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## APPENDIX 3

# SYSTEM ERROR LIST

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This appendix lists all of the possible error messages that can be issued by the PressureMAP software while using the MAP System. The MAP System error messages should, for the most part, be self-explanatory. However, if you are unsure of the meaning of a particular message, or if you wish to find out more about a possible fix to the problem, then this appendix will prove to be a valuable resource.

In the event that an error has occurred, the first thing you should do is to try and duplicate the error. Of course, if the error cannot be duplicated, then the problem has most likely been solved by the MAP System.

If the problem does persist, then you should look up the error message in this appendix, and see if there are any special instructions or suggestions. For errors associated with alarm and e-mail functions, additional information is located in "Viewing MAP Data Files" in the User Initiated Operations section of this manual. Also, you may try logging out of the system, and then log back in and try the function again. It may help if you can login using a new user name and password.

If all else fails, it may be necessary to give System Studies Incorporated a call. Be sure to have your MAP System version number on hand, along with the type of system you are using. Also, you should be ready to give the precise steps that are needed in order to duplicate the problem.

### ***File I/O Errors***

The following group of error messages all pertain to the file system that the MAP programs use. If the basic actions outlined above do not solve the problem, then the problem may be resulting from a "file permissions error." If this is the case, then you will need to reset the file permissions through the System Administrations Menu. This menu option is accessible only to users with the proper clearance. If you have the authority to do so, step to the System Administration Menu and run the Reset Permissions function. If you do not have access to this menu option, then you will need to call your supervisor and ask him or her to run the Reset File Permissions function.

**ERROR 100    Can't create Office List file MAPSYS.OFF**

**ERROR 101    Can't open Office List file MAPSYS.OFF**

On Multi-User systems, the file could be in use by another user. Try the function again in a few minutes or try to run the Reset File Permissions option from the System Administrations Menu.

**ERROR 102    Can't write to Office List file MAPSYS.OFF (O.S. error #)**

This error message could result from a full disk or a bad file permission. Try the Reset File Permissions from the System Administrations Menu.

**ERROR 103    Can't read from Office List file MAPSYS.OFF (O.S. error #)**

This error message could result from a bad file permission or missing file. Try the Reset File Permissions from the System Administrations Menu.

**ERROR 104    Format of Office List file (MAPSYS.OFF, line #) is incorrect**

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- ERROR 105**    **Office List file (MAPSYS.OFF) is wrong version**  
This error message could result from a corrupted file, or the file was not updated for use with the new software version. Restore file from last backup, or use the correct MAP System Update procedure to update the file.
- ERROR 106**    **Office List file (MAPSYS.OFF) is not current**
- ERROR 107**    **The Office List in <SYSTEM NAME> was auto-created**
- ERROR 110**    **Can't create History file for <OFFICE NAME>**
- ERROR 111**    **Can't open History file for <OFFICE NAME>**  
On Multi-User systems, the file could be in use by another user. Try the function again in a few minutes or try to run the Reset File Permissions option from the System Administrations Menu.
- ERROR 112**    **Can't write to History file for <OFFICE NAME> (O.S. error #)**  
This error message could result from a full disk or a bad file permission. Try the Reset File Permissions from the System Administrations Menu.
- ERROR 113**    **Can't read from History file for <OFFICE NAME> (O.S. error #)**  
This error message could result from a bad file permission or missing file. Try the Reset File Permissions from the System Administrations Menu.
- ERROR 114**    **Format of History file for <OFFICE NAME> is incorrect**
- ERROR 115**    **History file for <OFFICE NAME> is wrong version**  
This error message could result from a corrupted file, or the file was not updated for use with the new software version. Restore the office from last backup, or use the correct MAP System Update procedure to update the file.
- ERROR 116**    **History file for <OFFICE NAME> is not current**
- ERROR 117**    **Can't rename History file for <OFFICE NAME>**
- ERROR 118**    **Can't remove History file for <OFFICE NAME>**
- ERROR 120**    **Can't create History Index file for <OFFICE NAME>**  
This error message may be generated if the number of devices in the office exceeds the limit set in system capabilities. Call Technical Support at System Studies for assistance.
- ERROR 121**    **Can't open History Index file for <OFFICE NAME>**  
On Multi-User systems, the file could be in use by another user. Try the function again in a few minutes or try to run the Reset File Permissions option from the System Administrations Menu.
- ERROR 122**    **Can't write to History Index file for <OFFICE NAME> (O.S. error #)**  
This error message could result from a full disk or a bad file permission. Try the Reset File Permissions from the System Administrations Menu.

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- ERROR 123**    **Can't read from History Index file for <OFFICE NAME> (O.S. error #)**  
This error message could result from a bad file permission or missing file. Try the Reset File Permissions from the System Administrations Menu.
- ERROR 124**    **Format of History Index file for <OFFICE NAME> is incorrect**
- ERROR 125**    **History Index file for <OFFICE NAME> is wrong version**  
This error message could result from a corrupted file, or the file was not updated for use with the new software version. Restore the office from last backup, or use the correct MAP System Update procedure to update the file.
- ERROR 126**    **History Index file for <OFFICE NAME> is not current**
- ERROR 130**    **Can't create Dispatch file for <OFFICE NAME>**
- ERROR 131**    **Can't open Dispatch file for <OFFICE NAME>**  
On Multi-User systems, the file could be in use by another user. Try the function again in a few minutes or try to run the Reset File Permissions option from the System Administrations Menu.
- ERROR 132**    **Can't write to Dispatch file for <OFFICE NAME> (O.S. error #)**  
This error message could result from a full disk or a bad file permission. Try the Reset File Permissions from the System Administrations Menu.
- ERROR 133**    **Can't read from Dispatch file for <OFFICE NAME> (O.S. error #)**  
This error message could result from a bad file permission or missing file. Try the Reset File Permissions from the System Administrations Menu.
- ERROR 134**    **Format of Dispatch file for <OFFICE NAME> is incorrect**
- ERROR 135**    **Dispatch file for <OFFICE NAME> is wrong version**  
This error message could result from a corrupted file, or the file was not updated for use with the new software version. Restore the office from last backup, or use the correct MAP System Update procedure to update the file.
- ERROR 136**    **Dispatch file for <OFFICE NAME> is not current**
- ERROR 140**    **Can't create System Index file for <OFFICE NAME>**
- ERROR 141**    **Can't open System Index file for <OFFICE NAME>**  
On Multi-User systems, the file could be in use by another user. Try the function again in a few minutes or try to run the Reset File Permissions option from the System Administrations Menu.
- ERROR 142**    **Can't write to System Index file for <OFFICE NAME> (O.S. error #)**  
This error message could result from a full disk or a bad file permission. Try the Reset File Permissions from the System Administrations Menu.

- ERROR 143 Can't read System Index file for <OFFICE NAME> (O.S. error #)**  
This error message could result from a bad file permission or missing file. Try the Reset File Permissions from the System Administrations Menu.
- ERROR 144 Format of System Index file for <OFFICE NAME> is incorrect**
- ERROR 145 System Index file for <OFFICE NAME> is wrong version**  
This error message could result from a corrupted file, or the file was not updated for use with the new software version. Restore the office from last backup, or use the correct MAP System Update procedure to update the file.
- ERROR 146 System Index file for <OFFICE NAME> is not current**
- ERROR 150 Can't create Backup file for <OFFICE NAME>**
- ERROR 151 Can't open Backup file for <OFFICE NAME>**  
On Multi-User systems, the file could be in use by another user. Try the function again in a few minutes or try to run the Reset File Permissions option from the System Administrations Menu.
- ERROR 152 Can't write to Backup file for <OFFICE NAME> (O.S. error #)**  
This error message could result from a full disk or a bad file permission. Try the Reset File Permissions from the System Administrations Menu.
- ERROR 153 Can't read from Backup file for <OFFICE NAME> (O.S. error #)**  
This error message could result from a bad file permission or missing file. Try the Reset File Permissions from the System Administrations Menu.
- ERROR 154 Format of Backup file for <OFFICE NAME> is incorrect**  
This error message could result from a backup file's incompatibility with the monitor interface or the monitor (e.g., new monitor was installed, but backup file is from old equipment), or the file could be corrupted. Change the monitor password to access the legacy interface, create a new backup file, or restore the backup file from the last MAP System backup.
- ERROR 155 Backup file for <OFFICE NAME> is wrong version**  
This error message could result from a corrupted file, or the file was not updated for use with the new software version. Restore the office from last backup, or use the correct MAP System Update procedure to update the file.
- ERROR 156 Backup file for <OFFICE NAME> is not current**
- ERROR 157 Can't write to Backup media for <OFFICE NAME> (O.S. error #)**  
This error message could result from a missing tape or a tape that is write-protected. Make sure that the tape is in the tape drive, and that it is not write-protected. Otherwise, insert a new tape and restart the backup. If the backup fails again, clean the tape drive heads and restart the backup. If the backup continues to fail, call System Studies Technical Support.

- ERROR 158 Can't read from Backup media for <OFFICE NAME> (O.S. error #)**  
This error message could result from a bad tape or dirty tape drive heads. Replace the tape with a new tape and restart the backup. If the backup fails again, clean the tape drive heads and restart the backup. If the backup continues to fail, call System Studies Technical Support.
- ERROR 160 Can't create Task List file <FILE NAME>**
- ERROR 161 Can't open Task List file <FILE NAME>**  
On Multi-User systems, the file could be in use by another user. Try the function again in a few minutes or try to run the Reset File Permissions option from the System Administrations Menu.
- ERROR 162 Can't write to Task List file <FILE NAME> (O.S. error #)**  
This error message could result from a full disk or a bad file permission. Try the Reset File Permissions from the System Administrations Menu.
- ERROR 163 Can't read from Task List file <FILE NAME> (O.S. error #)**  
This error message could result from a bad file permission or missing file. Try the Reset File Permissions from the System Administrations Menu.
- ERROR 164 Format of Task List file <FILE NAME> is incorrect**
- ERROR 165 Task List file <FILE NAME> is wrong version**  
This error message could result from a corrupted file, or the file was not updated for use with the new software version. Restore file from last backup, or use the correct MAP System Update procedure to update the file.
- ERROR 166 Task List file <FILE NAME> is not current**
- ERROR 170 Can't create Transfer List file <FILE NAME>**
- ERROR 171 Can't open Transfer List file <FILE NAME>**  
On Multi-User systems, the file could be in use by another user. Try the function again in a few minutes or try to run the Reset File Permissions option from the System Administrations Menu.
- ERROR 172 Can't write to Transfer List file <FILE NAME> (O.S. error #)**  
This error message could result from a full disk or a bad file permission. Try the Reset File Permissions from the System Administrations Menu.
- ERROR 173 Can't read from Transfer List file <FILE NAME> (O.S. error #)**  
This error message could result from a bad file permission or missing file. Try the Reset File Permissions from the System Administrations Menu.
- ERROR 174 Format of Transfer List file <FILE NAME>, line # is incorrect**

- ERROR 175**    **Transfer List file <FILE NAME> is wrong version**  
This error message could result from a corrupted file, or the file was not updated for use with the new software version. Restore file from last backup, or use the correct MAP System Update procedure to update the file.
- ERROR 176**    **Transfer List file <FILE NAME> is not current**
- ERROR 180**    **Can't create Message file <FILE NAME>**
- ERROR 181**    **Can't open Message file <FILE NAME>**  
On Multi-User systems, the file could be in use by another user. Try the function again in a few minutes or try to run the Reset File Permissions option from the System Administrations Menu.
- ERROR 182**    **Can't write to Message file <FILE NAME> (O.S. error #)**  
This error message could result from a full disk or a bad file permission. Try the Reset File Permissions from the System Administrations Menu.
- ERROR 183**    **Can't read from Message file <FILE NAME> (O.S. error #)**  
This error message could result from a bad file permission or missing file. Try the Reset File Permissions from the System Administrations Menu.
- ERROR 184**    **Format of Message file <FILE NAME>, line #) is incorrect**
- ERROR 185**    **Message file <FILE NAME> is wrong version**  
This error message could result from a corrupted file, or the file was not updated for use with the new software version. Restore file from last backup, or use the correct MAP System Update procedure to update the file.
- ERROR 186**    **Message file <FILE NAME> is not current**
- ERROR 190**    **Can't create Report Center list <FILE NAME>**
- ERROR 191**    **Can't open Report Center list <FILE NAME>**  
On Multi-User systems, the file could be in use by another user. Try the function again in a few minutes or try to run the Reset File Permissions option from the System Administrations Menu.
- ERROR 192**    **Can't write to Report Center list <FILE NAME> (O.S. error #)**  
This error message could result from a full disk or a bad file permission. Try the Reset File Permissions from the System Administrations Menu.
- ERROR 193**    **Can't read Report Center list <FILE NAME> (O.S. error #)**  
This error message could result from a bad file permission or missing file. Try the Reset File Permissions from the System Administrations Menu.
- ERROR 194**    **Format of Report Center list <FILE NAME>, line #) is incorrect**

