Contact your system administrator.
27442	For Device, Secondary IP address is Required. This error occurs due to an unexpected internal system condition. Recommended action: Contact your system administrator.
28000	Received a system exception. This error occurs due to an unexpected internal system condition. Recommended action: Contact system administrator.
28001	Unable to get device summary. This error occurs due to an unexpected internal system condition. Recommended action: Contact system administrator.
28002	Error occurred in. This error occurs due to a network or connectivity issue with a service or device. Recommended action: Contact system administrator.
28003	Unable to get device statistics for device. This error occurs due to an unexpected internal system condition. Recommended action: Contact system administrator.
28004	Unable to get top 20 data. This error occurs due to an unexpected internal system condition. Recommended action: Contact system administrator.
28005	Unable to retrieve license information. This error occurs due to an unexpected internal system condition. Recommended action: Check to make sure the device is reachable on the network.
28006	Unable to filter health scores in range. This error occurs due to an unexpected internal system condition.
29002	Another user has modified the device association to Element Manager. This error occurs due to an unexpected internal system condition. Recommended action: Note your changes and update your stale data.
29003	The Device(s) were not found in the Device Manager. They may have been removed. This error occurs when the requested object or record does not exist in the system.

Error Code	Reason For the Error
29004	Cannot add Device(s) to application. The bootstrap state of all Devices must be. This error occurs due to an unexpected internal system condition. Recommended action: Remove the Device(s) and try again.
29005	There are MCEs which are not reachable for the selected devices. Please remove devices which managed by those MCEs. This error occurs due to an unexpected internal system condition. Recommended action: Remove the Device(s) and try again.
32010	Failed to get Device Tasks whose Id is. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.
32012	Failed to add new Device Task. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.
32013	Failed to add new Device Log for Work order ID. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.
32015	Failed to update Log for Work Order and Device Group. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.
32017	Failed to get Device Log for Work order ID and Device Name. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.
32023	Failed to update Device Task for Work order ID and Device Name. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.
32025	Failed to get Device Task for Work Order whose Id is and Device Name is. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.
32042	Failed to add Device Task to Work Order whose Id is. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.

Error Code	Reason For the Error
32043	Failed to delete Device Task for Work Order whose Id is and Device Name is. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.
32044	Failed to Update Device Task List for Work order ID. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.
32053	Invalid Device Name. This error occurs when a required input is missing, empty, or incorrectly formatted. Recommended action: Try again. If the error recurs, contact your system administrator.
32054	Invalid Device Type. This error occurs when a required input is missing, empty, or incorrectly formatted. Recommended action: Try again. If the error recurs, contact your system administrator.
32057	Failed to delete Device Logs for device. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.
32060	Failed to get existing device name lists for. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.
32063	Failed to get list of device tasks for collection configuration. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.
32070	There is no device in cluster. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.
32502	Only one active executing device task is allowed, another device task is executing now. This error occurs due to an unexpected internal system condition. Recommended action: Wait the executing device task to finish, then try again.
32503	One or more of the devices no longer exist in OC SDM. This error occurs due to an unexpected internal system condition. Recommended action: Make sure that devices in the work order exist in the Oracle SDM Cloud.
32505	Get device task count failed. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.

Error Code	Reason For the Error
32506	Unable to restore back to \"standby\" state. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.
32527	No devices are associated with the WorkOrder. Select one or more devices and try again. This error occurs due to an unexpected internal system condition. Recommended action: Select one or more devices and try again.
32537	Group with ID does not exist, or is not a Device Group. This error occurs due to an unexpected internal system condition. Recommended action: Select one or more devices and try again.
32538	Failed to retrieve Device Groups from the database. This error occurs due to an unexpected internal system condition. Recommended action: Select one or more devices and try again.
32547	Failed to validate Devices for Work Order. All devices must have matching redundancy type, HA or Standalone. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.
32548	Failed to validate Devices for Work Order. All devices must have matching Platform. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.
32549	Failed to validate Devices for Work Order. All devices must have a Software Version that is based on. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.
32550	Failed to build device selection criteria. The selected Device Group contains no devices. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.
32562	Failed for Device Group. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.
36007	Push to device failed. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.

Error Code	Reason For the Error
36044	Cannot get the target archive devices. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.
36045	Cannot backup Device, the device has no configuration ID. Please ensure the device has been added to Configuration Manager. This error occurs when a required input is missing, empty, or incorrectly formatted. Recommended action: Try again. If the error recurs, contact your system administrator.
36046	Failed to get Archived configs for device with ID. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.
36048	Failed to fetch devices that meet ACLI permissions. This error occurs due to an unexpected internal system condition. Recommended action: Delete all of the associated archive(s) and try again.
37001	Failed to find devices with matching platform version, software version and on same cross-site model. This error occurs when the requested object or record does not exist in the system. Recommended action: Try again. If the error recurs, contact your system administrator.
37002	Failed to fetch SBC/ESBC devices available for adding to collection groups. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.
37003	Could not get device groups of all collection groups. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.
37007	Failed to filter devices based on selected device(s). This error occurs due to an unexpected internal system condition. Recommended action: Please try again. If the error recurs, contact your system administrator.
37034	Failed to add device details to UMS_HDR_DIS_DEV_ASSOC table. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.
37036	Failed to create device repository in DIS. This error occurs due to an unexpected internal system condition. Recommended action: Please try again. If the error recurs, contact your system administrator.

Error Code	Reason For the Error
37037	Failed to configure device repository in DIS. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.
53013	Failed to get fraud detection registration for Device IP address. This error occurs due to an unexpected internal system condition. Recommended action: Contact your system administrator.
53033	Cannot backup Device, the device has no configuration ID. Please ensure the device has been added to Configuration Manager. This error occurs when a required input is missing, empty, or incorrectly formatted. Recommended action: Contact your system administrator.
59018	Network wide cluster group has devices assigned. This error occurs due to an unexpected internal system condition. Recommended action: Try again.
59019	Number of devices exceeds max capacity. This error occurs due to an unexpected internal system condition. Recommended action: Try again.
59020	Device already exists in other group. This error occurs when a duplicate object already exists with the same identifier or name. Recommended action: Try again.
59021	Failed to get device details. This error occurs due to an unexpected internal system condition. Recommended action: Try again.
59024	Failed to Disable ME Devices. This error occurs due to an unexpected internal system condition. Recommended action: Try again.
62001	Failed to fetch target XML from Managed Device. This error occurs due to invalid file content, missing files, or schema/format validation failure. Recommended action: Try again. If the error recurs, contact your system administrator.
62007	Failed to fetch Target Device. This error occurs when a required input is missing, empty, or incorrectly formatted. Recommended action: Try again. If the error recurs, contact your system administrator.
62015	Device details provided is not accessible. This error occurs when a required input is missing, empty, or incorrectly formatted. Recommended action: Try again. If the error recurs, contact your system administrator.

Error Code	Reason For the Error
62016	Please select source Device first. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.
100021	The action request for device group is invalid. This error occurs when a required input is missing, empty, or incorrectly formatted. Recommended action: Contact your system administrator.
100022	Invalid request for this type of group. This error occurs when a required input is missing, empty, or incorrectly formatted. Recommended action: Enter the correct group id.
100023	The device in group cannot be found in configuration association table. Please assign the device to configuration manager. This error occurs when the requested object or record does not exist in the system. Recommended action: Assign the device to configuration manager and try again.
100024	You do not have permission on device. This error occurs due to permission restrictions or resource locking. Recommended action: Contact your system administrator.
100026	Failed to get device configuration information for device. This error occurs due to an unexpected internal system condition. Recommended action: Check your device and database logs and try again.
100028	Failed to find the device for NF name, device name. This error occurs due to an unexpected internal system condition. Recommended action: Enter correct NF name and device name then try again.
100029	The device (device name: , NF name:) is already associated with configuration manager. This error occurs due to an unexpected internal system condition. Recommended action: Select another device and try again.
100030	The device (device name: , NF name:) is not associated with configuration manager. This error occurs due to an unexpected internal system condition. Recommended action: Select another device and try again.
100035	The device with id does not support feature. This error occurs due to an unexpected internal system condition. Recommended action: Select another device and try again.

Error Code	Reason For the Error
100038	Failed to get association with config manager for device id. This error occurs due to an unexpected internal system condition. Recommended action: Check server connectivity and try again.
100039	The device with id and deviceGroupid is not associated with Configuration Manager. This error occurs due to an unexpected internal system condition. Recommended action: Associate device with configuration manager first.
100040	Failed to get device with id from database. This error occurs due to an unexpected internal system condition. Recommended action: Check database service log and try again.
100041	You do not have the permission to access the group. This error occurs due to permission restrictions or resource locking. Recommended action: Check the security manager to see if you have the valid permission.
100044	Failed to get device group. This error occurs due to an unexpected internal system condition. Recommended action: Check database service log and try again.
100070	The device (device name: , NF name:) is not manageable. It cannot be associated/disassociated with configuration manager. This error occurs due to an unexpected internal system condition. Recommended action: Select another device and try again.
100071	Invalid request for null or empty group full path. This error occurs when a required input is missing, empty, or incorrectly formatted. Recommended action: Enter correct group full path and try again.
100123	Cannot look up device manager RMI. This error occurs due to a network or connectivity issue with a service or device. Recommended action: Check Device Manager service and try again.
100226	No device found or associated with the configuration manager. This error occurs due to an unexpected internal system condition. Recommended action: Try again with valid values.
100229	Failed to move locked device with NF id. This error occurs due to permission restrictions or resource locking. Recommended action: Unlock the device and try again.

Error Code	Reason For the Error
100230	The request cannot be processed for ME or MCE devices as they are not supported. This error occurs when a required input is missing, empty, or incorrectly formatted. Recommended action: Ensure the request targets a valid and supported device type.
100231	Device Task not found for invalid device type. This error occurs when a required input is missing, empty, or incorrectly formatted. Recommended action: Try again with valid values.
100244	Behaviour or Error Policy cannot be specified if is. This error occurs when a required input is missing, empty, or incorrectly formatted. Recommended action: Provide a correct value and try again.
100250	DeviceGroup: not associated with WorkOrder. This error occurs due to an unexpected internal system condition. Recommended action: Change the DeviceGroup Id or WorkOrder Id and try again.
100277	Configuration was not found for device with id: , it may not have been loaded. This error occurs due to an unexpected internal system condition. Recommended action: Check to see if the device has been loaded.
100282	DeviceGroup Ids are not of the same kind(Same Platform, Version, redundancy(Ha pair or standalone)). This error occurs due to an unexpected internal system condition. Recommended action: Provide correct device group Ids and try again.
100295	You do not have the permission to access the device. This error occurs due to permission restrictions or resource locking. Recommended action: Check the security manager to see if you have the valid permission.
100297	Unsupported device type to fetch recent calls for deviceId: , Recent calls are only supported for ME devices. This error occurs due to an unexpected internal system condition. Recommended action: Try again with the valid deviceId.
100299	Device ID is disabled and cannot be used. This error occurs due to an unexpected internal system condition. Recommended action: Provide a valid param.
100303	No KPIs available for deviceId. This error occurs due to an unexpected internal system condition. Recommended action: Verify the device has KPIs available and try again.

Error Code	Reason For the Error
100305	Parameter 'deviceid' must be numeric. This error occurs when a required input is missing, empty, or incorrectly formatted. Recommended action: Provide a numeric value for 'deviceid' and try again.
100307	Invalid value for query parameter 'deviceid'. This error occurs when a required input is missing, empty, or incorrectly formatted. Recommended action: Provide a valid 'deviceid' and try again.
100310	Invalid request: There already exists a Device group with the NF name. This error occurs when a required input is missing, empty, or incorrectly formatted. Recommended action: Rename the NF and try again.

Configuration Errors

The following table lists all device errors, the reason the error is displayed, and recommended actions to take, if applicable.

Error Code	Reason For the Error
9016	Cannot update fault configuration to database. This error occurs due to an unexpected internal system condition. Recommended action: Check database manager.
9067	Failed to add Trap filter. Invalid Trap Filter configuration. This error occurs when a required input is missing, empty, or incorrectly formatted. Recommended action: Select only one of trap source/trap name/trap severity and try again.
10024	Could not get loaded configuration for device. This error occurs due to an unexpected internal system condition. Recommended action: Contact your system administrator.
15026	Device does not have firmware specific configuration. This error occurs due to a database read or write failure. Recommended action: Correct the error(s) and try again.
15110	A ConfigElement instance of friendly name already existed in database. This error occurs due to a database read or write failure. Recommended action: Resolve the issue and try again.
16010	Unable to retrieve purge interval for Audit messages. This error occurs due to an unexpected internal system condition. Recommended action: Contact your system administrator.

Error Code	Reason For the Error
16011	Failed to update purge interval for Audit messages. This error occurs due to an unexpected internal system condition. Recommended action: Contact your system administrator.
19161	Invalid Device LRT Configuration Name. This error occurs when a required input is missing, empty, or incorrectly formatted. Recommended action: Try again. If the error recurs, contact your administrator.
19173	Device LRT config name should not be empty. This error occurs due to an unexpected internal system condition. Recommended action: Try again.
19174	Device LRT config name The length should be between 3 and 50 characters. This error occurs due to an unexpected internal system condition. Recommended action: Try again.
19175	Device LRT config name Contains invalid characters, valid character set [a-zA-Z_0-9-]. This error occurs when a required input is missing, empty, or incorrectly formatted. Recommended action: Try again.
19176	Device LRT config name error, The first character is not an alphabet. This error occurs due to an unexpected internal system condition. Recommended action: Try again.
27017	EMS internal failure. Its Failed to get the ConfigInfo. This error occurs due to invalid file content, missing files, or schema/format validation failure. Recommended action: Resolve the issue and try again.
27018	Unable to retrieve loaded configuration version. This error occurs due to an unexpected internal system condition. Recommended action: Resolve the issue and try again.
27022	Unable to create a new configuration document for saving to database. This error occurs due to a database read or write failure.
27023	Unable to obtain the schema version from currently loaded configuration document of with firmware version. This error occurs when the requested object or record does not exist in the system.
27032	Configuration of device loaded in this host is stale. It could had been a result of a recent upgrade/downgrade of device firmware. Please reload configuration. This error occurs due to an unexpected internal system condition. Recommended action: Reload device configuration to clean up all stale user changes and pick up new information.

Error Code	Reason For the Error
27050	Unable to make configuration changes due to GP config being referenced by scheduled work order(s). This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.
27064	Failed to activate configuration for Device. This error occurs due to an unexpected internal system condition.
27065	Failed to retrieve configuration inventory for Device. This error occurs due to an unexpected internal system condition.
27066	Failed to retrieve Nav Tree View for Plugin. This error occurs due to an unexpected internal system condition.
27067	Failed to retrieve Platform Mapping. This error occurs due to an unexpected internal system condition.
27068	Failed to get configuration identifier for Device. This error occurs due to an unexpected internal system condition.
27069	Failed to download LCC for Device. This error occurs due to invalid file content, missing files, or schema/format validation failure.
27070	Failed to download configuration archive file for Device. This error occurs due to an unexpected internal system condition.
27071	Failed to restore configuration archive file for Device. This error occurs due to an unexpected internal system condition.
27072	Failed to retrieve configuration version from Device. This error occurs due to an unexpected internal system condition.
27073	Failed to get platform access flags for Device, network function. This error occurs due to an unexpected internal system condition.
27077	Failed to begin Save Configuration task for Device. This error occurs due to an unexpected internal system condition.
27078	Failed to Save Configuration change for Device. This error occurs due to an unexpected internal system condition.
27079	Failed to complete Save Configuration change for Device. This error occurs due to an unexpected internal system condition.
27086	The configuration document is not found in database. This error occurs when the requested object or record does not exist in the system. Recommended action: Ensure the device was added correctly.

Error Code	Reason For the Error
27114	The data variable s formula is not valid. This error occurs when a required input is missing, empty, or incorrectly formatted. Recommended action: Check the formula in target data variable.
27115	Unable to find the device specific value for data variable. This error occurs when a required input is missing, empty, or incorrectly formatted. Recommended action: Ensure user/client has provided this value.
27116	Unable to compute the device specific value for data variable. The value for source data variable in formula is not provided. This error occurs when a required input is missing, empty, or incorrectly formatted. Recommended action: Ensure user/client has provided value for all data variables.
27120	Detected invalid source data variable name in the formula. This error occurs when a required input is missing, empty, or incorrectly formatted. Recommended action: Check the data variable names in the formula.
27121	Failed to add Data Variable. Another Data Variable with name already exists for Offline Configuration. This error occurs when a duplicate object already exists with the same identifier or name. Recommended action: Choose a unique name.
27122	No Data Variable found with name for Offline Configuration. This error occurs when the requested object or record does not exist in the system. Recommended action: Try again. If the error recurs, contact your system administrator.
27123	No Data Variable edit state found with name. This error occurs when the requested object or record does not exist in the system. Recommended action: Try again. If the error recurs, contact your system administrator.
27124	No Data Variable input type found with name. This error occurs when the requested object or record does not exist in the system. Recommended action: Try again. If the error recurs, contact your system administrator.
27125	Cannot remove DV as it is referenced by. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.
27200	Configuration was not found for, it may not have been loaded. This error occurs due to an unexpected internal system condition. Recommended action: Check to see if the configuration has been loaded.

Error Code	Reason For the Error
27256	Unable to retrieve lock status for offline configuration list. This error occurs due to permission restrictions or resource locking. Recommended action: Resolve the issue and try again.
27262	Validation error for apply: to device. This error occurs due to an unexpected internal system condition. Recommended action: Check the logs for invalid configuration and try again. If the error recurs, contact your system administrator.
27265	Failed to retrieve redundancy configuration XMLElement name for Offline Configuration. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.
27269	Invalid Configuration name. Name can only contain letters, numbers, underscore, hyphen or whitespace. Name may not start with 'ID'. This error occurs when a required input is missing, empty, or incorrectly formatted. Recommended action: Use a different name.
27271	A golden/offline configuration with the name already exists. This error occurs when a duplicate object already exists with the same identifier or name. Recommended action: Try creating OC with a different name.
27272	File not present in the object store for cfg_arch_id. This error occurs due to invalid file content, missing files, or schema/format validation failure. Recommended action: Check the file path and try again.
27273	Error unzipping archived config. This error occurs due to invalid file content, missing files, or schema/format validation failure. Recommended action: Try again.
27274	Error retrieving reports with task status "in progress" or "started". This error occurs when a required input is missing, empty, or incorrectly formatted. Recommended action: Try again.
27275	A configuration comparison report with the Golden Configuration is in progress. This error occurs due to an unexpected internal system condition. Recommended action: Try again.
27276	Failed to add Golden Configuration from archive. This error occurs due to an unexpected internal system condition. Recommended action: Contact your system administrator.

Error Code	Reason For the Error
27278	Failed to add Golden Configuration from configuration file. This error occurs due to invalid file content, missing files, or schema/format validation failure. Recommended action: Contact your system administrator.
27279	A golden/offline configuration with the name already exists. This error occurs due to an unexpected internal system condition. Recommended action: Try creating GC with a different name.
27281	Failed to fetch Offline Configuration for deviceId. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.
27282	Failed to add Golden Configuration from offline configuration. This error occurs due to an unexpected internal system condition. Recommended action: Contact your system administrator.
27283	Failed to export config file for spreadsheet, device. This error occurs due to an unexpected internal system condition. Recommended action: Try again.
27284	Unable to find Offline Config for spreadsheet for device. This error occurs when the requested object or record does not exist in the system. Recommended action: Try again.
27285	Unable to upload file to object store. This error occurs due to invalid file content, missing files, or schema/format validation failure. Recommended action: Try again.
27286	Failed to reseed Golden Config. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.
27287	No product type found for the seeding source. This error occurs when a required input is missing, empty, or incorrectly formatted. Recommended action: Try again. If the error recurs, contact your system administrator.
27288	Failed to fetch Golden Configuration. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.
27290	Failed to find Golden Config of name. This error occurs when the requested object or record does not exist in the system. Recommended action: Try again. If the error recurs, contact your system administrator.

Error Code	Reason For the Error
27292	Unable to fetch Spreadsheet Devices. None of the devices associated with the spreadsheet are valid. This error occurs when a required input is missing, empty, or incorrectly formatted. Recommended action: Try again.
27293	Please use same device name and/or component type as used for existing golden configuration. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.
27294	The uploaded xml file is not well-formed. Please correct and try again. This error occurs due to invalid file content, missing files, or schema/format validation failure. Recommended action: Try again. If the error recurs, contact your system administrator.
27295	The uploaded XML is not a valid Data Doc. This error occurs when a required input is missing, empty, or incorrectly formatted. Recommended action: Try again. If the error recurs, contact your system administrator.
27296	Failed to fetch the Config Archive. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.
27300	Unable to find the RCM ConfigElement instance by objectId in RcmConfig database document. This error occurs when the requested object or record does not exist in the system. Recommended action: Check the logs for invalid configuration and try again. If the error recurs, contact your system administrator.
27313	Unable to apply RCM to configuration. This error occurs due to an unexpected internal system condition. Recommended action: Check the logs for invalid configuration and try again. If the error recurs, contact your system administrator.
27382	Failed to add Offline Configuration. Another configuration already exists with name. This error occurs when a duplicate object already exists with the same identifier or name. Recommended action: If the error recurs, contact your system administrator.
27383	No Offline Configuration was found with name. This error occurs when the requested object or record does not exist in the system. Recommended action: Contact your system administrator.

Error Code	Reason For the Error
27384	No ConfigurationSource found with name. This error occurs when a required input is missing, empty, or incorrectly formatted. Recommended action: Contact your system administrator.
27385	No ConfigurationSpreadsheet found with name. This error occurs when a required input is missing, empty, or incorrectly formatted. Recommended action: Contact your system administrator.
27386	No Offline Configuration was found with config id. This error occurs when the requested object or record does not exist in the system. Recommended action: Contact your system administrator.
27387	Failed to add Offline Configuration Spreadsheet. Another configuration spreadsheet already exists with name. This error occurs when a duplicate object already exists with the same identifier or name. Recommended action: If the error recurs, contact your system administrator.
27388	No ConfigurationSpreadsheet found with uploaded file name. This error occurs when a required input is missing, empty, or incorrectly formatted. Recommended action: Contact your system administrator.
27390	Failed to add Offline Configuration from schema. This error occurs due to an unexpected internal system condition. Recommended action: Contact your system administrator.
27391	Failed to add Offline Configuration from configuration file. This error occurs due to invalid file content, missing files, or schema/format validation failure. Recommended action: Contact your system administrator.
27392	No Metadata found with name. This error occurs when the requested object or record does not exist in the system. Recommended action: Contact your system administrator.
27393	No Datavar found with name. This error occurs when the requested object or record does not exist in the system. Recommended action: Contact your system administrator.
27394	No Mapkey found with name. This error occurs when the requested object or record does not exist in the system. Recommended action: Contact your system administrator.

Error Code	Reason For the Error
27395	No Rows found with row id and sheet name. This error occurs when the requested object or record does not exist in the system. Recommended action: Contact your system administrator.
27396	Failed to upload OC spread sheet from. This error occurs due to invalid file content, missing files, or schema/format validation failure. Recommended action: Contact your system administrator.
27397	Failed processing OC spread sheet. This error occurs due to invalid file content, missing files, or schema/format validation failure. Recommended action: Contact your system administrator.
27398	Uploaded file is not a valid CSV file. This error occurs due to invalid file content, missing files, or schema/format validation failure. Recommended action: Contact your system administrator.
27399	Invalid File Name. This error occurs when a required input is missing, empty, or incorrectly formatted. Recommended action: Contact your system administrator.
27400	First row is empty. This error occurs due to an unexpected internal system condition. Recommended action: Contact your system administrator.
27401	Second row is empty. This error occurs due to an unexpected internal system condition. Recommended action: Contact your system administrator.
27404	OCC Upload into PDB for the Offline Configuration with name. This error occurs due to invalid file content, missing files, or schema/format validation failure. Recommended action: Try again. If the error recurs, contact your system administrator.
27405	OCV Upload into PDB for the Offline Configuration with name. This error occurs due to invalid file content, missing files, or schema/format validation failure. Recommended action: Try again. If the error recurs, contact your system administrator.
27407	Unable to download OCV for Offline Configuration. This error occurs due to invalid file content, missing files, or schema/format validation failure. Recommended action: Contact your system administrator.

Error Code	Reason For the Error
27408	Unable to read OCV from PDB for Offline Configuration. This error occurs due to an unexpected internal system condition. Recommended action: Contact your system administrator.
27410	Unable to download OCC for Offline Configuration. This error occurs due to invalid file content, missing files, or schema/format validation failure. Recommended action: Contact your system administrator.
27411	Invalid data variable value: , Expected data type. This error occurs when a required input is missing, empty, or incorrectly formatted. Recommended action: Contact your system administrator.
27413	Invalid Primary IP address. This error occurs when a required input is missing, empty, or incorrectly formatted. Recommended action: Contact your system administrator.
27414	Invalid Secondary IP address. This error occurs when a required input is missing, empty, or incorrectly formatted. Recommended action: Contact your system administrator.
27415	First row column order is mismatched. This error occurs due to an unexpected internal system condition. Recommended action: Contact your system administrator.
27416	Invalid configuration name. This error occurs when a required input is missing, empty, or incorrectly formatted. Recommended action: Contact your system administrator.
27417	Invalid software version. This error occurs when a required input is missing, empty, or incorrectly formatted. Recommended action: Contact your system administrator.
27418	Invalid platform. This error occurs when a required input is missing, empty, or incorrectly formatted. Recommended action: Contact your system administrator.
27419	Invalid schema. This error occurs when a required input is missing, empty, or incorrectly formatted. Recommended action: Contact your system administrator.
27420	No data rows found in spreadsheet. This error occurs due to an unexpected internal system condition. Recommended action: Contact your system administrator.

Error Code	Reason For the Error
27421	Data Variables defined in OC missing in spreadsheet. This error occurs when a required input is missing, empty, or incorrectly formatted. Recommended action: Contact your system administrator.
27422	Unable to download LCV for user. This error occurs due to invalid file content, missing files, or schema/format validation failure. Recommended action: Contact your system administrator.
27423	Unable to download LCC for the config id. This error occurs due to invalid file content, missing files, or schema/format validation failure. Recommended action: Contact your system administrator.
27424	Unable to fetch last transaction id for LCV for user with the config id. This error occurs due to an unexpected internal system condition. Recommended action: Contact your system administrator.
27425	Unable to update LCV for user for the config id. This error occurs due to an unexpected internal system condition. Recommended action: Contact your system administrator.
27426	Unable to delete LCC for the config id. This error occurs due to an unexpected internal system condition. Recommended action: Contact your system administrator.
27427	Failed to get configuration entitlements for Device. This error occurs due to an unexpected internal system condition.
27428	Failed to remove backup configuration file for Device. This error occurs due to an unexpected internal system condition.
27429	Failed to backup configuration on Device. This error occurs due to an unexpected internal system condition.
27430	Failed to get configuration access flags for Device. This error occurs due to permission restrictions or resource locking.
27431	Data Value for Field Name is not valid. It cannot be empty. This error occurs due to an unexpected internal system condition. Recommended action: Contact your system administrator.
27434	Invalid value: for column and device, Expected data type: '[enabled, disabled]'. This error occurs when a required input is missing, empty, or incorrectly formatted. Recommended action: Contact your system administrator.

Error Code	Reason For the Error
27436	Failed to fetch Offline Config by archived config id. This error occurs due to an unexpected internal system condition. Recommended action: Contact your system administrator.
27437	Failed to fetch Offline Config by configuration type. This error occurs due to an unexpected internal system condition. Recommended action: Contact your system administrator.
27438	Failed to fetch Offline Configurations. Please select Product Type. This error occurs when a required input is missing, empty, or incorrectly formatted. Recommended action: Contact your system administrator.
27439	Invalid default value: for data variable. This error occurs when a required input is missing, empty, or incorrectly formatted. Recommended action: Contact your system administrator.
27441	Failed to fetch Offline Configurations by product type. This error occurs due to an unexpected internal system condition. Recommended action: Contact your system administrator.
27443	Failed to add Offline Configuration. Offline Configuration name cannot contain space(s). This error occurs due to an unexpected internal system condition. Recommended action: Contact your system administrator.
27444	Golden Configuration name cannot contain space(s). This error occurs due to an unexpected internal system condition. Recommended action: Contact your system administrator.
27445	Failed to delete spreadsheet. OC associated with the spreadsheet is locked. This error occurs due to permission restrictions or resource locking. Recommended action: Contact your system administrator.
27446	Failed to retrieve Supported Schema Model Set. This error occurs due to an unexpected internal system condition.
27447	You do not have the required permissions to access this OC, therefore the spreadsheet upload is not possible. This error occurs due to permission restrictions or resource locking.

