# Appear TV

# Alarm description document

## The document describes Appear TV platform alarms

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# 1 ADM

| Error Code | ID | Level | Description |
|---|---|---|---|
| FPGA TS packet overflow. | 327680 | critical | The FPGA has run out of TS packet buffer. TS packets are being discarded. (ADM) |
| Transport stream missing | 327681 | critical | The decoder has not received any TS packets the last second. (ADM) |
| High Continuity Error Rate | 327682 | critical | Input stream error detected. (ADM) |
| Stream Continuity Error | 327683 | warning | The CC has been changed non-incrementally. Most likely due to network issues. (ADM) |
| PCR PID Missing | 327684 | warning | Missing PCR PID. (ADM) |
| PCR Missing | 327685 | warning | No PCR in PCR PID. (ADM) |
| Video PID Missing | 327686 | critical | No TS packed associated with this PID has been received by the decoder the last second. (ADM) |
| Video PID Scrambled(ADM) | 327687 | critical | Video PID received by decoder is scrambled. Check descrambling (CAM and Smartcard). (ADM) |
| Video Missing | 327688 | major | No video data in the TS packed identified by the Video PID. (ADM) |
| Video Data Error | 327689 | major | The decoder found errors in the decoded video. (ADM) |
| Audio PID Missing | 327690 | critical | No TS packed with this PID has been received by the decoder the last second. (ADM) |
| Audio PID Scrambled | 327691 | critical | The audio PID is scrambled. (ADM) |
| Audio Frames missing | 327692 | major | The decoder has not decoded Audio the last second. May be due to no audio in the Audio PID. (ADM) |
| Audio Data Error | 327693 | major | The decoder found errors in the decoded audio. (ADM) |
| Audio Output PCM underflow | 327694 | major | Audio buffer is running low. Signal error. Try to tune a different source to exclude system error. (ADM) |
| VBI No valid data | 327701 | warning | Unusable Vertical Blanking Interval data.. (ADM) |
| VBI-data missing | 327702 | warning | Missing Vertical Blanking Interval data. (ADM) |
| AFD-data missing | 327703 | warning | The decoder has been configured to enable WSS-AFD, but does not receive any WSS AFD data. (ADM) |
| DVB Subtitles LQ/ERROR | 327704 | warning | The DVB subtitling contains errors which will lead to low quality DVB subtitles or no subtitling at all. (ADM) |
| Bad backplane frame | 327713 | major | Communication error with backplane. (ADM) |
| Video sync turned off | 327714 | notify | Video sync turned off due to other alarm (configurable). (ADM) |
| CAM Reset by operator(ADM) | 327715 | notify | Notification that the user has reset the CAM through the GUI. (ADM) |
| Message sent by CAM (ADM) | 327718 | notify | The CAM sends an informational message. (ADM) |
| Teletext data overflow | 327719 | warning | Unable to place all Teletext lines. There are teletext data for more lines than available for teletext in the VBI. (ADM) |
| License Violation: HD-decoding | 327720 | warning | Missing HD-decoding license, but trying to decode HD stream. (ADM) |
| Invalid parameter received | 327721 | warning | One or more parameters in the configuration are outside the valid range. The complete configuration is discarded. There is probably a mismatch between MMI SW and ADM SW. (ADM) |

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| Error Code | ID | Level | Description |
|---|---|---|---|
| Audio Decoder Failed | 327722 | critical | The audio decoder is unable to decode the current audio stream format. Card needs to be rebooted. (ADM) |
| Closed caption missing | 327723 | warning | Closed caption enabled but missing. (ADM) |
| PCR Regulation overflow | 327724 | warning | Regulation beyond recommended level. (ADM) |
| PCR Jitter Too High | 327725 | warning | Higher than recommended PCR jitter. (ADM) |
| HD Decoder not available | 327726 | critical | HD Decoder already used. (ADM) |
| No space for service info vanc packet | 327727 | warning | No space for service info in vertical ancillary data. (ADM) |
| No space for op47 vanc packets | 327728 | warning | No space for OP-47 in vertical ancillary data. (ADM) |
| No space for cc vanc packet | 327729 | warning | No space for closed captioning in vertical ancillary data. (ADM) |
| Black picture | 327730 | major | Black picture detected. (ADM) |
| Frozen picture | 327731 | major | Frozen picture detected. (ADM) |
| Card Logout | 327733 | critical | No contact with login daemon. (ADM) |
| Genlock Failure: No lock on input reference | 327734 | major | ADM not able to lock to reference signal. (ADM) |
| No space for smpte2031 vanc packet | 327735 | warning | No space for smpte in vertical ancillary data. (ADM) |
| No space for dpi vanc packets | 327736 | warning | No space for dpi in vertical ancillary data. (ADM) |
| Switched, reason: Logout | 327752 | notify | The internal redundancy module switched to the other input card because it lost contact with the login server on the MMI board. (ADM) |
| Switched, reason: No bitrate(ADM) | 327753 | notify | The internal redundancy module switched to the other input card due no bitrate on the backplane. (ADM) |
| Switched, reason: Operator | 327754 | notify | The internal redundancy module switched to the other input card due to a command from the user. (ADM) |
| RF Upconverter no lock | 3604496 | critical | PLL on upconverter is not locked. Indicates HW error. (ADM) |
| RF overheated | 3604497 | critical | Temperature on RF module is too high. Check the position of the air flow vent in the lower part of the chassis. (ADM) |
| RF Externally Muted | 3604498 | warning | The RF is muted by an external device via the mute interface. (ADM) |
| RF Output Low Power Level | 3604499 | critical | RF Output Power is below expected level. (ADM) |
| SW/HW mismatch | 3604509 | major | The HW platform is used for different card types. If there is a mismatch between the option set and the software used, the alarm is called. (ADM) |
| RF configured to continuous wave | 3604517 | warning | Test signal with an unmodulated carrier, no picture or audio. (ADM) |
| RF muted by Alarm RF Control | 3604532 | warning | RF output is muted. (ADM) |