- ERROR 195**    **Report Center list <FILE NAME> is wrong version**  
This error message could result from a corrupted file, or the file was not updated for use with the new software version. Restore file from last backup, or use the correct MAP System Update procedure to update the file.
- ERROR 196**    **Report Center list <FILE NAME> is not current**
- ERROR 200**    **Can't create Temp file <FILE NAME>**
- ERROR 201**    **Can't open Temp file <FILE NAME>**  
On Multi-User systems, the file could be in use by another user. Try the function again in a few minutes or try to run the Reset File Permissions option from the System Administrations Menu.
- ERROR 202**    **Can't write to Temp file <FILE NAME> (O.S. error #)**  
This error message could result from a full disk or a bad file permission. Try the Reset File Permissions from the System Administrations Menu.
- ERROR 203**    **Can't read from Temp file <FILE NAME> (O.S. error #)**  
This error message could result from a bad file permission or missing file. Try the Reset File Permissions from the System Administrations Menu.
- ERROR 204**    **Format of Temp file <FILE NAME> is incorrect**
- ERROR 205**    **Temp file <FILE NAME> is wrong version**
- ERROR 206**    **Temp file <FILE NAME> is not current**
- ERROR 207**    **Can't rename Temp file <FILE NAME>**
- ERROR 208**    **Can't remove Temp file <FILE NAME>**
- ERROR 210**    **Can't create Merge file <FILE NAME>**  
The merge files are used in conjunction with the CPAMS Backup option.
- ERROR 211**    **Can't open Merge file <FILE NAME>**  
On Multi-User systems, the file could be in use by another user. Try the function again in a few minutes or try to run the Reset File Permissions option from the System Administrations Menu.
- ERROR 212**    **Can't write to Merge file <FILE NAME> (O.S. error #)**  
This error message could result from a full disk or a bad file permission. Try the Reset File Permissions from the System Administrations Menu.
- ERROR 213**    **Can't read from Merge file <FILE NAME> (O.S. error #)**  
This error message could result from a bad file permission or missing file. Try the Reset File Permissions from the System Administrations Menu.

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- ERROR 214**    **Format of Merge file <FILE NAME> is incorrect**
- ERROR 215**    **Merge file <FILE NAME> is wrong version**  
This error message could result from a corrupted file, or the file was not updated for use with the new software version. Restore file from last backup, or use the correct MAP System Update procedure to update the file.
- ERROR 216**    **Merge file <FILE NAME> is not current**
- ERROR 217**    **Can't rename Merge file <FILE NAME>**
- ERROR 218**    **Can't remove Merge file <FILE NAME>**
- ERROR 220**    **Can't create Schedule file <FILE NAME>**
- ERROR 221**    **Can't open Schedule file <FILE NAME>**  
On Multi-User systems, the file could be in use by another user. Try the function again in a few minutes or try to run the Reset File Permissions option from the System Administrations Menu.
- ERROR 222**    **Can't write to Schedule file <FILE NAME> (O.S. error #)**  
This error message could result from a full disk or a bad file permission. Try the Reset File Permissions from the System Administrations Menu.
- ERROR 223**    **Can't read from Schedule file <FILE NAME> (O.S. error #)**  
This error message could result from a bad file permission or missing file. Try the Reset File Permissions from the System Administrations Menu.
- ERROR 224**    **Format of Schedule file (<FILE NAME>, line #) is incorrect**
- ERROR 225**    **Schedule file <FILE NAME> is wrong version**  
This error message could result from a corrupted file, or the file was not updated for use with the new software version. Restore file from last backup, or use the correct MAP System Update procedure to update the file.
- ERROR 226**    **Schedule file <FILE NAME> is not current**  
If this error occurs, it may help to stop the scheduler, and then start it again. These scheduler functions are performed from the System Administration Menu and are available only to authorized users. If you do not have access, then you will need to ask your supervisor for assistance.
- ERROR 227**    **Can't rename Schedule file <FILE NAME>**
- ERROR 228**    **Can't remove Schedule file <FILE NAME>**
- ERROR 229**    **Schedule timed-out on <FILE NAME>**  
This error message is generated if a scheduled program took too long to execute: either because it had too much to do, or it "got hung." Call Technical Support at System Studies.



- ERROR 230**    **Can't create Report Center <FILE NAME>**
- ERROR 231**    **Can't open Report Center <FILE NAME>**  
On Multi-User systems, the file could be in use by another user. Try the function again in a few minutes or try to run the Reset File Permissions option from the System Administrations Menu.
- ERROR 232**    **Can't write to Report Center <FILE NAME> (O.S. error #)**  
This error message could result from a full disk or a bad file permission. Try the Reset File Permissions from the System Administrations Menu.
- ERROR 233**    **Can't read from Report Center <FILE NAME> (O.S. error #)**  
This error message could result from a bad file permission or missing file. Try the Reset File Permissions from the System Administrations Menu.
- ERROR 234**    **Format of Report Center <FILE NAME> is incorrect**
- ERROR 235**    **Report Center <FILE NAME> is wrong version**  
This error message could result from a corrupted file, or the file was not updated for use with the new software version. Restore file from last backup, or use the correct MAP System Update procedure to update the file.
- ERROR 236**    **Report Center <FILE NAME> is not current**
- ERROR 240**    **Can't create Holiday Date file <FILE NAME>**
- ERROR 241**    **Can't open Holiday Date file <FILE NAME>**  
On Multi-User systems, the file could be in use by another user. Try the function again in a few minutes or try to run the Reset File Permissions option from the System Administrations Menu.
- ERROR 242**    **Can't write Holiday Date file <FILE NAME> (O.S. error #)**  
This error message could result from a full disk or a bad file permission. Try the Reset File Permissions from the System Administrations Menu.
- ERROR 243**    **Can't read Holiday Date file <FILE NAME> (O.S. error #)**  
This error message could result from a bad file permission or missing file. Try the Reset File Permissions from the System Administrations Menu.
- ERROR 244**    **Format of Holiday Date file <FILE NAME> is incorrect**
- ERROR 245**    **Holiday Date file <FILE NAME> is wrong version**  
This error message could result from a corrupted file, or the file was not updated for use with the new software version. Restore file from last backup, or use the correct MAP System Update procedure to update the file.
- ERROR 246**    **All Holiday Dates are expired in AlarmMAP** All AlarmMAP holiday dates are defined for the previous year(s), not the current year. Perform AlarmMAP data entry, selecting Dates of Holidays, and modify or enter new dates for all holidays.

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- ERROR 250**    **Can't create Activity Log file <FILE NAME>**
- ERROR 251**    **Can't open Activity Log file <FILE NAME>**  
On Multi-User systems, the file could be in use by another user. Try the function again in a few minutes or try to run the Reset File Permissions option from the System Administrations Menu.
- ERROR 252**    **Can't write to Activity Log file <FILE NAME> (O.S. error #)**  
This error message could result from a full disk or a bad file permission. Try the Reset File Permissions from the System Administrations Menu.
- ERROR 253**    **Can't read from Activity Log file <FILE NAME> (O.S. error #)**  
This error message could result from a bad file permission or missing file. Try the Reset File Permissions from the System Administrations Menu.
- ERROR 254**    **Format of Activity Log file <FILE NAME> is incorrect**
- ERROR 255**    **Activity Log file <FILE NAME> is wrong version**  
This error message could result from a corrupted file, or the file was not updated for use with the new software version. Restore file from last backup, or use the correct MAP System Update procedure to update the file.
- ERROR 256**    **Activity Log file <FILE NAME> is not current**

### *Program Execution Errors*

- ERROR 260**    **Can't execute program <PROGRAM NAME>**  
If this error message is issued, it may help to log out of the system and then log back in. Also, if possible, log in under a different user ID and password.
- ERROR 261**    **Can't execute/fork program <PROGRAM NAME>**
- ERROR 262**    **Not enough arguments to execute <PROGRAM NAME>**
- ERROR 263**    **Syntax error in arguments passed to <PROGRAM NAME>**
- ERROR 264**    **No user response executing <PROGRAM NAME>**
- ERROR 265**    **Error executing program <PROGRAM NAME> (out of memory?)**
- ERROR 266**    **System date is incorrect**
- ERROR 267**    **Can't initialize Bisynchronous Communications Adapter**  
There are several reasons why this error message may be issued. The first thing to do is to check the cables going to the modem. Also, be sure that your modem is receiving proper power. If possible, you may try switching modems, just to be sure that it is not the modem that is causing the problem.
- ERROR 268**    **Not enough memory to allocate <FUNCTION> (can't allocate)**

- ERROR 269**    **Attempt to re-execute high priority data acquisition**
- ERROR 270**    **Can't create buffer for backup/restore of <OFFICE NAME>**
- ERROR 271**    **Buffer overflow during backup of <OFFICE NAME>**  
This message is generated when the data received exceeds the space allocated for capturing data. Call Technical Support at System Studies.
- ERROR 272**    **No office name in received alarm. See file UNKNOWN.ERR**  
This error occurs when a CPAMS unit (Sparton, Chatlos, or Hercules) sends an alarm for an OFFICE NAME which does not exist in the MAP database. To correct this problem, make sure that the CPAMS OFFICE NAME agrees with the OFFICE NAME that is entered into the MAP database program.
- ERROR 273**    **Bad format to received alarm. See file <FILE NAME.ERR>**  
There are a number of reasons why this error may be issued, including wrong Monitor Type entered in Office Information, baudrate errors, etc. Call Technical Support at System Studies for assistance.
- ERROR 274**    **Break in received alarm data for greater than 120 seconds**
- ERROR 275**    **Partial L1 alarm for office <OFFICE NAME>**
- ERROR 276**    **Partial L2 alarm for office <OFFICE NAME>**
- ERROR 277**    **File <FILE NAME> locked**
- ERROR 278**    **Date rolled over while executable was running**
- ERROR 279**    **No MAP environment variable defined**
- ERROR 280**    **MAP environment is not a full path**
- ERROR 283**    **Modem couldn't detect dialtone <DEVICE NUMBER>**  
There are several reasons why your modem may be unable to detect a dial tone. First off, be sure that the phone line has dial tone and that it is properly connected to the modem. This can easily be verified by hooking up a phone to the modem line and listening for the tone. If there is dialtone, then try replacing your modem with one that you know works. Also, be sure that the modem is properly powered.
- ERROR 284**    **Modem didn't respond to command <DEVICE NUMBER>**  
This error message could result if the modem power switch is off, or from modem equipment or serial port failure. Check the modem power switch, toggle it off and back on, and then reboot the computer.
- ERROR 285**    **No modem CTS signal calling <OFFICE NAME> (Power off?)**  
This error message could result if the modem power switch is off, or from modem equipment failure. Check the modem power switch, toggle it off and back on, and then reboot the computer.

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**ERROR 286** DCDWATCH unable to open port <PORT NAME>

**ERROR 290** <OFFICE NAME> received % insufficient/invalid readings

This error may simply indicate that PressureMAP was unable to gain access into the CPAMS unit. Before anything else, be sure to try and access the CPAMS again.