Error Code	Reason For the Error
32061	Failed to delete some old configuration files from Config Archiving Directory for devices which are part of active work order. This error occurs due to invalid file content, missing files, or schema/format validation failure. Recommended action: Try again. If the error recurs, contact your system administrator.
32074	Failed to get Work Orders with offline configuration name. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.
32507	Unable to get configuration file name for Work order ID, name. This error occurs due to invalid file content, missing files, or schema/format validation failure. Recommended action: Please try again. If the error recurs, contact your system administrator.
32508	Commit is not allowed for offline configuration work order, only part of its device tasks is successful. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.
32511	Failed to get configuration changes for Network Function, Device. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.
32565	Failed to retrieve offline configuration. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.
32566	Failed to retrieve offline configuration. Passed in value is empty. This error occurs due to an unexpected internal system condition. Recommended action: Ttry again. If the error recurs, contact your system administrator.
34001	Unable to load SFTP Configuration file. This error occurs due to a network or connectivity issue with a service or device. Recommended action: Try again. If an error recurs, contact your system administrator.
36000	Error while getting a paged table of Elements. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.
36001	Error while getting a paged table of Specific element. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.

Error Code	Reason For the Error
36002	Config file not found. This error occurs when the requested object or record does not exist in the system. Recommended action: Try again. If the error recurs, contact your system administrator.
36003	Pushing a config and restoring it failed. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.
36004	Restore config invocation failed. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.
36005	File Push from Server to Device failed. This error occurs due to invalid file content, missing files, or schema/format validation failure. Recommended action: Try again. If the error recurs, contact your system administrator.
36006	Retry request Failed to get the file. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.
36008	Active IP changed after file push to device. This error occurs due to invalid file content, missing files, or schema/format validation failure. Recommended action: Try again. If the error recurs, contact your system administrator.
36009	Active IP changed after restore config was invoked. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.
36010	Task could not be scheduled for target name. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.
36011	A config backup already exists for target name. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.
36012	Adding config backup failed for target name. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.
36013	An archived configuration named already exists. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.

Error Code	Reason For the Error
36014	An archived configuration named cannot be added. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.
36015	An backup named doesn't exist so that it can be deleted. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.
36016	Config backup could not be deleted. This error occurs due to an unexpected internal system condition. Recommended action: Please try again. If the error recurs, contact your system administrator.
36017	Config backup doesn't exist so that it can be deleted. This error occurs due to an unexpected internal system condition. Recommended action: Please try again. If the error recurs, contact your system administrator.
36018	Archived configuration could not be deleted. This error occurs due to an unexpected internal system condition. Recommended action: Please try again. If the error recurs, contact your system administrator.
36019	Could not get config backup. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.
36020	Config backup for is not present. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.
36021	Unable to get Archived config. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.
36022	Archived Config not present. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.
36023	Config Backup for doesn't exist. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.
36024	Config Backup update failed for. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.

Error Code	Reason For the Error
36025	Config Archived backup already exists. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.
36026	Config archive update for failed. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.
36027	Failed to get all config backups. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.
36029	Failed to get all settings. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.
36030	Failed to add settings. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.
36031	A setting already exists. Cannot add another one. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.
36032	Failed to update settings. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.
36033	Archive settings not found. This error occurs when the requested object or record does not exist in the system. Recommended action: Try again. If the error recurs, contact your system administrator.
36034	Failed to delete settings. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.
36035	Archive Settings not found while deleting. This error occurs when the requested object or record does not exist in the system. Recommended action: Please try again. If the error recurs, contact your system administrator.
36036	Config entry additon to database failed. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.

Error Code	Reason For the Error
36037	Failed to generate config file name. This error occurs due to invalid file content, missing files, or schema/format validation failure. Recommended action: Try again. If the error recurs, contact your system administrator.
36038	Instantiation failure. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.
36039	Unable to build search parameters. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.
36040	Archived configs for device was not deleted. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.
36041	Unable to batch delete Archived configs for device. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.
36042	A configuration backup could not be taken. This error occurs due to an unexpected internal system condition. Recommended action: Please try again. If the error recurs, contact your system administrator.
36043	A configuration archive schedule update could not be performed. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.
36047	Schedule can't be deleted since it has associated archive(s). This error occurs due to an unexpected internal system condition. Recommended action: Delete all of the associated archive(s) and try again.
37024	Configuration password should not be null. This error occurs when a required input is missing, empty, or incorrectly formatted. Recommended action: Try again.
37028	Failed to perform configuration change for collection group. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.
37043	Failed to perform Retry operation for collection group. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.

Error Code	Reason For the Error
40005	Invalid login configuration. This error occurs when a required input is missing, empty, or incorrectly formatted. Recommended action: Contact your system administrator.
40016	Server mentioned is not present in the configuration". This error occurs due to an unexpected internal system condition. Recommended action: Contact your system administrator.
57013	Invalid Purge config. This error occurs when a required input is missing, empty, or incorrectly formatted. Recommended action: Provide a valid purge config.
57014	Error while fetching purge config for the given service. This error occurs due to an unexpected internal system condition. Recommended action: Contact administrator.
57015	Error updating purge type for the service. This error occurs due to an unexpected internal system condition. Recommended action: Contact your administrator.
62005	Failed to fetch Source Golden Configuration. This error occurs when a required input is missing, empty, or incorrectly formatted. Recommended action: Try again. If the error recurs, contact your system administrator.
62008	Failed to fetch Archived config for target backup config. This error occurs when a required input is missing, empty, or incorrectly formatted. Recommended action: Try again. If the error recurs, contact your system administrator.
100010	Configuration with name does not exist. This error occurs due to an unexpected internal system condition. Recommended action: Check the configuration name and the EM.
100011	Configuration with name is already being used. This error occurs due to an unexpected internal system condition. Recommended action: Either use another Configuration or create a new one.
100025	Failed to get configuration attribute from on device. This error occurs due to an unexpected internal system condition. Recommended action: Check your device configuration.
100043	Unable to find element type. This error occurs when the requested object or record does not exist in the system. Recommended action: Check database service log and try again.

Error Code	Reason For the Error
100049	No permission for configuration element for. This error occurs due to permission restrictions or resource locking. Recommended action: Check user security permission and try again.
100051	More than one instance found for singleton element on device. This error occurs due to an unexpected internal system condition. Recommended action: Contact your system administrator.
100052	More than one instance found for element with key attrs on device. This error occurs due to an unexpected internal system condition. Recommended action: Check the primary keys and try again.
100053	Element request validation error on device due to error. This error occurs due to an unexpected internal system condition. Recommended action: Check the request message and try again.
100054	Element request on device failed due to error. This error occurs due to an unexpected internal system condition. Recommended action: Check the request message and try again.
100056	Duplicate configuration element request for type with on device. This error occurs when a duplicate object already exists with the same identifier or name. Recommended action: Verify the element type and try again.
100057	Configuration parent element not found on device. This error occurs when the requested object or record does not exist in the system. Recommended action: Verify the parent element and try again.
100058	Invalid layer configuration element type. This error occurs when a required input is missing, empty, or incorrectly formatted. Recommended action: Verify the parent element and try again.
100059	Invalid configuration element input. This error occurs when a required input is missing, empty, or incorrectly formatted. Recommended action: Verify the configuration element input and try again.
100060	Configuration element input cannot contain parent element. This error occurs when a required input is missing, empty, or incorrectly formatted. Recommended action: Verify the configuration element input and try again.

Error Code	Reason For the Error
100061	Invalid top element type path. This error occurs when a required input is missing, empty, or incorrectly formatted. Recommended action: Check database service log and try again.
100062	Invalid sub element type full path. This error occurs when a required input is missing, empty, or incorrectly formatted. Recommended action: Check database service log and try again.
100063	Request error due to. This error occurs due to an unexpected internal system condition. Recommended action: Check the device and configuration changes and try again.
100064	Request failed on device due to error. This error occurs due to an unexpected internal system condition. Recommended action: Check the device and configuration changes and try again.
100066	Element is readonly element on device. This error occurs due to an unexpected internal system condition. Recommended action: Check the configuration request and try again.
100067	Attribute in element is readonly element on device. This error occurs due to an unexpected internal system condition. Recommended action: Check the configuration request and try again.
100117	HSC does not exist. This error occurs due to an unexpected internal system condition. Recommended action: Correct the request API version in URI and try again.
100232	No configuration changes found for. This error occurs due to an unexpected internal system condition. Recommended action: Unlock the device and try again.
100258	Configuration name must be between and characters long. This error occurs due to an unexpected internal system condition. Recommended action: Correct the configuration name length and try again.
100259	Configuration name Contains invalid characters. This error occurs when a required input is missing, empty, or incorrectly formatted. Recommended action: Use only alphanumeric and underscore characters in the configuration name.
100260	Configuration name must start with an alphabetical character. This error occurs due to an unexpected internal system condition. Recommended action: Start the configuration name with a letter and try again.

Error Code	Reason For the Error
100274	Configuration element is not accessible due to visibility or entitlements. This error occurs due to an unexpected internal system condition. Recommended action: Ensure that the element is not hidden, disabled by device flags, or restricted by entitlements, and try again.

Administration Errors

The following table lists all administration errors, the reason the error is displayed, and recommended actions to take, if applicable.

Error Code	Reason For the Error
57000	Encountered an unknown exception in Administration Service. This error occurs due to an unexpected internal system condition. Recommended action: Resolve the issue and try again.
57001	Add certificate failed in Administration Service. This error occurs due to an unexpected internal system condition. Recommended action: Resolve the issue and try again.
57002	Delete certificate failed in Administration Service. This error occurs due to an unexpected internal system condition. Recommended action: Resolve the issue and try again.
57003	Get Certificate failed in Administration Service. This error occurs due to an unexpected internal system condition. Recommended action: Resolve the issue and try again.
57004	Get Certificate Type failed in Administration Service. This error occurs due to an unexpected internal system condition. Recommended action: Resolve the issue and try again.
57005	Unable to communicate with administration service in the backend server. This error occurs due to a network or connectivity issue with a service or device. Recommended action: Resolve the issue and try again.
57006	Unable to delete file from persistence service. This error occurs due to invalid file content, missing files, or schema/format validation failure. Recommended action: Resolve the issue and try again.

Error Code	Reason For the Error
57007	Invalid null or empty certificate name. This error occurs when a required input is missing, empty, or incorrectly formatted. Recommended action: Resolve the issue and try again.
57008	Certificate name length should be between 3 and 50 characters. This error occurs due to an unexpected internal system condition. Recommended action: Re-enter certificate name.
57009	Certificate name can only contain letters, numbers, underscore, hyphen or whitespace. This error occurs when a required input is missing, empty, or incorrectly formatted. Recommended action: Re-enter certificate name, removing invalid characters.
57010	Certificate name must start with alphabetical character. This error occurs due to an unexpected internal system condition. Recommended action: Re-enter certificate name.
57011	Certificate name already exists in DB. This error occurs when a duplicate object already exists with the same identifier or name. Recommended action: Re-enter certificate name.
57012	Certificate file already exists in DB. This error occurs when a duplicate object already exists with the same identifier or name. Recommended action: Re-enter certificate file.
57016	Failed to schedule recurring System Tasks. This error occurs due to an unexpected internal system condition. Recommended action: Contact your administrator.
57017	Failed to reschedule FSS Purging task. This error occurs due to an unexpected internal system condition. Recommended action: Contact your administrator.

Security, User, and Certificate Errors

The following table lists all security, user, and certificate errors, the reason the error is displayed, and recommended actions to take, if applicable.

Error Code	Reason For the Error
1031	The required input parameter is missing. Parameter. This error occurs when a required input is missing, empty, or incorrectly formatted. Recommended action: Check required fields and try again.
9021	Cannot alarm(s) because other user acknowledged some of the alarm(s). This error occurs due to an unexpected internal system condition. Recommended action: Check fault manager.

Error Code	Reason For the Error
9066	Failed to add Trap receiver. SNMP User Name not found. This error occurs when a required input is missing, empty, or incorrectly formatted. Recommended action: Add the trap receiver, SNMP user name and try again.
10025	Failed to transfer user changes from owner to owner for device. This error occurs due to an unexpected internal system condition. Recommended action: Contact your system administrator.
10026	Failed to undo all user changes for owner on device. This error occurs due to an unexpected internal system condition. Recommended action: Contact your system administrator.
10027	Failed to undo target user change for owner on device. This error occurs due to an unexpected internal system condition. Recommended action: Contact your system administrator.
10041	Failed to identify the user from the session. This error occurs due to an unexpected internal system condition. Recommended action: Close your browser.
15017	Unable to find the user changes for target deleted element. This error occurs when the requested object or record does not exist in the system. Recommended action: Correct the error(s) and try again.
17009	Cannot add user. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.
17020	Could not retrieve all user sessions from server. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.
17021	Cannot add active user session for user. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.
18000	Could not get. This error occurs due to an unexpected internal system condition. Recommended action: Contact your system administrator.
18001	Could not get number of users for group. This error occurs due to an unexpected internal system condition. Recommended action: Contact your system administrator.

Error Code	Reason For the Error
18002	Could not get group for. This error occurs due to an unexpected internal system condition. Recommended action: Contact your system administrator.
18003	Could not reset password for user. This error occurs due to an unexpected internal system condition. Recommended action: Contact your system administrator.
18004	Could not change password for user. This error occurs due to an unexpected internal system condition. Recommended action: Please contact your system administrator.
18005	Could not add group. This error occurs due to an unexpected internal system condition. Recommended action: Please contact your system administrator.
18006	Could not delete group. This error occurs due to an unexpected internal system condition. Recommended action: Contact your system administrator.
18007	Could not add user. This error occurs due to an unexpected internal system condition. Recommended action: Contact your system administrator.
18008	Could not delete user. This error occurs due to an unexpected internal system condition. Recommended action: Contact your system administrator.
18009	Could not update. This error occurs due to an unexpected internal system condition. Recommended action: Contact your system administrator.
18010	Users are associated with this group. This error occurs due to an unexpected internal system condition. Recommended action: Delete the users first and then perform this operation.
18011	Password rules violated. This error occurs due to an unexpected internal system condition. Recommended action: Specify a new password which satisfies the criteria specified within the "Password rules" section.
18012	Password must contain at least one alphabetical character. This error occurs due to an unexpected internal system condition. Recommended action: Re-enter password using alphabetical character.

Error Code	Reason For the Error
18013	Password must contain at least one numerical character. This error occurs due to an unexpected internal system condition. Recommended action: Re-enter password using numerical character.
18014	Password must contain at least one punctuation character. This error occurs due to an unexpected internal system condition. Recommended action: Re-enter password using punctuation character.
18015	Lladmin user cannot edit another admin or Lladmin user's credential and profile information. This error occurs due to an unexpected internal system condition. Recommended action: Contact your system administrator.
18016	Group name must start with alphabetical character and cannot exceed 50 characters. This error occurs due to an unexpected internal system condition. Recommended action: Re-enter group name.
18017	User name must start with alphabetical character and cannot exceed 50 characters. This error occurs due to an unexpected internal system condition. Recommended action: Re-enter user name.
18018	User name contains illegal characters. This error occurs due to an unexpected internal system condition. Recommended action: Re-enter user name.
18019	Group name contains illegal characters. This error occurs due to an unexpected internal system condition. Recommended action: Re-enter group name.
18020	Password expiration in days must be less than account expiration in days. This error occurs due to an unexpected internal system condition. Recommended action: Re-enter password expiration.
18021	User name cannot be same as the group name. This error occurs due to an unexpected internal system condition. Recommended action: Re-enter user name.
18022	Group name cannot be same as the user name. This error occurs due to an unexpected internal system condition. Recommended action: Re-enter group name.
18023	The new password matches a previous password. This error occurs due to an unexpected internal system condition. Recommended action: Enter a password that has not been used before.

Error Code	Reason For the Error
18024	Default user cannot be allowed to change to another group. This error occurs due to an unexpected internal system condition. Recommended action: Contact your system administrator.
18025	Password (Account) expiration in date must have the format MM/dd/yy. This error occurs due to an unexpected internal system condition. Recommended action: Contact your system administrator.
18026	Invalid current password. This error occurs when a required input is missing, empty, or incorrectly formatted. Recommended action: Contact your system administrator.
18030	Group name cannot be same as the existing group name. This error occurs due to an unexpected internal system condition. Recommended action: Re-enter group name.
18031	Could not find user with name. This error occurs due to an unexpected internal system condition. Recommended action: Check the user name.
18032	Could not retrieve all users. This error occurs due to an unexpected internal system condition. Recommended action: Contact your system administrator.
18033	Unable to publish the user added event. This error occurs due to an unexpected internal system condition. Recommended action: Contact your system administrator.
18034	Unable to publish the user deleted event. This error occurs due to an unexpected internal system condition. Recommended action: Contact your system administrator.
18035	Unable to publish the password changed event. This error occurs due to an unexpected internal system condition. Recommended action: Contact your system administrator.
18036	Unable to publish the user group added event. This error occurs due to an unexpected internal system condition. Recommended action: Contact your system administrator.
18037	Unable to publish the user group deleted event. This error occurs due to an unexpected internal system condition. Recommended action: Contact your system administrator.

Error Code	Reason For the Error
18040	Could not retrieve all user sessions. This error occurs due to an unexpected internal system condition.
18041	Could not add user session on host for client IP user. This error occurs due to an unexpected internal system condition.
18042	Could not remove user session on host. This error occurs due to an unexpected internal system condition.
18043	Could not remove all user sessions managed by host. This error occurs due to an unexpected internal system condition.
18044	Could not initialize User Management Service. This error occurs due to an unexpected internal system condition.
18045	External group name cannot be same as the existing external group name. This error occurs due to an unexpected internal system condition. Recommended action: Re-enter external group name.
18047	User group name is missing (null or empty). This error occurs when a required input is missing, empty, or incorrectly formatted. Recommended action: Enter user group name.
18048	Failed to get list of ACL for the given group name. This error occurs due to an unexpected internal system condition. Recommended action: Contact your system administrator.
18049	Failed to update list of ACL for the given group name. This error occurs due to an unexpected internal system condition. Recommended action: Contact your system administrator.
18050	User Name parameter should not be empty. This error occurs due to an unexpected internal system condition. Recommended action: Re-enter group name.
18051	User Group Name parameter should not be empty. This error occurs due to an unexpected internal system condition. Recommended action: Re-enter group name.
18052	Exception while adding user group. This error occurs due to a database read or write failure. Recommended action: Re-enter group name.
18060	Unsupported identity provider. This error occurs due to an unexpected internal system condition. Recommended action: Use a supported identity provider.
18-61	Failed to instantiate new IDCS REST Client. This error occurs due to an unexpected internal system condition. Recommended action: Try again.

Error Code	Reason For the Error
18062	Invalid JWT Token for user: Failed to validate signature. This error occurs when a required input is missing, empty, or incorrectly formatted. Recommended action: Try again.
18063	Invalid JWT Token for user: token contains invalid issuer claim. This error occurs when a required input is missing, empty, or incorrectly formatted. Recommended action: Try again.
18064	Invalid JWT Token for user: token contains invalid audience member. This error occurs when a required input is missing, empty, or incorrectly formatted. Recommended action: Try again.
18065	Invalid JWT Token for user: token contains invalid audience member count. This error occurs when a required input is missing, empty, or incorrectly formatted. Recommended action: Try again.
18066	Invalid JWT Token for user: token contains invalid authorized party. This error occurs when a required input is missing, empty, or incorrectly formatted. Recommended action: Try again.
18067	Invalid JWT Token for user: token has expired. This error occurs when a required input is missing, empty, or incorrectly formatted. Recommended action: Try again.
18068	Invalid JWT Token for user: token was issued too far in the past. This error occurs when a required input is missing, empty, or incorrectly formatted. Recommended action: Try again.
18069	Invalid JWT Token for user: token contains no nonce claim. This error occurs when a required input is missing, empty, or incorrectly formatted. Recommended action: Try again.
18070	Failed to decode malformed JWT Token: token was null. This error occurs when a required input is missing, empty, or incorrectly formatted. Recommended action: Try again
18071	Failed to decode malformed JWT Token: token missing Header, Body, or Signature. This error occurs when a required input is missing, empty, or incorrectly formatted. Recommended action: Try again.
18072	Failed to decode malformed JWT Token: token encoded improperly or contains invalid JSON content. This error occurs when a required input is missing, empty, or incorrectly formatted. Recommended action: Try again.
18073	Failed to retrieve AppRoles for user from external identity provider. This error occurs due to an unexpected internal system condition. Recommended action: Try again.

Error Code	Reason For the Error
18074	Failed to create AppRole in external identity provider. This error occurs due to an unexpected internal system condition. Recommended action: Try again.
18075	Failed to delete AppRole from external identity provider. This error occurs due to an unexpected internal system condition. Recommended action: Try again.
18076	Failed to clear AppRole for user from UMS. This error occurs due to an unexpected internal system condition. Recommended action: Try again.
18077	Failed to login due to no valid AppRoles for this user. The user does not have permission to access the application. This error occurs due to an unexpected internal system condition. Recommended action: Contact your administrator.
18078	Invalid JWT Token for user: token contains invalid scope. This error occurs when a required input is missing, empty, or incorrectly formatted. Recommended action: Try again.
18079	Failed to retrieve AppRoles. This error occurs due to an unexpected internal system condition. Recommended action: Try again.
19090	Route set is locked by user. This error occurs due to permission restrictions or resource locking. Recommended action: Try again after the route set is unlocked.
19113	The route set with ID is not locked by the user. This error occurs due to permission restrictions or resource locking. Recommended action: Try again.
19136	Operation is not permitted for current user. This error occurs due to a network or connectivity issue with a service or device. Recommended action: Try again. If the error recurs, contact your system administrator.
19143	User not permitted to proceed with selected routesets. This error occurs due to permission restrictions or resource locking. Recommended action: Select routesets under your user group.
25008	Wrong username or password. This error occurs due to an unexpected internal system condition. Recommended action: Verify information and try again.
27040	Unable to transfer user changes due to conflict changes found in from and to users. This error occurs due to an unexpected internal system condition. Recommended action: Resolve the conflict changes and try again.

Error Code	Reason For the Error
37027	MCE username should not be null. This error occurs when a required input is missing, empty, or incorrectly formatted.
40000	Password has expired. This error occurs due to an unexpected internal system condition. Recommended action: Reset your password before re-trying logon.
40001	User account is disabled. This error occurs due to an unexpected internal system condition. Recommended action: Contact your system administrator.
40002	User account is expired. This error occurs due to an unexpected internal system condition. Recommended action: Contact your system administrator.
40003	User account is locked. This error occurs due to permission restrictions or resource locking. Recommended action: Contact your system administrator.
40004	Invalid username or password. This error occurs when a required input is missing, empty, or incorrectly formatted. Recommended action: Try again.
40006	Could not authenticate user due to a service failure. This error occurs due to an unexpected internal system condition. Recommended action: Contact your system administrator.
40007	User was not found in directory. This error occurs when the requested object or record does not exist in the system. Recommended action: Enter credentials for a valid user.
40008	User not permitted to logon at this time. This error occurs due to a network or connectivity issue with a service or device. Recommended action: Attempt logon at an allowable time or logon as a different user.
40009	User must reset password. This error occurs due to an unexpected internal system condition. Recommended action: Reset your password before re-trying logon.
40010	Could not retrieve user object for user. This error occurs due to an unexpected internal system condition. Recommended action: Contact your system administrator.
40011	User could not be authenticated. This error occurs due to an unexpected internal system condition. Recommended action: Contact your system administrator.

Error Code	Reason For the Error
40012	There are no initialized server connections. This error occurs due to a network or connectivity issue with a service or device. Recommended action: Contact your system administrator.
40013	Is not an enabled external AAA authentication server type. This error occurs due to an unexpected internal system condition. Recommended action: Contact your system administrator.
40014	No username specified. This error occurs due to an unexpected internal system condition. Recommended action: Enter a username and try again.
40015	No server value specified. This error occurs due to an unexpected internal system condition. Recommended action: Contact your system administrator.
40017	Could not retrieve group information for user. This error occurs due to an unexpected internal system condition. Recommended action: Contact your system administrator.
40100	Could not create RADIUS client to connect to server (:). This error occurs due to an unexpected internal system condition. Recommended action: Contact your system administrator.
40101	RADIUS server returned a null response. This error occurs when a required input is missing, empty, or incorrectly formatted. Recommended action: Contact your system administrator.
40102	RADIUS server returned an AccessChallenge response to authentication request. This error occurs due to permission restrictions or resource locking. Recommended action: Contact your system administrator.
40103	Unexpected response from RADIUS server - packet code. This error occurs due to an unexpected internal system condition. Recommended action: Contact your system administrator.
40104	RADIUS authentication failed. This error occurs due to an unexpected internal system condition. Recommended action: Contact your system administrator.
40200	Krb5. conf file not found. This error occurs when the requested object or record does not exist in the system. Recommended action: Contact your system administrator.

Error Code	Reason For the Error
40201	Krb5. conf file path must represent a valid path to a file. This error occurs due to invalid file content, missing files, or schema/format validation failure. Recommended action: Contact your system administrator.
40202	Insufficient privileges to read krb5. conf file mentioned. This error occurs due to invalid file content, missing files, or schema/format validation failure. Recommended action: Contact your system administrator.
40203	When using Kerberos password security, ether a realm or a krb5. conf file path must be specified. This error occurs due to invalid file content, missing files, or schema/format validation failure. Recommended action: Contact your system administrator.
40204	No ldap URL specified. This error occurs due to an unexpected internal system condition. Recommended action: Contact your system administrator.
40205	No password security type specified. This error occurs due to an unexpected internal system condition. Recommended action: Contact your system administrator.
40206	Unknown password security type. This error occurs due to an unexpected internal system condition. Recommended action: Contact your system administrator.
40207	Unknown password security type. This error occurs due to an unexpected internal system condition. Recommended action: Contact your system administrator.
40208	Unknown (error code). This error occurs due to an unexpected internal system condition. Recommended action: Contact your system administrator.
40209	Illegal port value. The port value must be between and. This error occurs due to an unexpected internal system condition. Recommended action: Contact your system administrator.
40210	The system has reported that there is no servicePrincipalName for LDAP matching the specified domain controller address . Contact your system administrator to verify that the following is a registered servicePrincipalName on this domain controller: ldap//. This error occurs due to an unexpected internal system condition. Recommended action: Contact your system administrator.

Error Code	Reason For the Error
40211	Unable to retrieve login context for user. This error occurs when a required input is missing, empty, or incorrectly formatted. Recommended action: Contact your system administrator.
40212	Unable to retrieve principals for user. This error occurs due to an unexpected internal system condition. Recommended action: Contact your system administrator.
40213	Unable to retrieve principal name for user. This error occurs due to an unexpected internal system condition. Recommended action: Contact your system administrator.
40214	Unable to retrieve subject for user. This error occurs due to an unexpected internal system condition. Recommended action: Contact your system administrator.
40215	The SSL certificate on the server has expired. Expiration message. This error occurs due to an unexpected internal system condition. Recommended action: Contact your system administrator.
40216	The SSL certificate on the server cannot be validated as its issuer is not a member of the set of trust managers. Your system administrator will need to manually add this SSL certificate to the KeyStore. This error occurs due to an unexpected internal system condition. Recommended action: Contact your system administrator.
40217	Unable to negotiate an encryption type with the server mentioned. This can be solved by configuring OC SDM to use a Kerberos configuration file ("Choice 1") and specifying an encryption type within its [libdefaults] section which is compatible with your Domain Controller. This error occurs due to an unexpected internal system condition. Recommended action: Contact your system administrator.
44000	Certificate name already in use. This error occurs when a duplicate object already exists with the same identifier or name. Recommended action: Try again. If the error recurs, contact your system administrator.
44001	Fail to delete certificate from the trust store. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.