# 2 Configuration

| Error Code | ID | Level | Description |
|---|---|---|---|
| FPGA mismatch | 1048610 | critical | Wrong FPGA is used. No configuration possible. Please upgrade. |
| Number of data source inputs exceeded | 1048642 | warning | The maximum number of data source routings is 64 and the combined number of inputs (monitor only) and routed inputs exceeds this number. Contact support for more information. |
| Invalid parameter | 1048650 | critical | Configuration rejected. |
| Card misconfiguration of default backplane. | 2621498 | critical | The XC5100 1RU chassis does not accept cards configured to log in to the MMI via backplane 2. Use atvcardsetup to correctly configure the card. |
| IP addresses reset to default values due to HW switch set | 3080197 | critical | The DIP switch resetting the IP address to it default value, 192.168.1.100, is active. |
| Card setup changes detected: Reboot to complete | 3080297 | critical | Some cardsetup changes requires a card reboot, as the setting used during boot. |
| Missing expected node in configuration XML file | 3080307 | warning | This alarm indicates the configuration sent to the card does not contain the required xml tags. Make sure that the unit is running correct software versions. |
| Invalid configuration | 3997709 | major | Invalid parameter in card config. |
| Port configuration failed | 4390935 | critical | Invalid parameter. |
| Error building card configuration | 5046273 | critical | Error encountered in building a card's configuration. The configuration for the specified slot and module is outdated. |
| Interfaces exhausted | 5046274 | critical | The specified service is not routed through the unit, because all input or output interfaces on the specified slot and module are in use. In other words, too many streams are configured through this module. The user should generally be prohibited from adding too many streams, except accounting for certain dynamic features like Autoservice, in which the number of resulting streams is unpredictable at configuration time. |
| Illegal interface | 5046275 | critical | The specified service is not routed through the unit, as result of internal misconfiguration. Undoing the non-working configuration should help. |
| Pid clash | 5046276 | critical | Two or more muxed components are using the same PID. The output data on this PID is corrupted. Please check your configuration, including the output port's PID mapping and settings for reserved PSI PIDs. |
| Illegal stream definition | 5046277 | critical | A configured stream with the given database ID is invalid. Please contact support for assistance. The stream ID is NOT visible in the GUI. |
| Unable to configure statmux group | 5046278 | critical | System is unable to effectuate a statmux (V2) group configuration with the available hardware. There must be at least one coder per statmux group, not counting N+M redundancy spares. |
| Invalid configuration. | 5177344 | major | The card configuration contains invalid settings. Try to revert latest configuration changes. |
| No timecode set | 5177382 | major | The multiscreen transcoded service is set in manual timecode mode, but no timecode was found. |

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# 3   DDM

| Error Code | ID | Level | Description |
|---|---|---|---|
| FPGA TS packet overflow | 131072 | critical | The FPGA has run out of TS packet buffer. TS packets are being discarded. (DDM) |
| Transport stream missing | 131073 | critical | The decoder has not received any TS packets the last second. (DDM) |
| High Continuity Error Rate | 131074 | critical | Input stream error detected. (DDM) |
| Stream Continuity Error | 131075 | warning | The CC has been changed non-incrementally. Most likely due to network issues. (DDM) |
| PCR PID Missing | 131076 | warning | No TS packed associated with this PID has been received by the decoder the last second. (DDM) |
| No PCR on PCR PID | 131077 | warning | There is no PCR signaled on the PCR PID. (DDM) |
| Video PID Missing | 131078 | critical | No TS packed associated with this PID has been received by the decoder the last second. (DDM) |
| Video PID Scrambled | 131079 | critical | Video PID received by decoder is scrambled. Check de-scrambling (CAM and Smartcard). (DDM) |
| Video Missing | 131080 | major | No video data in the TS packed identified by the Video PID. (DDM) |
| Video Data Error | 131081 | major | The decoder found errors in the decoded video. (DDM) |
| PTS synch error | 131082 | major | PTS (Presentation TimeStamp) is unsynchronized versus the decoded pictures. (DDM) |
| Audio PID Missing | 131083 | critical | No TS packed with this PID has been received by the decoder the last second. (DDM) |
| Audio PID Scrambled | 131084 | critical | The audio PID is scrambled. (DDM) |
| Audio Frames missing | 131085 | major | The decoder has not decoded Audio the last second. May be due to no audio in the Audio PID. (DDM) |
| Audio Data Error | 131086 | major | The decoder found errors in the decoded audio. (DDM) |
| Audio Output PCM underflow | 131087 | major | Audio buffer is running low. Signal error. Try to tune a different source to exclude system error. (DDM) |
| RF Modulator No Lock | 131088 | critical | PLL on RF modulator is not locked. Indicates HW error. (DDM) |
| RF Upconverter no lock | 131089 | critical | PLL on upconverter is not locked. Indicates HW error. (DDM) |
| RF overheated | 131090 | critical | Temperature on RF module is too high. Check the position of the air flow vent in the lower part of the chassis. (DDM) |
| RF Externally Muted | 131091 | warning | The RF is muted by an external device via the mute interface. (DDM) |
| RF Output Low Power Level | 131092 | critical | RF Output Power is below expected level. (DDM) |
| Software download in progress | 131093 | notify | Software is being downloaded to the specified decoder. (DDM) |
| VBI PID Missing | 131094 | warning | No TS packed associated with this PID has been received by the decoder the last second. (DDM) |
| VBI No valid data | 131095 | warning | The data received on the VBI PID is not valid VBI data. (DDM) |
| VBI-data missing | 131096 | warning | (DDM) |
| AFD-data missing | 131097 | warning | The decoder has been configured to enable WSS-AFD, but does not receive any WSS AFD data. (DDM) |

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| Error Code | ID | Level | Description |
|---|---|---|---|
| DVB Subtitles LQ/ERROR | 131098 | warning | The DVB subtitling contains errors which will lead to low quality DVB subtitles or no subtitling at all. (DDM) |
| RF Board mismatch | 131101 | warning | The decoder is configured with an option file that specifies that a RF board shall be present, but no RF board is detected. (DDM) |
| Nicam board mismatch | 131102 | warning | The decoder is configured with an option file that specifies that a Nicam board shall be present, but no Nicam board is detected. (DDM) |
| Common IF board mismatch | 131103 | warning | The decoder is configured with an option file that specifies that the decoder shall have Common Interface support, but no Common Interface hardware is detected. This is not related to the CAM itself. (DDM) |
| SW/HW mismatch | 131104 | major | The HW platform used by the decoder is also used for the Descrambler and Scrambler cards. During boot an option file is scanned which tells the card what it is. If the card is told it is a descrambler, but detects that it is the decoder software running then this SW/HW mismatch alarm is raised. (DDM) |
| A2 board mismatch | 131105 | warning | The decoder is configured with an option file that specifies that a A2 board shall be present, but no A2 board is detected. (DDM) |
| No Latens SSM | 131106 | warning | Missing Latens SW. (DDM) |
| Bad backplane frame | 131112 | major | Communication error with backplane. (DDM) |
| Video sync turned off | 131114 | notify | Video sync turned off due to other alarm (configurable). (DDM) |
| Switched, reason: Link Down | 131115 | notify | The internal redundancy module switched to the other input card due to a LINK DOWN condition on the backplane. (DDM) |
| Switched, reason: Logout | 131116 | notify | The internal redundancy module switched to the other input card because it lost contact with the login server on the MMI board. (DDM) |
| Switched, reason: Alarm | 131117 | notify | The internal redundancy module switched to the other input card due to an alarm condition on the DDM card. (DDM) |
| Switched, reason: Operator | 131118 | notify | The internal redundancy module switched to the other input card due to a command from the user. (DDM) |
| CAM Reset by operator(DDM) | 131119 | notify | Notification that the user has reset the CAM through the GUI. (DDM) |
| TS input rate too high | 131120 | warning | Input rate is higher than the configured output rate. (DDM) |
| RF configured to continuous wave | 131121 | warning | Test signal with an unmodulated carrier, no picture or audio. (DDM) |
| Message sent by CAM(DDM) | 131122 | notify | The CAM sends an informational message. (DDM) |
| Teletext data overflow | 131123 | warning | Teletext exceeds available VBI line space. (DDM) |
| License Violation: OSDM | 131124 | warning | OSDM feature used without license. (DDM) |
| License Violation: Stereo | 131125 | warning | Stereo feature used without license. (DDM) |