If this error message continues to be displayed, you must verify the PressureMAP database against the CPAMS database. To do so, call the CPAMS and get a listing of all the devices which are programmed into the unit. Then, run a Device History Report (through PressureMAP) for the office which is having trouble. Once you obtain the two reports, you can check one against the other to make sure that the PressureMAP database properly reflects what is actually programmed into the CPAMS unit.

**ERROR 291** <OFFICE NAME> received #% unused readings

**ERROR 294** Error transferring reading from <OFFICE NAME>

Error in transfer program; device(s) in office named may not exist.

### *NICOTRA Error Messages*

Additional Nicotra codes are listed later in this appendix, starting at Error 531.

**ERROR 300** Error sending CODE command to <OFFICE NAME> Nicotra monitor

**ERROR 301** Error sending PULSDTMF command to <OFFICE NAME> Nicotra monitor

**ERROR 302** Error sending TXOUT command to <OFFICE NAME> Nicotra monitor

**ERROR 303** Error sending NUMBERS command to <OFFICE NAME> Nicotra monitor

**ERROR 304** Error sending STORE command to <OFFICE NAME> Nicotra monitor

**ERROR 305** Error sending SETCABLE command to <OFFICE NAME> Nicotra monitor

**ERROR 306** Error sending MOTY command to <OFFICE NAME> Nicotra monitor

**ERROR 307** Error sending MOTH1 command to <OFFICE NAME> Nicotra monitor

**ERROR 308** Error sending MOTH2 command to <OFFICE NAME> Nicotra monitor

**ERROR 309** Error sending MOR command to <OFFICE NAME> Nicotra monitor

***CHATLOS Error Messages***

In general, most of the messages associated with reading a Chatlos CPAMS require that you try to obtain the information again. Sometimes, you may need to wait a few minutes before trying the function again.

- ERROR 312**    **Error sending PCH command to <OFFICE NAME> Chatlos monitor**
- ERROR 317**    **Received a bad/partial alarm for <OFFICE NAME> Chatlos monitor**  
Review the monitor for illegal characters in data and/or modem line noise.
- ERROR 318**    **Error sending ALARMS command to <OFFICE NAME> Chatlos monitor**  
When the Chatlos L3 monitor rejects the ALARMS command, the error may be caused by data communication errors. The command can also be rejected if Password 2 is not a Level C password or a Level C password is not supplied. If you do NOT supply a Level C password, you must manually change the "ALARMS" settings to issue L3-formatted reports.
- ERROR 319**    **<OFFICE NAME> Chatlos monitor not at "C" command level**  
This error is generated by attempting to Save or Load when the monitor logon is NOT at the "C" level as required for Save or Load operations.
- ERROR 320**    **Error accessing <OFFICE NAME> Chatlos monitor**  
Make sure that the Chatlos phone number is correct (with a CPAMS Information Report) and try again.
- ERROR 321**    **Break in <OFFICE NAME> Chatlos monitor data**  
This error is normally given when you are attempting to obtain a realtime reading or if you are attempting to call and save the data in a backup file. Try to get the reading again.
- ERROR 322**    **<OFFICE NAME> Chatlos monitor didn't acknowledge connection**
- ERROR 323**    **Lost connection to <OFFICE NAME> Chatlos monitor**
- ERROR 324**    **<OFFICE NAME> Chatlos monitor didn't accept password**  
Verify the Chatlos password (by running a CPAMS Information Report) and try again if the password is correct. If the password is incorrect, then you will have to correct the password through the editor.
- ERROR 325**    **<OFFICE NAME> Chatlos monitor in reset mode**  
This error is generated when the monitor's password has been reset to "SRMP" (the default password).
- ERROR 326**    **Error sending TYPE/VER command to <OFFICE NAME> Chatlos monitor**
- ERROR 327**    **Error sending EXAMINE to <OFFICE NAME> Chatlos monitor**
- ERROR 328**    **Error sending SCAN to <OFFICE NAME> Chatlos monitor**
- ERROR 329**    **Error sending FULL cmd to <OFFICE NAME> Chatlos monitor**

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- ERROR 330** Error sending RANGE to <OFFICE NAME> Chatlos monitor
- ERROR 331** Error sending RECORD command to <OFFICE NAME> Chatlos monitor
- ERROR 332** Error sending LOAD cmd to <OFFICE NAME> Chatlos monitor
- ERROR 333** Error sending INITIALIZE to <OFFICE NAME> Chatlos monitor
- ERROR 334** Unexpected prompt received from <OFFICE NAME> Chatlos monitor
- ERROR 335** CONFIGURATION ERROR received from <OFFICE NAME> Chatlos monitor  
Verify the Chatlos hardware configuration with what is actually installed at the Chatlos.
- ERROR 336** LOAD ERROR received from <OFFICE NAME> Chatlos monitor
- ERROR 337** Unable to get prompt from <OFFICE NAME> Chatlos monitor  
Verify the Chatlos phone number (run a CPAMS Information Report) and try again.
- ERROR 338** Unable to verify <OFFICE NAME> Chatlos backup buffer, backup failed
- ERROR 339** <OFFICE NAME> Chatlos monitor date cannot be adjusted  
This error is given if the real time clock could not be reset (backdated to allow monitor function beyond year 2000) due to error 324, 333, 334, 337 or 326.

### *MAP System Access Errors*

- ERROR 340** Unable to load configuration from <file>. Contact SSI
- ERROR 341** System access expires on <DATE>. Contact SSI
- ERROR 342** <PROGRAM> capability will expire within a week
- ERROR 343** System registration has expired. Contact SSI  
This error pertains to PressureMAP Version 27.00.08 systems and higher. It identifies three conditions which have taken place to invalidate the registration of a PressureMAP system: 1) Installation of a new system, 2) Initial update to Version 27.00.08 or higher, or 3) Restoring the system from backup media. Please note that all system capabilities will expire three days after this error is generated. Contact System Studies Technical Support for a valid registration key.

### *HERCULES Error Messages*

For the most part, the errors associated with reading a Hercules monitoring unit require that you try and read the Hercules again. Sometimes, you will have to wait a few minutes before trying the function again.

- ERROR 347** Received a bad/partial alarm for <OFFICE NAME> Hercules monitor  
Review the monitor for illegal characters in data and/or modem line noise.

- ERROR 348**    **Error sending ALARMS cmd to <OFFICE NAME> Hercules monitor**  
When the Hercules monitor rejects the ALARMS command, the error may be caused by data communication errors. The command can also be rejected if Password 2 is not a Level C password or a Level C password is not supplied. If you do NOT supply a Level C password, you must manually change the "ALARMS" settings to issue 940-formatted reports.
- ERROR 349**    **<OFFICE NAME> Hercules monitor not at "C" command level**  
This error is generated by attempting to Save or Load when the monitor logon is NOT at the "C" level as required for Save or Load operations.
- ERROR 350**    **Error accessing <OFFICE NAME> Hercules monitor**
- ERROR 351**    **Break in <OFFICE NAME> Hercules monitor data**
- ERROR 352**    **<OFFICE NAME> Hercules monitor didn't acknowledge connection**
- ERROR 353**    **Lost connection to <OFFICE NAME> Hercules monitor**
- ERROR 354**    **<OFFICE NAME> Hercules monitor didn't accept password**
- ERROR 355**    **<OFFICE NAME> Hercules monitor in reset mode**  
This error is generated when the monitor's password has been reset to "SRMP" (the default password).
- ERROR 356**    **Error sending TYPE/VER cmd to <OFFICE NAME> Hercules monitor**
- ERROR 357**    **Error sending EXAMINE cmd to <OFFICE NAME> Hercules monitor**
- ERROR 358**    **Error sending SCAN cmd to <OFFICE NAME> Hercules monitor**
- ERROR 359**    **Error sending FULL cmd to <OFFICE NAME> Hercules monitor**
- ERROR 360**    **Error sending RANGE cmd to <OFFICE NAME> Hercules monitor**
- ERROR 361**    **Error sending RECORD cmd to <OFFICE NAME> Hercules monitor**
- ERROR 362**    **Error sending LOAD cmd to <OFFICE NAME> Hercules monitor**
- ERROR 363**    **Error sending INITIALIZE cmd to <OFFICE NAME> Hercules monitor**
- ERROR 364**    **Unexpected prompt from <OFFICE NAME> Hercules monitor**
- ERROR 365**    **CONFIGURATION ERROR from <OFFICE NAME> Hercules monitor**
- ERROR 366**    **LOAD ERROR received from <OFFICE NAME> Hercules monitor**
- ERROR 367**    **Unable to get prompt from <OFFICE NAME> Hercules monitor**
- ERROR 368**    **Unable to verify <OFFICE NAME> Hercules backup, backup failed**

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- ERROR 369** <OFFICE NAME> **Hercules monitor date cannot be adjusted**  
This error is given if the real time clock could not be reset (backdated to allow monitor function beyond year 2000) due to error 354, 363, 364, 367 or 356.

### *TCP/IP Socket Error Messages*

The following MAP system errors may occur while using a network connection to the 289H LSS monitor or the PressureMAP Data Export capability (PDEP), if enabled, in Network Administration.

- ERROR 370** Can't create socket (<NAME>)
- ERROR 371** Bind failed on socket (<NAME>)
- ERROR 372** Can't write to socket (<NAME>)
- ERROR 373** Can't read socket (<NAME>)
- ERROR 374** Socket connection was lost (<NAME>)
- ERROR 375** **Could not establish network connection (<NAME>)**  
This error message is generated if an attempt to establish an outbound connection (to a remote host) fails. In a 289H LAN setup, PressureMAP cannot establish a connection if any of the cabling for the LAN connection is disconnected, or if power to the serial server or the 289H is off. (It may be necessary to reset the 289H monitor.) This error can also be generated if the dipswitches on the LAN controller card/serial server are set incorrectly or the IP address is incorrect. This may result from the forced restoration of default settings in the LAN communication hardware, or duplicate IP addresses in the system.
- ERROR 376** Listen failed on socket (<NAME>)
- ERROR 377** **Accept failed on socket (<NAME>)**  
An attempt to accept an incoming socket connection failed.
- ERROR 378** **Network service name (<NAME>) not found**  
This error message results when the TCP/IP service that was requested is not registered on the local system.
- ERROR 379** **Network host name (<NAME>) not found**  
This error message is generated when the remote host name is not registered on the local system.

### *File Error Messages*

Additional File Error codes are listed later in this appendix, starting at Error 580.

- ERROR 381** Can't open Temperature Index File



On Multi-User systems, the file could be in use by another user. Try the function again in a few minutes or try to run the Reset File Permissions option from the System Administration Menu.

**ERROR 383 Can't read Temperature Index File**

This error message could result from a bad file permission or missing file. Try the Reset File Permissions from the System Administration Menu.

**ERROR 384 Format of Temperature Index File incorrect**

### *Data Export Protocol Error Messages*

The following MAP system errors may occur while using the PressureMAP Data Export capability (if enabled) in Network Administration.

**ERROR 391 Data Export Protocol configuration limit for PDEP Listeners exceeded**

Connection could not be accepted because all available Listeners are already servicing other connections.

**ERROR 392 Failed to establish Data Export Protocol connection (Connect Failed)**

**Failed to establish Data Export Protocol connection (Listen Failed)**

This error message is generated when an outbound PDEP connection could not be established, or an inbound PDEP connection could not be accepted.

**ERROR 393 Data Export Protocol connection was lost (Lost Connection)**

**Data Export Protocol connection was lost (Session Timeout)**

This error message could result when a PDEP connection was lost, or timed out due to inactivity.

**ERROR 394 Data Export Protocol internal error (<TEXTSTRING>)**

**ERROR 395 Data Export Protocol version does not match remote (<TEXTSTRING>)**

Remote host is running an incompatible PDEP version. The information in parentheses is of use to System Studies Technical Support.

**ERROR 396 Data Export Protocol capability is not enabled**

**ERROR 397 System <IP ADDRESS> is not authorized for Data Export Protocol connections**

This error message is generated if the remote host is not authorized to connect to the PressureMAP system.

### *SPARTON Error Messages*

For the most part, the errors associated with reading a Sparton monitoring unit require that you try and read the Sparton again. Sometimes, you will have to wait a few minutes before trying the function again.

