Reference Guide

AudioCodes One Voice for Microsoft® Skype for Business

SIP Phone Support (SPS) Alarms

Version 3.00

Skype for Business

Microsoft Partner
Gold Communications

audiocodes

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Abbreviations and Terminology

Each abbreviation, unless widely used, is spelled out in full when first used.

Related Documentation

Manual Name
SPS Web Admin User Guide
Firewall Setup for SIP Phone Support (SPS)
SPS for Microsoft Office Communications Server (OCS) Initialization & Configuration Guide

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1   Introducing AudioCodes SPS

AudioCodes SIP Phone Support (SPS) is a value-added application for AudioCodes Mediant Media Gateways which enables smooth connectivity of affordable third-party IP Phones, with Skype for Business.

> **Note:** Microsoft has rebranded *Lync* as *Skype for Business* and therefore, whenever the term *Skype for Business* appears in this document, it also applies to Lync Server 2013.

SPS is used to enable connectivity and provisioning of AudioCodes certified third-party SIP IP Phones from leading vendors, such as Cisco and Avaya, providing IT managers with full investment protection for their IP Phones.

SPS can be offered as an appliance, running on the Open Solutions Network (OSN) Server within AudioCodes' Mediant 800 or Mediant 1000, or alternatively, as a software product thart runs on a customers physical or virtual server . AudioCodes gateways hosting the SPS service can simultaneously function as an "Enhanced" Media Gateway or Survivable Branch Appliance (SBA) for the Microsoft Unified Communications system.

1.1   About this Guide

The guide describes the alarms raised by AudioCodes SPS. These descriptions are designed for initial troubleshooting and as references for further investigation by AudioCodes support.

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2   Alarms

Table 2-1: DnsLocalhostError

Description	Raised when an error was encountered resolving the SPS host name.
Event Name	DnsLocalhostError
Event ID	1
Severity	Critical
Additional Info	-
Corrective Action	Check that the SPS server part of the domain and DNS is set correctly.

Table 2-2: CollabPlatformFailure

Description	Raised when the SPS Switch service fail to stop or start.
Event Name	CollabPlatformFailure
Event ID	2
Severity	• Failed to start SPS Switch service – Critical • Failed to stop SPS Switch service – Error
Additional Info	-
Corrective Action	Check the SPS Switch service logs for the following: • Third-party software is using the same ports used by the SPS Switch, • The SPS Switch is not installed.

Table 2-3: ApplicationEndpointFailure

Description	Raised when there is a failure to establish a connection between an application endpoint and the Skype Pool.
Event Name	ApplicationEndpointFailure
Event ID	3
Event Name	ApplicationEndpointFailure
Severity	Critical
Additional Info	-
Corrective Action	Check the following: • SPS uses the correct DNS • SPS has the correct CA root • Skype Pool is up and accessible to the SPS

Table 2-4: CertificateFailure

Description	Raised when there is an error opening the certificate store on the SPS server.
Event Name	CertificateFailure
Event ID	4
Severity	Critical
Additional Info	-
Corrective Action	-

Table 2-5: SearchRootInitFailure

Description	Raised when an error occurs initializing the AD search root.
Event Name	SearchRootInitFailure
Event ID	5
Severity	Critical
Additional Info	-
Corrective Action	Check that the SPS is connected to the domain and has at least read-only access to AD (LDAP).

Table 2-6: RemotePresenceViewInitFailure

Description	Raised when an error occurs initializing the RemotePresenceView object.
Event Name	RemotePresenceViewInitFailure
Event ID	6
Severity	Critical
Additional Info	-
Corrective Action	-

Table 2-7: SubscribingRemotePresenceFailure

Description	Raised when an error occurs subscribing to user presence.
Event Name	SubscribingRemotePresenceFailure
Event ID	7
Severity	Critical
Additional Info	-
Corrective Action	-

Table 2-8: RpidNoteToMsPresenceFailure

Description	Raised when an error occurs setting user presence.
Event Name	RpidNoteToMsPresenceFailure
Event ID	8
Probable Cause	-
Severity	Critical
Additional Info	-
Corrective Action	-

Table 2-9: SqlCreateTableFailure

Description	Raised when an SPS SQLite DB error occurs when creating a table.
Event Name	SqlCreateTableFailure
Event ID	9
Severity	Critical
Additional Info	-
Corrective Action	Validate that the service account has full access to read/write files on the SPS server.

