Interaction Concentrator Deployment Guide

Appendix: Log Events

5/6/2025

Appendix: Log Events

The following log events have been added or have been updated since the most recent update to the *Combined Log Events Help*:

09-20034	09-20035	09-20036	09-20037	09-20038	09-20039	09-20040	09-25024	09-25025	09-25026
09-25030	09-25031	09-25032	09-25033	09-25034	09-25035	09-25036	09-25100	09-25102	
09-25103	09-25104	09-25105	09-25106	09-25107	09-25108	09-25109			

Refer to the *Combined Log Events Help* for information about the following log events:

09-20008	09-20009	09-20010	09-20018	09-20020	09-20021	09-20022	09-20023	09-20024
09-20025	09-20026	09-20027	09-20028	09-20029	09-20030	09-20031	09-20032	09-20033
09-25001	09-25002	09-25003	09-25004	09-25005	09-25006	09-25007	09-25008	09-25009
09-25010	09-25011	09-25012	09-25013	09-25014	09-25015	09-25016	09-25017	09-25018
09-25019	09-25020	09-25021	09-25022	09-25023	09-25027	09-25028	09-25029	09-25030
09-25031								

09-20034

Level	Standard
Text	On Object Destroyed: ObjectType=[*object_type*], DBID=[*object_dbid*], Name=[*object_name*]
Attributes	[*object_type*]—Configuration Server Object Type [*object_dbid*]—Configuration Server Object DBID [*object_name*]—Configuration Server Object Name
Description	Indicates that a configuration object has been removed from ICON's internal storage.
Actions	No action is required.

09-20035

Level	Trace
Text	Request TRegisterAddress for [*DN_name*] failed.
Attributes	[*DN_name*]—The name of the DN in the Configuration Database.
Description	Enables you to monitor DN registration. EventError was received on request TRegisterAddress().
Actions	Check for the presence of the ThisDN attribute.

09-20036

Level	Trace
Text	All devices are successfully registered on link [Server='[*server_name*]'; Switch='[*switch_name*]'].
Attributes	'[*server_name*]'—The name of the T-Server or Interaction Server serving the switch on which the DNs are being registered. '[*switch_name*]'—The name of the switch on which the DNs are being registered. Together these uniquely identify the link for which the DNs/endpoints are registered.
Description	ICON has read the configuration, connected to the specified Server, and completed registration of all DNs/endpoints.
Actions	No action is required.

09-20037

Level	Trace
Text	All devices on all CTI links registered.
Attributes	No attributes.
Description	ICON has read the configuration, connected to all of the T-Server/SIP Server instances listed on the Interaction Concentrator Application Connections tab, and completed registration of all DNs associated with those servers.
Actions	No action is required.

09-20038

Level	Trace
Text	All devices on all MCR links registered.
Attributes	No attributes.
Description	ICON has read the configuration, connected to all of the Interaction Server instances listed on the Interaction Concentrator Application Connections tab, and completed registration of all endpoints associated with those Interaction Servers.
Actions	No action is required.

09-20039

Level	Standard

Text	Call-processing error occurred on the link [T-Server='[*t-server_name*]'; Switch='[*switch_name*]'], CallUUID ['[*calluuid*]';'[*timestamp*]']. Check application logs.
Attributes	'[*t-server_name*]'—The name of the T-Server Application object '[*switch_name*]'—The name of the Switch object '[*calluuid*]'—The CallUUID '[*timestamp*]'—The timestamp indicating when the call was created
Description	If any of the errors that can trigger this alarm occur and you have configured the log-call-failure option to log such errors, ICON prints a Standard-level error message noting the call-processing problem. For details, see Setting Alarms for Call Processing Failures in the *Interaction Concentrator User's Guide*.
Alarm Advisory	Set an alarm to monitor whether an environmental condition is causing call failures that are resulting in data loss.
Actions	Check your environment for conditions that might be causing a high number of call failures.

09-20040

Level	Standard
Text	'[*message_text*]'. Check configuration.
Attributes	'[*message_text*]' - The message can be one of the following: • Agent not found by Agent Login ID='[*login_id*]' on the link Switch='[*switch_name*]' • Agent Login not found by Agent Login ID= '[*login_id*]' on the link Switch='[*switch_name*]' • Person having Employee ID='[*employee_id*]' not found in tenant '[*tenant_name*]'
Description	Indicates that a required Agent Login or Person configuration object was not found in your environment.
Alarm Advisory	Set this alarm to warn you about possible inconsistencies in your environment. There is no clearance event.
Actions	Check that specified configuration object exists in your environment.