Error Code	Reason For the Error
44002	Fail to add certificate file to trust store. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.
44003	Fail to retrieve trusted certificate information for. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.
44004	Fail to load trust store. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.
44005	Fail to sync the SSL Context with the update trusted certificate store. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.
44006	Failed to retrieve the certificate from peer server. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.
44007	The certificate does not exist. This error occurs when the requested object or record does not exist in the system. Recommended action: Try again. If the error recurs, contact your system administrator.
44008	Failed to save trust store to file. This error occurs due to invalid file content, missing files, or schema/format validation failure. Recommended action: Try again. If the error recurs, contact your system administrator.
100000	Invalid user id or password. This error occurs when a required input is missing, empty, or incorrectly formatted. Recommended action: Contact your system administrator.
100037	Invalid user input for. This error occurs when a required input is missing, empty, or incorrectly formatted. Recommended action: Correct the request data and try again.

Fault, Alarm, Trap, and SNMP Errors

The following table lists all fault, alarm, trap, and SNMP errors, the reason the error is displayed, and recommended actions to take, if applicable.

Error Code	Reason For the Error
7001	Could not start. This error occurs due to a network or connectivity issue with a service or device. Recommended action: Try again. If the error recurs, contact your system administrator.
7002	Could not display requested stats. This error occurs due to a network or connectivity issue with a service or device. Recommended action: Try again. If the error recurs, contact your system administrator.
7003	Could not find the requested MIB object. This error occurs when the requested object or record does not exist in the system. Recommended action: Try again. If the error recurs, contact your system administrator.
7004	Could not find the requested MIB index. This error occurs when the requested object or record does not exist in the system. Recommended action: Contact your system administrator.
7005	Could not retrieve the SNMP values from due to a timeout error. This error occurs due to a network or connectivity issue with a service or device. Recommended action: Try again. If the error recurs please check device status.
7006	Cannot get event id(s) from local cache. This error occurs due to a network or connectivity issue with a service or device. Recommended action: Try again. If the error recurs please check database manager.
7007	Cannot get northbound trap receivers. This error occurs due to a network or connectivity issue with a service or device. Recommended action: Try again. If the error recurs please check database manager.
7008	The trap receiver exists already. This error occurs due to a network or connectivity issue with a service or device. Recommended action: Enter new values again.
7009	Cannot find trap receiver for. This error occurs due to a network or connectivity issue with a service or device. Recommended action: Try again. If the error recurs please check database manager.
7010	Failed to delete trap receiver(s). This error occurs due to a network or connectivity issue with a service or device. Recommended action: Try again. If the error recurs please check database manager.
7011	Cannot get email notification list. This error occurs due to a network or connectivity issue with a service or device. Recommended action: Try again. If the error recurs please check database manager.

Error Code	Reason For the Error
7012	The email notification exists already. This error occurs due to a network or connectivity issue with a service or device. Recommended action: Enter new values again.
7013	The trap synchronization failed for group, devices. This error occurs due to a network or connectivity issue with a service or device. Recommended action: Enter new values again.
7014	Could not get TrapManager. This error occurs due to a network or connectivity issue with a service or device. Recommended action: Try again. If the error recurs please check SNMP service.
7015	Could not get device FSM lock for ip, device name. This error occurs due to a network or connectivity issue with a service or device. Recommended action: Try again. If the error recurs please check FSM service.
7016	Could not get device trap-receiver community name. This error occurs due to a network or connectivity issue with a service or device. Recommended action: Check database manager.
7017	Could not get community name from device details for. This error occurs due to a network or connectivity issue with a service or device. Recommended action: Check database manager.
7018	Unknown SNMP protocol version for. This error occurs due to a network or connectivity issue with a service or device. Recommended action: Check SNMP supported version.
7019	Could not get community name from load LCC for. This error occurs due to a network or connectivity issue with a service or device. Recommended action: Check database manager.
7020	Failed to update trap receiver(s). This error occurs due to a network or connectivity issue with a service or device. Recommended action: Try again. If the error recurs please check system administrator.
7021	Failed to synchronize trap receiver(s). This error occurs due to a network or connectivity issue with a service or device. Recommended action: Try again. If the error recurs please check system administrator.
7022	The max number trap receivers are allowed. This error occurs due to a network or connectivity issue with a service or device. Recommended action: Delete some unused trap receivers, then add new ones.

Error Code	Reason For the Error
7023	Could not retrieve the SNMP values from due to bad data. This error occurs due to a network or connectivity issue with a service or device. Recommended action: Try again. If the error recurs please check device status.
7024	Failed to load SNMP resource for Plugin. This error occurs due to a network or connectivity issue with a service or device. Recommended action: Try again. If the error recurs please check Plugin service.
7025	Failed to retrieve trap map info for. This error occurs due to a network or connectivity issue with a service or device. Recommended action: Try again. If the error recurs please check SNMP service.
7026	Invalid SNMP resource for plugin. This error occurs when a required input is missing, empty, or incorrectly formatted. Recommended action: Try again. If the error recurs please check SNMP service.
7027	Failed to retrieve SNMP values from. This error occurs due to a network or connectivity issue with a service or device. Recommended action: Try again. If the error recurs please check SNMP service.
7029	Response PDU is null. This may be caused by interrupted thread from ExecutorCompletionService. This error occurs when a required input is missing, empty, or incorrectly formatted. Recommended action: Try again. If the error recurs please check SNMP service.
8001	TrapRelay could not bind requested port. This error occurs due to an unexpected internal system condition. Recommended action: Confirm port is available and try again.
9001	Could not start. This error occurs due to a service startup, shutdown, or lifecycle failure. Recommended action: Try again.
9002	Database out of sync. This error occurs due to a database read or write failure. Recommended action: Shutdown forced to initiate recovery.
9003	Could not delete (s) due to database error. This error occurs due to an unexpected internal system condition. Recommended action: Try again.
9004	Could not get access to the SNMP service. This error occurs due to a network or connectivity issue with a service or device. Recommended action: Contact your system administrator.

Error Code	Reason For the Error
9005	Database error. This error occurs due to a database read or write failure. Recommended action: Try again.
9006	EMSEException thrown. This error occurs due to an unexpected internal system condition. Recommended action: Contact your system administrator.
9007	Cannot get event global ID(s) from database. This error occurs due to an unexpected internal system condition. Recommended action: Check database manager.
9008	Cannot get enough event IDs block from database. This error occurs due to an unexpected internal system condition. Recommended action: Check database manager.
9009	Cannot get event ID(s) from local cache. This error occurs due to an unexpected internal system condition. Recommended action: Check fault manager.
9010	Cannot release fault event lock for host. This error occurs due to permission restrictions or resource locking. Recommended action: Check fault manager.
9011	Cannot acknowledge alarm(s). This error occurs due to an unexpected internal system condition. Recommended action: Check fault manager.
9013	Cannot get details. This error occurs due to an unexpected internal system condition. Recommended action: Check fault manager.
9014	Cannot update alarm annotation. This error occurs due to an unexpected internal system condition. Recommended action: Check fault manager.
9015	Cannot get attribute names from database. This error occurs due to an unexpected internal system condition. Recommended action: Check database manager.
9017	Cannot retrieve mail server configuration from database. This error occurs due to an unexpected internal system condition. Recommended action: Check database and fault manager.
9018	Retrieved mail server configuration from database. Should be one and only one. This error occurs due to an unexpected internal system condition. Recommended action: Check fault manager.
9019	Failed to schedule the Fault clean up task. This error occurs due to an unexpected internal system condition. Recommended action: Check fault manager.

Error Code	Reason For the Error
9020	Failed to add the event into the database with category-, FailedResource-, sourceHost- trap name-, severity. This error occurs due to an unexpected internal system condition. Recommended action: Check fault manager.
9021	Failed to lookup probable cause with the given name. This error occurs when the requested object or record does not exist in the system. Recommended action: Check fault manager.
9022	Failed to lookup fault source with the given name. This error occurs when the requested object or record does not exist in the system. Recommended action: Check fault manager.
9023	Failed to lookup event type with the given name. This error occurs when the requested object or record does not exist in the system. Recommended action: Check fault manager.
9024	Failed to lookup severity with the given name. This error occurs when the requested object or record does not exist in the system. Recommended action: Check fault manager.
9030	Failed to deliver update trap source information to MCE. This error occurs due to an unexpected internal system condition. Recommended action: Check fault manager.
9031	Failed to hand NF managing status update with added NF- and removed NF. This error occurs due to an unexpected internal system condition. Recommended action: Check fault manager.
9032	Failed to handle trap load balancing when MCE- is connected. This error occurs due to a network or connectivity issue with a service or device. Recommended action: Check fault manager.
9033	Failed to process new trap for device. This error occurs due to an unexpected internal system condition. Recommended action: Check fault manager.
9034	Failed to find associated MC for network function. This error occurs due to an unexpected internal system condition. Recommended action: Check fault manager.
9035	Entries to delete is and exceeds the maximum allowed. This error occurs due to an unexpected internal system condition. Recommended action: Adjust the criteria for deletion and try again.
9036	Unable to process request. A maximum of entries can be saved to file. This error occurs due to an unexpected internal system condition. Recommended action: Adjust your criteria and try again.

Error Code	Reason For the Error
9037	Failed to retrieve Trap Source information for MCE. This error occurs due to an unexpected internal system condition. Recommended action: Adjust your criteria and try again.
9039	Failed to lookup Trap Forwarding Format of the type. This error occurs when the requested object or record does not exist in the system. Recommended action: Check the selected trap forwarding format and try again.
9040	Failed to lookup Trap Receiver with the ID. This error occurs when the requested object or record does not exist in the system. Recommended action: Check the selected trap receiver and try again.
9041	Failed to add Trap receiver. One with the same IP already exists. This error occurs when a duplicate object already exists with the same identifier or name. Recommended action: Create Trap receiver with a unique IP and try again.
9042	Failed to add Trap receiver. Maximum Trap Receiver Limit reached. This error occurs due to an unexpected internal system condition. Recommended action: Delete any unused Trap Receiver and try again.
9043	Failed to add Trap receiver. IP/FQDN not found. This error occurs when a required input is missing, empty, or incorrectly formatted. Recommended action: Please add the trap receiver IP/FQDN and try again.
9044	Failed to edit Trap receiver. IP/FQDN cannot be edited. This error occurs due to an unexpected internal system condition. Recommended action: Do not change the IP/FQDN and try again.
9045	Failed to fetch MCE for Trap Receiver. This error occurs when the requested object or record does not exist in the system. Recommended action: Check that associated MCE exists and try again.
9046	Failed to fetch MCE association with Trap Receiver. This error occurs when the requested object or record does not exist in the system. Recommended action: Check that association exists and try again.
9047	Failed to associate Trap Receiver(s) with MCE(s). Following associations already exist. This error occurs when a duplicate object already exists with the same identifier or name. Recommended action: Check that there is no existing association and try again.

Error Code	Reason For the Error
9048	Failed to associate Trap Receiver(s) with MCE(s). This error occurs due to an unexpected internal system condition. Recommended action: Try again.
9049	Failed to associate Trap Receiver(s) with MCE(s). Can't associate more than 3 Trap Receiver per MCE. This error occurs due to an unexpected internal system condition. Recommended action: Select 3 or lesser Trap receivers and try again.
9050	Failed to add Trap Filter. One with the same name already exists. This error occurs when a duplicate object already exists with the same identifier or name. Recommended action: Create Trap filter with a unique name and try again.
9051	Failed to add Trap Filter. Maximum Trap Filter Limit reached. This error occurs due to an unexpected internal system condition. Recommended action: Delete any unused Trap Filter and try again.
9052	Failed to add Trap filter. Trap Filter Name not found. This error occurs when a required input is missing, empty, or incorrectly formatted. Recommended action: Add the trap filter name and try again.
9053	Failed to lookup Trap Filter with the ID. This error occurs when the requested object or record does not exist in the system. Recommended action: Check the selected trap filter and try again.
9054	Failed to edit Trap filter. Trap Filter Name cannot be edited. This error occurs due to an unexpected internal system condition. Recommended action: Change an attribute other than the trap filter name and try again.
9055	Failed to fetch MCE association with Trap Filter. This error occurs when the requested object or record does not exist in the system. Recommended action: Check that association exists and try again.
9056	Failed to associate Trap Filter(s) with MCE(s). Following associations already exist. This error occurs when a duplicate object already exists with the same identifier or name. Recommended action: Check that there is no existing association and try again.
9057	Failed to associate Trap Filter(s) with MCE(s). This error occurs due to an unexpected internal system condition. Recommended action: Try again.

Error Code	Reason For the Error
9058	Failed to associate Trap Filter(s) with MCE(s). Cannot associate more than 50 Trap Filter(s) per MCE. This error occurs due to an unexpected internal system condition. Recommended action: Select 50 or lesser Trap Filters and try again.
9059	Failed to lookup Trap Filter with the name. This error occurs when the requested object or record does not exist in the system. Recommended action: Check the selected trap filter and try again.
9060	Failed to lookup Trap Receivers. This error occurs due to an unexpected internal system condition. Recommended action: Access denied! This is an authorization breach.
9061	Failed to fetch SNMP Parameters for the SNMP mode. This error occurs when a required input is missing, empty, or incorrectly formatted. Recommended action: Make sure you have selected valid SNMP Mode and try again.
9062	Failed to add Trap receiver. Invalid value for SNMP port. This error occurs when a required input is missing, empty, or incorrectly formatted. Recommended action: Add the trap receiver with valid SNMP Port and try again.
9063	Failed to add Trap receiver. SNMP Community Name not found. This error occurs when a required input is missing, empty, or incorrectly formatted. Recommended action: Add the trap receiver SNMP Community Name and try again.
9064	Failed to add Trap receiver. Invalid SNMP v2/v3 configuration. This error occurs when a required input is missing, empty, or incorrectly formatted. Recommended action: Add valid SNMP Configuration and try again.
9065	Failed to find Trap receiver. This error occurs when the requested object or record does not exist in the system. Recommended action: Try again.
9068	Failed to associate MCE(s) with Trap Receiver(s). More than 3 Trap Receivers selected. This error occurs due to an unexpected internal system condition. Recommended action: Ensure that you select a maximum of 3 Trap Receivers and try again.
9069	Failed to associate MCE(s) with Trap Filter(s). More than 50 Trap Filters selected. This error occurs due to an unexpected internal system condition. Recommended action: Ensure that you select a maximum of 50 Trap Filters and try again.

Error Code	Reason For the Error
9070	Failed to synchronize traps. Start Time/End Time not selected. This error occurs when a required input is missing, empty, or incorrectly formatted. Recommended action: Select both Start Time and End Time for synchronization and try again.
9071	Failed to synchronize traps. The selected Start Time is later than the End Time. This error occurs when a required input is missing, empty, or incorrectly formatted. Recommended action: Choose a valid time range for synchronization and try again.
9072	Failed to generate Test Trap for the Trap Receiver. This error occurs due to an unexpected internal system condition. Recommended action: Try again.
9073	Failed to fetch latest test trap event for the Trap Receiver. This error occurs due to an unexpected internal system condition. Recommended action: Try again.
9074	Failed to fetch the Trap Receiver. This error occurs due to an unexpected internal system condition. Recommended action: Ensure that selected trap receiver has valid ip/fqdn.
9075	Trap Receiver is not accessible by user group. This error occurs due to permission restrictions or resource locking. Recommended action: Ensure that selected trap receiver is in the same user group as the user.
9076	Failed to Synchronize Traps. Sync duration must be within days from now. This error occurs due to an unexpected internal system condition. Recommended action: Select a start/end date within purge interval days from now and try again.
9077	Failed to Synchronize Traps. Trap Receiver is not associated with any MCE. This error occurs due to an unexpected internal system condition. Recommended action: Associate the Trap Receiver with an MCE.
9078	Failed to add Trap Receiver. The Authentication Password should be 6-15 characters long. This error occurs due to an unexpected internal system condition. Recommended action: Enter a password that is 6-15 characters long.
9079	Failed to add Trap Receiver. The Privacy Password should be 6-15 characters long. This error occurs due to an unexpected internal system condition. Recommended action: Enter a password that is 6-15 characters long.

Error Code	Reason For the Error
9080	Failed to edit Trap Receiver. The Authentication Password should be 6-15 characters long. This error occurs due to an unexpected internal system condition. Recommended action: Enter a password that is 6-15 characters long.
9081	Failed to edit Trap Receiver. The Privacy Password should be 6-15 characters long. This error occurs due to an unexpected internal system condition. Recommended action: Enter a password that is 6-15 characters long.
10028	Version of is not supported for alarm synchronization. This error occurs due to an unexpected internal system condition. Recommended action: Check SBC software image version.
20000	Could not look up fault manager registry. This error occurs due to a network or connectivity issue with a service or device. Recommended action: Check the connection between FEApp fault and database manager.
20001	Error occurred in. This error occurs due to an unexpected internal system condition. Recommended action: Check the FEApp fault.
20002	Could not get instance(s) for. This error occurs due to an unexpected internal system condition. Recommended action: Please check the fault manager.
20003	Could not get instances for. This error occurs due to an unexpected internal system condition. Recommended action: Check the fault manager.
20004	Could not delete (s). This error occurs due to an unexpected internal system condition. Recommended action: Check the fault manager.
20005	Could not acknowledge alarm(s). This error occurs due to an unexpected internal system condition. Recommended action: Check the fault manager.
20006	Could not clear alarm(s). This error occurs due to an unexpected internal system condition. Recommended action: Check the fault manager.
20007	Could not look up device manager registry. This error occurs due to a network or connectivity issue with a service or device. Recommended action: Check the connection between FEApp device and database manager.
20008	Search criteria "Date from" should be earlier than or equal to "Date to". This error occurs due to a service startup, shutdown, or lifecycle failure. Recommended action: Correct the search criteria.
20009	Submit Heartbeat Trap task failed. This error occurs due to a service startup, shutdown, or lifecycle failure. Recommended action: Check the fault manager.

Error Code	Reason For the Error
20010	Failed to stop Heartbeat Trap task. This error occurs due to a service startup, shutdown, or lifecycle failure. Recommended action: Check the fault manager.
20011	Failed to update Heartbeat Trap task. This error occurs due to an unexpected internal system condition. Recommended action: Check the fault manager.
20012	Failed to retrieve the trap group list. This error occurs due to an unexpected internal system condition. Recommended action: Check the fault manager.
27043	Unable to add default sub-element for. This error occurs due to an unexpected internal system condition. Recommended action: Check with database service.
39001	Unable to restore all log levels. This error occurs due to an unexpected internal system condition. Recommended action: Please try again. If the error recurs, contact your system administrator.
49006	Failure to retrieve ALarm KHI statistics error for. This error occurs due to an unexpected internal system condition. Recommended action: Contact system administrator.
100031	The trap receiver with ip: is not in valid state for alarm sync. This error occurs when a required input is missing, empty, or incorrectly formatted. Recommended action: Wait for the trap receiver to valid state and try again.
100032	The trap receiver with ip: admin state is disabled. This error occurs due to an unexpected internal system condition. Recommended action: Enable the admin state and try again.
100033	The trap receiver with ip: is NNC format that does not support alarm sync. This error occurs due to an unexpected internal system condition. Recommended action: Select other trap receivers.
100034	Sync alarm request must have valid start and end date. This error occurs due to a service startup, shutdown, or lifecycle failure. Recommended action: Select other trap receivers.
100293	No alarms found for given parameters. This error occurs due to an unexpected internal system condition. Recommended action: Provide a valid param.

Monitoring, Poller, and KPI Errors

The following table lists all monitoring, poller, and KPI errors, the reason the error is displayed, and recommended actions to take, if applicable.

Error Code	Reason For the Error
4001	Could not start. This error occurs due to a service startup, shutdown, or lifecycle failure. Recommended action: Try again.
4002	Could not delete/cleanup Poller thread. This error occurs due to an unexpected internal system condition. Recommended action: Try again.
4003	Failed to get SchedulerController. This error occurs due to an unexpected internal system condition. Recommended action: Try again.
4004	Failed to parse poller tasks definition XML file. This error occurs due to invalid file content, missing files, or schema/format validation failure. Recommended action: Contact your system administrator.
4005	Illegal usage: No [] found. This error occurs due to invalid file content, missing files, or schema/format validation failure. Recommended action: Contact your system administrator.
4007	Failed to get or create poller distributed status for device. This error occurs due to an unexpected internal system condition. Recommended action: Contact your system administrator.
4008	Scheduled Poll task is not present with SchedulerID. This error occurs due to an unexpected internal system condition. Recommended action: Contact your system administrator.
4009	Unable to retrieve KPI from local database for target(s). This error occurs due to a database read or write failure. Recommended action: Contact your system administrator.
4010	Poller service encounter database error. This error occurs due to a database read or write failure. Recommended action: Please contact your system administrator.
4011	No KPI Statistics available for target(s). This error occurs due to an unexpected internal system condition. Recommended action: Contact your system administrator.
4012	Failed to publish DEDs message for KPI storage. This error occurs due to an unexpected internal system condition. Recommended action: Contact your system administrator.

Error Code	Reason For the Error
4013	Poll task request invalid. This error occurs when a required input is missing, empty, or incorrectly formatted. Recommended action: Contact your system administrator.
4014	Poller encounters Scheduler service error. This error occurs due to an unexpected internal system condition. Recommended action: Contact your system administrator.
4015	Unable to register a poll task. This error occurs due to an unexpected internal system condition. Recommended action: Contact your system administrator.
4016	Unable to de-register a poll task. This error occurs due to an unexpected internal system condition. Recommended action: Contact your system administrator.
4017	Unable to update KPI list for existing poll task(s). This error occurs due to an unexpected internal system condition. Recommended action: Contact your system administrator.
4018	Failed to determine if poll task exists. This error occurs due to an unexpected internal system condition. Recommended action: Contact your system administrator.
4019	Failed to clean up the DB KPI stats for target. This error occurs due to a database read or write failure. Recommended action: Contact your system administrator.
4020	Failed to submit asynchronous polling request for Device (PollTaskId). This error occurs due to an unexpected internal system condition. Recommended action: Contact your system administrator.
4021	Delayed Response received for the Device [Expected Sequence No, Received Sequence No.]. This error occurs due to an unexpected internal system condition. Recommended action: Contact your system administrator.
4022	Failed to parse DataSourceTypes from file. This error occurs due to an unexpected internal system condition. Recommended action: Contact your system administrator.
4023	Failed to parse supported Plugin DataSources from file. This error occurs due to an unexpected internal system condition. Recommended action: Contact your system administrator.

Error Code	Reason For the Error
4024	No KPI Category found with name. This error occurs when the requested object or record does not exist in the system. Recommended action: Contact your system administrator.
4025	No KPI Type found with name. This error occurs when the requested object or record does not exist in the system. Recommended action: Contact your system administrator.
4026	No KPI Source found with name. This error occurs when the requested object or record does not exist in the system. Recommended action: Contact your system administrator.
4027	No KPI Content Type found with name. This error occurs when the requested object or record does not exist in the system. Recommended action: Contact your system administrator.
4028	No KPI Aggregation Policy found with name. This error occurs when the requested object or record does not exist in the system. Recommended action: Contact your system administrator.
4029	No KPI DataSource Type found with name for Category. This error occurs when the requested object or record does not exist in the system. Recommended action: Contact your system administrator.
4030	No KPI Request Type found with name. This error occurs when the requested object or record does not exist in the system. Recommended action: Contact your system administrator.
4031	Failed to parse Dynamic DataSourceType. No Options were found. This error occurs due to an unexpected internal system condition. Recommended action: Contact your system administrator.
4032	No PollTaskExecutor available for PollTaskType. This error occurs due to an unexpected internal system condition. Recommended action: Contact your system administrator.
4033	Failed to get PollTaskExecutor PollTaskType. This error occurs due to an unexpected internal system condition. Recommended action: Contact your system administrator.
4034	No PollerTaskInfo found with Id. This error occurs due to an unexpected internal system condition. Recommended action: Contact your system administrator.

Error Code	Reason For the Error
4035	Failed to parse malformed Poll Request Id. This error occurs due to an unexpected internal system condition. Recommended action: Contact your system administrator.
4036	No Fetch type found for the name. This error occurs when the requested object or record does not exist in the system. Recommended action: Contact your system administrator.
4037	Unable to load Kpi matrix for product type, software version and platform. This error occurs due to an unexpected internal system condition. Recommended action: Contact your system administrator.
4038	Unable to load Kpis. This error occurs due to an unexpected internal system condition. Recommended action: Contact your system administrator.
4040	Unable to refresh KPI matrix. This error occurs due to an unexpected internal system condition. Recommended action: Contact your system administrator.
4041	KPI matrix directory not found. This error occurs when the requested object or record does not exist in the system. Recommended action: Contact your system administrator.
49005	Poller dispatch accessing error for device health monitor. This error occurs due to an unexpected internal system condition. Recommended action: Contact system administrator.
53021	Error in registering polling task for fraud detection device with ID. This error occurs due to an unexpected internal system condition. Recommended action: Contact your system administrator.
58044	Failed to Delete Kpi. This error occurs due to an unexpected internal system condition. Recommended action: Contact your system administrator.
59000	Error getting recent calls. This error occurs due to an unexpected internal system condition. Recommended action: Contact your system administrator.
59001	Error finding recent calls filter. This error occurs due to an unexpected internal system condition. Recommended action: Try again.
59002	Error creating recent calls filter in DB. This error occurs due to an unexpected internal system condition. Recommended action: Try again.

Error Code	Reason For the Error
59003	Error updating recent calls filter in DB. This error occurs due to an unexpected internal system condition. Recommended action: Try again.
59004	Error deleting recent calls filter in DB. This error occurs due to an unexpected internal system condition. Recommended action: Try again.
59005	Error inserting recent calls data in DB. This error occurs due to an unexpected internal system condition. Recommended action: Try again.
59006	Error deleting recent calls data in DB. This error occurs due to an unexpected internal system condition. Recommended action: Try again.
59007	Error fetching recent calls data from DB. This error occurs due to an unexpected internal system condition. Recommended action: Try again.
59008	Error fetching Ladder Diagram. This error occurs due to an unexpected internal system condition. Recommended action: Try again.
59010	The length should be between 3 and 50 characters. This error occurs due to an unexpected internal system condition. Recommended action: Try again.
59011	Contains invalid characters. This error occurs when a required input is missing, empty, or incorrectly formatted. Recommended action: Try again.
59012	The first character is not an alphabet. This error occurs due to an unexpected internal system condition. Recommended action: Try again.
59013	Error copying recent calls filter in DB. This error occurs due to an unexpected internal system condition. Recommended action: Try again.
59014	Filter Name already exists in DB. This error occurs when a duplicate object already exists with the same identifier or name. Recommended action: Try again.
59035	Failed to get ME devices for Recent calls. This error occurs due to an unexpected internal system condition. Recommended action: Try again.
59036	Failed to delete the filter because filter selection is empty. This error occurs due to an unexpected internal system condition. Recommended action: Try again.

Error Code	Reason For the Error
59037	Call not found for id. This error occurs when the requested object or record does not exist in the system. Recommended action: Try again.
59038	Maximum limit of recent call filters reached. This error occurs due to an unexpected internal system condition. Recommended action: Delete unused filters and try again.
59039	Filter with the name already exists. This error occurs when a duplicate object already exists with the same identifier or name. Recommended action: Rename the filter and try again.

Dashboard Manager Errors

The following table lists all Dashboard Manager errors, the reason the error is displayed, and recommended actions to take, if applicable.

Error Code	Reason For the Error
61000	Unsupported metrics provider. This error occurs due to an unexpected internal system condition. Recommended action: Contact your system administrator.
61001	Failed to create metrics client. This error occurs due to an unexpected internal system condition. Recommended action: Contact your system administrator.
61002	Failed to get summarized metrics data. This error occurs due to an unexpected internal system condition. Recommended action: Contact your system administrator.
61003	Unsupported metrics namespace. This error occurs due to an unexpected internal system condition. Recommended action: Contact your system administrator.
61004	Invalid metrics query. This error occurs when a required input is missing, empty, or incorrectly formatted. Recommended action: Contact your system administrator.
61005	Failed to fetch DIS DB Utilization metrics value. This error occurs due to a database read or write failure. Recommended action: Contact your system administrator.