Table 2-10: SqlDbVerificationFailure

Description	Raised when the SPS SQLite DB database verification process fails.
Event Name	SqlDbVerificationFailure
Event ID	10
Severity	Critical
Additional Info	-
Corrective Action	The DB file may have become corrupted due to power reset; check the logs to see if the SPS can recover. If able to recover, ignore this error, however track to see that this issue does not intermittently reoccur.
	If the system does not recover, reset the SPS service and validate the SPS.

Table 2-11: ConfigError

Description	Configuration error
Event Name	ConfigError
Event ID	11
Severity	Error
Additional Info	-
Corrective Action	Check the SPS core configuration file SpsLync.exe.Config under C:\Program Files\Audiocodes\SPS\SPS Core. In case you change it, try to revert to the previous file.

Table 2-12: UnExpectedSchemaVersion

Description	Raised when an SPS SQLite DB unexpected schema version error occurs.
Event Name	UnExpectedSchemaVersion
Event ID	12
Severity	Critical
Additional Info	-
Corrective Action	-

Table 2-13: DbIntegrityFailure

Description	Raised for a SPS SQLite DB integrity check failure.
Event Name	DbIntegrityFailure
Event ID	13
Severity	Critical
Additional Info	-
Corrective Action	The DB file may have become corrupted due to power reset; check the logs to see if the SPS can recover. If able to recover, ignore this error, however track to see that this issue does not intermittently reoccur. If the system does not recover, reset the SPS service and validate the SPS.

Table 2-14: SqlReadingVersionError

Description	Raised when an error occurs reading the DB version.
Event Name	SqlReadingVersionError
Event ID	15
Severity	Critical
Additional Info	-
Corrective Action	The DB file may have become corrupted due to power reset; check the logs to see if the SPS can recover. If able to recover, ignore this error, however track to see that this issue does not intermittently reoccur. If the system does not recover, reset the SPS service and validate the SPS.

Table 2-15: SqlUpgradeFailure

Description	Raised when an error occurs with a SPS SQLite DB upgrade failure.
Event Name	SqlUpgradeFailure
Event ID	16
Severity	Critical
Additional Info	-
Corrective Action	The DB file may have become corrupted due to power reset; check the logs to see if the SPS can recover. If able to recover, ignore this error, however track to see that this issue does not intermittently reoccur. If the system does not recover, reset the SPS service and validate the SPS.

Table 2-16: DeletingDbFileFailure

Description	Raised when the operation to delete the DB file fails.
Event Name	DeletingDbFileFailure
Event ID	17
Severity	-
Additional Info	-
Corrective Action	The DB file may be held by a specific process. Reset the SPS server and validate the SPS logs to verify if the issue was resolved.

Table 2-17: InitRecoveryDbFailure

Description	Raised when there is a failure to initiate database recovery for a second time.
Event Name	InitRecoveryDbFailure
Event ID	18
Severity	Critical
Additional Info	-
Corrective Action	The DB file is held by a specific process; reset the SPS server and validate the SPS logs to verify if the issue was resolved.

Table 2-18: SqlOpenConnectionFailure

Description	Raised when a connection to a local SQLite DB cannot be established.
Event Name	SqlOpenConnectionFailure
Event ID	19
Severity	Critical
Additional Info	-
Corrective Action	-

Table 2-19: InitUserEndpointFailure

Description	Raised when a UserEndpoint cannot initialize connection with the Front End.
Event Name	InitUserEndpointFailure
Event ID	20
Severity	-
Additional Info	-
Corrective Action	• Validate that the user SIP URI is correct (note that it is case sensitive) • Verify that SPS can access the FE pool and that the FE pool is up.