**ERROR 400 Error accessing <OFFICE NAME> Sparton Monitor**

Make sure that the phone number is correct for the office in question (run a CPAMS Configuration Report) and try again.

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- ERROR 401**    **Break in <OFFICE NAME> Sparton Monitor data**  
This error is normally given when you are attempting to obtain a realtime reading or are attempting to issue a system backup. Try to get the reading again.
- ERROR 402**    **<OFFICE NAME> Sparton Monitor didn't acknowledge connection**  
Make sure that the Sparton phone number is correct (run a CPAMS Information Report), and try again.
- ERROR 403**    **<OFFICE NAME> Sparton Monitor didn't accept keycode**  
Verify the keycode for the Sparton monitor and try again.
- ERROR 404**    **<OFFICE NAME> Sparton Monitor didn't accept password**  
Verify the password for the Sparton unit (by running a CPAMS Information Report) and try again. If the password is incorrect, then you will need to change it through the PressureMAP editor.
- ERROR 405**    **<OFFICE NAME> Sparton Monitor in reset mode**  
A reset mode is detected, based on the type of Sparton, for one of the following reasons. For a 5301A, both the keycode and the password are equal to <Return>. Make sure that you have entered a valid keycode and password and try again. For a 5300B, the keycode is set to <Return> and the unit count is 0 (zero). For a 5318, the keycode is set to <Return> and the cable count, transducer count and binary device count are ALL 0 (zero). If the Sparton is indeed in a reset mode, make sure that the unit is reset.
- ERROR 406**    **Can't verify backup data from <OFFICE NAME> Sparton Monitor**  
Try the procedure again. Perhaps there was line noise when the backup was being made.
- ERROR 407**    **Error sending Unit Number to <OFFICE NAME> Sparton Monitor**
- ERROR 408**    **Error sending SAVE command to <OFFICE NAME> Sparton Monitor**
- ERROR 409**    **Error sending Report command to <OFFICE NAME> Sparton Monitor**
- ERROR 410**    **Lost connection to <OFFICE NAME> Sparton Monitor**
- ERROR 411**    **Error determining <OFFICE NAME> Sparton Monitor data fields**  
Try the procedure again. Possible line noise when the backup was being made.
- ERROR 412**    **Error sending ID command to <OFFICE NAME> Sparton Monitor**
- ERROR 413**    **Error sending ASP command to <OFFICE NAME> Sparton Monitor**
- ERROR 414**    **Error sending LSP command to <OFFICE NAME> Sparton Monitor**
- ERROR 415**    **Error sending ASF command to <OFFICE NAME> Sparton Monitor**
- ERROR 416**    **Error sending LSF command to <OFFICE NAME> Sparton Monitor**
- ERROR 417**    **Error sending DATE command to <OFFICE NAME> Sparton Monitor**

- ERROR 418** Error sending **TIME** command to <OFFICE NAME> Sparton Monitor
- ERROR 419** Error sending **DELU** command to <OFFICE NAME> Sparton Monitor
- ERROR 420** Error sending **LOAD** command to <OFFICE NAME> Sparton Monitor
- ERROR 421** Error sending **DELSF** command to <OFFICE NAME> Sparton Monitor
- ERROR 422** Error sending **DELSF** command to <OFFICE NAME> Sparton Monitor
- ERROR 423** <OFFICE NAME> Office has units not in Sparton Monitor  
The unit numbers which are in the PressureMAP database do not match the units that have been programmed into the Sparton. Check the Sparton for available units.
- ERROR 424** Carrier lost in restoral of <OFFICE NAME> Sparton Monitor  
Try the restoral again (probably caused from noise on the phone line).
- ERROR 425** Unable to verify <OFFICE NAME> Sparton backup, backup failed
- ERROR 426** <OFFICE NAME> Sparton **BUSY**, unable to enter setup mode  
The 5301 was busy polling when it was asked to enter Setup Mode. Try again later.
- ERROR 427** Error sending **AH** command to <OFFICE NAME> Sparton Monitor
- ERROR 428** Error sending **DELH** command to <OFFICE NAME> Sparton Monitor
- ERROR 429** <OFFICE NAME> Sparton **5301A** date cannot be adjusted  
This error is given if the real time clock could not be reset (backdated to allow monitor function beyond year 2000) due to error 404, 426, 417, 418 or 412.
- ERROR 430** <OFFICE NAME> Sparton monitor not in Command mode  
This error results from trying to issue Command level commands when not in Command mode (usually caused by wrong Level 2 password).
- ERROR 431** Error sending Change Option command to <OFFICE NAME> Sparton
- ERROR 432** <OFFICE NAME> Sparton received a bad/partial alarm  
Review the monitor for illegal characters in data and/or modem line noise.

### ***Lancier 101 Monitor Error Messages***

- ERROR 440** Error accessing <OFFICE NAME> Lancier 101 monitor  
Make sure that the phone number is correct for the office in question (run a CPAMS Configuration Report) and try again.
- ERROR 441** Break in <OFFICE NAME> Lancier 101 data  
This error is normally given when you are attempting to obtain a realtime reading or are attempting to issue a system backup. Try to get the reading again.

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- ERROR 442** <OFFICE NAME> **Lancier 101 didn't make connection**  
Make sure that the Lancier phone number is correct (run a CPAMS Information Report), and try again.
- ERROR 443** **Lost connection to <OFFICE NAME> Lancier 101 monitor**
- ERROR 444** <OFFICE NAME> **Lancier 101 didn't accept password**  
Verify the password for the Lancier unit (by running a CPAMS Information Report) and try again. If the password is incorrect, then you will need to change it through the PressureMAP editor.
- ERROR 445** <OFFICE NAME> **Lancier 101 in reset mode**  
A reset mode is detected if both the Level 5 and the level 1 passwords are equal to <Return>. Make sure that you have entered valid passwords and try again. If the Lancier is indeed in a reset mode, make sure that the unit is reset.
- ERROR 446** **Error selecting REPORTS from <OFFICE NAME> Lancier 101**
- ERROR 447** **Error selecting FULL REPORT from <OFFICE NAME> Lancier 101**
- ERROR 448** **Error selecting CIRCUIT REPORT from <OFFICE NAME> Lancier 101**
- ERROR 450** <OFFICE NAME> **Lancier 101 received a bad/partial alarm**  
This error could be caused by a bad phone connection, noise on the phone line, carrier lost prematurely, or, if UNKNOWN office, the Lancier may not be programmed correctly (the Lancier system id must be the same as a PMAP office name).

### *TELSEC Error Messages*

- ERROR 451** **Error accessing <OFFICE NAME> TELSEC monitor**  
Make sure that the phone number is correct for the office in question (run a CPAMS Configuration Report) and try again.
- ERROR 452** **Break in <OFFICE NAME> TELSEC data**  
This error is normally given when you are attempting to obtain a realtime reading or are attempting to issue a system backup. Try to get the reading again.
- ERROR 453** <OFFICE NAME> **TELSEC didn't make connection**  
Make sure that the TELSEC phone number is correct (run a CPAMS Information Report), and try again.
- ERROR 454** **Lost connection to <OFFICE NAME> TELSEC monitor**
- ERROR 455** <OFFICE NAME> **TELSEC didn't accept password**  
Verify the password for the TELSEC unit (by running a CPAMS Information Report) and try again. If the password is incorrect, then you will need to change it through the PressureMAP editor.

**ERROR 456** Error selecting REPORTS from <OFFICE NAME> TELSEC

**ERROR 457** <OFFICE NAME> TELSEC received a bad/partial alarm  
Review the monitor for illegal characters in data and/or modem line noise.

### *uM260 Micro Monitor Error Messages*

**ERROR 449** <OFFICE\_NAME> UM260, protocol error status 5  
This error occurs whenever there is an unexpected response or timeout while PressureMAP is communicating with the the uM260. This happens if noise is encountered or if the protocol is otherwise disrupted.

**ERROR 458** Lost connection to <OFFICE\_NAME> UM260 monitor  
This occurs when the connection is lost while PressureMAP is communicating with the uM260. For modem units this occurs if carrier is lost between the two modems, typically due to noise. For LAN units this may occur if PressureMAP connects just as the uM260 is attempting to establish an outbound connection in order to send an alert. The uM260 detects that an inbound connection has been established and drops initial communications in order to avoid sending the alert info to the wrong party.

### *Dial-A-Ducer Error Messages*

**ERROR 460** Unknown Dial-a-Ducer version

**ERROR 461** No phone number for Dial-a-Ducer <OFFICE NAME>  
No phone number entered for this Dial-a-Ducer. In device data entry, enter a phone number for the Dial-a-Ducer.

**ERROR 462** Device <DEVICE NUMBER> not in Dial-a-Ducer  
Transducer port is not in the given Dial-a-Ducer. Perform PressureMAP data entry, re-entering the device number using a valid port number: "Dxxxx-pp" where "xxxx" is any text and "pp" is the port.

**ERROR 463** Cannot connect to Dial-a-Ducer <DEVICE NUMBER>

**ERROR 464** Lost connection to Dial-a-Ducer <DEVICE NUMBER>

### *Program Error Messages*

**ERROR 470** Invalid IPC key <KEY NUMBER>

**ERROR 471** Unknown SSI IPC version <VERSION NUMBER>

**ERROR 472** IPC message too big (key #)

**ERROR 475** Can't create semaphore in <NAME> (error #)

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- ERROR 476** Can't increment semaphore in <NAME> (error #)
- ERROR 477** Can't decrement semaphore in <NAME> (error #)
- ERROR 478** Can't remove semaphore in <NAME> (error #)
- ERROR 479** Can't get semaphore in <NAME> (error #)
- ERROR 480** Request for data on inactive session <NAME>
- ERROR 481** Server <NAME> failed to establish session
- ERROR 482** Request for session when session active <NAME>
- ERROR 483** Server <NAME> not available
- ERROR 484** Server <NAME> not communicating
- ERROR 485** Server <NAME> cannot provide service %o
- ERROR 486** Server <NAME> cannot create IPC queue 0x%X
- ERROR 487** Server <NAME> cannot open <NAME> (errno #)  
On Multi-User systems, the file could be in use by another user. Try the function again in a few minutes or try to run the Reset File Permissions option from the System Administrations Menu.
- ERROR 488** Unrecognized statement in server configuration file <FILE NAME>
- ERROR 489** Dird out of keys; cannot register service %o
- ERROR 490** Can't open <FILE NAME> (errno #)  
On Multi-User systems, the file could be in use by another user. Try the function again in a few minutes or try to run the Reset File Permissions option from the System Administrations Menu.
- ERROR 491** Unrecognized statement in client configuration file <FILE NAME>
- ERROR 492** Can't find Directory of Services key
- ERROR 495** Can't create shared memory in <NAME> (errno #)
- ERROR 496** Can't remove shared memory in <NAME> (errno #)
- ERROR 497** Can't attach shared memory in <NAME> (errno #)
- ERROR 499** Can't get shared memory in <NAME> (errno #)

***Lancier 1005 Monitor Error Messages***

- ERROR 520**    **Error accessing <OFFICE NAME> Lancier 1005 monitor**  
Make sure that the phone number is correct for the office in question (run a CPAMS Configuration Report) and try again.
- ERROR 521**    **Break in <OFFICE NAME> Lancier 1005 data**  
This error is normally given when you are attempting to obtain a realtime reading or are attempting to issue a system backup. Try to get the reading again.
- ERROR 522**    **<OFFICE NAME> Lancier 1005 didn't make connection**  
Make sure that the **Lancier** phone number is correct (run a CPAMS Information Report), and try again.
- ERROR 523**    **Lost connection to <OFFICE NAME> Lancier 1005 monitor**
- ERROR 524**    **<OFFICE NAME> Lancier 1005 didn't accept password**  
Verify the password for the **Lancier** unit (by running a CPAMS Information Report) and try again. If the password is incorrect, then you will need to change it through the PressureMAP editor.
- ERROR 525**    **<OFFICE NAME> Lancier 1005 in reset mode**  
A reset mode is detected if both the Level 5 and the level 1 passwords are equal to <Return>. Make sure that you have entered valid passwords and try again. If the **Lancier** is indeed in a reset mode, make sure that the unit is reset.
- ERROR 526**    **Error selecting REPORTS from <OFFICE NAME> Lancier 1005**
- ERROR 527**    **Error selecting FULL REPORT from <OFFICE NAME> Lancier 1005**
- ERROR 528**    **Error selecting CIRCUIT REPORT from <OFFICE NAME> Lancier 1005**
- ERROR 530**    **<OFFICE NAME> Lancier 1005 received a bad/partial alarm**  
This error could be caused by a bad phone connection, noise on the phone line, carrier lost prematurely, or, if UNKNOWN office, the Lancier may not be programmed correctly (the Lancier system id must be the same as a PMAP office name).