09-25024

Level	Standard
Text	ICON cannot preserve or store the data: [*errtxt*].
Attributes	'[*errtxt*]'—Specific details regarding the error
Description	Interaction Concentrator cannot preserve or store the data. There are many events that could cause ICON to generate this error, including operating systems errors, disk full, insufficient memory, system queue corruption, or internal software errors. Manual intervention is required.
Alarm Advisory	Set an alarm to monitor whether problems with internal PQ file structure are causing ICON to stop processing data, resulting in data loss.
Actions	1. Check for and correct any operating system errors. 2. Check that your disk is not full. 3. If either step does not resolve the problem, contact Genesys Technical Support for investigation of possible internal error.

09-25025

Level	Standard
Text	Persistent storage backlog threshold reached: [*errtxt*].
Attributes	'[*errtxt*]'—Specific details regarding the backlog
Description	Using the pq-backlog-alarm-threshold configuration option, you have defined a threshold that ICON is to observe when it is unable to write records to IDB. If this event appears, this limit has been reached and ICON can no longer backlog records to memory. It is common for ICON to log this event following 09-25024.
Alarm Advisory	Indicates abnormal conditions. You might consider setting an Alarm Condition for this event. The correct Cancel Event is 09-25026.
Actions	One of the configured backlog thresholds of persistent storage has been reached. 1. Check that threshold parameter is properly set. 2. Check the ICON and related T-Server logs for errors.

	3. Correct any problems that you discover.
	The amount of time it takes to clear the backlog depends on how much data from the abnormal condition must be flushed.

09-25026

Level	Standard
Text	Persistent storage backlog submitted: [*description*].
Attributes	'[*description*]'—Specific details of the backlog that Interaction Concentrator has flushed to the Interaction database.
Description	An informational message indicating that Interaction Concentrator has flushed the persistent storage backlog to the Interaction Database and now operates under normal conditions. The sequence of events tripped by the 09-25025 log event no longer presents an alarming condition.
Alarm Advisory	This is the clearance event for 09-25025.
Actions	None.

09-25030

Level	Standard
Text	All persistent queues for [*pq_manager*] connected to database.
Attributes	[*pq_manager*]—The name of the persistent queue manager.
Description	Reports that all persistent queue connections for the specified manager have been connected.
Alarm Advisory	Clearance event for 09-25031.
Actions	Use Genesys Administrator or GAX to clear the alarm you set for 09-25031.

09-25031

Level	Standard
Text	Persistent queue [*pq_name*] for [*pq_manager*] disconnected from database.
Attributes	[*pq_name*]—The name of the disconnected persistent queue. [*pq_manager*]—The name of the persistent queue manager.
Description	Indicates that the specified persistent queue has

	become disconnected.
Alarm Advisory	Use this event to trigger an alarm in Genesys Administrator or GAX. 09-25030 is the clearance event for this alarm.
Actions	Check the availability of DBServer and IDB and the connections to DBServer and IDB. **Warning** The connection must be restored within 24 hours to prevent loss of data, because ICON has a limited capacity to store reporting data locally.

09-25032

Level	Standard
Text	DAP [*dap_name*] – [*pq_mgr_name*], Queue [*queue_name*]: Encoding is non-unicode, [*encoding_type*].
Attributes	[*dap_name*]—DAP name [*pq_mgr_name*]—Persistent Queue manager name [*queue_name*]—Database queue identifier [*encoding_type*]—The current database encoding type
Description	The support-unicode option is not configured, or it has been set to the value of 0, or the IDB encoding is non-Unicode, or for Microsoft SQL IDBs the DB Client version does not support Unicode. **Important** In the case of Microsoft SQL IDBs, the text might specify 'nvarchar' instead of 'varchar'.
Alarm Advisory	If you plan to use Unicode encoding, set an alarm for this message. 09-25033 is the clearance event for this alarm.
Actions	If you are using a Unicode IDB, configure the **support-unicode** option using the value 1 and verify that the IDB encoding is set for Unicode. If you are using a Microsoft SQL IDB, upgrade your DB Client version to one that supports Unicode. For more information, see Configuring for Unicode Support in an Environment with a Microsoft SQL IDB.