Table 2-20: AddTargetUriFailure

Description	Raised when an error occurs adding oneself as a target URI for retrieving presence information.
Event Name	AddTargetUriFailure
Event ID	21
Severity	Critical
Additional Info	-
Corrective Action	Validate that the SPS can access the FE pool, the pool is up and application end point is OK.

Table 2-21: ParsingFailure

Description	Raised when an error occurs parsing received information.
Event Name	ParsingFailure
Event ID	22
Severity	Error
Additional Info	-
Corrective Action	-

Table 2-22: InitServerPaltformSettingsFailure

Description	Raised when an error occurs initializing ServerPlatformSettings.
Event Name	InitServerPaltformSettingsFailure
Event ID	23
Severity	Critical
Additional Info	-
Corrective Action	-

Table 2-23: LoadingInfoFailure

Description	Raised when an error occurs loading saved auto provisioning information.
Event Name	LoadingInfoFailure
Event ID	24
Severity	Error
Additional Info	-
Corrective Action	-

Table 2-24: UnhandledException

Description	Raised for Unhandled Exception errors in the code.
Event Name	UnhandledException
Event ID	25
Severity	• Error
Additional Info	-
Corrective Action	Check the SPS log for more information.

Table 2-25: LockTimeOutException

Description	Raised for a timeout acquiring lock to the database.
Event Name	LockTimeOutException
Event ID	27
Severity	Critical
Additional Info	-
Corrective Action	-

Table 2-26: LicenseException

Description	Raised when errors occur for license processing.
Event Name	LicenseException
Event ID	28
Severity	Critical
Additional Info	-
Corrective Action	• Check the error text for more information regarding the license error. • Check that that the system wasn't marked as cloned due to hardware changes.

Table 2-27: CompilationFailure

Description	Raised when an error occurs compiling xpath elements.
Event Name	CompilationFailure
Event ID	29
Severity	Critical
Additional Info	-
Corrective Action	-

Table 2-28: StartUnsubscribingToPresentitiesFailure

Description	Raised when an error occurs when Unsubscribing to user presence.
Event Name	StartUnsubscribingToPresentitiesFailure
Event ID	30
Severity	Error
Additional Info	-
Corrective Action	-

Table 2-29: InitRegexFailure

Description	Raised when an error occurs initializing Regex.
Event Name	InitRegexFailure
Event ID	31
Severity	Error
Additional Info	The error will include additional information regarding the incorrect Regex.
Corrective Action	Check the parameter in the configuration file.

Table 2-30: PageModeMessagingFailure

Description	Raised when a failure occurs sending messages to another SPS server when handling call intercepts.
Event Name	PageModeMessagingFailure
Event ID	32
Severity	Error
Additional Info	-
Corrective Action	• Check the log for more information. • Check that the second SPS is up and running.

Table 2-31: InvalidOperationException

Description	Raised when there is an invalid operation Exception error in the code.
Event Name	InvalidOperationException
Event ID	33
Severity	Error
Additional Info	-
Corrective Action	-

Table 2-32: UriFormatException

Description	Raised when an invalid URL is entered.
Event Name	UriFormatException
Event ID	34
Severity	Error
Additional Info	Additional extra information regarding the URI.
Corrective Action	Verify via the SPS Admin which URI is used for the user.

Table 2-33: AdminUserFailure

Description	Raised when an error occurs retrieving the admin user count.
Event Name	AdminUserFailure
Event ID	35
Severity	Error
Additional Info	-
Corrective Action	Check that all automatic services are up and running.

Table 2-34: TlsNegotiationFailure

Description	Raised when the TLS negotiation process fails.
Event Name	TlsNegotiationFailure
Event ID	37
Severity	Error
Additional Info	-
Corrective Action	Check that the SPS certificate and the root CA that signed the FE pool are trusted by the SPS server.