Multi-Dimension KPI Errors

The following table lists all Multi-Dimension KPI errors, the reason the error is displayed, and recommended actions to take, if applicable.

Error Code	Reason For the Error
100300	Performance KPI error. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the issue persists, contact your system administrator.
100302	Unsupported KPI name. This error occurs due to an unexpected internal system condition. Recommended action: Provide a supported KPI name and try again.
100304	Parameter 'kpild' must be numeric. This error occurs when a required input is missing, empty, or incorrectly formatted. Recommended action: Provide a numeric value for 'kpild' and try again.
100306	Invalid value for query parameter 'kpiName'. This error occurs when a required input is missing, empty, or incorrectly formatted. Recommended action: Provide a valid KPI name and try again.

Reporting, Analytics, and RMS Errors

The following table lists all Multi-Dimension KPI errors, the reason the error is displayed, and recommended actions to take, if applicable.

Error Code	Reason For the Error
19001	Could not start. This error occurs due to a service startup, shutdown, or lifecycle failure. Recommended action: Try again. If the error recurs, contact your system administrator.
19002	Specified route set does not exist. This error occurs due to an unexpected internal system condition. Recommended action: Verify the route set exists.
19003	Specified route cannot be added. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.
19004	Specified route cannot be found. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.
19005	Specified route cannot be updated. This error occurs due to an unexpected internal system condition. Recommended action: Verify the route and route set exist and try again.

Error Code	Reason For the Error
19008	Could not retrieve the route set. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.
19010	Could not perform route manager operation. This error occurs when a required input is missing, empty, or incorrectly formatted. Recommended action: Contact your system administrator.
19011	Could not locate route. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.
19012	Could not delete route. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.
19013	Could not delete all device associations for a route set. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.
19014	A route set already exists with this name. This error occurs when a duplicate object already exists with the same identifier or name. Recommended action: Rename the route set.
19015	An unknown error has occurred. This error occurs due to a database read or write failure. Recommended action: Contact your system administrator.
19016	Could not add new route set. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.
19017	Could not find route set. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.
19018	Could not update route set. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.
19019	Multiple route sets found for the criteria specified. This error occurs due to an unexpected internal system condition. Recommended action: Modify the search criteria and try again.
19020	Could not delete route set with ID. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.

Error Code	Reason For the Error
19021	Could not find template. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.
19022	Multiple templates found for the criteria specified. This error occurs due to an unexpected internal system condition. Recommended action: Modify the search criteria and try again.
19023	Could not retrieve route sets. This error occurs due to an unexpected internal system condition. Recommended action: Modify the search criteria and try again.
19024	Could not delete all the routes. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.
19025	Could not delete all route sets. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.
19026	Could not delete all route set to device associations. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.
19027	Template already exists with the specified name. This error occurs when a duplicate object already exists with the same identifier or name. Recommended action: Select a new name for the template.
19028	Could not add template. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.
19029	Could not delete template. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.
19030	Could not update template. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.
19031	Could not delete all templates. This error occurs due to an unexpected internal system condition. Recommended action: Verify the database is available.
19032	Could not update the specified field for all routes matching the search criteria. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.

Error Code	Reason For the Error
19033	Could not add update task. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.
19034	Could not retrieve the information. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.
19035	Could not delete all update tasks. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.
19039	Could not display status information for the device update task. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.
19040	Multiple update tasks found for the criteria specified. This error occurs due to an unexpected internal system condition. Recommended action: Modify the search criteria and try again.
19042	Could not create LRT XML file for route set. This error occurs due to invalid file content, missing files, or schema/format validation failure. Recommended action: Try again. If the error recurs, contact your system administrator.
19043	Could not generate LRT file. This error occurs due to invalid file content, missing files, or schema/format validation failure. Recommended action: Contact your system administrator.
19044	Could not delete device update task. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.
19045	Could not refresh LRT on with configuration name. This error occurs due to an unexpected internal system condition. Recommended action: Verify configuration name and try again.
19046	Rollback is not applicable. did not exist prior to update. This error occurs when the requested object or record does not exist in the system. Recommended action: Contact your system administrator.
19048	Could not open LRT file. This error occurs due to invalid file content, missing files, or schema/format validation failure. Recommended action: Verify the LRT XML file is available.

Error Code	Reason For the Error
19049	Could not display LRT file. This error occurs due to invalid file content, missing files, or schema/format validation failure. Recommended action: Verify the LRT XML file is available.
19050	Could not process LRT file. This error occurs due to invalid file content, missing files, or schema/format validation failure. Recommended action: Contact system administrator.
19051	Could not remove a route set backup schedule. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.
19052	Could not add backup schedule. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.
19053	Could not display status information for the device update task. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.
19054	Could not find backup schedule. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.
19055	Could not display completed backup list. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.
19056	Date occurrence associated with schedule is incorrect. This error occurs due to an unexpected internal system condition. Recommended action: Verify the backup schedule.
19057	Could not determine if schedule is for Daily, Weekly, or Now. This error occurs due to a network or connectivity issue with a service or device. Recommended action: Verify schedule.
19058	Could not remove backup status entry. This error occurs due to an unexpected internal system condition. Recommended action: Please try again. If the error recurs, contact your system administrator.
19059	Could not remove completed backup entry. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.

Error Code	Reason For the Error
19060	Invalid backup type. This error occurs when a required input is missing, empty, or incorrectly formatted. Recommended action: Correct backup type and try again.
19061	Could not access completed backup file. This error occurs due to an unexpected internal system condition. Recommended action: Verify the file was not deleted.
19062	Could not create backup file. This error occurs due to invalid file content, missing files, or schema/format validation failure. Recommended action: Try again. If the error recurs, contact your system administrator.
19063	Could not restore route set backup file. This error occurs due to invalid file content, missing files, or schema/format validation failure. Recommended action: Try again. If the error recurs, contact your system administrator.
19064	Attempt to delete a route from an empty route set at start of import. This error occurs due to an unexpected internal system condition. Recommended action: Verify the CSV file is correct.
19065	Could not rollback the LRT for the device. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.
19066	Ten routes already exist for publd=. This error occurs due to an unexpected internal system condition. Recommended action: Delete existing routes before adding new ones.
19067	Import file contains two identical rows. This error occurs when a duplicate object already exists with the same identifier or name. Recommended action: Verify the import file data.
19068	Sed contains an invalid Regex expression. This error occurs when a required input is missing, empty, or incorrectly formatted. Recommended action: Verify formula to compute the Sed.
19069	Duplicate route exists for publd=. This error occurs when a duplicate object already exists with the same identifier or name. Recommended action: Verify the new route data.
19070	Publd and Sed Value is required fields. This error occurs due to an unexpected internal system condition. Recommended action: Verify the new route data.

Error Code	Reason For the Error
19071	Directory does not exist. This error occurs when the requested object or record does not exist in the system. Recommended action: Create the directory.
19072	Could not retrieve update task. This error occurs due to an unexpected internal system condition. Recommended action: Create the specified directory.
19073	Maximum number of tasks are already running. This error occurs due to an unexpected internal system condition. Recommended action: Try again later.
19074	Could not perform task. This error occurs due to permission restrictions or resource locking. Recommended action: Try again. If the error recurs, contact your system administrator.
19075	Could not release reserved resources. This error occurs due to permission restrictions or resource locking. Recommended action: Try again. Please try again. If the error recurs, contact your system administrator.
19076	Could not lock route set. It is in use. This error occurs due to permission restrictions or resource locking. Recommended action: Wait until the route set is not in use to make changes.
19077	Could not release resources for route set. This error occurs due to permission restrictions or resource locking. Recommended action: Try again. If the error recurs, contact your system administrator.
19078	Error occurred during update task. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.
19079	Could not acquire resource. This error occurs due to permission restrictions or resource locking. Recommended action: Try again. If the error recurs, contact your system administrator.
19080	Could not acquire the route set resources. This error occurs due to permission restrictions or resource locking. Recommended action: Try again. If the error recurs, contact your system administrator.
19082	No active nodes for the device. This error occurs due to an unexpected internal system condition. Recommended action: Please check device configuration.

Error Code	Reason For the Error
19083	Failed to check availability of the device resource. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.
19085	Failed to gzip file. This error occurs due to an unexpected internal system condition. Recommended action: Verify the path to the file exists.
19086	Failed to find file to unzip. File. This error occurs due to invalid file content, missing files, or schema/format validation failure. Recommended action: Verify the path and the file exists.
19087	Failed to find directory for unzip operation. Directory. This error occurs due to an unexpected internal system condition. Recommended action: Verify the directory exists.
19088	Failed to unzip file - gzip File: , output Directory: , output File Name. This error occurs due to an unexpected internal system condition. Recommended action: Verify the directory exists.
19089	Route sets are locked by other users. This error occurs due to permission restrictions or resource locking. Recommended action: Try again after the route sets are unlocked.
19092	Route set must be locked to make modifications. This error occurs due to permission restrictions or resource locking. Recommended action: Try again after locking the route set.
19093	Failed to create a Backup RouteSet to distribut to cluster. This error occurs due to invalid file content, missing files, or schema/format validation failure. Recommended action: Try again after locking the route set.
19094	Cannot update Route set. Waiting for synchronization with previous updates to complete. This error occurs due to an unexpected internal system condition. Recommended action: Try again in a few minutes.
19095	Failed to find file to load from other clustered node. This error occurs when the requested object or record does not exist in the system. Recommended action: Try again in a few minutes.
19096	Invalid publ for the Route set. This error occurs when a required input is missing, empty, or incorrectly formatted. Recommended action: Modify the publ.

Error Code	Reason For the Error
19097	The LRT file contained pub-id's of type string and E. 164. May only contain one type. This error occurs due to an unexpected internal system condition. Recommended action: Routes need to be of the same type per route set.
19098	The LRT file contained pub-id's of type string and E. 164. May only contain one type. This error occurs when a required input is missing, empty, or incorrectly formatted. Recommended action: Routes need to be of the same type per route set.
19099	Cannot commit. Update task initiated by other user. This error occurs due to an unexpected internal system condition. Recommended action: cannot perform the task.
19100	Cannot ROLLBACK. Update task initiated by other user. This error occurs due to an unexpected internal system condition. Recommended action: cannot perform the task.
19101	Cannot CANCEL. Update task initiated by other user. This error occurs due to an unexpected internal system condition. Recommended action: cannot perform the task.
19102	Version Type should not be Null. This error occurs when a required input is missing, empty, or incorrectly formatted. Recommended action: cannot perform the task.
19103	Could not lookup route for route key in LRT file on. This error occurs due to an unexpected internal system condition. Recommended action: Verify configuration name and try again.
19104	Route set name should not be empty. This error occurs due to an unexpected internal system condition. Recommended action: Try again.
19105	Route set name The length should be between 3 and 50 characters. This error occurs due to an unexpected internal system condition. Recommended action: Try again.
19106	Route set name Contains invalid characters. This error occurs when a required input is missing, empty, or incorrectly formatted. Recommended action: Try again.
19107	Route set name error, The first character is not an alphabet. This error occurs due to an unexpected internal system condition.
19108	Could not Get Header Fields of the Given CSV. This error occurs due to an unexpected internal system condition. Recommended action: Try again.

Error Code	Reason For the Error
19109	Could not import given CSV file. This error occurs due to invalid file content, missing files, or schema/format validation failure. Recommended action: Try again.
19110	Error occurred. This error occurs due to invalid file content, missing files, or schema/format validation failure. Recommended action: Try again.
19111	Could not Get Error Rows Count for the Given CSV. This error occurs due to an unexpected internal system condition. Recommended action: Try again.
19112	Could not Get Error Data Rows and Messages for the Given CSV. This error occurs due to an unexpected internal system condition. Recommended action: Try again.
19114	Invalid values for Range Start or Range End. This error occurs when a required input is missing, empty, or incorrectly formatted. Recommended action: Try again.
19115	RangeStart and Range End and Sed Value is required fields. This error occurs due to an unexpected internal system condition. Recommended action: Verify the new route data.
19116	Could not get count of routes for the given route sets. This error occurs due to an unexpected internal system condition. Recommended action: Try again.
19117	Route set type is not set. This error occurs due to an unexpected internal system condition. Recommended action: Try again.
19118	Field name should not be empty. This error occurs due to an unexpected internal system condition. Recommended action: Try again.
19119	Field name The length should be between 2 and 30 characters. This error occurs due to an unexpected internal system condition. Recommended action: Try again.
19120	Field name Contains invalid characters. This error occurs when a required input is missing, empty, or incorrectly formatted. Recommended action: Try again.
19121	Field name error, The first character is not an alphabet. This error occurs due to an unexpected internal system condition. Recommended action: Try again.
19122	For weighted routes both weight and priority values are mandatory. This error occurs due to an unexpected internal system condition. Recommended action: Try again.

Error Code	Reason For the Error
19123	A non-weighted route next hop should not have weight and priority values. This error occurs when a required input is missing, empty, or incorrectly formatted. Recommended action: Try again.
19124	A weighted route priority valid range is from 0 to 65535. This error occurs when a required input is missing, empty, or incorrectly formatted. Recommended action: Try again.
19125	A weighted route weight valid range is from 0 to 65530 and should be multiple of 10. This error occurs when a required input is missing, empty, or incorrectly formatted. Recommended action: Try again.
19126	A weighted next hop cannot be added to a non-weighted route. This error occurs due to an unexpected internal system condition. Recommended action: Try again.
19127	A non-weighted next hop cannot be added to a weighted route. This error occurs due to an unexpected internal system condition. Recommended action: Try again.
19128	Cannot determine if routeset is weighted or not. This error occurs due to a network or connectivity issue with a service or device. Recommended action: Try again.
19129	Type mismatch while copying route set. This error occurs due to an unexpected internal system condition. Recommended action: Try again.
19130	Could not copy route set. This error occurs due to an unexpected internal system condition. Recommended action: Try again.
19131	Invalid LRT File Name, file extension should be '.xml.gz'. This error occurs when a required input is missing, empty, or incorrectly formatted. Recommended action: Try again.
19132	Filter already exists with the given name. This error occurs when a duplicate object already exists with the same identifier or name. Recommended action: Try again.
19133	Failed to add the route set filter. This error occurs due to an unexpected internal system condition. Recommended action: Try again.
19134	User has reached maximum save filter limit of 10. This error occurs due to an unexpected internal system condition. Recommended action: Try again.
19135	Could not find route set filters. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.

Error Code	Reason For the Error
19137	Could not update route set filter. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.
19138	Could not delete route set filter. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.
19139	Could not perform ACL check. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.
19140	Failed to retrieve route set filters. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.
19141	Failed to validate associated routesets. This error occurs due to an unexpected internal system condition. Recommended action: Check again. If the error recurs, contact your system administrator.
19145	Failed to check the selected routesets. This error occurs due to an unexpected internal system condition. Recommended action: Check again. If the error recurs, contact your system administrator.
19147	Failed to replace route with given value. This error occurs due to an unexpected internal system condition. Recommended action: Check again. If the error recurs, contact your system administrator.
19149	Failed to check the filter from the list of filters. This error occurs due to an unexpected internal system condition. Recommended action: Check again. If the error recurs, contact your system administrator.
19150	Failed to check the filter parameters. This error occurs due to an unexpected internal system condition. Recommended action: Check again. If the error recurs, contact your system administrator.
19151	Failed to find the associated filters for the route set. This error occurs due to an unexpected internal system condition. Recommended action: Check again. If the error recurs, contact your system administrator.
19152	Range start should be smaller than or equal to range end value. This error occurs due to an unexpected internal system condition. Recommended action: Enter correct range values and try again. If the error recurs, contact your administrator.

Error Code	Reason For the Error
19153	Duplicate route exists for range start= and range end=. This error occurs when a duplicate object already exists with the same identifier or name. Recommended action: Verify the new route data and try again. If the error recurs, contact your administrator.
19154	Ten routes already exists for range start= and range end=. This error occurs due to an unexpected internal system condition. Recommended action: Delete any existing route and try again. If the error recurs, contact your administrator.
19155	Failed to find next match. This error occurs due to an unexpected internal system condition. Recommended action: Check again. If the error recurs, contact your system administrator.
19156	Failed to find index of next match. This error occurs due to an unexpected internal system condition. Recommended action: Check again. If the error recurs, contact your system administrator.
19157	Failed to find index of next match. This error occurs due to an unexpected internal system condition. Recommended action: Check again. If the error recurs, contact your system administrator.
19158	Failed to replace the selected record. This error occurs due to an unexpected internal system condition. Recommended action: Check again. If the error recurs, contact your system administrator.
19159	Failed to query DB for getting the count. This error occurs due to an unexpected internal system condition. Recommended action: Please try again. If the error recurs, contact your administrator.
19160	Failed to find matching next hop details. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your administrator.
19162	Formula dependent fields are empty. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your administrator.
19163	Range Start and Range End should have equal number of digits. This error occurs due to a service startup, shutdown, or lifecycle failure. Recommended action: Try again. If the error recurs, contact your administrator.
19164	Publd formula contains references to SED fields. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your administrator.

Error Code	Reason For the Error
19165	SED formula contains references to Publd fields. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your administrator.
19166	Duplicate route exists for publd=. The set combination of entries are already present in a current route with publd=. This error occurs when a duplicate object already exists with the same identifier or name.
19167	Failed to save LRT xml in db. This error occurs due to a database read or write failure. Recommended action: Try again. If the error recurs, contact your administrator.
19168	Route Range should be Unique and should not Overlap other Ranges. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your administrator.
19169	Device LRT file name should not be empty. This error occurs due to invalid file content, missing files, or schema/format validation failure. Recommended action: Try again.
19170	Device LRT file name The length should be between 3 and 50 characters. This error occurs due to invalid file content, missing files, or schema/format validation failure. Recommended action: Try again.
19171	Device LRT file name Contains invalid characters, valid character set [a-zA-Z_0-9-]. This error occurs when a required input is missing, empty, or incorrectly formatted. Recommended action: Try again.
19172	Device LRT file name error, The first character is not an alphabet. This error occurs due to invalid file content, missing files, or schema/format validation failure. Recommended action: Try again.
19177	Asynchronous Tasks running on this RouteSet. Please try again after sometime. This error occurs due to an unexpected internal system condition. Recommended action: Try again after sometime.
19178	Task not found for id. This error occurs when the requested object or record does not exist in the system. Recommended action: Provide correct id and try again.
19179	Failed to, CSV import in progress for RouteSet. Please try again after sometime. This error occurs due to an unexpected internal system condition. Recommended action: Try again after sometime.

Error Code	Reason For the Error
37000	Error getting DIS tenant info. This error occurs due to an unexpected internal system condition. Recommended action: Contact your system administrator.
37004	Failed to get supported HDR Groups for device. This error occurs when the requested object or record does not exist in the system. Recommended action: Try again. If the error recurs, contact your system administrator.
37008	Failed to retrieve list of Collection groups. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.
37009	Failed to populate HDR Group Column Info Map. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.
37010	Failed to fetch HDR File Processing Records. This error occurs due to invalid file content, missing files, or schema/format validation failure. Recommended action: Try again. If the error recurs, contact your system administrator.
37011	Failed to update processing status for HDR Files. This error occurs due to invalid file content, missing files, or schema/format validation failure. Recommended action: Try again. If the error recurs, contact your system administrator.
37012	Failed to fetch HDR Collection Group from DIS Device ID. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.
37013	Error adding DIS tenant info. This error occurs due to an unexpected internal system condition. Recommended action: Contact your system administrator.
37014	Collection group name should not be empty. This error occurs due to an unexpected internal system condition. Recommended action: Enter a valid name for collection group and try again.
37015	Collection group name The length should be between 3 and 50 characters. This error occurs due to an unexpected internal system condition. Recommended action: Enter a valid name for collection group and try again.
37016	Collection group name Contains invalid characters. This error occurs when a required input is missing, empty, or incorrectly formatted. Recommended action: Enter a valid name for collection group and try again.

Error Code	Reason For the Error
37018	Collection interval should not be greater than push interval. This error occurs due to an unexpected internal system condition. Recommended action: Please provide a collection interval lesser than or equal to push interval and try again.
37019	Invalid start time for collection group. This error occurs when a required input is missing, empty, or incorrectly formatted. Recommended action: Enter a valid start time for collection group and try again.
37020	Invalid stop time for collection group. This error occurs when a required input is missing, empty, or incorrectly formatted. Recommended action: Enter a valid stop time for collection group and try again.
37021	Start time cannot be greater than stop time. This error occurs due to a service startup, shutdown, or lifecycle failure. Recommended action: Try again.
37022	HDR group collect interval should be lesser than global collect interval. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.
37023	MCE password should not be null. This error occurs when a required input is missing, empty, or incorrectly formatted. Recommended action: Try again.
37025	Failed to create Collection group(s). This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the issue persists, contact your system administrator.
37026	HDR group list cannot be null. This error occurs when a required input is missing, empty, or incorrectly formatted. Recommended action: Try again. If the issue persists, contact your system administrator.
37029	Failed to fetch HDR Collection Group Info. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.
37030	Error updating DIS tenant info. This error occurs due to an unexpected internal system condition. Recommended action: Contact your system administrator.
37031	Failed to fetch ADW Ext Table Ingestion Status. This error occurs due to an unexpected internal system condition. Recommended action: Ccontact your system administrator.

Error Code	Reason For the Error
37032	Failed to delete start/stop collection scheduled task. This error occurs due to an unexpected internal system condition. Recommended action: Contact your system administrator.
37033	Failed to update start/stop collection scheduled task. This error occurs due to an unexpected internal system condition. Recommended action: Contact your system administrator.
37035	Failed to update Log for Collection group. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.
37038	Failed to update retention period in DIS. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.
37039	Failed to start collection for collection group. This error occurs due to a service startup, shutdown, or lifecycle failure. Recommended action: Try again. If the error recurs, contact your system administrator.
37040	Failed to stop collection for collection group. This error occurs due to a service startup, shutdown, or lifecycle failure. Recommended action: Try again. If the error recurs, contact your system administrator.
37041	Failed to delete collection group. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.
37042	Failed to edit collection group. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.
37044	Failed to create DIS ADW DB Pool. This error occurs due to a database read or write failure. Recommended action: Contact your system administrator.
37045	Failed to generate DIS partner token due to Unauthorized Invalid client. This error occurs when a required input is missing, empty, or incorrectly formatted. Recommended action: Contact your system administrator.
50001	Could not display requested stats. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.

Error Code	Reason For the Error
62002	Failed to fetch target XML from Config Archive. This error occurs due to invalid file content, missing files, or schema/format validation failure. Recommended action: Try again. If the error recurs, contact your system administrator.
62003	Failed to fetch target XML from Device Configuration File. This error occurs due to invalid file content, missing files, or schema/format validation failure. Recommended action: Try again. If the error recurs, contact your system administrator.
62004	Failed to fetch target XML from Offline Configuration. This error occurs due to invalid file content, missing files, or schema/format validation failure. Recommended action: Please try again. If the error recurs, contact your system administrator.
62006	Source Product Type is null/blank. This error occurs when a required input is missing, empty, or incorrectly formatted. Recommended action: Try again. If the error recurs, contact your system administrator.
62009	Failed to fetch Target Offline Configuration. This error occurs when a required input is missing, empty, or incorrectly formatted. Recommended action: Try again. If the error recurs, contact your system administrator.
62010	Invalid seeded from value. This error occurs when a required input is missing, empty, or incorrectly formatted. Recommended action: Try again. If the error recurs, contact your system administrator.
62011	Target Product Type is null/blank. This error occurs when a required input is missing, empty, or incorrectly formatted. Recommended action: Try again. If the error recurs, contact your system administrator.
62012	Source/target xml document is null. This error occurs when a required input is missing, empty, or incorrectly formatted. Recommended action: Try again. If the error recurs, contact your system administrator.
62013	Failed to sort xml. - nodeList is null/empty. This error occurs when a required input is missing, empty, or incorrectly formatted. Recommended action: Try again. If the error recurs, contact your system administrator.
62014	Source Seeding Type is null. This error occurs when a required input is missing, empty, or incorrectly formatted. Recommended action: Try again. If the error recurs, contact your system administrator.

Error Code	Reason For the Error
62017	Failed to delete the saved comparison report(s). This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.
62018	A Comparison task for the report id: is already in progress. Please wait till it completes successfully. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.
62019	Failed to save comparison report with name. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.
62020	Comparison Report Generation Failed for source: and target. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.
62021	Failed to fetch Comparison Reports of report type. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.
62022	Failed to Generate PDF Report for, HTML files not present for comparison. This error occurs due to an unexpected internal system condition. Recommended action: Generate comparison report and try again.
62023	Failed to generate PDF report. Please save the comparison report in order to generate the PDF report. This error occurs due to an unexpected internal system condition. Recommended action: Save the temporary report and try again.
62024	Failed to Generate PDF Report for, . This error occurs due to an unexpected internal system condition. Recommended action: Try again.
62025	Failed to parse HTML. This error occurs due to invalid file content, missing files, or schema/format validation failure. Recommended action: Try again.
62026	Failed to purge TEMP/SAVED comparison reports. This error occurs due to an unexpected internal system condition. Recommended action: Try again.

Error Code	Reason For the Error
62027	Failed to generate comparison, Product-type of source and target should be same. This error occurs due to an unexpected internal system condition. Recommended action: Choose Source and Target of same product-type.
62028	Report Name: already exists. Report name should be unique. This error occurs when a duplicate object already exists with the same identifier or name. Recommended action: Try again. If the error recurs, contact your system administrator.
62029	Failed comparison report- cannot be marked as 'Saved'. This error occurs due to an unexpected internal system condition. Recommended action: Wait for scheduled purge to delete these reports.
62030	Comparison report is too large to view. This error occurs due to an unexpected internal system condition. Recommended action: Save and download the compressed file.
62031	A comparison report is currently in progress for the selected GC. The system does not allow concurrent reports with the same GC. Please try again once it completes. This error occurs due to an unexpected internal system condition. Recommended action: Wait for the current process to complete and try again.
62032	Failed to save comparison report with name. Please create a new report with the same combination and try saving again. This error occurs due to an unexpected internal system condition. Recommended action: Create a new report with the same combination and try saving again.

Platform and Common Services Errors

The following table lists all Platform and Common Services errors, the reason the error is displayed, and recommended actions to take, if applicable.

Error Code	Reason For the Error
0	SUCCESS. This error occurs due to an unexpected internal system condition.
1000	Encountered a general error. This error occurs due to an unexpected internal system condition. Recommended action: Save all logs and contact your system administrator.
1001	Timed out. This error occurs when the operation exceeds the allowed response time. Recommended action: Try again. If the error recurs, contact your system administrator.

Error Code	Reason For the Error
1002	Operation is not allowed for. This error occurs due to permission restrictions or resource locking. Recommended action: Contact your system administrator about user permission.
1003	Attribute in is invalid. This error occurs when a required input is missing, empty, or incorrectly formatted. Recommended action: Enter the correct value and try again.
1004	Function is currently busy. This error occurs due to an unexpected internal system condition. Recommended action: Try again.
1005	Requested function is not supported. This error occurs due to an unexpected internal system condition. Recommended action: Contact your system administrator if you need access.
1006	Parameter is invalid. This error occurs when a required input is missing, empty, or incorrectly formatted. Recommended action: Check required fields and try again.
1007	Encountered an error. This error occurs due to an unexpected internal system condition. Recommended action: Save all logs and contact your system administrator.
1008	Could not access information. This error occurs due to an unexpected internal system condition. Recommended action: Contact your system administrator.
1009	Could not shut down the service. This error occurs due to a service startup, shutdown, or lifecycle failure. Recommended action: Try again. If the error recurs, contact your system administrator.
1010	Service is not available. This error occurs due to a network or connectivity issue with a service or device. Recommended action: Contact your system administrator.
1011	Encountered an error. This error occurs due to an unexpected internal system condition. Recommended action: Save all logs and contact your system administrator.
1012	Encountered an error with SFTP. This error occurs due to a network or connectivity issue with a service or device. Recommended action: Check the SFTP connection and user credentials.
1013	Encountered an unzip error. This error occurs due to an unexpected internal system condition. Recommended action: Check if the zip file status.