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# 4  DDMDESCR

| Error Code | ID | Level | Description |
|---|---|---|---|
| FPGA TS packet overflow | 196608 | warning | Buffer overflow into the Descrambler card. Try to reduce the bitrate. |
| Software download in progress | 196629 | warning | Software is being downloaded to the specified descrambler. |
| OPTIONS DSCR SW/HW mismatch | 196640 | warning | The HW platform used by the descrambler is also used for the Decoder and Scrambler cards. During boot an option file is scanned which tells the card what it is. If the card is told it is a decoder, but detects that it is the descrambler software running then this SW/HW mismatch alarm is raised. |
| Component map overflow | 196644 | warning | The number of PIDs mapped through the Descrambler has exceeded the capacity of the card. Try to remove some service PIDs. |
| No CAM | 196645 | warning | CAM module is missing or not responding. |
| CAM communication error | 196646 | warning | Error in communication with CAM module. Currently not in use. |
| Descrambling failure | 196647 | warning | Buffer overflow into the Descrambler card. Try to reduce the bitrate. |
| Bad backplane frame | 196648 | warning | Data received were corrupt from the backplane. If this happens in large number hardware should be investigated. |
| CAM Reset by operator | 196655 | warning | The CAM module has been reset by the operator. |
| TS input rate too high | 196656 | warning | Input rate is higher than configured output rate. |
| Message sent by CAM | 196658 | warning | The CAM module sends an informational message. |

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# 5   DESCRCI

| Error Code | ID | Level | Description |
|---|---|---|---|
| FPGA TS packet overflow | 5570560 | warning | Buffer overflow into the Descrambler card. Try to reduce the bitrate. |
| No CAM | 5570590 | warning | CAM module is missing or not responding. |
| CAM communication error | 5570591 | warning | Error in communication with CAM module. Currently not in use. |
| Descrambling failure | 5570592 | warning | Buffer overflow into the Descrambler card. Try to reduce the bitrate. |
| CAM Reset by operator | 5570595 | warning | The CAM module has been reset by the operator. |
| Message sent by CAM | 5570598 | warning | The CAM module sends an informational message. |
| Invalid parameter received | 5570601 | warning | One or more parameters in the configuration are outside the valid range. The complete configuration is discarded. There is probably a mismatch between MMI SW and Descrambler-CI SW. |

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# 6 Demodulation

| Error Code | ID | Level | Description |
|---|---|---|---|
| No clock sync, T2MI streams stopped | 1048615 | critical | Lost clock sync. Muting outputs because the estimated time is not precise enough. |
| DVB-S derandomization failure occurred | 1048616 | critical | The receiver is unable to parse the received signal, check your PLS settings. |
| J.183/JCTEA format mismatch | 1048646 | warning | The output frequency J.183/JCTEA setting does not match the corresponding input stream format.<br><br>The reasons could be either:<br>1)<br>J.183/JCTEA is not enabled for the listed output frequency, but the corresponding input stream is in J.183/JCTEA format. (Message: Unexpected J.183/JCTEA format on Frequency 'id')<br><br>2)<br>J.183/JCTEA is enabled for the listed output frequency, but the corresponding input stream is not in J.183/JCTEA format. (Message: Expected J.183/JCTEA format on Frequency 'id' : 'type')<br><br>3)<br>The QAM card is unable to synchronize with the J.183/JCTEA formatted stream. Possible packet loss in the input stream. (Message: Unable to sync to J.183 stream on Frequency) |
| No Lock | 4390932 | critical | No valid transport stream detected on input port. |
| BER/PER high | 4390933 | critical | Bit/Packet error rate is too high. |
| BER/PER high | 4390934 | warning | Bit/Packet error rate too high. |
| PLP not found | 4390937 | critical | Configured PLP missing from input. First PLP available chosen. |
| Emergency broadcast detected | 4390940 | critical | The demodulator has detected the announcement_switching_flag_field is set to 1 in the incomming TS header, indicating an emergancy broadcast is active. |
| LNB power supply error | 4390956 | critical | This alarm may be raised due to several reasons:<br>- Too high temperature on the demod chip.<br>- Problems with the power delivery on the card, i.e hardware failure<br>- Problems with the external LNB. |
| Inaccurate configuration | 4390971 | notify | Constellation or code rate on frequency on input does not match configuration. |
| The spectrum inversion is different than the configured one | 4390980 | notify | Hot swapping with an older revision input card won't work. |
| The constellation is different than the configured one | 4390981 | notify | Hot swapping with an older revision input card won't work. |
| MER less than lower limit | 4390994 | warning | Low signal quality. |

# 7 ECMG

| Error Code | ID | Level | Description |
|---|---|---|---|
| ECM repetition rate might be too large | 1048628 | warning | In PVR assist mode it is required to play out an ECM for each access points in the stream. This alarms indicates this is not possible as the access points occure more frequent than the allowed ECM playout rate. Try to reduce the ECM play-outrate dictated by the CA system. |
| No ECMG connection | 4259941 | critical | No TCP/IP connection established with the ECMG. |
| Channel not open | 4259942 | critical | The DVB ECM channel is not set up. |
| Error reported by the ECMG | 4259943 | critical | The ECMG is in error state and reports to the scrambler card. An error ID and description may be associated:<br><br>ID Description:<br>0x0000 DVB reserved<br>0x0001 Invalid message<br>0x0002 Unsupported protocol version<br>0x0003 Unknown message_type value<br>0x0004 Message too long<br>0x0005 Unknown Super_CAS_id value<br>0x0006 Unknown ECM_channel_id value<br>0x0007 Unknown ECM_stream_id value<br>0x0008 Too many channels on this ECMG<br>0x0009 Too many ECM streams on this channel<br>0x000A Too many ECM streams on this ECMG<br>0x000B Not enough control words to compute ECM<br>0x000C ECMG out of storage capacity<br>0x000D ECMG out of computational resources<br>0x000E Unknown parameter_type value<br>0x000F Inconsistent length for DVB parameter<br>0x0010 Missing mandatory DVB parameter<br>0x0011 Invalid value for DVB parameter<br>0x0012 Unknown ECM_id value<br>0x0013 ECM_channel_id value already in use<br>0x0014 ECM_stream_id value already in use<br>0x0015 ECM_id value already in use<br>0x7000 Unknown error<br>0x7001 Unrecoverable error<br>0x???? User defined error |
| Wrong version or data sync lost | 4259946 | critical | Either the DVB-SIM version sent by the ECMG is wrong or the scrambler card cannot synchronize the data stream with the ECMG. |
| No ECM received for the Crypto-Period | 4259948 | major | The ECMG doesn't reply ECMs in 2 Crypto Period time after receiving the Control Word provision from the scrambler card. |
| ECMG maximum ECM streams reached | 4259951 | warning | The scrambler card is opening more ECM streams than the maximum declared by the *ECMG. |
| EIS recommended CP is lower than the ECMG minimal CP | 4259952 | warning | The EIS scheduler is setting the Crypto Period (CP) time shorter than the minimal CP declared by the ECMG. |