Table 2-35: UcmaFileVersionFailure

Description	Raised when an error occurs retrieving UCMA file version.
Event Name	UcmaFileVersionFailure
Event ID	38
Severity	Critical
Additional Info	-
Corrective Action	Check that UCMA is installed on the SPS server.

Table 2-36: ProvisionedSettingsFailure

Description	Raised when an error occurs saving auto-provisioned settings.
Event Name	ProvisionedSettingsFailure
Event ID	39
Severity	Error
Additional Info	-
Corrective Action	Validate that the service account has full access to read/write files on the SPS server.

Table 2-37: NotFoundInitiUserEndpointInDict

Description	Raised when the initialized UserEndpoint cannot be found in the dictionary.
Event Name	NotFoundInitiUserEndpointInDict
Event ID	40
Severity	Error
Additional Info	-
Corrective Action	• Validate that the user SIP URI is correct. (note that its case sensitive) • Validate that the user is still defined on Skype for Business

Table 2-38: NotFoundCachedPresenceEntry

Description	Raised when a Remote presence notification has been received; however, cached presence entry cannot be found.
Event Name	NotFoundCachedPresenceEntry
Event ID	41
Severity	Error
Additional Info	-
Corrective Action	-

Table 2-39: NullHandler

Description	Raised when retrieving a null handler for event received from the SPS Switch.
Event Name	NullHandler
Event ID	43
Severity	Error
Additional Info	-
Corrective Action	-

Table 2-40: AssemblyNotFound

Description	Raised when an error occurs in the UCMA file version.
Event Name	AssemblyNotFound
Event ID	44
Severity	Critical
Additional Info	-
Corrective Action	Check that the correct UCMA is installed on the SPS server.

Table 2-41: NotFoundSpsUserEndpointFromEndpoint

Description	Raised when there is a failure to find SpsUserEndpoint in OCS call.
Event Name	NotFoundSpsUserEndpointFromEndpoint
Event ID	45
Severity	Error
Additional Info	-
Corrective Action	-

Table 2-42: RecoverEndpointExpectNullAppContext

Description	Raised when the recovering endpoint expected null ApplicationContext.
Event Name	RecoverEndpointExpectNullAppContext
Event ID	46
Severity	Error
Additional Info	-
Corrective Action	-

Table 2-43: RemoveSpsUserEndpointFromDictFailure

Description	Raised when there is a failure to remove the SPS user endpoint.
Event Name	RemoveSpsUserEndpointFromDictFailure
Event ID	47
Severity	Error
Additional Info	-
Corrective Action	-

Table 2-44: LoadingTemplateFileFailure

Description	Raised when the template file cannot be loaded.
Event Name	LoadingTemplateFileFailure
Event ID	48
Severity	Critical
Additional Info	-
Corrective Action	-

Table 2-45: LicenseExpired

Description	Raised when the SPS license has expired.
Event Name	LicenseExpired
Event ID	49
Severity	-
Additional Info	-
Corrective Action	Ensure that the permanent license is installed.

Table 2-46: InstanceAlreadyRunning

Description	Raised when another SPS instance is already running.
Event Name	InstanceAlreadyRunning
Event ID	50
Severity	Terminating – Critical
Additional Info	-
Corrective Action	Check if the SPS is running in console mode. If yes, stop it and run the service again.