***NICOTRA Error Messages***

Additional error messages associated with Nicotra monitors are listed starting at Error 300.

- ERROR 531**    **Error sending ENCONT command to <OFFICE NAME> Nicotra monitor**
- ERROR 532**    **Error sending DISCONT command to <OFFICE NAME> Nicotra monitor**
- ERROR 533**    **Error sending SETNCNO command to <OFFICE NAME> Nicotra monitor**
- ERROR 534**    **Error sending TIME command to <OFFICE NAME> Nicotra monitor**

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- ERROR 535**    Error sending **CONTREL** command to <OFFICE NAME> Nicotra monitor
- ERROR 536**    Error sending **DISPA** command to <OFFICE NAME> Nicotra monitor
- ERROR 537**    Error sending **NCBL** command to <OFFICE NAME> Nicotra monitor
- ERROR 538**    Error sending **PASS** command to <OFFICE NAME> Nicotra monitor
- ERROR 540**    Error accessing <OFFICE NAME> Nicotra monitor
- ERROR 541**    Break in <OFFICE NAME> Nicotra data
- ERROR 542**    <OFFICE NAME> Nicotra monitor didn't make connection
- ERROR 543**    Lost connection to <OFFICE NAME> Nicotra monitor
- ERROR 544**    <OFFICE NAME> Nicotra didn't accept password
- ERROR 545**    Error sending **ENGLISH** command to <OFFICE NAME> Nicotra monitor
- ERROR 546**    Error sending **S** command to <OFFICE NAME> Nicotra monitor
- ERROR 547**    Error sending **CONF** command to <OFFICE NAME> Nicotra monitor
- ERROR 548**    Error sending **LC** command to <OFFICE NAME> Nicotra monitor
- ERROR 549**    Error sending **L** command to <OFFICE NAME> Nicotra monitor
- ERROR 550**    Error sending **CONTACTS** command to <OFFICE NAME> Nicotra monitor
- ERROR 551**    Error sending **PARAM** command to <OFFICE NAME> Nicotra monitor

### *System Studies 289H LSS Error Messages*

The following 289H LSS Error Messages are generated as a result of PressureMAP's *call* and *readalarm* processes. When the error results from the call process, the Office Name is included in the message. With readalarm, however, the office name is not known until the alert is completely processed. In this case the error would specify: READALARM LSS, followed by the text describing the error condition.

More detailed information on State and Status codes that appear at the end of the messages is provided in Appendix 5 of the 289H LSS Manual (and Appendix 4 of the 289H-M LSS Manual).

- ERROR 552**    <OFFICE NAME> or <READALARM> **289H: comm. retry exceeded [state #]**  
This message indicates that a communications operation was retried a number of times but was never successful. The most probable causes are: 1) excessive line noise or, 2) the 289 LSS is not powered up and running.
- ERROR 553**    <OFFICE NAME> or <READALARM> **289H: Lost connection [state #]**



This message indicates that DCD was lost at an unexpected time during communications. The most likely causes of this condition are: 1) the telephone connection was lost or, 2) the 289 LSS hung up after detecting too many errors. Check for a noisy phone line.

- ERROR 554** <OFFICE NAME> or <READALARM> **289H: comm sync. lost [state #]**  
This error indicates that a message was received from the 289 LSS out of sequence. It could mean that there is a logic problem within the 289 LSS firmware.
- ERROR 555** <OFFICE NAME> or <READALARM> **289H: no response [state #]**  
This message indicates that there was no response from the 289 LSS. Use diagnostics to access the 289. If still no response, manually reset the 289 by powering the monitor off and back on again.
- ERROR 556** <OFFICE NAME> or <READALARM> **289H: won't accept password**  
This message is a result of a refused password from the 289 LSS. The most likely cause is that the PressureMAP system that is calling is not the one that normally calls, or some other PressureMAP system has called the 289 LSS with a password change. It may also be due to a restoration of a history file created before the password was last changed. Someone will have to manually reset the 289 LSS. (Refer to the Cold Reset option under diagnostics.)
- ERROR 557** <OFFICE NAME> or <READALARM> **289H: unknown version [version %X]**  
This message indicates that the 289 LSS firmware is a version that PressureMAP does not recognize. It most likely means the version number rather than the revision number is incorrect. This may happen if a new ROM is placed into an 289 LSS without PressureMAP being updated. Call System Studies Technical Support.
- ERROR 558** <OFFICE NAME> or <READALARM> **289H: cannot be updated [version %x]**  
This message indicates that PressureMAP was unable to update the 289 LSS firmware to the current version. Call System Studies Technical Support.
- ERROR 559** <OFFICE NAME> or <READALARM> **289H: reset since the Last call**  
This message indicates that the 289 LSS has gone through a cold reset since the last time it was called. The cold reset may have been commanded through the diagnostic routines, the DCD/RING logic, or it may have been caused by someone performing a manual reset. Ignore this error message unless other problems are indicated.
- ERROR 560** <OFFICE NAME> or <READALARM> **289H: responded incorrectly [cmd/resp %04X]**  
This message indicates that a response from the 289 LSS was formatted incorrectly. This usually means there is a problem in the 289 LSS firmware. Call System Studies Technical Support.
- ERROR 561** <OFFICE NAME> or <READALARM> **289H: memory checksum error [address %X]**  
This message indicates that a memory checksum or a region of the 289 LSS memory is incorrect. This may be due to bad memory within the 289 LSS or an incorrectly applied update. Replace the 289's Controller Card.

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- ERROR 562** <OFFICE NAME> or <READALARM> **289H: won't accept the new password**  
This message indicates a failure of the SET PASSWORD command. This may indicate that the new password is incorrectly formatted.
- ERROR 563** <OFFICE NAME> or <READALARM> **289H: refused to load memory**  
This message indicates that the 289 LSS would not accept a LOAD MEMORY command. This probably indicates that the command was badly formatted. Call System Studies Technical Support.
- ERROR 564** <OFFICE NAME> or <READALARM> **289H: is out of calibration**  
This message indicates that the 289 LSS reported calibration values that were not within specification. CPAMS Diagnostics should be used to determine the exact cause. Replace the controller card.
- ERROR 565** <OFFICE NAME> or <READALARM> **289H: bad command format [command %X]**  
This message indicates that PressureMAP formatted a command badly. Call System Studies Technical Support.
- ERROR 566** <OFFICE NAME> or <READALARM> **289H: nogo response [command %X]**  
This message indicates that the 289 LSS refused to execute one of PressureMAP's commands. Ignore this message unless the condition persists.
- ERROR 567** <OFFICE NAME> or <READALARM> **289H: firmware was not running**  
This message indicates that the 289 LSS firmware was found to be not running. The session will have been terminated after an attempt to restart the 289 LSS firmware. Ignore this message unless the condition persists.
- ERROR 568** <OFFICE NAME> or <READALARM> **289H: Local protocol error [status #]**  
This message indicates that an "impossible" condition was detected within the protocol processor. This represents a problem within PressureMAP. Call System Studies Technical Support.
- ERROR 569** <OFFICE NAME> or <READALARM> **289H: attempted use of a bad access number**  
This message indicates that an incorrectly formatted CPAMS access number was used. This probably indicates a problem within PressureMAP. Check the device logs for incorrectly formatted access numbers.
- ERROR 570** <OFFICE NAME> or <READALARM> **289H: aborted due to user request**  
This message indicates that a PressureMAP user aborted a session with the 289 either with an <Esc> or <Ctrl C>. Ignore this message.
- ERROR 571** <OFFICE NAME> or <READALARM> **289H: does not match remote monitor [type #]**  
This message indicates that the monitor type entered into the MAP database does not match the LSS engine type. The current monitor types are 289 and 289H. This condition is detected at the beginning of the phone conversation and, once detected, the error is posted and the conversation is terminated.

- ERROR 572** <OFFICE NAME> or <READALARM> 289H: detected a local dialing/comm error [status #]  
This message suggests that the 289H had trouble sending an alert to the PressureMAP Alarm Receiver due to modem/dialing errors or communication problems detected in the 289H. This is probably a problem with the Alert phone number.
- ERROR 573** <OFFICE NAME> 289H LSS is incapable of alerting, remove MAP Alert #  
The 289H firmware is not capable of alerting. To enable the capability, a new ROM will need to be ordered from System Studies for the 289H. The new ROM will give the 289H the ability to detect and call PressureMAP with possible alarm conditions. For now, the phone number from the **MAP Alert #** field of the Office Information Screen must be removed for this office. It may be added again when the new ROM is installed in the 289H.
- ERROR 574** <OFFICE NAME> or <READALARM> 289H: no space for MAP Alert Phone Number  
The 289H in question has reached its limit regarding the number of systems to which it can send alerts. Using PressureMAP Diagnostics, look at the 289H dialout phone number information. This will show what systems the 289H currently sends alerts to. To add a new dialout phone number to the 289H, there must be at least one empty entry in the dialout phone number information structure. To delete an entry in the dialout phone number structure, remove the MAP Alert # from a PressureMAP System calling this 289H.
- ERROR 575** <OFFICE NAME> or <READALARM> 289H: received alert without a valid system #  
A different PressureMAP system instructed (programmed) the 289H to call this PressureMAP system. Basically, a user on another PressureMAP system programmed this system's Alarm Receiver phone number into the **MAP Alert #:** field for one of their 289H offices, causing it to call and send alerts to the incorrect PressureMAP system. The PressureMAP system with the incorrect MAP Alert # needs to have the MAP Alert # corrected. Look at the Unrecognizable CPAMS Alarms file (UNKNOWN.ERR) using the View MAP Data Files menu option. In this file you should find one or more entries for 289H alarms received from the unknown PressureMAP system. These log entries will contain the dialout phone information from the 289H that incorrectly called this PressureMAP system. Follow the instructions in the log file to find the number of the system that has incorrectly programmed the 289H that called this system's Alarm Receiver number.
- ERROR 576** Failed to load <OFFICE NAME> tuning into 289H (command %X)  
Download of 289H tuning failed, call System Studies Technical Support.
- ERROR 577** <OFFICE NAME> or <READALARM> 289H: AMC Comm Error response to command (command %X)  
This error message indicates that the 289H received and attempted to process an AMC (addressable monitoring card) command, but could not confirm success due to a communication error between the controller card and the AMC card specified by the command. Call Technical Support at System Studies.

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### *File Error Messages*

Additional File Error messages are listed starting at Error 381.

**ERROR 580** Can't create file <Name> (#)

**ERROR 581** Can't open file <Name> (#)

On Multi-User systems, the file could be in use by another user. Try the function again in a few minutes or try to run the Reset File Permissions option from the System Administrations Menu.

**ERROR 582** Can't write to file <Name> (#)

This error message could result from a full disk or a bad file permission. Try the Reset File Permissions from the System Administrations Menu.

**ERROR 583** Can't read from file <Name> (#)

This error message could result from a bad file permission or missing file. Try the Reset File Permissions from the System Administrations Menu.

**ERROR 584** Format of file <Name> is incorrect (#)

**ERROR 585** File <Name> detected to be wrong version (#)

**ERROR 586** Failed to remove file <Name>(#)

**ERROR 587** Error closing file <Name>(#)

The next five errors may occur from time to time, but they should not happen often. If they are occurring frequently, run Reset File Permissions from the System Administration Menu. If the error still occurs, call System Studies Technical Support for assistance.