Error Code	Reason For the Error
1014	Could not find the requested object. This error occurs when the requested object or record does not exist in the system. Recommended action: Verify request and try again.
1015	Encountered a general error. This error occurs due to an unexpected internal system condition. Recommended action: Save all logs and contact your system administrator.
1016	Encountered a connectivity error. This error occurs due to a network or connectivity issue with a service or device. Recommended action: Contact your system administrator.
1017	Encountered an SNMP error. This error occurs due to a network or connectivity issue with a service or device. Recommended action: Contact your system administrator.
1018	Encountered a database error. This error occurs due to a database read or write failure. Recommended action: Contact your system administrator.
1019	Encountered an error. This error occurs due to invalid file content, missing files, or schema/format validation failure. Recommended action: Contact your system administrator.
1020	Encountered. This error occurs due to an unexpected internal system condition. Recommended action: Save all logs and contact your system administrator.
1021	Encountered a general error. This error occurs due to an unexpected internal system condition. Recommended action: Save all logs and contact your system administrator.
1022	Encountered a critical fatal system error. This error occurs due to an unexpected internal system condition. Recommended action: Save all logs and contact your system administrator.
1023	Encountered an interface error. Function detects input parameter with an invalid value. This error occurs when a required input is missing, empty, or incorrectly formatted. Recommended action: Save all logs and contact your system administrator.
1024	Error occurred in. This error occurs due to an unexpected internal system condition. Recommended action: Contact your system administrator.

Error Code	Reason For the Error
1030	Encountered an error. This error occurs due to an unexpected internal system condition. Recommended action: Save all logs and contact your system administrator.
2000	Could not start application server. This error occurs due to a service startup, shutdown, or lifecycle failure. Recommended action: Try again. If an error recurs, contact your system administrator.
10000	Unable to communicate with application server. This error occurs due to a network or connectivity issue with a service or device. Recommended action: Contact your system administrator.
10002	Could not load configuration for. This error occurs due to an unexpected internal system condition. Recommended action: Ask your system administrator to check device configuration.
10003	Could not load configuration for. This error occurs due to an unexpected internal system condition. Recommended action: Please ask your system administrator to check device configuration.
10004	Could not get with. This error occurs due to an unexpected internal system condition. Recommended action: Contact your system administrator.
10005	Could not update configuration for with. This error occurs due to an unexpected internal system condition. Recommended action: Contact your system administrator.
10006	Could not get top level element types for. This error occurs due to an unexpected internal system condition. Recommended action: Contact your system administrator.
10007	Could not get elements for extended attributes for from. This error occurs due to an unexpected internal system condition. Recommended action: Contact your system administrator.
10008	Could not get extended attributes for with. This error occurs due to an unexpected internal system condition. Recommended action: Contact your system administrator.
10010	Could not display information. This error occurs due to an unexpected internal system condition. Recommended action: Contact your system administrator.

Error Code	Reason For the Error
10011	Could not display information. This error occurs due to an unexpected internal system condition. Recommended action: Contact your system administrator.
10012	Could not display information. This error occurs due to an unexpected internal system condition. Recommended action: Contact your system administrator.
10013	Problem with the session. This error occurs due to an unexpected internal system condition. Recommended action: Logout and login again.
10015	Session has expired. This error occurs when a required input is missing, empty, or incorrectly formatted. Recommended action: Login again.
10016	This active session is already in use by another user. This error occurs due to an unexpected internal system condition. Recommended action: Logout the active session and try again, or login from a different browser session.
10019	Invalid file name. Must not contain ". ". This error occurs when a required input is missing, empty, or incorrectly formatted. Recommended action: Fix the file name and try again.
10020	Add configuration elements fail. This error occurs due to an unexpected internal system condition. Recommended action: Contact your system administrator.
10021	The logged in client IP address does not match the request IP address. This error occurs due to an unexpected internal system condition. Recommended action: Contact your system administrator.
10022	You do not have permission for the operation you are attempting to perform. This error occurs due to an unexpected internal system condition. Recommended action: Contact your system administrator.
10023	Delete configuration elements fail. This error occurs due to an unexpected internal system condition. Recommended action: Contact your system administrator.
10029	Failed to add configuration element. This error occurs due to an unexpected internal system condition. Recommended action: Check configuration service.

Error Code	Reason For the Error
10040	This configuration element already exists. This error occurs due to an unexpected internal system condition. Recommended action: Check configuration service.
10042	The column does not support sorting. This error occurs due to an unexpected internal system condition. Recommended action: Try sorting on different columns.
10047	Name can only contain letters, numbers, an underscore, or a hyphen. No blank spaces are allowed. This error occurs when a required input is missing, empty, or incorrectly formatted. Recommended action: Re-enter the name, removing invalid characters.
10048	Name must start with an alphabetical character. This error occurs due to an unexpected internal system condition. Recommended action: Re-enter the name.
10049	RCM destination copy name cannot be empty. This error occurs due to an unexpected internal system condition. Recommended action: Re-enter the name.
10050	Cannot delete canned RCM configuration. This error occurs due to an unexpected internal system condition. Recommended action: Cannot delete canned RCM configuration.
10051	Could not display information, probably the presentation body xml is missing, make sure the vendor supports this specific view. This error occurs when a required input is missing, empty, or incorrectly formatted. Recommended action: Contact your system administrator.
10052	Invalid input parameter(s). This error occurs when a required input is missing, empty, or incorrectly formatted. Recommended action: Contact your system administrator.
15001	Database Service Failed to start. This error occurs due to a database read or write failure. Recommended action: Try again.
15002	Database initialization failure. This error occurs due to a database read or write failure. Recommended action: Try again.
15003	Failed to create database container. This error occurs due to a database read or write failure. Recommended action: Try again.
15004	Failed to save document to database. This error occurs due to a database read or write failure. Recommended action: Try again.

Error Code	Reason For the Error
15005	Failed to import document to database. This error occurs due to a database read or write failure. Recommended action: Try again.
15006	Failed to delete document from database. This error occurs due to a database read or write failure. Recommended action: Try again.
15007	Failed to load schema. This error occurs due to a database read or write failure. Recommended action: Try again.
15008	Failed to determine if database container exists. This error occurs due to a database read or write failure. Recommended action: Try again.
15009	Failed to create database transaction. This error occurs due to a database read or write failure. Recommended action: Try again.
15010	Failed to open database container. This error occurs due to a database read or write failure. Recommended action: Try again.
15011	Database container not found. This error occurs when the requested object or record does not exist in the system. Recommended action: Try again.
15012	Failed to create database element. This error occurs due to a database read or write failure. Recommended action: Try again.
15013	Database server failed in creating its environment during startup. Either the database environment configuration is not set up properly or the database is corrupted. This error occurs due to a database read or write failure. Recommended action: Contact your administrator to check the database environment and data.
15014	Errors detected while validating document against its schema. This error occurs due to a database read or write failure. Recommended action: Correct the error(s) and try again.
15015	Must be the Master DB for this operation. This error occurs due to a database read or write failure. Recommended action: Correct the error(s) and try again.
15016	Reload configuration document failed. Local change view (LCV) document does not exist for local (LCC) configuration document. This error occurs due to a database read or write failure. Recommended action: Correct the error(s) and try again.
15018	Failed to get document from database. This error occurs due to a database read or write failure. Recommended action: Try again.

Error Code	Reason For the Error
15019	Failed to create new document to database. It already existed. This error occurs due to a database read or write failure. Recommended action: Try again.
15020	Configuration data conflict is detected. The user changes for device may be outdated. Recommended action: If problem persist, please undo all user changes for this device and try again. This error occurs when the requested object or record does not exist in the system.
15021	User changes are outdated for device. The target delete element does not exist in device configuration database. Recommended action: Undo all user changes for this device and try again. This error occurs due to a database read or write failure.
15022	User changes are outdated for device. The target delete element does not exist in device configuration database. Recommended action: Undo all user changes for this device and try again. This error occurs due to a database read or write failure.
15023	User changes are outdated for device. The target oid of element type does not exist in device configuration database. Recommended action: Undo all user changes for this device and try again. This error occurs due to a database read or write failure.
15024	Errors detected while validating document against its schema for element. This error occurs due to a database read or write failure. Recommended action: Correct the error(s) and try again.
15025	Configuration document Failed to load. This error occurs due to a database read or write failure. Recommended action: Correct the error(s) and try again.
15027	Failure due to unexpected query result. This error occurs due to a database read or write failure.
15028	Failure due to unexpected query result for element. This error occurs due to a database read or write failure.
15029	Failed to retrieve paging data. This error occurs due to a database read or write failure. Recommended action: Try again.
15030	Unique constraint violation encountered. An entry already exists with identical value. This error occurs due to a database read or write failure. Recommended action: Change this value and try the operation again.
15031	Failed to load LCC as current OC SDM version is not sufficient for schema being loaded. This error occurs due to a database read or write failure.

Error Code	Reason For the Error
15032	Unique constraint violation. It detected more than one elements for. This error occurs due to a database read or write failure. Recommended action: Report this to the development team.
15033	Target document does not exist in database. This error occurs due to a database read or write failure. Recommended action: Check the name.
15034	Database query encountered an exception. Function. This error occurs due to a database read or write failure. Recommended action: Report this to the development team.
15035	Database update encountered an exception. Function. This error occurs due to a database read or write failure. Recommended action: Report this to the development team.
15036	Element is not found is database. Element Type. ID. This error occurs when the requested object or record does not exist in the system. Recommended action: Report this to the development team.
15037	Failed to create database document. Name. This error occurs due to a database read or write failure. Recommended action: Report this to the development team.
15050	Failed to get valid XPath information for a Data Variable. This error occurs due to a database read or write failure.
15051	Invalid XPath information for a Data Variable is detected. This error occurs when a required input is missing, empty, or incorrectly formatted.
15052	Failed to clean up data variable bindings for variable name. This error occurs due to a database read or write failure.
15053	Unable to add new data variable for offline configuration. It already exists. This error occurs due to an unexpected internal system condition. Recommended action: Resolve the issue and try again.
15054	Unable to associate data variable to target attribute. It is already associated by another data variable. This error occurs due to an unexpected internal system condition. Recommended action: Resolve the issue and try again.
15055	The user input value of data variable for primary key attribute is missing or empty. This error occurs when a required input is missing, empty, or incorrectly formatted. Recommended action: Resolve the issue and try again.

Error Code	Reason For the Error
15060	Failed to delete document from database. This error occurs due to a database read or write failure. Recommended action: Try again.
15061	Failed to create database document. Name. This error occurs due to a database read or write failure. Recommended action: Report this to the development team.
15062	Unable to database copy document to. This error occurs due to a database read or write failure. Recommended action: Resolve the issue and try again.
15063	Document schema not found. It is either invalid or unsupported. This error occurs when a required input is missing, empty, or incorrectly formatted. Recommended action: Try again.
15064	Failed to determine host version information for current Master DB. This error occurs due to a database read or write failure. Recommended action: Try again.
15065	Failed to execute query. An invalid attribute value type was provided. This error occurs when a required input is missing, empty, or incorrectly formatted. Recommended action: Try again.
15100	Unexpected query result found in database. This error occurs when a required input is missing, empty, or incorrectly formatted. Recommended action: Resolve the issue and try again.
15101	Invalid database query criteria detected. This error occurs when a required input is missing, empty, or incorrectly formatted. Recommended action: Resolve the issue and try again.
15120	An RCM Variable instance of name already existed in database. This error occurs due to a database read or write failure. Recommended action: Resolve the issue and try again.
15121	The variable is not found in database. This error occurs when the requested object or record does not exist in the system. Recommended action: Resolve the issue and try again.
15122	The ConfigElement with objectId is not found in database. This error occurs when the requested object or record does not exist in the system. Recommended action: Resolve the issue and try again.

Error Code	Reason For the Error
15123	The ConfigElement with objectId is not found in database. This error occurs due to a database read or write failure. Recommended action: Resolve the issue and try again.
15124	Unable to create RCM document. This error occurs due to a database read or write failure. Recommended action: Resolve the issue and try again.
15125	Unable to copy RCM document to. This error occurs due to a database read or write failure. Recommended action: Resolve the issue and try again.
15126	RCM can only be exported into a file with .xml extension. Input file. This error occurs due to a database read or write failure. Recommended action: Resolve the issue and try again.
15150	Unexpected query result found in database for HSC document. This error occurs when a required input is missing, empty, or incorrectly formatted. Recommended action: Resolve the issue and try again.
15151	Invalid database query criteria detected for HSC document. This error occurs when a required input is missing, empty, or incorrectly formatted. Recommended action: Resolve the issue and try again.
15998	Database transaction Failed to acquire lock. This error occurs due to permission restrictions or resource locking. Recommended action: Try again.
15999	Database transaction Failed to acquire lock after maximum retries. This error occurs due to permission restrictions or resource locking. Recommended action: Try again.
16000	Could not access audit log. This error occurs due to a service startup, shutdown, or lifecycle failure. Recommended action: Try again. If the error recurs, contact your system administrator.
16001	Could not add audit log entry. This error occurs due to an unexpected internal system condition. Recommended action: Check required fields and try again. If the error recurs, contact your system administrator.
16002	Is required. This error occurs due to an unexpected internal system condition. Recommended action: Provide required information.

Error Code	Reason For the Error
16003	Could not store audit log entry. This error occurs due to an unexpected internal system condition. Recommended action: Check required fields and try again. If the error recurs, contact your system administrator.
16004	Could not access audit trail information. This error occurs due to a database read or write failure. Recommended action: Try again. If the error recurs, contact your system administrator.
16005	Could not add a new audit trail entry. This error occurs due to a database read or write failure. Recommended action: Try again. If the error recurs, contact your system administrator.
16006	Could not search audit trail entries. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.
16007	Could not delete audit trail entry. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.
16008	Could not remove audit log entry. This error occurs when a required input is missing, empty, or incorrectly formatted. Recommended action: Contact your system administrator.
16009	Could not get next sequence ID for audit log entry. This error occurs due to an unexpected internal system condition. Recommended action: Contact your system administrator.
17000	Cannot communicate with application server. This error occurs due to a network or connectivity issue with a service or device. Recommended action: Contact your system administrator.
17001	Error occurred in. This error occurs due to an unexpected internal system condition. Recommended action: Contact your system administrator.
17002	Cannot get (mentioned). This error occurs due to an unexpected internal system condition. Recommended action: Contact your system administrator.
17003	Cannot get (mentioned). This error occurs due to an unexpected internal system condition. Recommended action: Contact your system administrator.
17004	Cannot delete (mentioned). This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.

Error Code	Reason For the Error
17005	Cannot reset password for user. This error occurs due to an unexpected internal system condition. Recommended action: Contact your system administrator.
17006	Cannot change password for user. This error occurs due to an unexpected internal system condition. Recommended action: Contact your system administrator.
17007	Cannot get a list of by. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.
17008	Cannot add group. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.
17010	Cannot update. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.
17022	Cannot get IAM information. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.
21000	Could not look up trap manager registry. This error occurs due to a network or connectivity issue with a service or device. Recommended action: Check the connection between FEApp Trap and database manager.
21001	This error occurs due to an unexpected internal system condition. Recommended action: Check the FEApp Trap.
21002	Could not get instance(s) for. This error occurs due to an unexpected internal system condition. Recommended action: Check the trap manager.
21003	Could not get instances for. This error occurs due to an unexpected internal system condition. Recommended action: Check the configuration manager.
21004	The IP address is not valid. This error occurs when a required input is missing, empty, or incorrectly formatted. Recommended action: Enter new value again.
22000	Problem communicating with application server. This error occurs due to a network or connectivity issue with a service or device. Recommended action: Contact your system administrator.
22001	This error occurs due to an unexpected internal system condition. Recommended action: Contact your system administrator.

Error Code	Reason For the Error
22002	Cannot get. This error occurs due to an unexpected internal system condition. Recommended action: Contact your system administrator.
22003	Cannot get. This error occurs due to an unexpected internal system condition. Recommended action: Contact your system administrator.
23000	Could not look up performance manager registry. This error occurs due to a network or connectivity issue with a service or device. Recommended action: Check the connection between FEApp Performance and database manager.
23001	This error occurs due to an unexpected internal system condition. Recommended action: Check the FEApp Performance.
23002	Could not get instance(s) for. This error occurs due to an unexpected internal system condition. Recommended action: Check the performance manager.
23003	Could not get instances for. This error occurs due to an unexpected internal system condition. Recommended action: Check the configuration manager.
24001	Finite State Machine service could not start. This error occurs due to a service startup, shutdown, or lifecycle failure. Recommended action: Try again.
24002	One of the following required parameters is missing. This error occurs when a required input is missing, empty, or incorrectly formatted. Recommended action: Try again.
24003	FSM does not support for query batch by OperationLock criteria. Found resource with operation. This error occurs due to permission restrictions or resource locking. Recommended action: Try again.
24004	Acquiring resource lock on is not allowed when FSM Service state is. This error occurs when a required input is missing, empty, or incorrectly formatted. Recommended action: Try again.
24006	Maximum number of BatchLock update threads are already running. This error occurs due to an unexpected internal system condition. Recommended action: Try again later.
24007	FSM does not support for locking batch on mix of resource operations. Found resource with operation. This error occurs due to an unexpected internal system condition. Recommended action: Try again later.

Error Code	Reason For the Error
24008	FSM is not yet supported for the API. This error occurs due to an unexpected internal system condition. Recommended action: Report this issue to development team.
24009	FSM Failed to lookup new master RMI registry on host. This error occurs due to a network or connectivity issue with a service or device. Recommended action: Report this issue to development team.
24010	The update new master host from to failed in this host during node/cluster shutdown in-progress and it's safe to ignore this error. This error occurs due to a service startup, shutdown, or lifecycle failure.
24500	Access to XML DB is not granted. This error occurs due to permission restrictions or resource locking. Recommended action: Try again.
24501	XML DB is currently busy. Maximum number of access retries was reached. This error occurs due to permission restrictions or resource locking. Recommended action: Try again.
24504	Unable to acquire lock by user due to internal database error. This error occurs due to permission restrictions or resource locking. Recommended action: Try again.
24510	Failed to acquire operation lock for on. Which is locked by. This error occurs due to permission restrictions or resource locking. Recommended action: Try again.
24511	Acquire operation lock for on resource is not allowed in this state (resource: , operation:). This error occurs when a required input is missing, empty, or incorrectly formatted. Recommended action: Try again.
24512	Failed to acquire operation lock for on resource. Encountered Exception. This error occurs due to permission restrictions or resource locking. Recommended action: Try again.
24514	Failed to acquire operation lock. The is currently busy with operation owned by. This error occurs due to permission restrictions or resource locking. Recommended action: Try again.
24520	Failed to acquire lock on. Which is locked by. This error occurs due to permission restrictions or resource locking. Recommended action: Please try again.
24522	Acquire resource lock is not allowed in this state (resource: , operation:). This error occurs when a required input is missing, empty, or incorrectly formatted. Recommended action: Try again.

Error Code	Reason For the Error
24523	Failed to acquire lock on. Encountered Exception. This error occurs due to permission restrictions or resource locking. Recommended action: Try again.
24524	The is currently busy with operation owned by. This error occurs due to permission restrictions or resource locking. Recommended action: Wait until the operation completes and try again.
24525	The is currently busy with operation owned by. This error occurs due to permission restrictions or resource locking. Recommended action: Wait until the operation completes and try again.
24652	Failed to acquire lock. The resource is currently Reserve locked by. This error occurs due to permission restrictions or resource locking. Recommended action: Try again.
24653	Failed to acquire lock. The resource is currently locked by for Operation. This error occurs due to permission restrictions or resource locking. Recommended action: Try again.
24654	Failed to acquire lock. The resource is currently locked by another owner. This error occurs due to permission restrictions or resource locking. Recommended action: T try again.
24655	Failed to release Reserve lock. Resource is not Reserve locked by. This error occurs due to permission restrictions or resource locking. Recommended action: Try again.
24656	Failed to release Operation lock. Resource is not Operation locked by. This error occurs due to permission restrictions or resource locking. Recommended action: Try again.
24657	No FSMResourceType found with name. This error occurs when a required input is missing, empty, or incorrectly formatted. Recommended action: Contact your system administrator.
24658	No FSMOperationType found with name. This error occurs when a required input is missing, empty, or incorrectly formatted. Recommended action: Contact your system administrator.
24659	Failed to acquire lock . Maximum number of retries was exceeded. This error occurs due to permission restrictions or resource locking. Recommended action: Contact your system administrator.

Error Code	Reason For the Error
25000	The protocol service encountered an unknown error. This error occurs due to an unexpected internal system condition. Recommended action: Contact your system administrator.
25001	Encountered an error because of. This error occurs due to an unexpected internal system condition. Recommended action: Contact your system administrator.
25002	Cannot connect to target host using SSH. This error occurs due to a network or connectivity issue with a service or device. Recommended action: Contact system administrator.
25003	Read timeout from input stream of protocol. This error occurs when the operation exceeds the allowed response time. Recommended action: Contact system administrator.
25004	Read from input stream detected failure message. Message. This error occurs due to an unexpected internal system condition. Recommended action: Please contact system administrator.
25005	Socket connection to host timeout. This error occurs when the operation exceeds the allowed response time. Recommended action: Contact system administrator.
25006	Device is in JITC mode. This error occurs due to an unexpected internal system condition. Recommended action: Confirming reading of the JITC message by sending "y" to device.
25007	Unable to login to host by protocol. This error occurs due to an unexpected internal system condition. Recommended action: Contact system administrator.
25009	Cannot connect to target host using SFTP. This error occurs due to a network or connectivity issue with a service or device. Recommended action: Contact system administrator.
25010	Cannot retrieve file. This error occurs due to a network or connectivity issue with a service or device. Recommended action: Try again. If the error recurs, contact your system administrator.
25011	Cannot save the file to device. This error occurs due to a network or connectivity issue with a service or device. Recommended action: Try again. If the error recurs, contact your system administrator.

Error Code	Reason For the Error
25012	Cannot create a new directory on device. This error occurs due to a network or connectivity issue with a service or device. Recommended action: Try again. If the error recurs, contact your system administrator.
25013	Cannot retrieve the size of remote file from host. This error occurs due to invalid file content, missing files, or schema/format validation failure. Recommended action: Manually verify the file.
25014	Could not transfer the file using SFTP. The local file size of bytes does not match remote file size of bytes with file name. This error occurs due to a network or connectivity issue with a service or device. Recommended action: See if the device has enough disk space.
25015	Cannot remove file on host via SFTP protocol. This error occurs due to a network or connectivity issue with a service or device. Recommended action: Try again. If the error recurs, contact your system administrator.
25016	Unable to check if file exists on host via SFTP protocol. This error occurs due to a network or connectivity issue with a service or device. Recommended action: Try again. If the error recurs, contact your system administrator.
25017	SSH host verification failed. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.
25018	SSH connection closed by foreign host. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.
25019	SSH connection reset. This error occurs due to a network or connectivity issue with a service or device. Recommended action: Try again. If the error recurs, contact your system administrator.
25020	Cannot connect to target device using SNMP community name and port. This error occurs due to a network or connectivity issue with a service or device. Recommended action: Check that community name and port are correct.
25021	Cannot retrieve information. This error occurs when the requested object or record does not exist in the system. Recommended action: Contact your system administrator.

Error Code	Reason For the Error
25022	Cannot connect to target device using SNMPv3 on port. This error occurs due to a network or connectivity issue with a service or device. Recommended action: Check that SNMPv3 credential and port are correct.
25031	Unable to retrieve configuration inventory from device for operation. This error occurs due to an unexpected internal system condition. Recommended action: Contact system administrator.
25040	Unable to connect to host via FTP protocol. This error occurs due to a network or connectivity issue with a service or device. Recommended action: Contact system administrator.
25041	Unable to retrieve a file via FTP protocol. This error occurs due to invalid file content, missing files, or schema/format validation failure. Recommended action: Contact system administrator.
25042	Unable to put a file to device via FTP protocol. This error occurs due to invalid file content, missing files, or schema/format validation failure. Recommended action: Contact system administrator.
25043	Unable to create a directory to device via FTP protocol. This error occurs due to an unexpected internal system condition. Recommended action: Contact system administrator.
25045	FTP detected the file size of target file in remote host and local host does not match. This error occurs due to invalid file content, missing files, or schema/format validation failure. Recommended action: Contact system administrator.
25046	Encountered an unknown FTP failure when preparing the FTP options. This error occurs due to an unexpected internal system condition. Recommended action: Contact system administrator.
25047	Unable to list content of a directory in device via FTP protocol. This error occurs due to an unexpected internal system condition. Recommended action: Contact system administrator.
25048	Cannot remove file on host via FTP protocol. This error occurs due to invalid file content, missing files, or schema/format validation failure. Recommended action: Contact system administrator.

Error Code	Reason For the Error
25050	The protocol did not detect the expected pattern from host. Pattern. This error occurs due to an unexpected internal system condition. Recommended action: Contact system administrator.
25051	Unable to write to protocol's input stream of device. This error occurs due to an unexpected internal system condition. Recommended action: Contact system administrator.
25052	Unable to connect host via Telnet. This error occurs due to a network or connectivity issue with a service or device. Recommended action: Contact system administrator.
25060	Cannot retrieve the size of remote file from host. Target file does not exist. This error occurs when the requested object or record does not exist in the system. Recommended action: Contact system administrator.
25070	Unable to get list of qualified commands via AMI protocol from device. This error occurs due to an unexpected internal system condition. Recommended action: Contact system administrator.
25080	Cannot ping a link-local IPv6 address without specifying source interface. This error occurs due to an unexpected internal system condition. Recommended action: Contact system administrator.
25081	Command completed with error code. This error occurs due to an unexpected internal system condition. Recommended action: Contact system administrator.
25082	Failed to determine if address is reachable. This error occurs due to an unexpected internal system condition. Recommended action: Contact system administrator.
25083	Failed to spawn process. This error occurs due to an unexpected internal system condition. Recommended action: Contact system administrator.
25084	Unknown host. This error occurs due to an unexpected internal system condition. Recommended action: Contact system administrator.
25100	Target file does not exist on host. This error occurs when the requested object or record does not exist in the system. Recommended action: Contact system administrator.

Error Code	Reason For the Error
25199	Failed to process HttpResponse. This error occurs due to an unexpected internal system condition. Recommended action: Contact system administrator.
25200	Invalid HTTP response code (0) received. This error occurs when a required input is missing, empty, or incorrectly formatted. Recommended action: Contact system administrator.
25201	User is not authorized. The credentials specified may be incorrect. This error occurs due to permission restrictions or resource locking. Recommended action: Verify that user credentials are correct.
25202	Permission denied. This error occurs due to an unexpected internal system condition. Recommended action: Verify that user has permission to perform this action.
25203	The referenced resource was not found. This error occurs when the requested object or record does not exist in the system. Recommended action: Contact your system administrator.
25204	The requested operation is not applicable to the referenced resource in its current state. This error occurs due to an unexpected internal system condition. Recommended action: Contact your system administrator.
25205	Server responded with error code. This error occurs due to an unexpected internal system condition. Recommended action: Contact your system administrator.
25206	An error was encountered. This error occurs due to an unexpected internal system condition. Recommended action: Contact your system administrator.
25207	Failed to build HttpRequest. This error occurs due to an unexpected internal system condition. Recommended action: Contact your system administrator.
25208	Failed to set HttpRequest message body. This error occurs due to an unexpected internal system condition. Recommended action: Contact your system administrator.
25209	Failed to set execute HttpRequest. This error occurs due to an unexpected internal system condition. Recommended action: Contact your system administrator.

Error Code	Reason For the Error
25210	Failed to parse message body into an XML Document. This error occurs due to invalid file content, missing files, or schema/format validation failure. Recommended action: Contact your system administrator.
25211	Failed to parse message body as JSON. This error occurs due to an unexpected internal system condition. Recommended action: Contact your system administrator.
25212	Command result. This error occurs due to an unexpected internal system condition. Recommended action: Contact your system administrator.
25213	SSH Channel connection error. This error occurs due to an unexpected internal system condition. Recommended action: Contact your system administrator.
25214	Fail to open SFTP channel. Session down. This error occurs due to a network or connectivity issue with a service or device. Recommended action: Contact your system administrator.
25215	Fail to connect to SFTP channel. This error occurs due to a network or connectivity issue with a service or device. Recommended action: Please contact your system administrator.
25216	ACP over TLS disabled. This error occurs due to an unexpected internal system condition. Recommended action: Please contact your system administrator.
25217	Failed to compute SHA256 hash for HTTPS request. This error occurs due to an unexpected internal system condition. Recommended action: Contact your system administrator.
25218	Failed to sign HTTPS request. This error occurs due to an unexpected internal system condition. Recommended action: Contact your system administrator.
25219	Failed to write HTTP response data to file. This error occurs due to invalid file content, missing files, or schema/format validation failure. Recommended action: Contact your system administrator.
25220	Failed to upload file to Object Store. The file does not exist or is not a normal file. This error occurs due to invalid file content, missing files, or schema/format validation failure. Recommended action: Please contact your system administrator.