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| Error Code | ID | Level | Description |
|---|---|---|---|
| Error reported by the Peer | 4259953 | major | The Peer scrambler card is in error state and reports to the scrambler card. An error ID and description may be associated:<br><br>ID Description:<br>0x0001 Unknown SCG_id<br>0x0002 Unknown ECM_Preferred_Pid<br>0x0003 CW too short<br>0x0004 CW too long<br>0x0005 ECM too short<br>0x0006 ECM too long<br>0x0007 Invalid ECM format<br>0x0008 Invalid time<br>0x0009 Missing CWs |
| No peer scrambler card connection | 4259954 | critical | No connection is established with the Peer scrambler card. |
| Unknown scgId reference | 4259955 | major | The Peer scrambler card sends a message in which the reference scgId doesn't exist. |
| Unknown connection | 4259956 | major | The Peer scrambler card trying to connect is not matching the one configured in its IP filtering value. |
| The ECMG defines a NULL delay_start value (not recommended). | 4259957 | warning | A delay_start value = 0 ms, implies that the change of the tramsmitted ECM values happens simultaneously with the change of the Control Words used for scrambling the media. This may cause a synchronization problem for the STB. |
| Unknown scg ID | 4456549 | critical | CA-Proxy client is configured with different SCG than is the case on this server. |
| Unknown ca-proxy client serial | 4456550 | critical | Client not in proxy client list or serial number is wrong. |
| CA-Proxy client is disconnected | 4456551 | major | No contact with client. |

## 8 EIS

| Error Code | ID | Level | Description |
|---|---|---|---|
| No EIS connected | 3145829 | warning | The EIS is not connecting to the scrambler card |
| Error reported by the EIS | 3145830 | warning | The EIS is in error state and reports to the scrambler card. An error ID and description may be associated:<br><br>ID Description:<br>0x0000 DVB reserved<br>0x0001 Invalid message<br>0x0002 Unsupported protocol version<br>0x0003 Unknown message_type value<br>0x0004 Message too long<br>0x0005 Inconsistent length for parameter<br>0x0006 Missing mandatory parameter<br>0x0007 Invalid value for parameter<br>0x0008 Unknown EIS_channel_ID value<br>0x0009 Unknown SCG_ID value<br>0x000A Maximum SCGs already defined<br>0x000B Service level SCG definitions not supported<br>0x000C Elementary Stream level SCG definitions not supported<br>0x000D Activation_time possibly too soon for SCS to be accurate<br>0x000E SCG definition cannot span transport boundaries<br>0x000F A resource does not exist on this SCS<br>0x0010 A resource is already defined in an existing SCG<br>0x0011 SCG may not contain one or more content entries and no ECM_Group entries<br>0x0012 SCG may not contain one or more ECM_Group entries and no content entries<br>0x0013 EIS Channel_ID value already in use<br>0x0014 Unknown Super_CAS_Id<br>0x7000 Unknown Error<br>0x7001 Unrecoverable Error |
| Unknown channel ID value | 3145831 | warning | The EIS is sending a message in which the reference channel isn't defined. |
| Soap connection error | 3145832 | warning | The scrambler card cannot connect to the MMI card in order to send EIS commands with SOAP. |
| Unknown remote | 3145833 | warning | The EIS trying to connect to the scrambler card is not matching the one configured the IP filtering value. See EIS node on the GUI. |
| Provision: Unknown (CasId, SubId) | 3145834 | warning | Spelling error in message. |
| Provision: Unknown networkId or/and tansportId | 3145836 | warning | The EIS send a scrambling provision which refers to an network ID and/or an transport ID at the output which doesn't exist. |
| Provision: Unknown output serviceId(s) | 3145837 | warning | The EIS send a scrambling provision which refers to an output service which doesn't exist. |
| Provision: Unknown output PID | 3145838 | warning | The SCG provision scheduled by the EIS service refers to an output PID which doesn't exit for the given Net ID and TS ID. |

| Error Code | ID | Level | Description |
|---|---|---|---|
| Provision: Unknown error | 3145839 | warning | The EIS scrambling provisions which can't be executed because of an error non-identified. |
| Provision: No ECM group defined | 3145840 | warning | The EIS sends scrambling provisions for output service, but forgets to associate the ECMs. |
| Provision: No services or components defined | 3145841 | warning | The EIS sends scrambling provisions with ECMs, but forgets to associate the services/components. |
| Unknown scgId value | 3145842 | warning | The EIS sends messages in which the scgId reference is not set-up. |
| Provision: Invalid scgId value | 3145843 | warning | The provision sent by the EIS cannot be carried out because the ECM used for the scrambling belong to an SCG_ID which isn't not defined in the MUX. |