**ERROR 590** <NAME> can't create stream (#)

**ERROR 591** <NAME> can't open stream (#)

**ERROR 592** <NAME> s can't write to stream (#)

**ERROR 593** <NAME> can't read from stream (#)

**ERROR 594** <NAME> stream was broken (#)

### *USAM Error Messages*

**ERROR 640** Error in initializing USAM device <MODEM DEVICE>

**ERROR 641** USAM System Port modem not available (port = <MODEM DEVICE>)

**ERROR 642** Can't access USAM Monitor Port configuration data <MODEM DEVICE>

**ERROR 643** USAM can't copy <DATA FILE> to MAP drectory (erno <DATA FILE>)

### ***E2A Error Messages***

Most of the errors associated with accessing an E2A monitor will be produced from a noisy phone line or a communication loss. In most cases, the problem will be resolved if you attempt to redial the E2A CPAMS monitor.

- ERROR 620** **Error accessing <OFFICE NAME> E2A Remote Terminal**  
Make sure that the phone number that PressureMAP is using is the correct phone number for the monitor in question (this can be done by running a CPAMS Information Report). Try the call again.
- ERROR 621** **Error sending Data Output Cmd to <OFFICE NAME> E2A Remote**
- ERROR 622** **No Quick Reply from <OFFICE NAME> E2A Remote Terminal**
- ERROR 623** **Invalid Quick Reply from <OFFICE NAME> E2A Remote Terminal**
- ERROR 624** **Error sending Group Report Cmd to <OFFICE NAME> E2A Remote**
- ERROR 625** **No Status Reply from <OFFICE NAME> E2A Remote Terminal**
- ERROR 626** **Parity error in Status Reply from <OFFICE NAME> E2A Remote**
- ERROR 627** **Parity error in command sent to <OFFICE NAME> E2A Remote**
- ERROR 628** **Relay Operate error in <OFFICE NAME> E2A Remote Terminal**
- ERROR 629** **Relay Hold error at <OFFICE NAME> E2A Remote Terminal**
- ERROR 630** **Invalid error response from <OFFICE NAME> E2A Remote**
- ERROR 631** **Can't reset AF counters for <OFFICE NAME> E2A Remote**
- ERROR 633** **Lost Connection to <OFFICE NAME> E2A Remote Terminal**
- ERROR 637** **Capability for E2A Remotes not enabled**
- ERROR 638** **Backup/Restore not available for <OFFICE NAME> E2A Remote**  
Backup and restore function are not available for this type of CPAMS monitor.
- ERROR 639** **No E2A devices available (locked)**  
Try the call again later, the UDS modem is in use.

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### *General System Errors*

Additional General System Error codes are listed later in this appendix, starting at Error 990.

- ERROR 645**    **Backup/Restore not needed for 289 LSS <OFFICE NAME>**
- ERROR 650**    **Can't create Weekday Time file <FILE NAME>**
- ERROR 651**    **Can't open Weekday Time file <FILE NAME>**  
On Multi-User systems, the file could be in use by another user. Try the function again in a few minutes or try to run the Reset File Permissions option from the System Administrations Menu.
- ERROR 652**    **Can't write to Weekday Time file <FILE NAME> (O.S. error #)**  
This error message could result from a full disk or a bad file permission. Try the Reset File Permissions from the System Administrations Menu.
- ERROR 653**    **Can't read from Weekday Time file <FILE NAME> (O.S. error #)**  
This error message could result from a bad file permission or missing file. Try the Reset File Permissions from the System Administrations Menu.
- ERROR 654**    **Format of Weekday Time file <FILE NAME> is incorrect**
- ERROR 655**    **Weekday Time file <FILE NAME> is wrong version**  
This error message could result from a corrupted file, or the file was not updated for use with the new software version. Restore file from last backup, or use the correct MAP System Update procedure to update the file.
- ERROR 656**    **Weekday Time file <FILE NAME> is not current**
- ERROR 657**    **No AlarmMAP Weekday Call Times, ALL offices unmonitored**  
No times are entered in the AlarmMAP Weekday Call Time schedule. In AlarmMAP data entry, select Weekday Call Times, and enter at least one center in at least one time slot in this schedule.
- ERROR 658**    **Weekdays <Office Name> unmonitored by AlarmMAP for # hrs**  
No Alarm Center monitors this office on weekdays during this time slot. Alarms are not sent. In AlarmMAP data entry, include this office in an existing Alarm Center definition already scheduled for this day and time, or add a center that monitors this office to this time slot in the Weekday Call Times.
- ERROR 660**    **Can't create Saturday Time file <FILE NAME>**
- ERROR 661**    **Can't open Saturday Time file <FILE NAME>**  
On Multi-User systems, the file could be in use by another user. Try the function again in a few minutes or try to run the Reset File Permissions option from the System Administrations Menu.
- ERROR 662**    **Can't write to Saturday Time file <FILE NAME> (O.S. error #)**  
This error message could result from a full disk or a bad file permission. Try the Reset File Permissions from the System Administrations Menu.

- ERROR 663**    **Can't read from Saturday Time file <FILE NAME> (O.S. error #)**  
This error message could result from a bad file permission or missing file. Try the Reset File Permissions from the System Administrations Menu.
- ERROR 664**    **Format of Saturday Time file <FILE NAME> is incorrect**
- ERROR 665**    **Saturday Time file <FILE NAME> is wrong version**  
This error message could result from a corrupted file, or the file was not updated for use with the new software version. Restore file from last backup, or use the correct MAP System Update procedure to update the file.
- ERROR 666**    **Saturday Time file <FILE NAME> is not current**
- ERROR 667**    **No AlarmMAP Saturday Call Times, ALL offices unmonitored**  
No times are entered in the AlarmMAP Saturday Call Time schedule. In AlarmMAP data entry, select Saturday Call Times, and enter at least one center in at least one time slot in this schedule.
- ERROR 668**    **Saturday <Office Name> unmonitored by AlarmMAP for # hrs**  
No Alarm Center monitors this office on Saturdays during this time slot. Alarms are not sent. Perform AlarmMAP data entry. Include this office in an existing Alarm Center definition already scheduled for this day and time, or add a center that monitors this office to this time slot in the Saturday Call Times.
- ERROR 670**    **Can't create Holiday Time file <FILE NAME>**
- ERROR 671**    **Can't open Holiday Time file <FILE NAME>**  
On Multi-User systems, the file could be in use by another user. Try the function again in a few minutes or try to run the Reset File Permissions option from the System Administrations Menu.
- ERROR 672**    **Can't write to Holiday Time file <FILE NAME> (O.S. error #)**  
This error message could result from a full disk or a bad file permission. Try the Reset File Permissions from the System Administrations Menu.
- ERROR 673**    **Can't read from Holiday Time file <FILE NAME> (O.S. error #)**  
This error message could result from a bad file permission or missing file. Try the Reset File Permissions from the System Administrations Menu.
- ERROR 674**    **Format of Holiday Time file <FILE NAME> is incorrect**
- ERROR 675**    **Holiday Time file <FILE NAME> is wrong version**  
This error message could result from a corrupted file, or the file was not updated for use with the new software version. Restore file from last backup, or use the correct MAP System Update procedure to update the file.
- ERROR 676**    **Holiday Time file <FILE NAME> is not current**
- ERROR 677**    **No AlarmMAP Holiday Call Times, ALL offices unmonitored**

No times are entered in the AlarmMAP Holiday Call Time schedule. In AlarmMAP data entry, select Holiday Call Times, and enter at least one center in at least one time slot in this schedule.

- ERROR 678**    **Holidays <File Name> unmonitored by AlarmMAP for # hrs**  
No Alarm Center monitors this office on Holidays during this time slot. Alarms are not sent. Perform AlarmMAP data entry. Include this office in an existing Alarm Center definition already scheduled for this day and time, or add a center that monitors this office to this time slot in the Holiday Call Times.
- ERROR 680**    **Can't create Alarm Center file <File Name>**
- ERROR 681**    **Can't open Alarm Center file <File Name>**  
On Multi-User systems, the file could be in use by another user. Try the function again in a few minutes or try to run the Reset File Permissions option from the System Administrations Menu.
- ERROR 682**    **Can't write Alarm Center file <File Name> (OS #)**  
This error message could result from a full disk or a bad file permission. Try the Reset File Permissions from the System Administrations Menu.
- ERROR 683**    **Can't read Alarm Center file <File Name> (OS #)**  
This error message could result from a bad file permission or missing file. Try the Reset File Permissions from the System Administrations Menu.
- ERROR 684**    **Format of Alarm Center file <File Name> is incorrect**
- ERROR 685**    **Alarm Center file <File Name> is wrong version**  
This error message could result from a corrupted file, or the file was not updated for use with the new software version. Restore the office from last backup, or use the correct MAP System Update procedure to update the file.
- ERROR 686**    **Alarm Center file <File Name> is not current**
- ERROR 690**    **Can't create Return code file <FILE NAME>**
- ERROR 691**    **Can't open Return code file <FILE NAME>**  
On Multi-User systems, the file could be in use by another user. Try the function again in a few minutes or try to run the Reset File Permissions option from the System Administrations Menu.
- ERROR 692**    **Can't write to Return code file <FILE NAME>**  
This error message could result from a full disk or a bad file permission. Try the Reset File Permissions from the System Administrations Menu.
- ERROR 693**    **Can't read from Return code file <FILE NAME>**  
This error message could result from a bad file permission or missing file. Try the Reset File Permissions from the System Administrations Menu.
- ERROR 700**    **No alarms processed for <SYSTEM NAME>, combuff not loaded**



- ERROR 710** Phone canceled by operator (calling <OFFICE NAME>)
- ERROR 711** Modem dial error calling <OFFICE NAME>  
This error message could result if the modem is powered off or not connected to the phone line, or if dialtone is not present or not recognized by the modem. It could also be caused by modem equipment failure. Check for other dispatches on modems, and perform the designated procedures. Otherwise, check the modem power switch and phone line connection. Verify that the phone line is operational. Try toggling the modem's power off and on.
- ERROR 712** No answer or no carrier detected (calling <OFFICE NAME>  
Verify the phone number for the monitoring unit and try calling it with a phone. If the phone number is incorrect, then change it through PressureMAP Data Entry.
- ERROR 713** Illegal baud rate (calling <OFFICE NAME>)
- ERROR 714** Automatic Call Unit problem calling <OFFICE NAME>)
- ERROR 715** Unable to open device calling <OFFICE NAME>)
- ERROR 716** Unable to open DEVICES.ACU calling <OFFICE NAME>)
- ERROR 717** Requested device not available calling <OFFICE NAME>)
- ERROR 718** Requested device not known calling <OFFICE NAME>  
This message usually occurs if no phone number information is entered for a Report Center or Alarm Center (i.e., the data field is blank). Entering "NONE" or the correct phone number will clear the error. Otherwise, check PressureMAP's office and device data for correct information.
- ERROR 719** No device available at requested baud calling <OFFICE NAME>  
If this error appears repeatedly, it may be necessary to review modem setup to better meet the needs of the system.
- ERROR 720** No device known at requested baud calling <OFFICE NAME>)
- ERROR 721** Possible com port hardware fault (device <DEVICE NAME>)  
This error message could be caused by problems in the modem setup. Make sure that all modems are powered on. Check the modem cabling and the telephone line. Also check the dialing prefix (e.g., Centrex, etc.) for all offices, Alarm Centers and Report Centers.  
  
If your system is using a Digi PortServer II and the Digi loses power, this error message is generated for the individual dialout ports.
- ERROR 722** No phone number for this office (calling <OFFICE NAME>)  
No phone number entered for this office or center. In data entry, enter a phone number for office or center.
- ERROR 723** Bad phone number calling <OFFICE NAME>)

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Phone number contains digits or characters unrecognized by modem. Correct the phone number for office or center.