09-25033

Level	Standard
Text	DAP [*dap_name*] – [*pq_mgr_name*], Queue [*queue_name*]: Unicode encoding [*encoding_type*] is configured and supported.

Attributes	[*dap_name*]—DAP name [*pq_mgr_name*]—Persistent Queue manager name [*queue_name*]—Database queue identifier [*encoding_type*]—The actual encoding, such as UTF8
Description,	Indicates that ICON has checked that the IDB encoding is Unicode, that the support-unicode option is set to the value 1 and, for Microsoft SQL IDBs, that the DB Client version supports Unicode.
Alarm Advisory	This is the clearance event for 09-25032.
Actions	No action is necessary.

09-25034

Level	Standard
Text	DAP [*dap_name*] – [*pq_mgr_name*], Queue [*queue_name*]: ICON is incompatible with Configuration Server encoding.
Attributes	[*dap_name*]—DAP name [*pq_mgr_name*]—Persistent Queue manager name [*queue_name*]—Database queue identifier
Description	Indicates that the support-unicode option is either not configured or has been set to the value of 0; ICON also checks support of Unicode by Configuration Server.
Alarm Advisory	Set this alarm to warn you about possible inconsistencies in your environment. The clearance event is 09-25035.
Actions	Resolve this inconsistency according to what your environment requires—Unicode or non-Unicode encoding—and then restart ICON.

09-25035

Level	Standard
Text	DAP [*dap_name*] – [*pq_mgr_name*], Queue [*queue_name*]: ICON is compatible with Configuration Server encoding.
Attributes	[*dap_name*]—DAP name [*pq_mgr_name*]—Persistent Queue manager name [*queue_name*]—Database queue identifier
Description	Confirms that your ICON encoding is compatible with the Configuration Server encoding.
Alarm Advisory	This is the clearance event for 09-25034.
Actions	No action is necessary.

09-25036

Level	Standard
Text	This log event number can have either of two messages: • DAP [*dap_name*] – [*pq_mgr_name*], Queue [*queue_name*]: IDB encoding does not support Unicode. or • DAP [*dap_name*] – [*pq_mgr_name*], Queue [*queue_name*]: DBClient version is [*dbclient_version*]. Version [*dbclient_required_version*] or higher is required to support Unicode.
Attributes	[*dap_name*]—DAP name [*pq_mgr_name*]—Persistent Queue manager name [*queue_name*]—Database queue identifier [*dbclient_version*]—Your currently-installed version of DB Server's DB Client [*dbclient_required_version*]—The earliest release of the DB Server DB Client that supports current Unicode functionality
Description	ICON checks your IDB encoding. If the encoding doesn't support Unicode, then ICON prints the first event message listed above and shuts down. If the IDB encoding does support Unicode, then, *for Microsoft SQL IDBs only*, ICON checks the DB Client version. If the DB Client version does not support Unicode, ICON prints the second of the two event messages above and shuts down. For more information about DB Client, see the DB Server User's Guide.
Alarm Advisory	Set an alarm to warn you of configuration inconsistencies that can prevent ICON from running.
Actions	Change your IDB encoding and, if necessary, upgrade your DB Client version.

09-25100

Level	Standard
Text	Adata: Parsing error – [*errtxt*] [*context*].
Attributes	[*errtxt*]—The text of the error message. [*context*]—The section of the attached data specification file that contains the error.
Description	Interaction Concentrator has encountered an error while parsing the attached data specification XML

	file.
Alarm Advisory	Indicates abnormal conditions. You might consider setting an Alarm Condition for this event.
Actions	The attached data specification XML file should be modified according to the User Documentation to eliminate the cause of the error.

09-25102

Level	Trace
Text	Adata: Loading data specification from: [*source*].
Attributes	[*source*]—The name of the attached data specification file.
Description	The attached data specification is being loaded from the XML file. For more information, see Attached Data Specification File.
Actions	No action is required.