## 9 EMMG/PDG

| Error Code | ID | Level | Description |
|---|---|---|---|
| Total EMM bandwidth exceeded | 3539046 | warning | The total bandwidth used by all the emm/pd streams exceeds the maximum of 3Mbit/s |
| Unknown connection | 3539047 | critical | The EMMG trying to connect to the scrambler card is not matching the one configured the IP filtering value. See EMMG/PDG node on the GUI. |
| No EMMGs/PDGs connected | 3539048 | critical | The EMMG/PDG is not connecting to the scrambler card |
| Wrong data type stream requested by the EMMG/PDG | 3539049 | critical | The EMMG/PDG is trying to open a type of stream (EMM or PD) which is not matching the type (EMM or PD) sets on the scrambler card. |
| Error reported by the EMMG/PDG | 3539050 | critical | The EMMG is in error state and reports to the scrambler card. An error ID and description may be associated.<br><br>ID Description:<br>0x0000 DVB reserved<br>0x0001 Invalid message<br>0x0002 Unsupported protocol version<br>0x0003 Unknown message_type value<br>0x0004 Message too long<br>0x0005 Unknown data_stream_id value<br>0x0006 Unknown data_channel_id value<br>0x0007 Too many channels on this MUX<br>0x0008 Too many data streams on this channel<br>0x0009 Too many data streams on this MUX<br>0x000A Unknown parameter_type<br>0x000B Inconsistent length for DVB parameter<br>0x000C Missing mandatory DVB parameter<br>0x000D Invalid value for DVB parameter<br>0x000E Unknown client_id value<br>0x000F Exceeded bandwidth<br>0x0010 Unknown data_id value<br>0x0011 Data_channel_id value already in use<br>0x0012 Data_stream_id value already in use<br>0x0013 Data_id value already in use<br>0x0014 Client_id value already in use<br>0x7000 Unknown Error<br>0x7001 Unrecoverable Error |
| Invalid client ID received | 3539051 | critical | The EMMG is sending wrong client ID reference in its messages. |
| No data sent by EMMG/PDG | 3539052 | warning | The EMMG/PDG didn't send any EMM/PD data 20 seconds after the establishment of the connection |
| EMMG/PDG message is missing mandatory parameter | 3539053 | critical | The EMMG/PDG is sending incomplete messages with missing mandatory parameters. |
| EMMG/PDG requests Client_id value already in use | 3539054 | critical | The EMMG/PDG is trying to open a EMM channel (channel_setup) by using a client ID already in used. |
| EMMG/PDG requests an unknown data_stream_id value | 3539055 | critical | The EMMG/PDG is sending EMM/PD data in a stream which is not opened. |

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| Error Code | ID | Level | Description |
|---|---|---|---|
| Input EMM/PD buffer overflow. Packets lost. | 3539056 | critical | The buffer of the enabled EMM/PD flow control function, in the MUX is overflowed. It happens, when the EMMG/PDG server is sending EMM/PD data with a bitrate higher than the one set in the GUI. |

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# 10  EPG

| Error Code | ID | Level | Description |
|---|---|---|---|
| Unable to keep the assigned playout rate | 3342636 | warning | The EPG card is not able to play out at the rate defined by the user. Try to reduce the rate specified at the MPTS output configuration node. |
| Manualy set source not found | 3342637 | warning | User has selected a source that no longer exist on input |
| Unable to communicate with the playout app | 3342638 | critical | There are two applications running on the EPG card, analyzer and playout. Currently the analyzer is unable to communicate with the playout. |
| Incoming EIT not complete | 3342639 | warning | The incoming EIT information is missing at least one section it is signaled to have. |
| Source has no incoming events | 3342640 | warning | There is no EIT events in the source data. Change the data source. |
| Last event starts after 64 days, dropping event | 3342641 | warning | The EIT guidelines does not allow EIT data further in the future than 64 days. Either the incoming data goes further than that into the future, or the local time is not correct on the card |
| Too many events within 3 hour period to follow recommendations, dropping event | 3342642 | warning | To follow the recommendations we only have 8 EIT sections of 4096 bytes available for each 3 hour period. If more information than can be fitted inside this data size is received, some will be dropped. |
| Bad EIT input. Inconsistent version numbers or CRC values, entering accumulation mode | 3342643 | warning | Input data faulty. EIT data might be inconsistent. |
| PF demands higher bandwidth than configured EIT rate | 3342644 | warning | Reserved bandwidth for EPG is too low. |
| Unable to communicate with peer | 3342645 | critical | EPG Sync unable to connect to peer. |
| Peer stream DID-NID-TSID conflicts with local stream | 3342646 | warning | TS clash between two peers. Same domain id, network id, and TS id on both peers. |
| Unable to communicate with the analyzer app | 3342647 | critical | There are two applications running on the EPG card, analyzer and playout. Currently the playout is unable to communicate with the analyser. |

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## 11  Encoding

| Error Code | ID | Level | Description |
|---|---|---|---|
| Delay buffer overflow | 1048588 | critical | This may be because the total bitrate of the MPTS components exceeds the maximum rate configured for the port. |
| No SDI sync | 3997696 | critical | Wrong format or no input. |
| Wrong SDI input format | 3997697 | critical | Wrong SDI input format. |
| No video input. | 3997698 | critical | No video input detected. |
| No video frames decoded | 3997699 | critical | Video is not being decoded. |
| No video frames encoded | 3997700 | critical | Video is not being encoded. |
| No transport stream output | 3997701 | critical | Encoder is not producing any output data. |
| No audio received | 3997702 | critical | No audio received. |
| No audio encoded | 3997703 | critical | Audio is not being encoded. |
| Audio in/out format mismatch | 3997704 | critical | Configured audio output format not compliant with audio input format. |
| Video bitrate too high | 3997705 | major | Video bitrate too close to multiplex bitrate. |
| No PIP frames encoded | 3997706 | critical | PIP video is not being encoded. |
| In/out format mismatch | 3997707 | warning | Configured video output format not compliant with video input format. |
| Asynchronous audio | 3997708 | warning | Passthrough audio: Embedded audio is asynchronous to the video. |
| Audio PID scrambled | 3997711 | critical | The incomming audio PID is scrambled. Make sure the source is in clear. |
| No audio to transcode | 3997712 | critical | Audio is not being transcoded. |
| No audio decoded | 3997713 | critical | Missing input data or decode failure. |
| In/out frame rate mismatch. | 3997714 | critical | The input frame rate is not compliant with the configured output frame rate. |
| Missing DPI from input | 3997716 | warning | Unable to obtain DPI from the input. |
| Missing WSS from input | 3997717 | warning | Required WSS information not found on the input. |
| Missing VPS from input | 3997718 | warning | Required VPS information not found on the input. |
| Missing Teletext from input | 3997719 | warning | Required Teletext information not found on the input. |
| In/out aspect ratio mismatch | 3997720 | warning | The configured output aspect ratio is not compliant with the input aspect ratio. |
| Channel timeout | 3997721 | warning | Internal error, channel will be restarted. |
| RF input frequency not locked | 3997722 | critical | No signal found on configured RF frequency. |
| Mismatch analog video format, no video encoded | 3997723 | critical | Detected analog video format does not match configured video format. |
| No lock on video input | 3997724 | critical | Missing video or invalid input video format. |
| Audio clipping. Input level is too high | 3997725 | major | Audio clipping. Input level is too high. |
| Audio silent. | 3997726 | notify | Audio level has been silent for a prolonged period of time. |
| Unknown input video format | 3997727 | warning | Unknown input video format. |