Error Code	Reason For the Error
25221	An error was encountered while uploading file to Object Store. This error occurs due to invalid file content, missing files, or schema/format validation failure. Recommended action: Contact your system administrator.
25222	Failed to convert HttpRequest into Kafka payload. This error occurs due to an unexpected internal system condition. Recommended action: Contact your system administrator.
25223	No response was received for cloud-to-ground request, correlationId. This error occurs when the operation exceeds the allowed response time. Recommended action: Please contact your system administrator.
25224	Failed to publish cloud-to-ground request, correlationId. This error occurs due to an unexpected internal system condition. Recommended action: Please contact your system administrator.
25225	Failed to publish UMS request for topic. This error occurs due to an unexpected internal system condition. Recommended action: Contact your system administrator.
25226	UMS producer for topic cannot be found. This error occurs due to an unexpected internal system condition. Recommended action: Contact your system administrator.
25227	UMS producer and consumer for topic cannot be found. This error occurs due to an unexpected internal system condition. Recommended action: Contact your system administrator.
25228	Response PDU is null. This may be caused by interrupted thread from ExecutorCompletionService. This error occurs when a required input is missing, empty, or incorrectly formatted. Recommended action: Try again. If the error recurs please check SNMP service.
25229	Failed to delete bucket. one or more objects failed deletion, and non-empty buckets cannot be deleted. This error occurs due to an unexpected internal system condition. Recommended action: Contact your system administrator.
25232	Cannot rename file to on host via SFTP protocol. This error occurs due to a network or connectivity issue with a service or device. Recommended action: Try again. If the error recurs, contact your system administrator.

Error Code	Reason For the Error
25236	Bad request. This error occurs due to an unexpected internal system condition. Recommended action: Contact your system administrator.
25237	Access to the target resource has been denied. This error occurs due to an unexpected internal system condition. Recommended action: Contact your system administrator.
25238	The requested operation cannot be performed at the moment. This error occurs due to an unexpected internal system condition. Recommended action: Contact your system administrator.
32001	Failed to delete Work Order. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.
32002	Failed to delete Work Order. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.
32003	Failed to get WorkOrder named. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.
32004	Failed to get Work Order whose Id is. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.
32005	Failed to get Work Orders of work flow type. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.
32006	Failed to get Log for Work Order. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.
32007	Failed to get Active Work Orders with work order type. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.
32008	Failed to add a new Work Flow for Id. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.

Error Code	Reason For the Error
32009	Failed to get work flow for Work order ID and Work Flow. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.
32011	Failed to get a list of all work order names. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.
32014	Failed to update Work Flow for Work order ID and Work Flow Type. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.
32016	Failed to add Criteria to Work Order whose Id is. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.
32018	Failed to get Criteria for Work Order whose Id is. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.
32019	Failed to update Log for Work Order. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.
32020	Failed to get Criteria for Work Order whose Id is, Element Name is and LCV ID is. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.
32021	Failed to Update Criteria for Work Order whose Id is and whose Instance Name is. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.
32022	Failed to get Criteria for Work order ID and Instance Name. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.
32024	Failed to delete Criteria for Work Order whose Id is. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.

Error Code	Reason For the Error
32026	Failed to update Work Order named. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.
32027	Failed to update Work Order whose Id is. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.
32028	Error instantiating WorkOrderConfig. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.
32029	Error in parseWorkOrderConfigXml of WorkOrderConfig. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.
32030	Image files is not found. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.
32031	Name of the tag is null. This error occurs when a required input is missing, empty, or incorrectly formatted. Recommended action: Try again. If the error recurs, contact your system administrator.
32032	Name of the tag is null. This error occurs when a required input is missing, empty, or incorrectly formatted. Recommended action: Try again. If the error recurs, contact your system administrator.
32033	Platform key not present in attribute map. This error occurs when a required input is missing, empty, or incorrectly formatted. Recommended action: Try again. If the error recurs, contact your system administrator.
32034	Software image name is null. This error occurs when a required input is missing, empty, or incorrectly formatted. Recommended action: Try again. If the error recurs, contact your system administrator.
32035	Work order is not associated with any global parameter configuration. This error occurs when a required input is missing, empty, or incorrectly formatted. Recommended action: Assign a global parameter configuration to the work order.

Error Code	Reason For the Error
32036	Failed to get work order names whose name is. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.
32037	Failed to delete file. This error occurs due to invalid file content, missing files, or schema/format validation failure. Recommended action: Try again. If the error recurs, contact your system administrator.
32038	Failed to add file and/or replicate it on all nodes in a cluster. This error occurs due to invalid file content, missing files, or schema/format validation failure. Recommended action: Try again. If the error recurs, contact your system administrator.
32039	Failed to initialize work order manager. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.
32040	Failed to delete Criteria with Global Param Name. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.
32041	Failed to update the Work Order whose Id is with new Criterias. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.
32045	Failed to create work order. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.
32046	Software Image is currently associated with a Work Order. This error occurs due to invalid file content, missing files, or schema/format validation failure. Recommended action: Try again. If the error recurs, contact your system administrator.
32047	Failed to create a work order whose name is. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.
32048	Failed to search for a list of Work Orders. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.
32049	A work order already exists with the name of type. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.

Error Code	Reason For the Error
32050	Failed to check if work order exists. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.
32051	Validation Error. More than one Global Parameter Change WorkFlow found. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.
32052	Validation Error. Cannot add Criteria without creating a Global Parameter Work Flow. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.
32055	Failed to get the list of Software Upgrade work orders with installing software image name. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.
32056	Failed to get the list of Software Upgrade work orders with installing software image name. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.
32058	Failed to delete Logs for the Work order ID. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.
32059	Failed to get a list of Software Image Names of Active Software Update Work Order. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.
32062	Failed to get old configuration files of active software update work order. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.
32064	Failed to get Work Orders with collection group id. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.
32065	Failed to get GP element interfaces with work order ids. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.

Error Code	Reason For the Error
32072	Only one activate Work Order is allowed at a time. The following Work Order not yet committed. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.
32073	No offline configuration change found for. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.
32500	Work Order execution updating work order state failure. This error occurs due to an unexpected internal system condition. Recommended action: Internal operation failure, most likely a programming error.
32501	Request failed, the request is invalid while the current work order state is at. This error occurs when a required input is missing, empty, or incorrectly formatted. Recommended action: Refresh your screen. The work order state might be changed already.
32504	Request failed, the request is invalid while the current work order is at and device task is at. This error occurs when a required input is missing, empty, or incorrectly formatted. Recommended action: Refresh your screen. The device task state might be changed already, or wait and try it again.
32509	Failed to get WorkFlow for Network Function, Device Group. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.
32510	Failed to get Rollback WorkFlow for Network Function, Device Group. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.
32512	Failed to check space availability for file(s) on Network Function, Device. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.
32513	Failed to retrieve current software image for Network Function, Device. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.
32514	Failed to upload file(s) on Network Function, Device. This error occurs due to invalid file content, missing files, or schema/format validation failure. Recommended action: Try again. If the error recurs, contact your system administrator.

Error Code	Reason For the Error
32515	Failed to set software image on Network Function, Device. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.
32516	Failed to start load shedding for Network Function, Device. This error occurs due to a service startup, shutdown, or lifecycle failure. Recommended action: Try again. If the error recurs, contact your system administrator.
32517	Failed to get load statistics for Network Function, Device. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.
32518	Failed to stop load shedding for Network Function, Device. This error occurs due to a service startup, shutdown, or lifecycle failure. Recommended action: Try again. If the error recurs, contact your system administrator.
32519	Failed to get health score for Network Function, Device. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.
32520	Failed to set inactive mode for Network Function, Device. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.
32521	Failed to retrieve name of current software image for Network Function, Device. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.
32522	Failed to prepare Network Function, Device for software image change. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.
32523	Failed to complete software image change for Network Function, Device. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.
32524	Failed to restore original resiliency roles to Network Function, DeviceGroup. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.

Error Code	Reason For the Error
32525	Failed to determine archived software images supported by platform for Plugin. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.
32526	Failed to delete software image on Network Function, Device. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.
32528	No WorkOrder State found with name. This error occurs due to an unexpected internal system condition. Recommended action: Select one or more devices and try again.
32529	No WorkOrder Type found with name. This error occurs due to an unexpected internal system condition. Recommended action: Select one or more devices and try again.
32530	No WorkOrder Behavior found with name. This error occurs due to an unexpected internal system condition. Recommended action: Select one or more devices and try again.
32531	No WorkOrder Error Policy found with name. This error occurs due to an unexpected internal system condition. Recommended action: Select one or more devices and try again.
32532	No WorkOrder found with ID. This error occurs due to an unexpected internal system condition. Recommended action: Select one or more devices and try again.
32533	A WorkOrder already exists with name. This error occurs when a duplicate object already exists with the same identifier or name. Recommended action: Select one or more devices and try again.
32534	The WorkOrder is missing required attribute. This error occurs when a required input is missing, empty, or incorrectly formatted. Recommended action: Select one or more devices and try again.
32535	WorkOrder does not contain a Task for Device Group with ID. This error occurs due to an unexpected internal system condition. Recommended action: Select one or more devices and try again.
32536	The WorkOrder Task is missing required attribute. This error occurs when a required input is missing, empty, or incorrectly formatted. Recommended action: Select one or more devices and try again.

Error Code	Reason For the Error
32539	A Software Image already exists with name. This error occurs when a duplicate object already exists with the same identifier or name. Recommended action: Select one or more devices and try again.
32540	WorkOrder Scheduled Execution time is invalid. The time must be in the future. This error occurs when a required input is missing, empty, or incorrectly formatted. Recommended action: Select one or more devices and try again.
32541	Failed to submit Scheduled task for Work Order. This error occurs due to an unexpected internal system condition. Recommended action: Select one or more devices and try again.
32542	No WorkOrder work flow step Action found with name. This error occurs due to an unexpected internal system condition. Recommended action: Select one or more devices and try again.
32543	Failed to determine Software Version information from image file. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.
32544	Invalid SoftwareImageType. This error occurs when a required input is missing, empty, or incorrectly formatted. Recommended action: Try again. If the error recurs, contact your system administrator
32545	Invalid operation at current state. This error occurs when a required input is missing, empty, or incorrectly formatted. Recommended action: Try again. If the error recurs, contact your system administrator.
32546	Failed to add Software Image. Another image exists with the same checksum. This error occurs when a duplicate object already exists with the same identifier or name. Recommended action: Try again. If the error recurs, contact your system administrator.
32551	No Software Image was found with id. This error occurs when the requested object or record does not exist in the system. Recommended action: Try again. If the error recurs, contact your system administrator.
32552	Image is not a Software Image. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.

Error Code	Reason For the Error
32553	Image is not a Bootloader. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.
32554	Bootloader is not compatible with Software Image. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.
32555	Failed to check compatibility between images and: One image must be a Bootloader, and the other must be a Software Image. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.
32556	Failed to retrieve compatible Bootloaders for Software Image. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.
32557	Failed to retrieve information for remote file from Device. This error occurs due to invalid file content, missing files, or schema/format validation failure. Recommended action: Try again. If the error recurs, contact your system administrator.
32558	Failed to create Task Logs for Work Order. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.
32559	Failed to delete Task Logs for Work Order. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.
32560	Failed to set bootloader file for Device. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.
32561	Failed to refresh LRT for Device. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.
32563	Validation failed for work order. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.
32564	Failed to retrieve route set. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.

Error Code	Reason For the Error
32567	Device group software version 8x or lower cannot be associated with weighted routesets. This error occurs when a required input is missing, empty, or incorrectly formatted. Recommended action: Try again. If the error recurs, contact your system administrator.
32568	Failed to delete image as it is already used by one or more devices. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.
32569	The Call Shedding timeout is greater than Operation timeout. This error occurs when the operation exceeds the allowed response time. Recommended action: Try again. If the error recurs, contact your system administrator.
32570	Incompatible software image for the selected category. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.
35001	Failed to retrieve log message manager instance. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.
35002	Failed to create log message document. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.
35003	Log message document already present. This error occurs when a duplicate object already exists with the same identifier or name. Recommended action: Use different document name.
35004	Log message document cannot be added to cache. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.
35005	Log message document is not persistent. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.
35006	Failed to retrieve log message document. This error occurs when the requested object or record does not exist in the system. Recommended action: Try again. If the error recurs, contact your system administrator.

Error Code	Reason For the Error
35007	Failed to retrieve log messages. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.
35008	Failed to retrieve log messages as a single string. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.
35009	Failed to add new Task Log: a Task Log already exists for Source Type and Source ID. This error occurs when a duplicate object already exists with the same identifier or name. Recommended action: Try again. If the error recurs, contact your system administrator.
35010	No Task Log Source Type was found with Name. This error occurs when the requested object or record does not exist in the system. Recommended action: Try again. If the error recurs, contact your system administrator.
35011	No Task Log was found for Source Type and Source ID. This error occurs when the requested object or record does not exist in the system. Recommended action: Try again. If the error recurs, contact your system administrator.
39000	Instantiation error. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.
39002	Unable to get all appender names. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.
39003	Unable to set log level. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.
39004	Unable to set all log level. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.
39005	Unable to initialize Diagnostics Controller. This error occurs due to a service startup, shutdown, or lifecycle failure. Recommended action: Try again. If the error recurs, contact your system administrator.
39007	Initialization failed. This error occurs due to invalid file content, missing files, or schema/format validation failure. Recommended action: Try again. If the error recurs, contact your system administrator.

Error Code	Reason For the Error
39008	Updating appender failed. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.
39009	Unable to Start Collection for diagnosis. This error occurs due to a service startup, shutdown, or lifecycle failure. Recommended action: Try again. If the error recurs, contact your system administrator.
39010	Unable to Update collection status. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.
39011	Failed to check if ready to package. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.
39012	Unable to package collected files from all nodes. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.
48000	Failed to install plugin. This error occurs due to an unexpected internal system condition. Recommended action: Contact your system administrator.
48002	Database error in processing plugin. This error occurs due to a database read or write failure. Recommended action: Contact your system administrator.
48003	RMI error in processing plugin. This error occurs due to a network or connectivity issue with a service or device. Recommended action: Contact your system administrator.
48007	Failed to communicate with plugin, Adaptor. This error occurs due to an unexpected internal system condition. Recommended action: Contact your system administrator.
48008	The operation requested is not permitted at this time. The Plugin with name, vendor, and product is currently unavailable. Please Install the plugin and try again. This error occurs due to an unexpected internal system condition. Recommended action: Verify the Plugin has been installed.
48009	Failed to retrieve global service feature from database. This error occurs when the requested object or record does not exist in the system. Recommended action: Verify the Plugin has been installed.

Error Code	Reason For the Error
48021	The REST prefix name defined in plugin already exists in the system. This error occurs when a duplicate object already exists with the same identifier or name. Recommended action: Contact your system administrator.
48022	Validation failure for plugin error. This error occurs due to an unexpected internal system condition. Recommended action: Contact your system administrator.
48023	Failed to save properties to File. This error occurs due to an unexpected internal system condition. Recommended action: Contact your system administrator.
48032	Plugin Manifest is not compatible with this version of OCSDM. This error occurs due to an unexpected internal system condition. Recommended action: Install a compatible plugin.
48034	Failed to load properties from File. This error occurs due to an unexpected internal system condition. Recommended action: Contact your system administrator.
48035	A Category with key already exists for Plugin. This error occurs when a duplicate object already exists with the same identifier or name. Recommended action: Contact your system administrator.
49001	Device Health Monitor DB operation error. This error occurs due to a database read or write failure. Recommended action: Contact system administrator.
49002	Scheduled task execution error for device health monitor. This error occurs due to an unexpected internal system condition. Recommended action: Contact system administrator.
49003	Task scheduling error for device health monitor. Details. This error occurs due to an unexpected internal system condition. Recommended action: Contact system administrator.
49004	Deds Message publishing error for device health monitor. This error occurs due to an unexpected internal system condition. Recommended action: Contact system administrator.
54000	Could not access network control. This error occurs due to a service startup, shutdown, or lifecycle failure. Recommended action: Try again. If an error recurs, contact your system administrator.

Error Code	Reason For the Error
54001	Could not add a new domain. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.
55001	Could not start Data Persistence Service. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If an error recurs, contact your system administrator.
55002	Invalid File Persistence Provider. This error occurs when a required input is missing, empty, or incorrectly formatted. Recommended action: Try again. If an error recurs, contact your system administrator.
55003	Failed to create File Persistence Provider. This error occurs due to invalid file content, missing files, or schema/format validation failure. Recommended action: Try again. If an error recurs, contact your system administrator.
55004	Failed to download File from persistence provider. This error occurs due to invalid file content, missing files, or schema/format validation failure. Recommended action: Try again. If an error recurs, contact your system administrator.
55005	Failed to upload File to persistence provider. This error occurs due to invalid file content, missing files, or schema/format validation failure. Recommended action: Try again. If an error recurs, contact your system administrator.
55006	Failed to delete File from persistence provider. This error occurs due to invalid file content, missing files, or schema/format validation failure. Recommended action: Try again. If an error recurs, contact your system administrator.
55007	Local File does not exist. This error occurs when the requested object or record does not exist in the system. Recommended action: Try again. If an error recurs, contact your system administrator.
55008	Failed to load Object Store client properties from file. This error occurs due to an unexpected internal system condition. Recommended action: Contact your system administrator.
55009	Failed to initialize Object Store client. This error occurs due to an unexpected internal system condition. Recommended action: Contact your system administrator.
55010	File does not exist within the installation directory. This error occurs due to invalid file content, missing files, or schema/format validation failure. Recommended action: Contact your system administrator.

Error Code	Reason For the Error
55011	Failed to determine Object Store Object Name for file. This error occurs due to invalid file content, missing files, or schema/format validation failure. Recommended action: Contact your system administrator.
55012	Failed to upload File to DIS Object Storage. This error occurs due to invalid file content, missing files, or schema/format validation failure. Recommended action: Try again. If an error recurs, contact your system administrator.
55013	Failed to delete File from DIS Object Storage. This error occurs due to invalid file content, missing files, or schema/format validation failure. Recommended action: Try again. If an error recurs, contact your system administrator.
55014	Failed to load DIS properties from file. This error occurs due to an unexpected internal system condition. Recommended action: Contact your system administrator.
60000	Error creating notification criteria: in DB. This error occurs due to an unexpected internal system condition. Recommended action: Try again.
60001	Error getting notification criteria. This error occurs due to an unexpected internal system condition. Recommended action: Try again.
60002	Error updating notification criteria. This error occurs due to an unexpected internal system condition. Recommended action: Try again.
60003	Error deleting notification criteria. This error occurs due to an unexpected internal system condition. Recommended action: Try again.
60004	Number of notification criteria exceed max capacity. This error occurs due to an unexpected internal system condition. Recommended action: Try again.
60005	Notification name: is not unique. This error occurs when a duplicate object already exists with the same identifier or name. Recommended action: Try again.
60006	Failed to create ONS topic. This error occurs due to an unexpected internal system condition. Recommended action: Contact your system administrator.
60007	Failed to delete ONS topic. This error occurs due to an unexpected internal system condition. Recommended action: Contact your system administrator.

Error Code	Reason For the Error
60008	Failed to create ONS subscription. This error occurs due to an unexpected internal system condition. Recommended action: Contact your system administrator.
60009	Failed to delete ONS subscription. This error occurs due to an unexpected internal system condition. Recommended action: Contact your system administrator.
60010	Failed to resend subscription confirmation. This error occurs due to an unexpected internal system condition. Recommended action: Contact your system administrator.
60011	Failed to get ONS subscriptions. This error occurs due to an unexpected internal system condition. Recommended action: Contact your system administrator.
60012	Unsupported ONS provider. This error occurs due to an unexpected internal system condition. Recommended action: Contact your administrator.
60013	Failed to create ONS REST client. This error occurs due to an unexpected internal system condition. Recommended action: Contact your system administrator.
60014	Error getting ONS Topic: from database. This error occurs due to a database read or write failure. Recommended action: Contact your system administrator.
60015	Error adding ONS Topic: to database. This error occurs due to a database read or write failure. Recommended action: Contact your system administrator.
60016	Error deleting ONS Topic: from database. This error occurs due to a database read or write failure. Recommended action: Contact your system administrator.
60017	Failed to add the ONS Subscription: to database. This error occurs due to a database read or write failure. Recommended action: Contact your system administrator.
60018	Error deleting ONS Subscription(s) from database. This error occurs due to a database read or write failure. Recommended action: Contact your system administrator.

Error Code	Reason For the Error
60019	Error getting ONS Subscription(s) from database. This error occurs due to a database read or write failure. Recommended action: Contact your system administrator.
60020	Subscription OCID is not unique. This error occurs when a duplicate object already exists with the same identifier or name. Recommended action: Try again.
60021	Number of subscriptions exceed max capacity. This error occurs due to an unexpected internal system condition. Recommended action: Try again.
60022	Error getting ONS Subscription for OCID: from database. This error occurs due to a database read or write failure. Recommended action: Contact your system administrator.
60023	Error getting ONS Protocol: from database. This error occurs due to an unexpected internal system condition. Recommended action: Contact your system administrator.
60024	Notification name not provided. This error occurs due to an unexpected internal system condition. Recommended action: Try again.
60025	Notification criteria combination is invalid. This error occurs when a required input is missing, empty, or incorrectly formatted. Recommended action: Try again.
60026	The length should be between 3 and 100 characters. This error occurs due to an unexpected internal system condition. Recommended action: Try again.
60027	Contains invalid characters. This error occurs when a required input is missing, empty, or incorrectly formatted. Recommended action: Try again.
60028	The first character is not an alphabet. This error occurs due to an unexpected internal system condition. Recommended action: Try again.
60029	: Source IP address is invalid. This error occurs when a required input is missing, empty, or incorrectly formatted. Recommended action: Try again.
60030	Error fetching notification name. This error occurs due to an unexpected internal system condition. Recommended action: Try again.
60031	Invalid subscription. This error occurs when a required input is missing, empty, or incorrectly formatted. Recommended action: Enter a valid subscription.

Error Code	Reason For the Error
60032	Fault notifications topic does not exist. This error occurs when the requested object or record does not exist in the system. Recommended action: Contact your system administrator.
60033	Fault notification throttling does not exist. This error occurs due to a database read or write failure. Recommended action: Contact your system administrator.
60034	Error getting notification criteria. This error occurs due to an unexpected internal system condition. Recommended action: Try again.
60035	Maximum subscriptions can be deleted in a single try. This error occurs due to an unexpected internal system condition. Recommended action: Try again.
60036	Few Subscription(s) cannot be deleted as they do not exist. This error occurs due to a database read or write failure. Recommended action: Try again.

Other Errors

The following table lists all other errors you may encounter, the reason the error is displayed, and recommended actions to take, if applicable.

Error Code	Reason For the Error
200	SUCCESS. This error occurs due to an unexpected internal system condition.
14001	Cannot start details service. This error occurs due to a service startup, shutdown, or lifecycle failure. Recommended action: Contact your system administrator.
19142	Failed to validate associated devices. This error occurs due to an unexpected internal system condition. Recommended action: Check again. If the error recurs, contact your system administrator.
27000	Configuration service encountered an internal error. This error occurs due to an unexpected internal system condition. Recommended action: Failed to check for new config version for device.
27008	User save configuration operation failed at mentioned time on mentioned date. This error occurs due to an unexpected internal system condition. Recommended action: Resolve the issue and try again.

Error Code	Reason For the Error
27009	The local configuration view (LCV) to be saved contains. This error occurs when a required input is missing, empty, or incorrectly formatted. Recommended action: Edit target local configuration view to fix bad data.
27015	Failed to get task ID for save to device operation. This error occurs due to an unexpected internal system condition. Recommended action: Resolve the issue and try again.
27016	Failed to get task ID for activate to device operation. This error occurs due to an unexpected internal system condition. Recommended action: Resolve the issue and try again.
27019	The configuration for device with address is being updated, unable to load configuration at this time. This error occurs due to an unexpected internal system condition.
27024	Device is currently being updated by another load configuration task on this host. This error occurs due to permission restrictions or resource locking.
27030	Cannot update to device, its firmware had been changed. As a result, all user changes for this device have been deleted. This error occurs due to an unexpected internal system condition. Recommended action: Wait for the other operation then try again.
27036	Cannot load configuration for device in host. As a result, local configuration for this device have been deleted in this host. This error occurs due to an unexpected internal system condition. Recommended action: Ensure the configuration in device is valid and corresponding schema model is available in Oracle SDM Cloud, then try again.
27044	Unable to find element type. This error occurs due to an unexpected internal system condition. Recommended action: Check the element type name is a valid name.
27049	Unable to lock device configuration. This error occurs due to permission restrictions or resource locking. Recommended action: Try again. If the error recurs, contact your system administrator.
27051	Unable to load configuration data. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.
27052	The configuration for contains templates which are not currently supported by OC SDM. This error occurs due to an unexpected internal system condition.

Error Code	Reason For the Error
27061	Input parameter schemaName is null or empty. schemaName. This error occurs when a required input is missing, empty, or incorrectly formatted.
27062	The task encountered a validation error(s). Validation Errors. This error occurs due to a database read or write failure.
27063	The task failed at validation. This error occurs due to an unexpected internal system condition.
27100	Failed to obtain device variable manager instance. This error occurs due to an unexpected internal system condition.
27101	Data variable document is not persistent. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.
27102	Data variable document cannot be added to cache. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.
27103	Data variable document already exist. This error occurs when a duplicate object already exists with the same identifier or name. Recommended action: Try again. If the error recurs, contact your system administrator.
27104	Failed to create data variable document. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.
27105	Detected invalid format xpath. This error occurs when a required input is missing, empty, or incorrectly formatted. Recommended action: Report this to the development team.
27106	Failed to copy data variable dictionary from configuration to. This error occurs due to an unexpected internal system condition.
27107	At least one of the associations of Data Variable is not allowed to be removed. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.
27108	At least one of the associations of Data Variable is an orphan, hence not allow to remove data variable. Please remove the orphan association first. This error occurs due to an unexpected internal system condition. Recommended action: Go to data variable summary view and delete the orphan association, then try to delete this data variable again.

Error Code	Reason For the Error
27110	<p>The Data Variable association is an orphan. Please remove it first. This error occurs due to an unexpected internal system condition.</p> <p>Recommended action: Report this issue to development team. To workaround this issue, please go to data variable summary view and remove the orphan association.</p>
27111	<p>The data variable association is not allowed to be removed. This error occurs due to an unexpected internal system condition.</p> <p>Recommended action: Try again. If the error recurs, contact your system administrator.</p>
27112	<p>Not allow to add new data variable to an attribute, which is part of any existing primary key(s). This error occurs due to an unexpected internal system condition.</p> <p>Recommended action: Try again on an attribute that is not on primary key, and/or its offline config has no cluster or the corresponding cluster has no device (e. g. empty).</p>
27113	<p>Not allow to associate data variable to an attribute, which is part of any existing primary key(s). This error occurs due to an unexpected internal system condition.</p> <p>Recommended action: Try again on an attribute that is not on primary key, and/or its offline config has no cluster or the corresponding cluster has no device (e. g. empty).</p>
27150	<p>Detected some device specific data not yet entered for following devices. This error occurs when a required input is missing, empty, or incorrectly formatted.</p> <p>Recommended action: Try again. If the error recurs, contact your system administrator.</p>
27202	<p>The element for is not found in database. This error occurs when the requested object or record does not exist in the system.</p> <p>Recommended action: Try again. If the error recurs, contact your system administrator.</p>
27220	<p>Unable to find the objectId for element. If it's a deleted element, please try to remove any data variable associations on this element and try again. This error occurs when the requested object or record does not exist in the system.</p> <p>Recommended action: Resolve the issue and try again.</p>
27250	<p>Unable to make configuration changes due to offline config being referenced by scheduled work order(s). This error occurs due to an unexpected internal system condition.</p> <p>Recommended action: Try again. If the error recurs, contact your system administrator.</p>

Error Code	Reason For the Error
27251	Unable to offline configuration, it is associated with group, network function. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.
27252	The SNMP community name does not exist in offline config. This error occurs when a required input is missing, empty, or incorrectly formatted. Recommended action: Try again. If the error recurs, contact your system administrator.
27255	Offline configuration is currently locked by another process. This error occurs due to permission restrictions or resource locking. Recommended action: Wait and try again.
27257	Another system task with the same name already exists. This error occurs due to an unexpected internal system condition. Recommended action: Use a different name and try again.
27258	Failed to lock resource for this operation. This error occurs due to permission restrictions or resource locking. Recommended action: Wait and try again.
27259	The SNMP community name in offline config is missing required Ip Addresses. This error occurs when a required input is missing, empty, or incorrectly formatted. Recommended action: Resolve the issue and try again.
27260	Failed to save configuration on device due to invalid configuration. Please see detail log information for work order. Validation errors. This error occurs when a required input is missing, empty, or incorrectly formatted. Recommended action: Check the logs for invalid configuration and try again. If the error recurs, contact your system administrator.
27264	Failed to retrieve information needed to configure new DeviceGroup, network function due to. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.
27266	Failed to determine Redundancy Type for Offline Configuration. This error occurs due to an unexpected internal system condition. Recommended action: Try again. If the error recurs, contact your system administrator.