- ERROR 724**    **Line busy calling <OFFICE NAME>**  
Line busy to monitoring unit. Make sure monitoring unit is not stuck off-hook, and no other systems or users are tying up the line.
- ERROR 725**    **No modems in modem pool (<NAME>)**  
The modem pool configuration setup is incorrect. Contact System Studies to reconfigure the modem pool.
- ERROR 726**    **Null phone number (NONE) calling <OFFICE NAME>**
- ERROR 730**    **Can't open UPS device <DEVICE NAME> (OS #). UPS UNMONITORED**
- ERROR 731**    **Utility power interrupted, switched to battery power**
- ERROR 732**    **Power loss resulted in <SYSTEM NAME> system down time**
- ERROR 733**    **Can't write UPS database file (<FILE NAME>) (OS #)**  
This error message could result from a full disk or a bad file permission. Try the Reset File Permissions from the System Administrations Menu.
- ERROR 734**    **UPS port conflict, <PORT NUMBER> in use by PressureMAP (OS #)**
- ERROR 740**    **Can't create Activity Index file <FILE NAME>**
- ERROR 741**    **Can't open Activity Index file <FILE NAME>**  
On Multi-User systems, the file could be in use by another user. Try the function again in a few minutes or try to run the Reset File Permissions option from the System Administrations Menu.
- ERROR 742**    **Can't write to Activity Index file <FILE NAME> (OS #)**  
This error message could result from a full disk or a bad file permission. Try the Reset File Permissions from the System Administrations Menu.
- ERROR 743**    **Can't read from Activity Index file <FILE NAME> (OS #)**  
This error message could result from a bad file permission or missing file. Try the Reset File Permissions from the System Administrations Menu.
- ERROR 744**    **Format of Activity Index file <FILE NAME> is incorrect**
- ERROR 745**    **Activity Index file <FILE NAME> is wrong version**  
This error message could result from a corrupted file, or the file was not updated for use with the new software version. Restore the office from last backup, or use the correct MAP System Update procedure to update the file.
- ERROR 746**    **Activity Index file <FILE NAME> is not current**
- ERROR 747**    **Can't rename Activity Index file <FILE NAME>**

- ERROR 751** Carrier lost while delivering to <CENTER NAME>
- ERROR 752** Unable to send alarms to printer  
Incorrect configuration of the local printer. Contact System Studies to reconfigure the printer.
- ERROR 753** Remote printer off line for too long  
The remote printer went off line while a report was being delivered to it, possibly because it was out of paper. Check that the remote printer has sufficient paper loaded correctly and that it indicates it's on line. Make sure the users aren't taking the printer off line during a printout.
- ERROR 763** Can't read password file (/etc/passwd) for user <NAME>  
This error message could result from a bad file permission or missing file. Try the Reset File Permissions from the System Administrations Menu.
- ERROR 770** Can't find any floppy drives. Check for /dev/fd0low
- ERROR 771** Can't find CMOS clock device. Check for /dev/clock
- ERROR 772** Can't open /etc/utmp: (OS #)
- ERROR 773** Can't open <FILE NAME> : (OS : #)
- ERROR 774** Can't shutdown/reboot uadmin: (OS #)
- ERROR 775** Can't find creator lock file
- ERROR 776** Can't stop <NAME>
- ERROR 777** Can't respawn <NAME>
- ERROR 778** Can't confirm the pausing of <NAME>
- ERROR 779** Can't kill <NAME>
- ERROR 780** Contents of file '<FILE NAME>' corrupted
- ERROR 781** Cannot open '<FILE NAME>'  
On Multi-User systems, the file could be in use by another user. Try the function again in a few minutes or try to run the Reset File Permissions option from the System Administrations Menu.
- ERROR 782** Cannot write to '<FILE NAME>'  
This error message could result from a full disk or a bad file permission. Try the Reset File Permissions from the System Administrations Menu.
- ERROR 783** Cannot move '<NAME>' to /etc/passwd

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- ERROR 790**    **Can't open filter file (<FILE NAME>)**  
On Multi-User systems, the file could be in use by another user. Try the function again in a few minutes or try to run the Reset File Permissions option from the System Administrations Menu.
- ERROR 791**    **Can't write to filter file (<FILE NAME>) (OS #)**  
This error message could result from a full disk or a bad file permission. Try the Reset File Permissions from the System Administrations Menu.
- ERROR 792**    **Can't read from filter file <FILE NAME> (OS #)**  
This error message could result from a bad file permission or missing file. Try the Reset File Permissions from the System Administrations Menu.
- ERROR 795**    **Can't open dispatch format file <FILE NAME> (OS #)**  
On Multi-User systems, the file could be in use by another user. Try the function again in a few minutes or try to run the Reset File Permissions option from the System Administrations Menu.
- ERROR 796**    **Can't write to dispatch format file <FILE NAME> (OS #)**  
This error message could result from a full disk or a bad file permission. Try the Reset File Permissions from the System Administrations Menu.
- ERROR 797**    **Can't read from dispatch format file <FILE NAME> (OS #)**  
This error message could result from a bad file permission or missing file. Try the Reset File Permissions from the System Administrations Menu.
- ERROR 800**    **Can't create CreatorTab file (<FILE NAME>)**
- ERROR 801**    **Can't open CreatorTab file (<FILE NAME>)**  
On Multi-User systems, the file could be in use by another user. Try the function again in a few minutes or try to run the Reset File Permissions option from the System Administrations Menu.
- ERROR 802**    **Can't write to CreatorTab file (<FILE NAME>) (OS #)**  
This error message could result from a full disk or a bad file permission. Try the Reset File Permissions from the System Administrations Menu.
- ERROR 803**    **Can't read from CreatorTab file (<FILE NAME>) (OS #)**  
This error message could result from a bad file permission or missing file. Try the Reset File Permissions from the System Administrations Menu.
- ERROR 804**    **Format of CreatorTab file (<FILE NAME>, line #) incorrect**
- ERROR 811**    **Error in initializing Alarm Receiver device <DEVICE NAME>**  
Alarm Receiver configuration error. Call Technical Support at System Studies.
- ERROR 812**    **Alarm Receiver modem not available (port = <DEVICE NAME>)**
- ERROR 813**    **Alarm Receiver, rcvd frame but no protocol start**

This error may be the result of line noise, communications trouble, or the text being incorrectly interpreted as a protocol startup frame. Check the Unrecognizable CPAMS alarm file for entries referring to bad protocol startup errors and attempt to make a determination as to why the protocol startup failed. If text exactly matching the protocol startup frame is in an alarm from a CPAMS not using the specified protocol, then that CPAMS will need to be changed so that the matching text string is no longer used. If you are unable to determine the problem and this error does not go away after a few days, call Technical Support at System Studies.

- ERROR 820**    **Can't load function table "<NAME>" (SSI #)**  
Function table file missing, corrupted or not the correct version. Call Technical Support at System Studies.
- ERROR 821**    **Can't find function table "<NAME>"**  
Function table not found in the function table file. Incorrect installation/configuration for a definable device type. Call Technical Support at System Studies.
- ERROR 822**    **Error, ftp overflow occurred (<NAME>)**
- ERROR 830**    **Can't load transducer table "<NAME>" (SSI #)**
- ERROR 831**    **Can't find transducer table "<NAME>"**
- ERROR 835**    **Can't load device type table "<NAME>" (#)**
- ERROR 836**    **Can't find device type entry for "<NAME>"**
- ERROR 838**    **Mail not sent to <NAME>, invalid msg subject**
- ERROR 839**    **Mail not sent to <NAME>, invalid user name**
- ERROR 840**    **Can't initialize protocol processor (SSI #)**
- ERROR 841**    **Mail not sent to <NAME>, mail not configured**
- ERROR 842**    **Mail not sent to <NAME>, network disconnected**
- ERROR 843**    **Mail not sent to <NAME>, mail system not on**
- ERROR 844**    **Priority mail (ALARM) returned, delivery failed**  
An alarm was returned to the MAP System because 1) the mail server machine could not locate the user to whom the mail was being sent to, or 2) the mail could not be sent from the MAP System after a number of attempts due to a mail delivery problem (such as the network being down). All mail that is returned is logged to the Returned Mail Log File. This file can be viewed using the View MAP Data Files menu option of the User Initiated Operations Menu. Check this file for messages with a **PMAP Subject** field that matches the text in parentheses in the system alarm.
- ERROR 845**    **Returned mail detected (To: <USER NAME>)**

Mail was returned to the MAP System because 1) the mail server machine could not locate the user to whom the mail was being sent, or 2) there was a mail delivery problem, such as the network being down. Verify that the user listed next to the **To:** portion of the System Dispatch is known to the mail server machine that is specified in MAP Network Administration. To see the mail that failed to be delivered, view the Returned Mail Log File using the View MAP Data Files menu option of the User Initiated Operations Menu.

- ERROR 846 Unexpected mail detected (From: <USER NAME>)**  
The MAP System mail server received mail that it does not know how to handle. Someone may have attempted to send mail to a user on the MAP System. Check the Unexpected Mail Log File using the View MAP Data Files menu option to examine the mail that caused this error to be posted. When viewing the Unexpected Mail Log File, use the **I** (information) option to get help on finding the unexpected mail message.
- ERROR 847 Priority mail (<NAME>) not sent, mail/network off**  
This error message is generated when a request has been made to send an alarm via the mail server, and the mail server is either not running or the MAP System has been disconnected from the network. Run SMTP Mail Server Diagnostics to find the mail problem. The MAP System may need to be reconnected to the network, or you may need to turn the mail server on. Check the Mail Not Sent Log File using the View MAP Data Files menu option to view the alarm.
- ERROR 848 Low priority mail waiting, mail/network turned off**  
A request has been made to send a dispatch via the mail server, and the mail server is either not running or the MAP System has been disconnected from the network. Run SMTP Mail Server Diagnostics to find the mail problem. The MAP System may need to be reconnected to the network, or you may need to turn the mail server on.
- ERROR 849 Unable to complete mail delivery to (<NAME>)**
- ERROR 850 Internal process list corrupted**
- ERROR 851 Maximum time exceeded, terminated <PROCESS NAME>**
- ERROR 852 Internal spawn list error (<NAME>, #)**
- ERROR 860 Can't create Sunday Time file**
- ERROR 861 Can't open Sunday Time file**  
On Multi-User systems, the file could be in use by another user. Try the function again in a few minutes or try to run the Reset File Permissions option from the System Administrations Menu.
- ERROR 862 Can't write Sunday Time file (OS NUMBER)**  
This error message could result from a full disk or a bad file permission. Try the Reset File Permissions from the System Administrations Menu.
- ERROR 863 Can't read Sunday Time file (OS NUMBER)**

This error message could result from a bad file permission or missing file. Try the Reset File Permissions from the System Administrations Menu.

**ERROR 864    Format of Sunday Time file is incorrect**

**ERROR 865    Sunday Time file is wrong version**

This error message could result from a corrupted file, or the file was not updated for use with the new software version. Restore file from last backup, or use the correct MAP System Update procedure to update the file.

**ERROR 866    Sunday Time file is not current**

**ERROR 867    No AlarmMAP Sunday Call Times, ALL offices unmonitored**

No times are entered in the AlarmMAP Sunday Call Time schedule. In AlarmMAP data entry, select Sunday Call Times, and enter at least one center in at least one time slot in this schedule.

**ERROR 868    Sundays <Office Name> unmonitored by AlarmMAP for # hrs**

No Alarm Center monitors this office on Sundays during this time slot. Alarms are not sent. Perform AlarmMAP data entry. Include this office in an existing Alarm Center definition already scheduled for this day and time, or add a center that monitors this office to this time slot in the Sunday Call Times.

**ERROR 870    Can't create Print File (<FILE NAME>)**

**ERROR 872    Can't write Print File (<FILE NAME>)**

This error message could result from a full disk or a bad file permission. Try the Reset File Permissions from the System Administrations Menu.

**ERROR 880    Can't create Menu file**

**ERROR 881    Can't open Menu file**

On Multi-User systems, the file could be in use by another user. Try the function again in a few minutes or try to run the Reset File Permissions option from the System Administrations Menu.

**ERROR 882    Can't write to Menu file (OS NUMBER)**

This error message could result from a full disk or a bad file permission. Try the Reset File Permissions from the System Administrations Menu.