Table 2-47: DBVerCheckFailure

Description	Raised when an SQLite DB version error is raised.
Event Name	DBVerCheckFailure
Event ID	51
Severity	Critical
Additional Info	-
Corrective Action	-

Table 2-48: FSAuthenticationFailed

Description	Raised when an authentication failure for FreeSwitch occurs.
Event Name	FSAuthenticationFailed
Event ID	52
Severity	Critical
Additional Info	-
Corrective Action	-

Table 2-49: FSCommandFailed

Description	Raised when a FreeSwitch command fails.
Event Name	FSCommandFailed
Event ID	53
Severity	Critical
Additional Info	-
Corrective Action	-

Table 2-50: NoMatchingInAvCallForOutAvCall

Description	Raised when matching inAvCall for outAvCall could not be found.
Event Name	NoMatchingInAvCallForOutAvCall
Event ID	54
Severity	Error
Additional Info	-
Corrective Action	-

Table 2-51: ConstructingSIPUriFailure

Description	Raised when there is an error constructing a SIP URI.
Event Name	ConstructingSIPUriFailure
Event ID	55
Severity	Error
Additional Info	-
Corrective Action	-

Table 2-52: ListenToEventsFailure

Description	Raised when there is no event to listen
Event Name	ListenToEventsFailure
Event ID	56
Severity	Error
Additional Info	-
Corrective Action	-

Table 2-53: FSEventPayloadLength

Description	Raised when the SPS Switch event payload length is incorrect.
Event Name	FSEventPayloadLength
Event ID	57
Severity	Error
Additional Info	-
Corrective Action	-

Table 2-54: MultipleServicesErro

Description	Raised when multiple services for the same PID are found.
Event Name	MultipleServicesError
Event ID	58
Severity	Error
Additional Info	-
Corrective Action	-

Table 2-55: GetEndpointIDFailure

Description	Raised when the endpoint ID cannot be retrieved.
Event Name	GetEndpointIDFailure
Event ID	59
Severity	Error
Additional Info	-
Corrective Action	-

Table 2-56: NoMatchingFSAndOCSCall

Description	Raised when there is no matching FreeSwitch call for OCS call to transfer.
Event Name	NoMatchingFSAndOCSCall
Event ID	60
Severity	Error
Additional Info	-
Corrective Action	-

Table 2-57: UnknownConfSession

Description	Raised for an Unknown Conference session.
Event Name	UnknownConfSession
Event ID	61
Severity	Error
Additional Info	-
Corrective Action	-

Table 2-58: Raised for an UnknownConversationState

Description	Raised for an UnknownConversationState.
Event Name	62
Event ID	-
Severity	Error
Additional Info	-
Corrective Action	Escalate to conference - unknown conversation state -

Table 2-59: MWIFailure

Description	Raised when the MWI event from Skype for Business is incorrect.
Event Name	MWIFailure
Event ID	64
Severity	Error
Additional Info	-
Corrective Action	-

Table 2-60: GetMsgWaitingFailure

Description	Raised when the MWI event from Skype for Business is incorrect.
Event Name	GetMsgWaitingFailure
Event ID	65
Severity	Error
Additional Info	-
Corrective Action	-

Table 2-61: GetVoiceMailCount

Description	Raised when the MWI event from Skype for Business is incorrect.
Event Name	GetVoiceMailCount
Event ID	66
Severity	Error
Additional Info	-
Corrective Action	-

Table 2-62: AdminApiAuthenticationDetailsError

Description	Raised for an internal communication error.
Event Name	AdminApiAuthenticationDetailsError
Event ID	67
Severity	Error
Additional Info	-
Corrective Action	-

Table 2-63: MediaRelayUnexpectedFlow

Description	Raised when there is an unexpected MediaRelay flow.
Event Name	MediaRelayUnexpectedFlow
Event ID	68
Severity	Error
Additional Info	-
Corrective Action	-

Table 2-64: UnexpectedToneController

Description	Raised when there is an unexpected ToneController object.
Event Name	UnexpectedToneController
Event ID	69
Severity	Error
Additional Info	-
Corrective Action	-

Table 2-65: TimeoutPlatformShutdownFailure

Description	Timeout waiting for platform shutdown. Exiting without waiting for platform termination.
Event Name	TimeoutPlatformShutdownFailure
Event ID	70
Severity	Error
Additional Info	-
Corrective Action	In case you manually stop the SPS, check that all SPS services are down. If not, stop them manually. In case this was done by the application to restart itself, validate that all SPS services are up and running.