09-25103

Level	Trace
Text	Adata: New dictionary created from [*source*], id = [*dictionary_id*], num = [*dictionary_number*].
Attributes	[*source*]—The name of the new attached data source file. [*dictionary_id*]—The ID given to the new attached data dictionary. [*dictionary_number*]—The number of attached data dictionaries that currently exist.
Description	The attached data specification file was successfully loaded and the new key specifications have been applied by ICON. A new dictionary of key names has been created. For a more detailed explanation of the attached data dictionary, see Processing Attached Data in the *Interaction Concentrator User's Guide*.
Actions	No action is required.

09-25104

Level	Trace
Text	Adata: Key registered: [*storage*], [*keyname*], [*data_source*], [*history_type*], [*field_name*].
Attributes	[*storage*]—Storage type, such as public, secure, call, custom, and so on.

	[*keyname*]—The name of the key. [*data_source*]—Which event attribute ICON uses to extract the key name, such as `userdata`, `reasons`, or `extensions`. [*history_type*]—The keyname history type, such as `last`, `first`, `all` or `none`. [*field_name*]—The attribute `field` value or an empty string.
Description	Interaction Concentrator has registered the attached data key from the attached data specification file.
Actions	No action is required.

09-25105

Level	Standard
Text	Adata: Duplicate of user key name, ignored: new [*storage1*], [*keyname1*], [*data_source1*], [*history_type1*], [*field_name1*]; Old [*storage2*], [*keyname2*], [*data_source2*], [*history_type2*], [*field_name2*].
Attributes	**The attribute definitions are the same for the old and new keynames.** [*storage*]—Storage type, such as `public`, `secure`, `call`, `custom`, and so on. [*keyname*]—The name of the key. [*data_source*]—Which event attribute ICON uses to extract the key name, such as `userdata`, `reasons`, or `extensions`. [*history_type*]—The keyname history type, such as `last`, `first`, `all` or `none`. [*field_name*]—The attribute `field` value or an empty string.
Description	A key duplication error has occurred while parsing the attached data specification file. The attribute definitions for the new keyname are the same as for the existing (old) keyname.
Actions	Edit the attached data specification file to eliminate the duplicate key.

09-25106

Level	Standard
Text	Adata: The value of [*key_name*] has been truncated because the length exceeded the database field size.
Attributes	[*key_name*]—The name of the attached data key for which the value has been truncated in order to comply with length limits for key values.

Description	The maximum size is 255 characters.
Actions	Edit the attached data key values so that they contain 255 characters or fewer.

09-25107

Level	Standard
Text	Adata: Key name [*source_key_name*] will be truncated to [*truncated_key_name*].
Attributes	[*source_key_name*]—The key name as you provided in the attached data specification file. [*truncated_key_name*]—The key name as it has been truncated in order to comply with the length limits for key names.
Description	The key name will be truncated because the length exceeds the database field size. This message appears only for vertical tables; that is, the the public and secure G_USERDATA_HISTORY and G_SECURE_USERDATA_HISTORY tables.
Actions	No action is necessary. However, you might choose to edit the key name so that it will not be truncated.

09-25108

Level	Standard
Text	Adata: Dictionary from [*source_file_name*] was not created. Reason: [*reason_text*].
Attributes	[*source_file_name*]—Name of the new dictionary you are trying to create. [*reason_text*]—Describes the problem with the attached data specification file.
Description	Possible reasons include the following: the maximum number of simultaneously existing dictionaries in memory was reached (by default this is twelve); or, the dictionary is actually a duplicate of the previous one.
Actions	Wait until at least one dictionary is released (that is, all associated calls have been ended) or eliminate duplicate records from the attached data specification file.

09-25109

Level	Standard
Text	The value of [*configuration_object_name*] attribute

	[*attribute_name*] has been truncated to [*truncated_attribute_value*] because the length exceeded the database field size.
Attributes	[*configuration_object_name*]—The name of the configuration object with which the specified attribute is associated. [*attribute_name*]—The name of the attribute that has been truncated. [*truncated_attribute_value*]—The new, shortened value created by truncating the original value.
Description	Applies to Virtual Agent Group script expressions. If the expression exceeds 255 characters, ICON truncates it to make it fit the designated database field size.
Actions	You can use the truncated version of the attribute value or edit the value to abide by the limit.