**ERROR 883    Can't read from Menu file (OS NUMBER)**

This error message could result from a bad file permission or missing file. Try the Reset File Permissions from the System Administrations Menu.

**ERROR 884    Format of Menu file is incorrect**

**ERROR 885    Can't find Menu (<NAME>)**

**ERROR 886    Error in Menu quote/escape (<NAME>, line #)**

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- ERROR 887**    **Error in Menu invisible option (<NAME>, line #)**
- ERROR 888**    **Error in Menu function name/syntax (<NAME>, line #)**
- ERROR 890**    **Can't create Archive file**
- ERROR 891**    **Can't open Archive file**  
On Multi-User systems, the file could be in use by another user. Try the function again in a few minutes or try to run the Reset File Permissions option from the System Administrations Menu.
- ERROR 892**    **Can't write to Archive file (OS NUMBER)**  
This error message could result from a full disk or a bad file permission. Try the Reset File Permissions from the System Administrations Menu.
- ERROR 893**    **Can't read from Archive file (OS NUMBER)**  
This error message could result from a bad file permission or missing file. Try the Reset File Permissions from the System Administrations Menu.
- ERROR 894**    **Format of Archive file is incorrect**
- ERROR 895**    **Archive file is wrong version**
- ERROR 896**    **Archive file is not current**
- ERROR 897**    **Can't rename Archive file for <NAME>**
- ERROR 900**    **Can't create Activity Config file <FILE NAME>**
- ERROR 901**    **Can't open Activity Config file <FILE NAME>**  
On Multi-User systems, the file could be in use by another user. Try the function again in a few minutes or try to run the Reset File Permissions option from the System Administrations Menu.
- ERROR 902**    **Can't write to Activity Config file <FILE NAME> (OS #)**  
This error message could result from a full disk or a bad file permission. Try the Reset File Permissions from the System Administrations Menu.
- ERROR 903**    **Can't read from Activity Config file <FILE NAME> (OS #)**  
This error message could result from a bad file permission or missing file. Try the Reset File Permissions from the System Administrations Menu.
- ERROR 904**    **Format of Activity Config file <FILE NAME> is incorrect**
- ERROR 905**    **Can't find Activity Config section <FILE NAME>**
- ERROR 910**    **Can't create Deletion file for <OFFICE NAME>**
- ERROR 911**    **Can't open Deletion file for <OFFICE NAME>**



On Multi-User systems, the file could be in use by another user. Try the function again in a few minutes or try to run the Reset File Permissions option from the System Administrations Menu.

- ERROR 912**    **Can't write to Deletion file for <OFFICE NAME> (OS #)**  
This error message could result from a full disk or a bad file permission. Try the Reset File Permissions from the System Administrations Menu.
- ERROR 913**    **Can't read from Deletion file for <Office Name> (OS #)**  
This error message could result from a bad file permission or missing file. Try the Reset File Permissions from the System Administrations Menu.
- ERROR 914**    **Deletion file for <OFFICE NAME> is wrong version**
- ERROR 915**    **Can't remove Deletion file for <OFFICE NAME>**
- ERROR 920**    **Can't create Pending file <FILE NAME>**
- ERROR 921**    **Can't open Pending file <FILE NAME>**  
On Multi-User systems, the file could be in use by another user. Try the function again in a few minutes or try to run the Reset File Permissions option from the System Administrations Menu.
- ERROR 922**    **Can't write to Pending file <FILE NAME>**  
This error message could result from a full disk or a bad file permission. Try the Reset File Permissions from the System Administrations Menu.
- ERROR 923**    **Can't read from Deletion file <FILE NAME>**  
This error message could result from a bad file permission or missing file. Try the Reset File Permissions from the System Administrations Menu.
- ERROR 930**    **Can't create Access Number Translation file <FILE NAME>**  
Access Number Translation files are used when the 289/E2A device mimicking capability is enabled.
- ERROR 931**    **Can't open Access Number Translation file <FILE NAME>**  
On Multi-User systems, the file could be in use by another user. Try the function again in a few minutes or try to run the Reset File Permissions option from the System Administrations Menu.
- ERROR 932**    **Can't write Access Number Translation file <FILE NAME>**  
This error message could result from a full disk or a bad file permission. Try the Reset File Permissions from the System Administrations Menu.
- ERROR 933**    **Can't read from Access Number Translation file <FILE NAME>**  
This error message could result from a bad file permission or missing file. Try the Reset File Permissions from the System Administrations Menu.
- ERROR 937**    **No Access Number Map for <OFFICE NAME>**

## OPERATIONS

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Office uses an empty or non-existent Access # Map. No Access Number translations are defined, therefore no readings are accumulated. Run Special Data Entry for Access Number Maps. Add the map if missing. Initialize or enter translations into the Access Number Map for this office.

- ERROR 938**    **Format of Translation file <NAME> line # bad**
- ERROR 940**    **Can't attach to shared memory segment, <NAME> (#)**
- ERROR 941**    **Can't open Master Language file <FILE NAME> (#)**  
On Multi-User systems, the file could be in use by another user. Try the function again in a few minutes or try to run the Reset File Permissions option from the System Administrations Menu.
- ERROR 942**    **Format of Language file (<FILE NAME>, line #) bad**
- ERROR 943**    **Key in Language file (<FILE NAME>, line #) reserved**
- ERROR 944**    **Key in Language file (<FILE NAME>, line #) already used**
- ERROR 945**    **Language (<NAME>) has duplicate message id (#)**
- ERROR 946**    **(<NAME>) No message for id # (including fallback)**
- ERROR 947**    **Can't read language list from shared memory**  
This error message could result from a bad file permission or missing file. Try the Reset File Permissions from the System Administrations Menu.
- ERROR 948**    **Unable to determine primary language**
- ERROR 949**    **Language environment variable bad, using default**
- ERROR 950**    **Unable to reset the tape drive, tape drive locked**  
Eject and re-insert tape in the tape drive. Attempt a manual tape backup (via System Administration). If the backup fails, shut the computer down, turn power off and restart it. Attempt another manual tape backup. If the backup continues to fail, call System Studies Technical Support. NOTE: This error may not clear for a full day, even if the problem is fixed
- ERROR 951**    **Port server xxxx is not responding.**  
Access the Digi Configuration Menu (in Network Administration) and initiate a Connectivity Test for more information.
- ERROR 960**    **Can't build Executable Check file, <FILE NAME> error (#)**
- ERROR 961**    **Can't create Executable Check file <FILE NAME> (#)**
- ERROR 962**    **Can't open Executable Check file <FILE NAME> (#)**

On Multi-User systems, the file could be in use by another user. Try the function again in a few minutes or try to run the Reset File Permissions option from the System Administrations Menu.

- ERROR 963**    **Can't write Executable Check file <FILE NAME> (#)**  
This error message could result from a full disk or a bad file permission. Try the Reset File Permissions from the System Administrations Menu.
- ERROR 964**    **Bad PMAP major version number found for <NAME> (#)**
- ERROR 965**    **Bad PMAP minor version number found for <NAME> (#)**
- ERROR 966**    **Executable <NAME> may be corrupt, sum value incorrect**
- ERROR 967**    **Found data file <FILE NAME> missing... rebuilt it**

### ***TMACS 1000 Error Messages***

- ERROR 969**    **<OFFICE NAME> TMACS 1000 received a bad/partial alarm**  
This message could be caused by a bad phone connection, noise on the phone line, carrier lost prematurely or, if UNKNOWN office, the TMACS may not be programmed correctly (the TMACS system ID must be the same as a PressureMAP office name). If this problem persists, please call System Studies Technical Support.
- ERROR 970**    **<OFFICE NAME> TMACS 1000 didn't acknowledge connection**
- ERROR 971**    **<OFFICE NAME> TMACS 1000 in reset mode**  
This error is generated when the monitor is found to be using the default craft password "cp".
- ERROR 972**    **Unable to parse <OFFICE NAME> TMACS 1000 status information**
- ERROR 973**    **Unable to access <OFFICE NAME> TMACS 1000 display menu**
- ERROR 974**    **Unable to access <OFFICE NAME> TMACS 1000 Analog devices**
- ERROR 975**    **Unable to access <OFFICE NAME> TMACS 1000 Binary devices**
- ERROR 976**    **Break in <Office Name> TMACS 1000 data**
- ERROR 977**    **<OFFICE NAME> TMACS 1000 didn't accept password**
- ERROR 978**    **Lost connection to <OFFICE NAME> TMACS 1000 monitor**  
This error message indicates possible noise on the phone line or a communications fault with the TMACS 1000 or PressureMAP. If the problem persists, call Technical Support at System Studies.
- ERROR 979**    **Unable to access <OFFICE NAME> TMACS 1000 demand test menu**

## OPERATIONS

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- ERROR 980**    **Error accessing <OFFICE NAME> TMACS 1000 monitor (#)**
- ERROR 981**    **Capability for TMACS 1000's not enabled <OFFICE NAME>**  
TMACS 1000 capability is not enabled. Call Technical Support at System Studies and have the TMACS 1000 capability enabled.
- ERROR 982**    **Protocol timeout error for <OFFICE NAME> TMACS 1000 (#)**
- ERROR 983**    **<OFFICE NAME> TMACS 1000 received bad protocol interrupt (#)**
- ERROR 984**    **<OFFICE NAME> TMACS 1000: unexpected protocol message (#)**  
TMACS 1000 failed to execute a protocol protected command as expected. Reset the TMACS 1000. If the problem persists call System Studies Technical Support.
- ERROR 985**    **<OFFICE NAME> auto-restored, reset time/date/scan modes**  
The TMACS monitor associated with this office was either found to be using the default craft password "cp" or was found in the download state causing PressureMAP to attempt an automatic restoral. The download state was probably caused by a power or memory problem detected by the TMACS. Call the TMACS monitor and verify that it was restored correctly. If the restored data is valid, the time and date should be reset. It is also imperative that the scan modes be re-enabled in the TMACS. If the scan modes are not re-enabled, the TMACS will not scan any devices attached to it, resulting in an unmonitored state. Also, be sure that the password "cp" is not being used for the craft password because that will cause PMAP to continually auto-restore the TMACS (PressureMAP assumes the TMACS was reset if the default password "cp" is found). If the auto-restoral failed, attempt to force a restoral from the CPAMS Information Menu. If, after multiple attempts, the office cannot be restored successfully, call Technical Support at System Studies.
- ERROR 986**    **Error after continue with <OFFICE NAME> TMACS 1000**
- ERROR 987**    **Unable to access <OFFICE NAME> TMACS 1000 configuration menu**
- ERROR 988**    **Error after date/time command <OFFICE NAME> TMACS 1000**
- ERROR 989**    **<OFFICE NAME> TMACS 1000 monitor date cannot be adjusted**  
This error is given if the realtime clock could not be reset (backdated to allow monitor function beyond year 2000) due to error 977, 986, 987, or 988.

### *General System Error Messages*

Additional General System Error messages are listed starting at Error 645.

- ERROR 990**    **<OFFICE NAME> in reset mode, auto-restoral attempted**  
The monitor associated with this office was found in reset mode causing PressureMAP to perform an automatic restoral. Verify that the monitor was restored correctly and is functioning properly. If the restoral failed it may be necessary to manually restore the office via the CPAMS Information Menu in PressureMAP. This message may appear if the password in the **Password 2** field of the *Office Information Screen* is prefixed

with an asterisk (\*) to cancel PressureMAP's automatic backup function. If the office cannot be restored successfully call Technical Support at System Studies.

**ERROR 991    Warning, office <OFFICE NAME> has been disabled**

The office mode has been changed from ENABLED to DISABLED. This is a warning. PressureMAP will not automatically call, backup, or generate alarms or dispatches for offices that have been disabled. Basically, disabled offices are ignored by PressureMAP.

**ERROR 995    Printer queue hung: <PRINTER NAME>, queue count <xx>**

A PressureMAP executable checks printer queue sizes and provides an error message for a queue which is not emptying. Two measurements are taken, 20 minutes apart. If the queue length is not zero, and the queue length has not changed between measurements, then this printer error is posted.