Table 2-66: PresenceFailure

Description	Raised when an Presence state machine error occurs.
Event Name	PresenceFailure
Event ID	71
Severity	-
Additional Info	Error
Corrective Action	-

Table 2-67: DnsServerEntriesFailure

Description	Raised when Null or empty dnsSrvEntries to save in database or DNS entries to replace have different names.
Event Name	DnsServerEntriesFailure
Event ID	72
Severity	Error
Additional Info	-
Corrective Action	-

Table 2-68: CouldNotFindSPSCall

Description	Raised when the call ID cannot be found.
Event Name	CouldNotFindSPSCall
Event ID	73
Severity	Error
Additional Info	-
Corrective Action	Ignore this error only in the event where the system starts or stops.

Table 2-69: NotFoundAVCall

Description	Raised when the AudioVideoCall in application context of callToTransfer cannot be found.
Event Name	NotFoundAVCall
Event ID	74
Severity	Error
Additional Info	-
Corrective Action	-

Table 2-70: InvalidNullValue

Description	Raised when the Mandatory SIP header does not exist.
Event Name	InvalidNullValue
Event ID	75
Severity	Error
Additional Info	-
Corrective Action	-

Table 2-71: InconsistentSizeOfArrays

Description	Raised when there is an inconsistent size of arrays when deleting items in the database.
Event Name	InconsistentSizeOfArrays
Event ID	76
Severity	Error
Additional Info	-
Corrective Action	-

Table 2-72: UnexpectedFSProcessId

Description	Raised when the SPS Switch Service is not in running state.
Event Name	UnexpectedFSProcessId
Event ID	77
Severity	Error
Additional Info	-
Corrective Action	Check the status of the SPS Switch service and if its down, start it, and check the logs to determine why it was stopped.

Table 2-73: FSCpuExceededThreshold

Description	Raised when the SPS Switch CPU has exceeded its threshold.
Event Name	FSCpuExceededThreshold
Event ID	78
Severity	Error
Additional Info	-
Corrective Action	Check the total CPU usage of the SPS server and the CPU of the SPS Switch. Verify that these are at normal levels and service is OK, otherwise add extra CPUs to the SPS server.

Table 2-74: FSServiceStatusStuck

Description	Raised when the SPS Switch service status has not been in running state for an extended time period.
Event Name	FSServiceStatusStuck
Event ID	79
Severity	-
Additional Info	Error
Corrective Action	Check the SPS Switch service state and try to reset it. If needed, reset the SPS server.

Table 2-75: FSProcessFailure

Description	Raised when the SPS Switch service check fails and the SPS core tries to restart SPS Switch service.
Event Name	FSProcessFailure
Event ID	80
Severity	Error
Additional Info	-
Corrective Action	Validate logs and previous alarms to determine the root cause of the reset of the SPS Switch. Validate that the SPS Switch is running and the SPS service is OK.

Table 2-76: FSBytesExceededThreshold

Description	Raised when the SPS Switch memory has exceeded its threshold.
Event Name	FSBytesExceededThreshold
Event ID	81
Severity	Error
Additional Info	-
Corrective Action	Check the total memory usage of the SPS server and memory of the SPS Switch; Verify that these are at normal levels and service is OK.

Table 2-77: FSHandlesExceededThreshold

Description	Raised when the SPS Switch number of handlers has exceeded its threshold.
Event Name	FSHandlesExceededThreshold
Event ID	82
Severity	Error
Additional Info	-
Corrective Action	Check the total handlers of the SPS server and of the SPS Switch; verify that these are at normal levels and service is OK. Check the log files for errors.

Table 2-78: FSThreadExceededThreshold

Description	Raised when the SPS Switch number of threads has exceeded its threshold.
Event Name	FSThreadExceededThreshold
Event ID	83
Severity	Error
Additional Info	-
Corrective Action	Check the total threads of the SPS server and of the SPS Switch; verify that these are at normal levels and service is OK. Check the log files for errors.