Error Code	Reason For the Error
27268	<p>Redundancy Type for Offline Configuration is not permitted to change while it is associated with Scalability Group, network function. This error occurs due to an unexpected internal system condition.</p> <p>Recommended action: Try again. If the error recurs, contact your system administrator.</p>
27310	<p>Input data for RCM variables is missing. Variable Name. This error occurs when a required input is missing, empty, or incorrectly formatted.</p> <p>Recommended action: Check the logs for invalid configuration and try again. If the error recurs, contact your system administrator.</p>
27311	<p>Unable to export RCM to a file. This error occurs due to an unexpected internal system condition.</p> <p>Recommended action: Check the logs for invalid configuration and try again. If the error recurs, contact your system administrator.</p>
27312	<p>Unable to import RCM from a file. This error occurs due to an unexpected internal system condition.</p> <p>Recommended action: Check the logs for invalid configuration and try again. If the error recurs, contact your system administrator.</p>
34000	<p>Could not start File Replication Service. This error occurs due to invalid file content, missing files, or schema/format validation failure.</p> <p>Recommended action: Try again. If an error recurs, contact your system administrator.</p>
34002	<p>Failed to publish file add event. This error occurs due to invalid file content, missing files, or schema/format validation failure.</p> <p>Recommended action: Try again. If an error recurs, contact your system administrator.</p>
34003	<p>Failed to publish file delete event. This error occurs due to invalid file content, missing files, or schema/format validation failure.</p> <p>Recommended action: Try again. If an error recurs, contact your system administrator.</p>
34004	<p>Failed to publish file request event. This error occurs due to invalid file content, missing files, or schema/format validation failure.</p> <p>Recommended action: Try again. If an error recurs, contact your system administrator.</p>
34005	<p>Maximum number of tasks are already running. This error occurs due to invalid file content, missing files, or schema/format validation failure.</p> <p>Recommended action: Try again later.</p>
34006	<p>Failed to shut down File Thread Pool. This error occurs due to invalid file content, missing files, or schema/format validation failure.</p> <p>Recommended action: Try again. If an error recurs, contact your system administrator.</p>

Error Code	Reason For the Error
34007	Exception decrypting password for user. This error occurs due to invalid file content, missing files, or schema/format validation failure. Recommended action: Try again. If an error recurs, contact your system administrator.
34008	Exception getting file using SFTP. This error occurs when the requested object or record does not exist in the system. Recommended action: Try again. If an error recurs, contact your system administrator.
34009	Failed to process File Added Event. This error occurs due to invalid file content, missing files, or schema/format validation failure. Recommended action: Try again. If an error recurs, contact your system administrator.
34010	Failed to process File Deleted Event. This error occurs due to invalid file content, missing files, or schema/format validation failure. Recommended action: Try again. If an error recurs, contact your system administrator.
34011	Failed to process File Event. This error occurs due to invalid file content, missing files, or schema/format validation failure. Recommended action: Try again. If an error recurs, contact your system administrator.
34012	Failed to split the GCC exported filename. This error occurs due to invalid file content, missing files, or schema/format validation failure. Recommended action: Try again. If an error recurs, contact your system administrator.
34013	Failed to delete a list of files. This error occurs due to invalid file content, missing files, or schema/format validation failure. Recommended action: Try again. If an error recurs, contact your system administrator.
34014	Failed to get the file with retries. This error occurs due to invalid file content, missing files, or schema/format validation failure. Recommended action: Try again. If the error recurs, contact your system administrator.
37017	Collection group name error, The first character is not an alphabet. This error occurs due to an unexpected internal system condition. Recommended action: Enter a valid name for collection group and try again.
39006	Unsupported platform. This error occurs due to a service startup, shutdown, or lifecycle failure. Recommended action: Try again. If the error recurs, contact your system administrator.
49000	Received a system exception. This error occurs due to an unexpected internal system condition. Recommended action: Contact system administrator.

Error Code	Reason For the Error
53000	Failed to register for fraud updates with device. This error occurs due to an unexpected internal system condition. Recommended action: Contact your system administrator.
53001	Failed to deregister for fraud updates from device. This error occurs due to an unexpected internal system condition. Recommended action: Contact your system administrator.
53002	Failed to update registration for fraud updates with device. This error occurs due to an unexpected internal system condition. Recommended action: Contact your system administrator.
53003	Failed to check status of fraud update registration with device. This error occurs due to an unexpected internal system condition. Recommended action: Contact your system administrator.
53004	Failed to retrieve the realms list from the device. This error occurs due to an unexpected internal system condition. Recommended action: Contact your system administrator.
53005	Failed to add fraud detection registration for Device Group. This error occurs due to an unexpected internal system condition. Recommended action: Contact your system administrator.
53006	A fraud detection registration already exists with name. This error occurs when a duplicate object already exists with the same identifier or name. Recommended action: Contact your system administrator.
53007	A fraud detection registration already exists for Device Group name. This error occurs when a duplicate object already exists with the same identifier or name. Recommended action: Contact your system administrator.
53008	Failed to delete fraud detection registration for Device Group. This error occurs due to an unexpected internal system condition. Recommended action: Contact your system administrator.
53009	Failed to update fraud detection registration for Device Group. This error occurs due to an unexpected internal system condition. Recommended action: Contact your system administrator.

Error Code	Reason For the Error
53010	Failed to update heartbeat status for fraud detection registration and Device Group. This error occurs due to an unexpected internal system condition. Recommended action: Contact your system administrator.
53011	Failed to get fraud detection registration with ID. This error occurs due to an unexpected internal system condition. Recommended action: Contact your system administrator.
53012	Failed to get fraud detection registration with name. This error occurs due to an unexpected internal system condition. Recommended action: Contact your system administrator.
53014	Failed to retrieve fraud detection registrations. This error occurs due to an unexpected internal system condition. Recommended action: Contact your system administrator.
53015	Failed to acquire lock for fraud detection registration. This error occurs due to permission restrictions or resource locking. Recommended action: Contact your system administrator.
53016	Error processing full list from FDP - for the fpl. This error occurs due to an unexpected internal system condition. Recommended action: Contact your system administrator.
53017	Error processing delta from FDP - for the fpl. This error occurs due to an unexpected internal system condition. Recommended action: Contact your system administrator.
53018	FDP file not found. Error processing full list from FDP - for the fpl. This error occurs when the requested object or record does not exist in the system. Recommended action: Contact your system administrator.
53019	Error in parsing FDP file from FDP - for the fpl. This error occurs due to an unexpected internal system condition. Recommended action: Contact your system administrator.
53020	Error in creating master FDP containers. FDP registration name. This error occurs due to an unexpected internal system condition. Recommended action: Contact your system administrator.

Error Code	Reason For the Error
53022	Error in exporting FPL data. The FPL size exceeds the maximum limit. This error occurs due to an unexpected internal system condition.
53023	Error in exporting FPL data. The FPL is in the process of updating. This error occurs due to an unexpected internal system condition. Recommended action: Contact your system administrator.
53024	Error in processing notification from FDP with event type. This error occurs due to an unexpected internal system condition. Recommended action: Contact your system administrator.
53025	Error in processing sync request with FDP. This error occurs due to an unexpected internal system condition. Recommended action: Contact your system administrator.
53026	Import file not found. Error processing import/upload from for the fpl. This error occurs when the requested object or record does not exist in the system. Recommended action: Contact your system administrator.
53027	Error in parsing import file for the fpl. This error occurs due to invalid file content, missing files, or schema/format validation failure. Recommended action: Contact your system administrator.
53028	Error in importing file for the fpl. This error occurs due to invalid file content, missing files, or schema/format validation failure. Recommended action: Contact your system administrator.
53029	Fraud update receiver user credential is not correct. Please re-enter the receiver user credential. This error occurs due to an unexpected internal system condition. Recommended action: Contact your system administrator.
53030	Fraud update receiver user has no Full permission. This error occurs due to permission restrictions or resource locking. Recommended action: Contact your system administrator.
53031	Failed to start incremental updates from for. This error occurs due to a service startup, shutdown, or lifecycle failure. Recommended action: Check FDP devices and try again.

Error Code	Reason For the Error
53032	Failed to start incremental updates from for. This error occurs due to a service startup, shutdown, or lifecycle failure. Recommended action: Check FDP devices and try again.
53034	Failed to process delta for registration with the source id. This error occurs due to an unexpected internal system condition. Recommended action: Check FDP Registration and try again.
58000	Error getting Dashboard for the logged in user with role. This error occurs due to an unexpected internal system condition. Recommended action: Contact your system administrator.
58001	Error getting list of all dashboards. This error occurs due to an unexpected internal system condition. Recommended action: Contact your system administrator.
58002	Error copying dashboard. This error occurs due to an unexpected internal system condition. Recommended action: Contact your system administrator.
58003	Error deleting dashboard. This error occurs due to an unexpected internal system condition. Recommended action: Contact your system administrator.
58004	Error fetching the list of datasource types. This error occurs due to an unexpected internal system condition. Recommended action: Contact your system administrator.
58005	Error fetching the list of aggregation types. This error occurs due to an unexpected internal system condition. Recommended action: Contact your system administrator.
58006	Error fetching list of product types for the data source type. This error occurs due to an unexpected internal system condition. Recommended action: Contact your system administrator.
58007	Error adding dashboard. This error occurs due to an unexpected internal system condition. Recommended action: Contact your system administrator.
58008	Error editing dashboard. This error occurs due to an unexpected internal system condition. Recommended action: Contact your system administrator.

Error Code	Reason For the Error
58009	Error publishing dashboard. This error occurs due to an unexpected internal system condition. Recommended action: Contact your system administrator.
58010	User doesnot have the necessary permission for this dashboard. This error occurs due to permission restrictions or resource locking. Recommended action: Contact your system administrator.
58011	New state is not valid for this dashboard. This error occurs due to an unexpected internal system condition. Recommended action: Contact your system administrator.
58012	Adding new Monitoring datasource failed with following. This error occurs due to an unexpected internal system condition. Recommended action: Contact your system administrator.
58013	Getting paged list of Monitoring datasources failed with following. This error occurs due to an unexpected internal system condition. Recommended action: Contact your system administrator.
58014	Getting list of graph type failed with following. This error occurs due to an unexpected internal system condition. Recommended action: Contact your system administrator.
58015	Deletion of monitoring datasource failed with following. This error occurs due to an unexpected internal system condition. Recommended action: Contact your system administrator.
58016	User does not have the necessary permission for this portlet. This error occurs due to permission restrictions or resource locking. Recommended action: Contact your system administrator.
58017	Error getting list of all portlets. This error occurs due to an unexpected internal system condition. Recommended action: Contact your system administrator.
58018	Error copying portlet. This error occurs due to an unexpected internal system condition. Recommended action: Contact your system administrator.
58019	Error adding portlet. This error occurs due to an unexpected internal system condition. Recommended action: Contact your system administrator.

Error Code	Reason For the Error
58020	Error editing portlet. This error occurs due to an unexpected internal system condition. Recommended action: Contact your system administrator.
58021	New state is not valid for this dashboard. This error occurs due to an unexpected internal system condition. Recommended action: Contact your system administrator.
58022	Error deleting portlet. This error occurs due to an unexpected internal system condition. Recommended action: Contact your system administrator.
58023	Error publishing portlet. This error occurs due to an unexpected internal system condition. Recommended action: Contact your system administrator.
58024	Error while fetching portlet data. This error occurs due to an unexpected internal system condition. Recommended action: Contact your system administrator.
58025	Error getting Dashboard for the logged in user with role. This error occurs due to an unexpected internal system condition. Recommended action: Contact your system administrator.
58026	Failed to retrieve Options for datasource. This error occurs due to an unexpected internal system condition. Recommended action: Contact your system administrator.
58027	No name provided for. This error occurs due to an unexpected internal system condition. Recommended action: Re-enter name.
58028	Invalid name. Length must be between 3 and 50 characters. This error occurs when a required input is missing, empty, or incorrectly formatted. Recommended action: Re-enter name.
58029	Invalid name. Name can only contain letters, numbers, underscore, hyphen or whitespace. This error occurs when a required input is missing, empty, or incorrectly formatted. Recommended action: Re-enter name, removing invalid characters.
58030	Invalid name. Name must start with an alphabetical character. This error occurs when a required input is missing, empty, or incorrectly formatted. Recommended action: Re-enter name.
58031	Invalid Dashboard name. Another Dashboard already exists with this name. This error occurs when a required input is missing, empty, or incorrectly formatted. Recommended action: Re-enter name.

Error Code	Reason For the Error
58032	Invalid Portlet name. Another Portlet already exists with this name. This error occurs when a required input is missing, empty, or incorrectly formatted. Recommended action: Re-enter name.
58033	Invalid Datasource name. Another Datasource already exists with this name. This error occurs when a required input is missing, empty, or incorrectly formatted. Recommended action: Re-enter name.
58034	Failed to delete Datasource. The Datasource is in use by the following Portlet(s). This error occurs due to an unexpected internal system condition. Recommended action: Remove the Datasource from all Portlets and try again.
58035	Cannot delete predefined Dashboard. This error occurs due to an unexpected internal system condition. Recommended action: Contact your system administrator.
58036	Failed to Add Dashboard. The Dashboard must contain at least one Portlet. This error occurs due to an unexpected internal system condition. Recommended action: Contact your system administrator.
58037	Failed to edit Dashboard. The Dashboard must contain at least one Portlet. This error occurs due to an unexpected internal system condition. Recommended action: Contact your system administrator.
58038	Failed to Add Dashboard. Shared and Public dashboards cannot have draft or private portlets. This error occurs when a required input is missing, empty, or incorrectly formatted. Recommended action: Contact your system administrator.
58039	Failed to edit Dashboard. Shared and Public dashboards cannot have draft or private portlets. This error occurs when a required input is missing, empty, or incorrectly formatted. Recommended action: Contact your system administrator.
58040	Editing Monitoring datasource failed with following. This error occurs due to an unexpected internal system condition. Recommended action: Contact your system administrator.
100001	Invalid session id. This error occurs when a required input is missing, empty, or incorrectly formatted. Recommended action: Contact your system administrator.

Error Code	Reason For the Error
100002	No permission to resource. This error occurs due to permission restrictions or resource locking. Recommended action: Contact your system administrator.
100003	Does not exist. This error occurs when the requested object or record does not exist in the system. Recommended action: Contact your system administrator.
100004	The REST API version is not supported. This error occurs due to an unexpected internal system condition. Recommended action: Correct the request API version in URI and try again.
100005	Does not support vim type. This error occurs due to an unexpected internal system condition.
100006	Invalid attr value for attr with value. This error occurs when a required input is missing, empty, or incorrectly formatted. Recommended action: Please make sure to user valid value.
100007	Programming error null pointer parameter in class method. This error occurs when a required input is missing, empty, or incorrectly formatted. Recommended action: Make sure to user valid value.
100008	Entered an invalid value for query parameter. This error occurs when a required input is missing, empty, or incorrectly formatted. Recommended action: Enter a valid value based on specifications.
100009	Attribute 'enableHA' with value 'true' is not valid for a Standalone config. This error occurs due to an unexpected internal system condition. Recommended action: Change value to 'false' or switch to a config that supports HA.
100012	Request process error due to. This error occurs due to an unexpected internal system condition. Recommended action: Remove the attribute from request and try again.
100013	Start date cannot be after end date. This error occurs when a required input is missing, empty, or incorrectly formatted. Recommended action: Pass valid query parameter values for startTime and endTime.
100014	Date is in the incorrect format. The format should be. This error occurs when a required input is missing, empty, or incorrectly formatted. Recommended action: Pass the date query params in the correct format.

Error Code	Reason For the Error
100015	Invalid input parameter. It does not exist in the parameter list. This error occurs when a required input is missing, empty, or incorrectly formatted. Recommended action: Correct the request API version in URI and try again.
100016	Invalid IP address. This error occurs when a required input is missing, empty, or incorrectly formatted. Recommended action: Correct the request API input data and try again.
100017	Invalid event registration request in attribute. This error occurs when a required input is missing, empty, or incorrectly formatted. Recommended action: Correct the request API input data and try again.
100018	Invalid value for parameter. This error occurs when a required input is missing, empty, or incorrectly formatted. Recommended action: Correct the request API input data and try again.
100019	The action request type for is not supported. This error occurs due to an unexpected internal system condition. Recommended action: Contact your system administrator.
100020	The request for resource type is not supported. This error occurs due to an unexpected internal system condition. Recommended action: Contact your system administrator.
100027	No Full permission for service feature, sub-feature. This error occurs due to permission restrictions or resource locking. Recommended action: Check your plugin service feature and try again.
100036	Maintenance element state change request for device with id are missing key value. This error occurs when a required input is missing, empty, or incorrectly formatted. Recommended action: Select another device and try again.
100042	You do not have the permission. This error occurs due to permission restrictions or resource locking. Recommended action: Check the security manager to see if you have the valid permission.
100045	Failed to get service features for device group. This error occurs due to an unexpected internal system condition. Recommended action: Check database service log and try again.

Error Code	Reason For the Error
100046	Failed to get service feature for device group. This error occurs due to an unexpected internal system condition. Recommended action: Check database service log and try again.
100047	Failed to get service sub-feature from for device group. This error occurs due to an unexpected internal system condition. Recommended action: Check database service log and try again.
100048	No Full permission for service sub-feature from for device group. This error occurs due to permission restrictions or resource locking. Recommended action: Check database service log and try again.
100050	Failed to get configuration element for from device because of missing primary keys. This error occurs when a required input is missing, empty, or incorrectly formatted. Recommended action: Check the primary keys and try again.
100055	Configuration service does not return any key information for on device. This error occurs when the requested object or record does not exist in the system. Recommended action: Verify the element type and try again.
100065	Group is not child of. This error occurs due to an unexpected internal system condition. Recommended action: Check the group id and try again.
100068	Invalid request for. This error occurs when a required input is missing, empty, or incorrectly formatted. Recommended action: Verify the plugin status and use propr action type.
100069	The plugin not in installed state. This error occurs when a required input is missing, empty, or incorrectly formatted. Recommended action: Verify the plugin status then try again.
100100	The action request attr with value is invalid. This error occurs when a required input is missing, empty, or incorrectly formatted. Recommended action: Contact your system administrator.
100101	The action request type is not supported. This error occurs due to an unexpected internal system condition. Recommended action: Contact your system administrator.

Error Code	Reason For the Error
100102	The request is not allowed since the app with name and global id is not the NF owner. This error occurs due to permission restrictions or resource locking. Recommended action: Make sure the correct path was provided.
100103	Invalid NF input component with value not found on server. This error occurs when a required input is missing, empty, or incorrectly formatted. Recommended action: Correct the request API version in URI and try again.
100104	Invalid NF input component for is not specified property. This error occurs when a required input is missing, empty, or incorrectly formatted. Recommended action: Correct the request API version in URI and try again.
100105	Invalid reserved segment count for group, required count is but input reserved count is. This error occurs when a required input is missing, empty, or incorrectly formatted. Recommended action: Correct the request API version in URI and try again.
100106	Invalid segment role for group, it does not have role. This error occurs when a required input is missing, empty, or incorrectly formatted. Recommended action: Correct the request API version in URI and try again.
100107	Invalid NF deployment data from server, subnet vlink name does not exist in vlinks. This error occurs when a required input is missing, empty, or incorrectly formatted. Recommended action: Correct the request API version in URI and try again.
100108	Invalid NF deployment data with unknown external endpoint. This error occurs when a required input is missing, empty, or incorrectly formatted. Recommended action: Correct the request API version in URI and try again.
100109	Invalid NF deployment data with unknown input parameter for external endpoint. This error occurs when a required input is missing, empty, or incorrectly formatted. Recommended action: Correct the request API version in URI and try again.
100110	The subnet endpoint pool range is invalid. This error occurs when a required input is missing, empty, or incorrectly formatted. Recommended action: Correct the request API version in URI and try again.
100111	The subnet endpoint pool range does not match the required size. This error occurs due to an unexpected internal system condition. Recommended action: Correct the request API version in URI and try again.

Error Code	Reason For the Error
100112	The subnet endpoint pool list size does not match the required size. This error occurs due to an unexpected internal system condition. Recommended action: Correct the request API version in URI and try again.
100113	Invalid input, it has no data centers. This error occurs when a required input is missing, empty, or incorrectly formatted. Recommended action: Correct the request API version in URI and try again.
100114	The reserved DC not in the input list. This error occurs when a required input is missing, empty, or incorrectly formatted. Recommended action: Correct the request API version in URI and try again.
100115	Invalid NF deployment data - without resource criteria. This error occurs when a required input is missing, empty, or incorrectly formatted. Recommended action: Correct the request API version in URI and try again.
100116	Invalid NF deployment data. This error occurs when a required input is missing, empty, or incorrectly formatted. Recommended action: Correct the request API version in URI and try again.
100118	This request is only supported on NF deployed by REST application, the NF was deployed by AO GUI. This error occurs due to an unexpected internal system condition. Recommended action: Correct the request API version in URI and try again.
100119	Invalid scaling request for NF, no any scalability groups in scaling request waiting state. This error occurs when a required input is missing, empty, or incorrectly formatted. Recommended action: Correct the request API version in URI and try again.
100120	Invalid request for scalability group. This error occurs when a required input is missing, empty, or incorrectly formatted. Recommended action: Correct the request API version in URI and try again.
100121	Unknown scaling action request in scalability group. This error occurs due to an unexpected internal system condition. Recommended action: Correct the request API version in URI and try again.
100122	The NF category in request is not supported by the server. This error occurs due to an unexpected internal system condition. Recommended action: Correct the request NF category and try again.

Error Code	Reason For the Error
100124	The NF type is not supported by category. This error occurs due to an unexpected internal system condition. Recommended action: Correct the request NF category and try again.
100200	No plugin registered the prefix name. This error occurs due to an unexpected internal system condition. Recommended action: Check the request URI and try again.
100201	Get plugin defined URIs error. This error occurs due to an unexpected internal system condition. Recommended action: Check the request URI and try again.
100202	The plugin has no defined pass-through URIs. This error occurs due to an unexpected internal system condition. Recommended action: Check the request URI and try again.
100203	The request URI is not supported by plugin. This error occurs due to an unexpected internal system condition. Recommended action: Check the request URI and try again.
100204	The HTTP method is not supported by URI for plugin with prefix name. This error occurs due to an unexpected internal system condition. Recommended action: Check the request URI and try again.
100205	Plugin response message is invalid for plugin with prefix name, URI and method. This error occurs when a required input is missing, empty, or incorrectly formatted. Recommended action: This is a plugin adaptor implementation error.
100206	Plugin response code is invalid for plugin with prefix name, URI and method. This error occurs when a required input is missing, empty, or incorrectly formatted. Recommended action: This is a plugin adaptor implementation error.
100207	The plugin defined REST API spec file has no defined URIs. This error occurs due to invalid file content, missing files, or schema/format validation failure. Recommended action: Check the request URI and try again.
100208	The action for request URI is not supported by plugin. This error occurs due to an unexpected internal system condition. Recommended action: Check the request URI and try again.

Error Code	Reason For the Error
100209	The request content type of action for request URI is not supported by plugin. This error occurs due to an unexpected internal system condition. Recommended action: Check the request URI and try again.
100210	The response content type of action for request URI is not supported by plugin. This error occurs due to an unexpected internal system condition. Recommended action: Check the request URI and try again.
100211	No permission for service feature, sub-feature. This error occurs due to permission restrictions or resource locking. Recommended action: Check your plugin service feature and try again.
100212	Failed to get fraud detection device registration from database. This error occurs due to an unexpected internal system condition. Recommended action: Check database service log and try again.
100213	Failed to get fraud protection RMI. This error occurs due to a network or connectivity issue with a service or device. Recommended action: Check fraud protection service log and try again.
100214	You do not have the permission to access the FPL administration. This error occurs due to permission restrictions or resource locking. Recommended action: Check the security manager to see if you have the valid permission.
100215	You do not have permission for the operation you are attempting to perform. This error occurs due to permission restrictions or resource locking.
100216	Site name cannot be null or empty. This error occurs when a required input is missing, empty, or incorrectly formatted. Recommended action: Add the site name in the request body and try again.
100217	Input cannot be null or empty. This error occurs when a required input is missing, empty, or incorrectly formatted. Recommended action: Check the input and try again.
100218	Site id cannot be null or empty. This error occurs when a required input is missing, empty, or incorrectly formatted. Recommended action: Add the site id in the request body and try again.
100219	Site description cannot be null. This error occurs when a required input is missing, empty, or incorrectly formatted. Recommended action: Add the site description in the request body and try again.

Error Code	Reason For the Error
100220	Invalid snmp v3 attr with name and value with. This error occurs when a required input is missing, empty, or incorrectly formatted. Recommended action: Make sure to use valid value.
100221	Failed to discover the device with given parameters. This error occurs due to a network or connectivity issue with a service or device. Recommended action: Make sure to use valid value.
100222	No change in the parameter values. Update is not possible. This error occurs due to an unexpected internal system condition. Recommended action: Make sure to use valid value.
100223	No change in the assign site list values. Assign site is not possible. This error occurs due to an unexpected internal system condition. Recommended action: Make sure to use valid value.
100224	Assign site list cannot be null. This error occurs when a required input is missing, empty, or incorrectly formatted. Recommended action: Add the assign site list in the request body and try again.
100225	Managing site id cannot be null. This error occurs when a required input is missing, empty, or incorrectly formatted. Recommended action: Add the managing site id in the request body and try again.
100228	MCE cannot be move to any other device groups. This error occurs due to an unexpected internal system condition. Recommended action: Try with valid device.
100233	The input parameter is required and cannot be null or empty. This error occurs when a required input is missing, empty, or incorrectly formatted. Recommended action: Try again.
100234	Invalid value for range. This error occurs when a required input is missing, empty, or incorrectly formatted. Recommended action: Provide a valid value for range and try again.
100235	Request has Invalid property for routeSet type. This error occurs when a required input is missing, empty, or incorrectly formatted. Recommended action: Provide a valid properties and try again.
100236	Invalid Value for attribute format. This error occurs when a required input is missing, empty, or incorrectly formatted. Recommended action: Provide a valid value and try again.