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| Error Code | ID | Level | Description |
|---|---|---|---|
| Unknown input aspect ratio | 3997728 | warning | Unknown input aspect ratio. |
| Illegal configuration. Two services and one FHD | 3997729 | critical | At least one of the channel pairs A/B and C/D is configured using two input services of which at least one is Full HD. This is not supported by the Transcoder MS card. |
| Unsupported number of audio channels on input | 3997730 | critical | Exceeded the number of supported audio channels on the input. |
| SD to HD upscaling is not supported | 3997731 | major | SD to HD upscaling is not supported. |
| Logo insertion failed | 3997732 | major | Logo image could not be downloaded from MMI or could not be read. |
| No lock on SDI input. | 5177345 | critical | Wrong format or no input. |
| No TS input | 5177346 | critical | No TS input is detected. |
| Service scrambled | 5177347 | critical | The incomming PID is scrambled.  Make sure the source is in clear. |
| No audio stream matched the configuration | 5177348 | critical | No audio stream matched the configuration. |
| No audio on sdi input | 5177349 | critical | No audio is detected on the SDI input. |
| No audio input detected | 5177350 | critical | No audio is received. |
| No audio decoded | 5177351 | critical | No audio is being decoded. |
| Audio input is multichannel. | 5177352 | warning | Audio input is multichannel |
| No audio output | 5177353 | critical | No audio is being encoded or passed through. |
| Expected format mismatch | 5177354 | critical | Expected format is not matching the input format. |
| No video input detected | 5177355 | critical | No video detected on the input. |
| SD on HD channel | 5177356 | critical | SD is not supported in this mode |
| HD on SD channel | 5177357 | critical | HD video is not supported in this mode. |
| No video decoded | 5177358 | critical | Video is not being decoded. |
| Frame rate domain mismatch | 5177359 | critical | Frame rate domain mismatch between configuration and decoded streams. |
| Unsupported input to output frame rate conversion. | 5177360 | critical | The incoming frame rate is not compliant with the configured output framerate. |
| License violation - Video Decode Profile 10bit 4:2:2 | 5177361 | critical | The 4:2:2 Video license is not installed on the coder card. |
| No video encoded | 5177362 | critical | Video is not being encoded. |
| Video QP is higher than expected | 5177363 | notify | The QP of the encoded video is higher than expected. |
| Local PCR out of sync. Resynchronizing | 5177364 | notify | Local PCR out of sync. Resynchronizing |
| Forced signal loss | 5177365 | notify | Forced signal loss. |
| Black frame detected | 5177366 | warning | Input signal is black frames. |
| Freeze frame detected | 5177367 | warning | Input signal is frozen frames. |
| External audio metadata settings invalid | 5177368 | warning | The incomming SDI signal does not contain audio metadata which can be merged with the current metadata configuration. |

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| Error Code | ID | Level | Description |
|---|---|---|---|
| External metadata does not contain selected program number | 5177369 | warning | The audio metadata in the incomming SDI signal does not contain the selected program number.This may cause the output signalling to be incorrect for the audio component. |
| Input audio does not contain selected program number | 5177370 | critical | The incoming audio does not contain the selected program number. |
| Invalid audio samplerate | 5177371 | critical | The samplerate of input audio is not valid (48Khz only is supported). |
| Presentation problem for DVB subtitle | 5177372 | warning | Problems converting EBU Teletext subtitle to DVB Subtitle. Text can be lost. |
| Output channel mode changed to match input. | 5177373 | warning | The output channel mode configuration contained channels that were not present in the input and has been reverted to match the input channel mode. |
| Output bitrate reduced to match input. | 5177374 | warning | The output bitrate configuration exceeded the bitrate of the input and has been reduced to match the input bitrate. |
| Audio input format mismatch. | 5177375 | critical | The audio received does not match the expected format (PCM/compressed data). |
| No lock on sdi input for MSE | 5177376 | critical | System alarm used for redundancy triggerering on multi-screen encoder |
| Scaling mode requires both channels to have same input format | 5177378 | critical | Dual HD scaling requires channel A and B (C and D) to have the same input format. |
| No video output | 5177379 | critical | No video is output. |
| Active SDI input due to redundancy switch. | 5177380 | notify | A switch has taken place due to no SDI lock, based on current redundancy mode. |
| AES67 regulator restarted | 5177381 | critical | Regulator has restarted the last second due to overflow or too large RTP interval. |
| Invalid audio channel mode | 5177383 | warning | The channel mode of input audio is not valid (Dual mono not supported, fall back to left channel). |
| True peak exceeds the maximum permitted level -1 dBTP. | 5177384 | warning | According to EBU R 128, the limit for the production level is specified at -1 dBTP. |

## 12    Encryption

| Error Code | ID | Level | Description |
|---|---|---|---|
| Input scrambled (SCR) | 1048602 | critical | Service scrambled on SCR input. |
| Input scrambled (IP) | 1048603 | warning | Service scrambled on IP input. |
| Scrambling manually disabled | 1048607 | notify | Scrambling is configured, but disabled. |
| Descrambling failure | 1048613 | critical | Descrambler unable to descramble selected service. Please check that the system has access to the service. |
| Algorithm mismatch | 1048626 | critical | Algorithm mismatch between the card setup and the selected in the configuration. |
| Access point not detected | 1048627 | critical | In some PVR modes, typically Irdeto AP alignment and PVR assist modes, the ECM are no longer played out based on the repetition rate only but based on what is called an Access Point. The Access Point definition is not specified but it is typically a specific point inside the stream at which we want to insert an ECM packet.In Irdeto AP alignment mode, the Access Point criteria is chosen by the user while in PVR assist, the Access Points are automatically selected by the FPGA. |
| SSM not installed | 3473415 | critical | The selected SSM is not present in the card. This situation may occur if a bulk descrambler card is hot swapped, and the new card does not contain the SSM currently selected for this slot. |
| Bulkdescrambler not authorised. All services blocked | 3473416 | critical | The Latens system manager has not yet authorized the unit. |
| Latens controller connectivity failure | 3473417 | major | The unit is not able to communicate to any of the defined Latens Controllers |
| SSM loading failure | 3473418 | critical | The system failed to load the selected SSM. The SSM is present on the card, but loading failed. |
| Unexpected SSM | 3473419 | critical | The linked SSM is not matching the selected one. |
| Key failure | 3473420 | critical | The ECM does not decrypt. It could be either a faulty ECM or that the descrambler do not have access. The specific reason will be part of the alarm text. |
| CA System: Unable to retrieve the Control Word | 3473421 | critical | No response from CA system. |
| SIM card: No EMM | 3473423 | warning | See EMM source on the conditional access pages, and verify presence of EMM with correct CAS ID. |
| The ECM associated is not authorized | 3473424 | critical | A missing EMM source could case this problem. Alternatively check the subscription rights with the source vendor. |
| SIM card: Not supported | 3473425 | critical | This smartcard is not recognized by the HW. |
| SIM card: Not powered | 3473426 | critical | Internal card failure. |
| SIM card: Missing | 3473427 | critical | Check that the smartcard is properly fitted. |
| SIM card, no ECM | 3473428 | critical | Verify presence of ECM with correct CAS ID, and service is assigned to the correct descrambler. |
| Descrambling failure (Rating Level) | 3473429 | critical | ECM rating level is higher than the allowed rating level set in the descrambler |
| SIM card: High load | 3473430 | warning | The smart card is processing data at max capacity. Distribute CA resources to avoid any issues. |

| Error Code | ID | Level | Description |
|---|---|---|---|
| Detected change in ECM rating level | 3473431 | notify | ECM rating level has changed |
| Configured operator id not found in ECM | 3473433 | critical | A specific operator id is set in the descrambler, but no ECM with this operator id is received |
| VPN Certificate files missing | 4587576 | critical | VPN certificates are used by the CA Proxy solution. Pleae install a valid certificate to proceed. |