Table 2-79: CPULoadExceededThreshold

Description	Raised when the SPS Server CPU has exceeded its threshold.
Event Name	CPULoadExceededThreshold
Event ID	84
Severity	Error
Additional Info	-
Corrective Action	Verify the total CPU usage of the SPS server and the CPU of the SPS Switch. Verify that these are at normal levels and service is OK, otherwise add extra CPUs to the SPS server.

Table 2-80: FSErrorsReachedThreshold

Description	Raised when the SPS Switch has reached the maximum number of SIP errors.
Event Name	FSErrorsReachedThreshold
Event ID	85
Severity	Reset SPS Switch – Error
Additional Info	-
Corrective Action	Validate in logs and check previous alarms for the root cause of the SIP errors. Validate that the SPS Switch is up and running and that the SPS service is OK.

Table 2-81: FSExitError

Description	Raised when the SPS Switch cannot be reset.
Event Name	FSExitError
Event ID	86
Severity	Error
Additional Info	-
Corrective Action	Reset the SPS Switch service manually. If this action fails, reset the SPS server. Check the logs for the root cause of the reset of the SPS Switch.

Table 2-82: WeakReferenceList

Description	Raised when the Weak Reference List is added.
Event Name	WeakReferenceList
Event ID	87
Severity	Error
Additional Info	-
Corrective Action	-

Table 2-83: SelfWDBytesExceedThreshold

Description	Raised when the SPS core memory has exceeded its threshold.
Event Name	SelfWDBytesExceedThreshold
Event ID	88
Severity	Error
Additional Info	-
Corrective Action	Check the total memory usage of the SPS server and the memory of the SPS core. Verify that these parameters are at normal levels and service is OK; check the logs for errors.

Table 2-84: SelfWDHandlesExceededThreshold

Description	Raised when the SPS core number of handlers has exceeded its threshold.
Event Name	SelfWDHandlesExceededThreshold
Event ID	89
Severity	Error
Additional Info	-
Corrective Action	Check the total handlers of the SPS server and the SPS core. Verify that these parameters are at normal levels and service is OK; check the logs for errors.

Table 2-85: RemoveFromDicFailure

Description	Raised when the call ID could not be removed.
Event Name	RemoveFromDicFailure
Event ID	90
Severity	Error
Additional Info	-
Corrective Action	-

Table 2-86: UcmaUnhandledException

Description	Raised when the UCMA API calls unhandled exceptions.
Event Name	UcmaUnhandledException
Event ID	91
Severity	Error
Additional Info	-
Corrective Action	Check if the UCMA is updated on the SPS with the same CU as the FE. If required, perform an upgrade.

Table 2-87: SpsServiceStop

Description	Raised when the SPS Core Service is about to be stopped.
Event Name	SpsServiceStop
Event ID	92
Severity	-
Additional Info	-
Corrective Action	Verify why the SPS core was stopped; maybe due to a Windows update, or an SPS upgrade and then start it.

Table 2-88: HttpListenerFailure

Description	Raised when it is not possible to listen on a TCP port.
Event Name	HttpListenerFailure
Event ID	93
Severity	Critical
Additional Info	-
Corrective Action	Verify whether third party software holds the port used by the SPS core.

Table 2-89: FreeLicenseThersHold1Error

Description	Raised when the number of free licenses fall below the free licenses lower threshold.
Event Name	FreeLicenseThersHold1Error
Event ID	94
Severity	Error
Additional Info	-
Corrective Action	Verify the free license; if required, order extra licenses or change the threshold to match your needs.

Table 2-90: FreeLicenseThersHold2Fatal

Description	Raised when number of free licenses exceed the free license upper threshold.
Event Name	FreeLicenseThersHold2Fatal
Event ID	95
Severity	Critical
Additional Info	-
Corrective Action	Verify the free license – if needed order extra licenses or change the threshold to match your needs.

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