Error Code	Reason For the Error
100237	Format - not present for weighted route request. This error occurs due to an unexpected internal system condition. Recommended action: Provide a valid value and try again.
100238	RouteSet with id - must be locked for given operation. This error occurs due to permission restrictions or resource locking. Recommended action: Lock the RouteSet and try again.
100239	No update possible. Route with Id: , Description: , and Notes already exists. This error occurs due to an unexpected internal system condition. Recommended action: Resolve the issue and try again.
100240	Invalid workorder name. It should contain only letters, digits, and underscores, with no leading, trailing, or consecutive underscores. This error occurs when a required input is missing, empty, or incorrectly formatted. Recommended action: Provide a valid name and try again.
100241	Two or more selected route set have the same Device LRT file name. This error occurs when a required input is missing, empty, or incorrectly formatted. Recommended action: Choose the route set with different Device LRT file.
100242	Incorrect format for Schedule Start Time for value. This error occurs when a required input is missing, empty, or incorrectly formatted. Recommended action: Provide Schedule Start Time in the correct format and try again.
100243	Schedule Start Time Must be in the future. This error occurs when a required input is missing, empty, or incorrectly formatted. Recommended action: Provide Schedule Start Time in the correct format and try again.
100245	Behaviour or Error Policy must be specified if is. This error occurs due to an unexpected internal system condition. Recommended action: Provide a correct value and try again.
100246	WorkOrder Status invalid for Operation. This error occurs when a required input is missing, empty, or incorrectly formatted. Recommended action: Change the WorkOrder status and try again.
100247	WorkOrder cannot be updated as request body is same as existing information for WorkOrder id. This error occurs due to an unexpected internal system condition. Recommended action: Change the request body and try again.

Error Code	Reason For the Error
100248	No permission on WorkOrder with Id. This error occurs due to an unexpected internal system condition. Recommended action: Change the WorkOrder Id and try again.
100249	Invalid transition state provided for with value. This error occurs when a required input is missing, empty, or incorrectly formatted. Recommended action: Resolve the issue and try again.
100251	Provided name must be between and characters long. This error occurs due to an unexpected internal system condition. Recommended action: Please correct the name length and try again.
100252	Name Contains invalid characters. This error occurs when a required input is missing, empty, or incorrectly formatted. Recommended action: Use only alphanumeric and underscore characters in the name.
100253	Name must start with an alphabetical character. This error occurs due to an unexpected internal system condition. Recommended action: Start the name with a letter and try again.
100254	File name does not contain the required extension '. xml. gz'. This error occurs when a required input is missing, empty, or incorrectly formatted. Recommended action: Include a valid file extension in the filename.
100255	Filename must be between and characters long. This error occurs due to invalid file content, missing files, or schema/format validation failure. Recommended action: Adjust the filename length and try again.
100256	Filename Contains invalid characters. This error occurs when a required input is missing, empty, or incorrectly formatted. Recommended action: Use only alphanumeric characters, underscores, or hyphens in the filename.
100257	Filename must start with an alphabetical character. This error occurs due to invalid file content, missing files, or schema/format validation failure. Recommended action: Start the filename with a letter and try again.
100261	No mapping provided for import csv. This error occurs due to an unexpected internal system condition. Recommended action: Provide either request body or template Id and try again.

Error Code	Reason For the Error
100262	Cannot save the template as there was no change in mapping. This error occurs due to an unexpected internal system condition. Recommended action: Correct the request body and try again.
100263	There already exists a template with name. This error occurs due to an unexpected internal system condition. Recommended action: Change the template name and try again.
100264	No File Uploaded to process the request. This error occurs due to invalid file content, missing files, or schema/format validation failure. Recommended action: Provide the file and try again.
100265	Invalid File Uploaded. This error occurs when a required input is missing, empty, or incorrectly formatted. Recommended action: Provide the correct file and try again.
100266	Size of the Uploaded file too big to proceed. This error occurs when a required input is missing, empty, or incorrectly formatted. Recommended action: Decrease the file size and try again.
100267	Multiple Pub Properties(PubId, PubIdFormula) present. This error occurs due to an unexpected internal system condition. Recommended action: Provide a single pub property and try again.
100268	No Pub Properties(PubId, PubIdFormula) present. This error occurs due to an unexpected internal system condition. Recommended action: Provide a pub property and try again.
100269	Invalid fields for RouteSet Type. This error occurs when a required input is missing, empty, or incorrectly formatted. Recommended action: Provide correct fields and try again.
100270	Multiple Sed Properties(Sed, SedFormula, ImportedSedFormula) present. This error occurs due to an unexpected internal system condition. Recommended action: Provide a single sed property and try again.
100271	No Sed Properties(Sed, SedFormula, ImportedSedFormula) present. This error occurs due to an unexpected internal system condition. Recommended action: Provide a sed property and try again.

Error Code	Reason For the Error
100272	All or none of Fields (isWeighted, weight, priority) must be present. This error occurs due to an unexpected internal system condition. Recommended action: Provide all fields and try again.
100273	RouteSet Type associated with RouteSet not same with Template. This error occurs when a required input is missing, empty, or incorrectly formatted. Recommended action: Provide correct template and try again.
100275	RouteSet associated with task: is Not accessible. It belongs to a different User Group. This error occurs due to permission restrictions or resource locking. Recommended action: Provide correct task Id and try again.
100276	Unable to parse mapping. Mapping provided is in incorrect format. This error occurs due to an unexpected internal system condition. Recommended action: Correct the mapping and try again.
100278	Bootloader Image is currently associated with a Work Order. This error occurs due to invalid file content, missing files, or schema/format validation failure. Recommended action: Check if bootloader image is used by any WorkOrder.
100279	No images found. This error occurs due to an unexpected internal system condition. Recommended action: Try again with valid values. If still fails then please contact your system administrator.
100280	Invalid workorder name. It must be 3-30 characters long. This error occurs when a required input is missing, empty, or incorrectly formatted. Recommended action: Provide a valid name and try again.
100281	Undefined Element encountered. This error occurs due to an unexpected internal system condition. Recommended action: Ensure input is correct.
100283	Plugin details associated with with id: is different from that of device. This error occurs due to an unexpected internal system condition. Recommended action: Provide correct image ids and try again.
100284	Pause after WorkFlow step: not found for provided device group kind. This error occurs when the requested object or record does not exist in the system. Recommended action: Provide correct id for pause after.

Error Code	Reason For the Error
100285	Invalid value for: when rejectNewCall is false. This error occurs when a required input is missing, empty, or incorrectly formatted. Recommended action: Provide correct value and try again.
100286	Invalid value for callSheddingTimeout. It must in between 1 and 60 inclusive. This error occurs when a required input is missing, empty, or incorrectly formatted. Recommended action: Provide correct value and try again.
100287	Invalid value for healthScoreThreshold. It must in between 0 and 100 inclusive. This error occurs when a required input is missing, empty, or incorrectly formatted.
100288	BootLoader Image: is not compatible with Software image. This error occurs due to an unexpected internal system condition. Recommended action: Provide correct BootLoader image and try again.
100289	Missing required software image info for validation. This error occurs when a required input is missing, empty, or incorrectly formatted. Recommended action: Provide the valid nf category id and try again.
100290	Image already exists with name under nfcategoryId. This error occurs when a duplicate object already exists with the same identifier or name. Recommended action: Upload a different image and try again.
100291	Uploading software images is not supported for this nf type. This error occurs due to an unexpected internal system condition. Recommended action: Provide a valid nf category id and try again.
100292	No Trap Receivers found. This error occurs due to an unexpected internal system condition. Recommended action: Contact your system administrator.
100294	The search parameter is not in proper format. It must match MM/dd/yyyy HH: mm: ss. This error occurs due to an unexpected internal system condition. Recommended action: Enter the date in proper format.
100296	Failed to fetch recent calls. Please try again. This error occurs due to an unexpected internal system condition. Recommended action: Try again.

Error Code	Reason For the Error
100298	Invalid date format. This error occurs when a required input is missing, empty, or incorrectly formatted. Recommended action: Enter the date in proper format.
100301	Serialization error. This error occurs due to an unexpected internal system condition. Recommended action: Retry the request. If it continues to fail, check server logs or contact your administrator.
100308	Invalid request: NF name must not be the same as parentGroupFullName. This error occurs when a required input is missing, empty, or incorrectly formatted. Recommended action: Provide a different NF name or parent group full path and try again.
100309	Invalid request: Device group name must not be the same as the existing NF name. This error occurs when a required input is missing, empty, or incorrectly formatted. Recommended action: Rename the device group and try again.

Prerequisite MCE to SBC Connectivity Check

The following sections outline key checks to verify connectivity and configuration between the Oracle® Session Delivery Management Cloud (Oracle SDM Cloud) and the device. These steps help to troubleshoot issues related to connectivity failures, authentication problems, and certificate mismatches.

Network Connectivity Checks

This table lists and describes steps to take to check network connectivity.

Step	Command	Expected Behavior
Verify basic network reachability	ping <device-ip> from Management Cloud Engine (MCE) server	Successful ping response
Verify SSH connectivity	ssh <user@device-ip> from MCE server	Able to connect and authenticate server
Verify SFTP connectivity	sftp <user@device-ip> from MCE server	Able to establish connection

Step	Command	Expected Behavior
Verify SNMP connection from MCE server	<ul style="list-style-type: none"> <li data-bbox="735 247 1094 436">• For v1v2: <pre data-bbox="784 317 1062 436">snmpbulkget <device ip> -v 2c -c <community-string> 1.3.6.1.2.1.1.2</pre> <li data-bbox="735 464 1094 747">• For v3: <pre data-bbox="784 533 1062 747">snmpbulkget -v3 -u <username> -l authPriv -a SHA256 -A <auth-password> -x AES128 -X <priv-password> <device-ip> 1.3.6.1.2.1.1.2</pre> <li data-bbox="735 774 1094 852">• If there is no snmp-utils installed, try installing on a Linux system with: <pre data-bbox="784 898 1073 953">sudo yum install net-snmp-utils</pre> <li data-bbox="735 980 1094 1856">• Verify SNMPv3 related configurations to connect to the device using SNMPv3 protocol using the following procedure: <ol style="list-style-type: none"> <li data-bbox="784 1142 1094 1304">1. Navigate to system, snmp-address-entry and ensure the address field contains the LAN IP address of the MCE server. <li data-bbox="784 1331 1094 1667">2. Navigate to system, snmp-user-entry and select the user entry that will be used for authentication with Oracle SDM Cloud. Note that the required SNMPv3 username is operuserp(this must be used when adding the device to Oracle SDM Cloud. <li data-bbox="784 1694 1094 1856">3. Verify that the address-list field references the correct address entry (the one with the MCE server's IP address, set in step 1). 	

Step	Command	Expected Behavior
	<ol style="list-style-type: none"> 4. Check system, system-config, snmp-agent-mode and confirm it is set to v3. 5. Perform a Save and Activate config and reboot the device. 6. Add the device to the Oracle SDM Cloud using the SNMPv3 credentials. If the device is not added, run the following command on the MCE server CLI to see if the device is accessible using SNMPv3. <pre>snmpbulkget -v3 - u <user-name> -l authPriv -a SHA256 -A <auth- password> -x AES128 -X <priv- password> <device-ip> 1.3.6.1.2.1.1.2</pre>	
Check the firewall	<pre>sudo iptables -L -n -v or sudo firewall-cmd --list-all</pre>	

Device Compatibility and Version Validation

This table lists and describes steps to take to check device and version compatibility.

Step	Command	Expected Behavior
Confirm product type and version match for HA pair devices	<ul style="list-style-type: none"> • show version • show version image • show version boot 	Same product and version for both devices in an HA pair.
Confirm HA pair device health status	<ul style="list-style-type: none"> • show health • show running-config snmp-community (ensure both devices are synced) • show running-config system-config short (ensure the same configuration for both devices) 	Good health for both devices.
Verify interface state	show interface brief	Wancom0 should be up for a single node and either wancom1 or wancom2 should be up for an HA pair.

Credential and Entitlement Validation

This table lists and describes steps to take to check credentials and entitlements.

Step	Command	Expected Behavior
Verify credentials identical on HA pair	N/A	The same username and password for both devices in an HA pair.
Verify device entitlement (R226, Admin Security, FIPS 140-3)	setup entitlements	Ensure there are no invalid restricted entitlements causing access issues.
Verify default gateway	show running-config system-config	A valid default-gateway IP should be present.
Verify host route entries	show running-config host-route	Proper route entry exists (or empty if not required)

Authentication Configuration

This table lists and describes steps to take to authenticate the configuration.

Step	Command	Expected Behavior
Verify authentication mode	show running-config authentication	<p>Type = Local or TACACS if Type = TACACS, the tacacs-servers must be configured as follows:</p> <pre> SBC# show running- config authentication authentication source- port 1812 type tacacs protocol pap tacacs- authentication-only disabled tacacs- authorization enabled tacacs-authorization- arg-mode enabled tacacs- accounting enabled rest-authorization- accounting disabled server-assigned- privilege enabled allow-local- authorization disabled login-as- admin enabled management- strategy hunt ike-radius-params- name management-servers tacacs-servers address 10.0.0.1 port 49 state enabled </pre>

Step	Command	Expected Behavior
		secret <password> realm- id dead- time 10 authentication- methods all
Verify factory account	Verify factory account	Ensure factory-accounts is set to enabled .

SNMP Configuration

This table lists and describes steps to take to verify the SNMP configuration.

Step	Command	Expected Behavior
Verify SNMP agent mode	show running-config system-config	<ul style="list-style-type: none"> V1 V2 V3
For SNMP V1 and V2	show running-config snmp-community	<ul style="list-style-type: none"> Community name = <snmp-community-name> IP address = <MCE server IP>
For SNMP V3	show running-config snmp-user-entry	Check the value for SNMPv3 authentication protocol / SNMPv3 privacy protocol as these must be valid entries.

Certificate and TLS Validation

For production environments, certificates are mandatory for each device. Ensure that CA-signed or self-signed certificates are generated and used in Oracle® Session Delivery Management Cloud (Oracle SDM Cloud) before adding the device.

Step	Command	Expected Behavior
Verify the tls-global configuration	configure terminal, security, tls-global	Ensure the session-caching parameter is disabled, as enabling this parameter may cause connectivity issues.
Verify certificate records	show running-config certificate-record	Ensure the following: <ul style="list-style-type: none"> key-size must be greater than or equal to 2048 digest-algor is set to a valid algorithm (SHA1 is not supported).

Step	Command	Expected Behavior
Verify TLS profiles	show running-config tls-profile	Ensure tls-profile is configured with valid end-entity-certificate and trusted-ca-certificates and ensure the following parameters have valid values: <ul style="list-style-type: none"> • cipher-list • mutual-authenticate • tls-version
Match TLS profile names	show running-config system-config	Ensure the system-config, acp-tls-profile value matches the tls-profile whose ca-cert is imported into Oracle SDM Cloud.
Verify certificate validity dates		Validate the expiration date.
Ensure SHA-1 ciphers are disabled		Ensure SHA-1 is disabled.

Enable MCE Debug Logging

Use the following procedure to change the Management Cloud Engine (MCE) logging level to DEBUG.

1. Run the log-level change script:

```
/opt/oracle/mce/perl/changeloglevel.pl
```

2. When prompted with **Do you want to change to DEBUG?**, type **y** and select **Enter**. The script updates the MCE logging level to DEBUG.
3. Confirm the logging level is set to DEBUG by checking the MCE logs and verifying that DEBUG-level messages are being written.

Sample MCE Debug Logs

This section provides sample Management Cloud Engine (MCE) debug logs for reference.

```
11/06 10:17:10.925 INFO
[com.oracle.mce.websocket.handlers.SystemResourceHandler] - Method:
[invokeHandlerMethod] Thread: [WebSocketClient-AsyncIO-4:27] Msg:[Invoking
system file request....]
11/06 10:17:10.927 INFO [com.oracle.mce.websocket.WSClient] - Method:
[sendMessageToServer] Thread: [WebSocketClient-AsyncIO-4:27] Msg:
[Successfully sent message to WSA server ]
11/06 10:17:10.927 DEBUG [com.oracle.mce.core.AsyncRequestThreadPool] -
Method: [submitTask] Thread: [WebSocketClient-AsyncIO-4:27] Msg:[Submitting
Task to ThreadPool. Queue contains 0 pending tasks (0% full)]
11/06 10:17:10.928 DEBUG Method: [run] Thread: [pool-2-thread-18:99] Msg:
[Starting FileTransfer ebfd7f79-9dce-4437-b7ed-4e429a20f1e8, device=10.0.0.1,
deviceFile=null, type=CloudToGround]
11/06 10:17:10.929 DEBUG Method: [transferFile] Thread: [pool-2-
thread-18:99] Msg:[FileTransfer ebfd7f79-9dce-4437-b7ed-4e429a20f1e8: Using
file=/opt/mce/temp/ebfd7f79-9dce-4437-b7ed-4e429a20f1e8]
11/06 10:17:10.929 DEBUG Method: [transferFileCloudToGround] Thread: [pool-2-
thread-18:99] Msg:[FileTransfer ebfd7f79-9dce-4437-b7ed-4e429a20f1e8:
```

```

retrieving file from cloud...]
11/06 10:17:10.934 DEBUG Method: [sendRequest] Thread: [pool-2-thread-18:99]
Msg:[http://10.0.0.1:8080/ums/v1.0//file/ebfd7f79-9dce-4437-b7ed-4e429a20fle8/
download?offset=0&length=10485760 GET]
11/06 10:17:10.949 DEBUG Method: [sendRequest] Thread: [pool-2-thread-18:99]
Msg:[(GET http://10.0.0.1.40:8080/ums/v1.0//file/ebfd7f79-9dce-4437-
b7ed-4e429a20fle8/download?offset=0&length=10485760) 200]
11/06 10:17:10.950 DEBUG Method: [transferFileCloudToGround] Thread: [pool-2-
thread-18:99] Msg:[FileTransfer ebfd7f79-9dce-4437-b7ed-4e429a20fle8:
retrieved file from cloud in 21ms.]
11/06 10:17:10.950 DEBUG Method: [sendRequest] Thread: [pool-2-thread-18:99]
Msg:[http://10.0.0.1.40:8080/ums/v1.0//private/certificate/aliasNames GET]
11/06 10:17:10.964 DEBUG Method: [sendRequest] Thread: [pool-2-thread-18:99]
Msg:[(GET http://10.0.0.1:8080/ums/v1.0//private/certificate/aliasNames) 200]
11/06 10:17:11.466 DEBUG Found issuer DN cert in keystore:
EMAILADDRESS=certadmin@example.net, CN=CAAauthority, O=ExampleOrg, L=City,
ST=State, C=US
11/06 10:17:11.467 DEBUG Found public key cert in keystore: Sun RSA public
key, 2048 bits
  params: null
  modulus:
240545447360409733158673188910364009723284178925583704092509305601848847440347
188559747484446932744193510857678359487527475422493187728362203272839785254180
734338880794764824857258106143029866615012568783666833488344085792285837310924
740318523332136804526138857513266529017916045554226167826437772722610087420379
325622004835619995796692693693895275739125724631582086365462551655050163660035
505618126410821553696392992739929555470017780926125750803119646187231639843054
609992321556542399487607222623866456015707123506789789055775420440016795426934
22412763175338734220107641021079198570515561818487722995237218317650379
  public exponent: 65537
11/06 10:17:11.467 DEBUG Found issuer DN cert in keystore: CN="10.0.0.2 ",
OU=IT, O=ExampleOrg
11/06 10:17:11.467 DEBUG Found public key cert in keystore: Sun RSA public
key, 2048 bits
  params: null
  modulus:
291443665175219108835934041721320164914741582913170148899188278033110862201859
865898748858263273432865048722430778263604465242028670874533173300877475006024
185627408878790363090024654821844065613726591143774173453738764135267151876152
608854746602872156641514815039959812614535157618457006187953585375845580052824
052168039532146198070554464234384841552096989996528372401357694325294027970351
787565915721342223400682451310040266676730506565241666290205024813837155094479
402541439362261699130540633865579165650969227887612635836196729230891542532071
97876158853425425733950470230380574294121305551964164900980875361348331
  public exponent: 65537
11/06 10:17:11.467 DEBUG Found issuer DN cert in keystore:
EMAILADDRESS=localCertCA@jojo.net, CN=localCertCA, O=CA, L=Burlington, ST=MA,
C=US
11/06 10:17:11.467 DEBUG Found public key cert in keystore: Sun RSA public
key, 2048 bits
  params: null
  modulus:
284146212776393475953696706160612071680625823368019193422852053605016974046258
141872772345512567774864383913889521353042507651170302830127065128745726567557
883569531705638466353217320460381985964839100398790299388046201349223775901478
696588718579993999803396592241518715378205983163537929653813399388873529666319

```

```

508942439659743317770801010251540751763494768245011628629262071522596907856200
475324373147653760151173362667809325743298198687682854872183103887815864908995
806324934461382015002517332255571818822060928353035609500460354399023254963271
17899982722206471593317998427022610408352001969165365835935376379021493
  public exponent: 65537
11/06 10:17:11.467 DEBUG Found issuer DN cert in keystore:
EMAILADDRESS=localCertCA@jojo.net, CN=localCertCA, O=CA, L=Burlington, ST=MA,
C=US
11/06 10:17:11.468 DEBUG Found public key cert in keystore: Sun RSA public
key, 2048 bits
  params: null
  modulus:
253007555220409322037659827612560014348482502290545408214607624004909738773972
783080579061616234211447024679498843272772004778354052180639970166217006505723
186571250022096571567388994056794170309004033859239695162287883121068506921154
304841122576801766360513518461936820670561047270532546240280448162797853091831
827843637390889923358720798665059058320008330785990129402745361264588086619451
049166906160305547144537974878626843572864857708768885920417830575664670996608
877902774105297519301184580103956357958776926262820931866986921512181363692139
27265421039458727891078442328860489866309579791721785898665583331103627
  public exponent: 65537
11/06 10:17:11.471 DEBUG Method: [sendRequest] Thread: [pool-2-thread-18:99]
Msg:[http://10.0.0.1:8080/ums/v1.0//file/ebfd7f79-9dce-4437-b7ed-4e429a20f1e8/
complete POST]
11/06 10:17:11.493 DEBUG Method: [sendRequest] Thread: [pool-2-thread-18:99]
Msg:[(POST http://10.0.0.1:8080/ums/v1.0//file/ebfd7f79-9dce-4437-
b7ed-4e429a20f1e8/complete) 200]
11/06 10:17:11.493 INFO Method: [run] Thread: [pool-2-thread-18:99] Msg:
[FileTransfer ebfd7f79-9dce-4437-b7ed-4e429a20f1e8, device=10.0.0.1,
deviceFile=null, type=CloudToGround, completed [queueTime=lms,
duration=565ms, result=Success]]

```

Sample MCE INFO Logs

This section provides sample Management Cloud Engine (MCE) INFO logs for reference.

```

11/06 11:45:03.712 INFO Method: [invokeHandlerMethod] Thread:
[WebSocketClient-AsyncIO-3:26] Msg:[Invoking system file request....]
11/06 11:45:03.714 INFO Method: [sendMessageToServer] Thread:
[WebSocketClient-AsyncIO-3:26] Msg:[Successfully sent message to WSA server ]
11/06 11:45:04.181 INFO Method: [run] Thread: [pool-2-thread-15:92] Msg:
[FileTransfer cdd9bdee-7996-45ec-9659-f3a2e9fa0d6d, device=10.0.0.1,
deviceFile=null, type=CloudToGround, completed [queueTime=0ms,
duration=466ms, result=Success]]

```

Check Connectivity to Device

Verify connectivity to the device on port 3001 using the certificate exported from the keystore.

For example:

```

bash-4.4#
bash-4.4# curl -v -k https://10.0.0.1:3001/ --cacert cacert.pem
*   Trying 10.0.0.1...
* TCP_NODELAY set
* Connected to 10.0.0.1 (10.0.0.1) port 3001 (#0)
* ALPN, offering h2
* ALPN, offering http/1.1
* successfully set certificate verify locations:
*   CAfile: cacert.pem
   Cpath: none
* TLSv1.3 (OUT), TLS handshake, Client hello (1):
* TLSv1.3 (IN), TLS handshake, Server hello (2):
* TLSv1.3 (IN), TLS handshake, [no content] (0):
* TLSv1.3 (IN), TLS handshake, Encrypted Extensions (8):
* TLSv1.3 (IN), TLS handshake, [no content] (0):
* TLSv1.3 (IN), TLS handshake, Certificate (11):
* TLSv1.3 (IN), TLS handshake, [no content] (0):
* TLSv1.3 (IN), TLS handshake, CERT verify (15):
* TLSv1.3 (IN), TLS handshake, [no content] (0):
* TLSv1.3 (IN), TLS handshake, Finished (20):
* TLSv1.3 (OUT), TLS change cipher, Change cipher spec (1):
* TLSv1.3 (OUT), TLS handshake, [no content] (0):
* TLSv1.3 (OUT), TLS handshake, Finished (20):
* SSL connection using TLSv1.3 / TLS_AES_128_GCM_SHA256
* ALPN, server did not agree to a protocol
* Server certificate:
*  subject: C=US; ST=Sate; O=ExampleOrg; CN=localCert
*  start date: Oct 17 07:40:28 2025 GMT
*  expire date: Oct 17 07:40:28 2030 GMT
*  issuer: C=US; ST=State; L=City; O=ExampleOrg; CN=localCertCA;
emailAddress=certadmin@example.net
*  SSL certificate verify ok.
* TLSv1.3 (OUT), TLS app data, [no content] (0):
> GET / HTTP/1.1
> Host: 10.0.0.1:3001
> User-Agent: curl/7.61.1
> Accept: */*
>
* TLSv1.3 (IN), TLS app data, [no content] (0):
< HTTP/1.1 400 Missing CSeq Header
< CSeq: 0 GET
< XML-Schema-Version: SCZ10.0.0/0
* no chunk, no close, no size. Assume close to signal end
<
^C
bash-4.4#
bash-4.4#

```

Managing Keystores and Truststores

Use the following keytool commands for common tasks involving keystores and truststores in the Oracle® Session Delivery Management Cloud (Oracle SDM Cloud).

- Create a Truststore and add certificates.
 1. Create a copy of the default truststore:

```
cp "<java installation path>/lib/security/cacerts" "/opt/oracle/mce/conf/ssl/osdmc.jks"
```

2. Import certificates into the new truststore:

```
keytool -import -trustcacerts -alias example-ca-cert1.pem \
  -file /opt/mce/conf/ssl/example-ca-cert1.pem \
  -keystore /opt/mce/conf/ssl/osdmc.jks -storepass <password>
```

```
keytool -import -trustcacerts -alias example-ca-cert1.pem \
  -file /opt/mce/conf/ssl/-alias example-ca-cert1.pem \
  -keystore /opt/mce/conf/ssl/osdmc.jks -storepass <password>
```

- Delete a certificate from a keystore or truststore

```
keytool -delete -alias <alias> -keystore <keystore-file>
```

For example:

```
keytool -delete -alias <alias> -keystore ACPKeyAndCertStore
```

- Change the keystore/truststore password

```
keytool -storepasswd -keystore <keystore-file>
```

For example:

```
/opt/mce/java/bin/keytool -storepasswd -keystore ACPKeyAndCertStore
```

- Create a new keystore and add certificates.
 1. Create an empty keystore:

```
keytool -genkeypair -alias sample -keyalg RSA -keystore
ACPKeyAndCertStore \
  -storepass <password> -dname
  "CN=Sample,OU=Sample,O=Sample,L=Sample,S=Sample,C=US"
keytool -delete -keystore ACPKeyAndCertStore -storepass <password> -
alias sample
```

2. Import device certificates:

```
keytool -importcert -file <Device name>_CustomerCert.pem -keystore
ACPKeyAndCertStore \
  -alias <alias> -storepass <password> -noprompt
```

3. List certificate aliases:

```
keytool -list -keystore ACPKeyAndCertStore -v | grep Alias
```

- List certificates by alias name:

```
keytool -list -keystore <keystore-file> -v | grep Alias
```

For example:

```
/opt/mce/java/bin/keytool -list -keystore ACPKeyAndCertStore -v | grep  
Alias
```

Enter the keystore password when prompted.

- Export a certificate using its alias:

```
keytool -exportcert -rfc -alias <alias> -keystore <keystore-file> -file  
<output-file>
```

For example:

```
/opt/mce/java/bin/keytool -exportcert -rfc -alias <alias> \  
-keystore /opt/mce/Transport/tls/ACPKeyAndCertStore -file cacert.pem
```

Enter the keystore password when prompted.

- Get certificate details by alias:

```
keytool -list -v -keystore <keystore-file> -alias <alias>
```

For example:

```
/opt/mce/java/bin/keytool -list -v -keystore ACPKeyAndCertStore -alias  
<password>
```

This displays detailed certificate information, such as validity dates, fingerprints, owner, issuer, and extensions.

Glossary

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