## 13   License

| Error Code | ID | Level | Description |
|---|---|---|---|
| Running demo license | 65636 | notify | Notification that a demo license is being used. |
| License violation: 4 channel license installed only | 1048647 | critical | License violation. 4 channel license installed, 8 channels configured. Channels C1,C2,D1,D2 is muted. |
| Running demo license (UMOD) | 1048676 | notify | Notification that a demo license is being used. This alarm is generated for all the UMOD based cards. |
| License Violation | 3080282 | critical | A feature without license is being used. |
| HD video license violation | 3997715 | warning | The HD Video license is not installed on the coder card, hence the configuration is rejected. |
| No DVB-S2X license. | 4391002 | critical | A DVB-S2X license is required for S2X specific modulation and code rates. Port is muted. |

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## 14   Maintenance

| Error Code | ID | Level | Description |
|---|---|---|---|
| Invalid URL for automatic configuration backup | 5111917 | major | Check the connection to the ftp server, and verify correct user and password is used. |

## 15  Modulation

| Error Code | ID | Level | Description |
|---|---|---|---|
| PLL lock error | 1048604 | critical | Hardware error. |
| Bad channel spacing | 1048648 | critical | When using 8 channels, distance between each channel of a pair must be 7 or 8 Mhz. |
| Calibration data missing | 1048649 | critical | Calibration data not set or corrupted. |
| No clock reference sync | 1048652 | critical | Outputs will be muted for all cards which requires accurate clock when the clock is not available |
| T2MI CC counter error | 1048653 | critical | CC errors detected on the incomming T2MI TS packets |
| DVBT2 reset chain error | 1048654 | critical | |
| DVBT SFN Mip Status Missing | 1048655 | critical | Mip packet in incomming stream not found. |
| DVBT SFN Bandwidth Mismatch | 1048656 | critical | The bandwidth setting must be identical on both MIP inserter and modulator side. |
| DVBT SFN Sync Error | 1048657 | warning | Internal clock not locked to reference. |
| DVBT SFN Output missing | 1048658 | critical | No signal detected after output amplification stage. Possible hardware failure. |
| No bitrate/No lock on DAB mux | 1048664 | critical | No DAB mux found on input |
| FEC on EDI input not supported | 1048665 | critical | The EDI source contains FEC. This is not supported. |
| Packets lost on DAB mux | 1048666 | critical | The incomming DAB mux is not complete. |
| DAB mux has been reconfigured | 1048667 | notify | The incomming DAB mux structure has changed. This affects the output while output reconfiguration. |
| DAB mux out of sync | 1048668 | critical | The internal clock system is not able to sync with the incomming DAB mux |
| Carrier wave mode enabled | 1048671 | critical | Sending test signal. |

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# 16  Monitoring

| Error Code | ID | Level | Description |
|---|---|---|---|
| PID bitrate below threshold | 1048685 | major | The PID bitrate is below the limit configured in Monitoring. |
| CC errors above threshold | 1048686 | major | The amount of CC errors is above the limit configured in Monitoring. |
| PID not present | 1048687 | major | A signalled component in a monitored service is not present on the input. |
| No PCR present on PCR PID signalled in PMT | 1048688 | major | The PCR PID signalled in PMT does not contain PCR. |

# 17   Network

| Error Code | ID | Level | Description |
|---|---|---|---|
| Half duplex link | 1048581 | major | Only half duplex link has been negotiated with network equipment. Please change configuration on network equipment to full duplex and reboot input card.<br><br>Note: There is a known problem in the eth hw that will cause the link to enter Half Duplex mode when the negotiated speed is different from 1000. In these cases it may help to manually configure the port to the same speed as the other side.<br><br>The negotiated speed and the speed selection is found under the admin pages. |
| Receive frame error | 1048586 | warning | A low level protocol error was detected in the incoming Ethernet packet. |
| Frame length error | 1048595 | critical | An incoming IP packet had an illegal length field. |
| IP fragmentation detected - format not supported | 1048596 | critical | Fragmented packets are not supported. |
| Reduced dataport link speed | 1048605 | major | The input dataport is set to automatic speed, but the the negotiated network speed is less than 1000. |
| Link down input | 1048611 | critical | No link with network equipment. |
| Link down output | 1048612 | critical | No link detected on the indicated Ethernet port. |
| Link down on input interface | 1048619 | major | No link with network equipment on one of the IP interfaces. |
| Unsupported extension headers | 1048622 | critical | Packets dropped because they contain IPv6 extension headers. |
| Link down on output interface | 1048670 | major | No link with network equipment on one of the IP interfaces. |
| VCAS not connected | 3473507 | critical | No connection to the conditional access system server. |
| Control port link down | 3539045 | critical | The card is not physically connected to the network. |
| Control port link down | 4259950 | critical | The card is not physically connected to the network. |
| No PIM neighbour router connection | 4915501 | major | Unable to form OSPF relationship with neighboring router. |
| No OSPF neighbour router connection | 4915502 | major | Unable to form OSPF relationship with neighboring router. |
| OSPF MD5 authentication expected | 4915503 | major | Router does not send MD5 authentication. |
| OSPF MD5 authentication required | 4915504 | major | Router requires MD5 authentication. |
| OSPF MD5 authentication failed | 4915505 | major | MD5 authentication failed. |
| IP output LINK-DOWN is notified through OSPF | 4915507 | warning | OSPF server has notified the router that current service is down. |

## 18 PSI

| Error Code | ID | Level | Description |
|---|---|---|---|
| PAT Missing | 2883584 | critical | PAT is missing for the indicated input ID. Raised for inputs in which is used as part of the live configuration only. |
| PMT Missing | 2883585 | critical | PMT is missing for the indicated input and service id. Raised for services in which is used as part of the live configuration only. |
| PAT analyze temporarily disabled | 2883586 | critical | The PSI analysis algorithm has detected too frequent PAT changes which generally indicates problem with the incoming PSI. |
| PMT maps pid to reserved range | 2883587 | critical | The PSI analysis has found pids mapped in PMT that is reservered in the selected PSI analysis algorithm |
| Missing ECM update to playout | 4260590 | critical | No ECMs are sent to the ECM player. |
| Received late ECM to playout | 4260591 | warning | An ECM is in late and cannot be played out by the ECM player. |
| Lost ECM to playout | 4260592 | warning | An ECM is missing to the ECM player. |

## 19   PSIREGEN

| Error Code | ID | Level | Description |
|---|---|---|---|
| TS not present for content switching | 4325386 | critical | Transport stream that is configured for content switching is not present. |
| Target service not present for content switching | 4325387 | major | Target service that is configured for content switching is not present. |
| Content service not present for content switching | 4325388 | major | Content service that is configured for content switching is not present. |

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## 20   Radio

| Error Code | ID | Level | Description |
|---|---|---|---|
| No data input | 1442192 | critical | The Radio card does not receive any of the expected data. |
| No MPEG audio frames in stream | 1442193 | critical | Cannot output audio because there is no MPEG audio in the stream. |
| Low/high buffer filling | 1442194 | warning | Buffer usage is high. |
| Unsupported MPEG audio | 1442195 | critical | Cannot output audio because the MPEG audio in the stream is not supported. |
| Temperature high - Please check cooling | 1442198 | warning | The card temerature is exceeding the recomendations |
| Low output power | 1442200 | critical | Output level is significantly lower than expected. |
| Test tone enabled | 1442201 | warning | Test tone playing instead of MPEG audio. |
| Switched | 1442202 | notify | The internal redundancy module has switched to the other backplane. |

# 21   Redundancy

| Error Code | ID | Level | Description |
|---|---|---|---|
| No connection to twin GW | 1048631 | critical | The main communcation link between the redundant gateways is not responding.  Note, the gateway redundacy is currenlty unavailable. |
| No redundant connection to twin GW | 1048632 | warning | The backup communcation link between the redundant gateways is not responding. Note that the link between the gateways are still operational via the main communication link. |
| T2MI stream configuration mismatch | 1048633 | warning | T2MI gateway redundancy requires identical T2MI output stream configurations on both gateways. / |
| No matching stream found on twin GW | 1048634 | warning | T2MI gateway redundancy requires two streams with the same pairing id. |
| T2MI relay switched, using local source | 1048635 | notify | The T2MI gateway is currenly using the backup gateway source. |
| T2MI relay in fallback, using unsynchronized local source | 1048636 | warning | The other gateway is not responding, hence a switch to this gateway has happended. |
| Source A disabled | 1048638 | warning | The IP seamless input ports may be manually disabled. This will force the seamless input logic to use the other input, i.e input B |
| Source B disabled | 1048639 | warning | The IP seamless input ports may be manually disabled. This will force the seamless input logic to use the other input, i.e input A |
| Active Input Redundancy Switch | 2621440 | critical | A switch has been performed due to a reason. The backup equipment is in use. |
| Twin MMI configured for Internal Redundancy. Config sync will not work | 2621534 | warning | In MMI redundancy mode both MMI cards must be defined to be in MMI redunancy mode. Use Maintenance centre to change this mode. |
| Unable to communicate with TWIN MMI | 2621536 | critical | Check that the two MMI control ports are able to communicate via the external control port. |
| MMI Redundancy disabled in Twin MMI. Config sync will not work | 2621537 | warning | MMI redundancy must be enabled in both MMI boards in order to get database synchronization and cards.  If only one MMI enables this redundancy, it will not work.  Make sure both sides are enabled. |
| Config sync not available due to MMI cardtype mismatch | 2621538 | critical | In a TWIN MMI configuration the two MMI cards need to be identical. |
| Config sync not available due to MMI software version mismatch | 2621541 | critical | Same software version is required to allow database synchronization in MMI Redundancy environment. |
| This MMI is not active. Go to Twin MMI to configure cards | 2621542 | warning | For those units with MMI Redundancy, one of the MMI boards will be spare or not active, so it will not have any control on slave cards. This alarm acts as reminder for the user to avoid configuring cards in the wrong MMI. |
| Twin MMI IP address cannot be the same as its own MMI IP address | 2621543 | critical | Please check the IP settings for the twin MMI: |
| Communication lost to external SDI switch | 2621547 | warning | Communication to external SDI switch has been lost, so any N+M Redundancy switch for encoders using the mentioned SDI switch will not work. |

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| Error Code | ID | Level | Description |
|---|---|---|---|
| Redundancy configuration consistency broken. Switch might fail | 2621548 | warning | An internal alarm, please contact support |
| Card redundancy switch failed | 2621549 | warning | Due to a communication error to the external SDI switch, the N+M switch to spare has failed. |
| Card redundancy: Redundancy switch completed | 2621550 | critical | It's a placeholder for alarms like: Card redundancy: Switched from slot X to backup in slot Y This indicates that the particular redundancy switch completed successfully |
| Switched, reason: Logout | 2949192 | notify | The internal redundancy module switched to the other input card because it lost contact with the login server on the MMI board. |
| Switched, reason: No bitrate | 2949193 | notify | The internal redundancy module switched to the other input card due to no bitrate on the backplane. |
| Switched, reason: Operator | 2949194 | notify | The internal redundancy module switched to the other input card due to a command from the user. |
| Cannot switch, reason: no MMI detected on the other backplane | 2949240 | notify | Most cards has status about the presence of the other MMI card. If this state indicates no MMI on the other backplane then the switch is not executed.. |
| CA Redundancy using backup ECMG | 3211365 | major | CA Redundancy switched to backup. |
| Output faulty | 4915506 | major | The output redundancy module will raise this alarm when output ports are muted. This alarm is a good canditate to use as a switching trigger for external switches. |

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## 22   Statmux

| Error Code | ID | Level | Description |
|---|---|---|---|
| Failed to add channel | 5242880 | major | Failed when attempting to add a new channel. This may be caused by card missing. |
| Channel has different codec from group | 5242881 | major | Channel has a different codec from the rest of the group. |
| Group rate is configured too low | 5242882 | major | The group rate is too low because it is not enough bitrate left for the video PIDs. Increase group rate, reduce the number of channels or reduce the number of non-video PIDs per channel. |
| Lost contact with controller | 5242883 | critical | Lost contact with the controller. |
| Channel experiences disturbances | 5242884 | critical | Controller is incapable of controlling channel properly. |
| General Statmux controller error | 5242885 | critical | General Statmux controller error. |
| Controller paused | 5242886 | critical | Controller paused due to clock synchronization |

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# 23   Stream

| Error Code | ID | Level | Description |
|---|---|---|---|
| No sync | 1048576 | critical | No ASI input sync detected. |
| No bitrate | 1048580 | critical | No bitrate detected on multicast/unicast address on the indicated input interface. |
| IP dejitter buffer >75% | 1048582 | warning | Jitter on incoming data is high. Possible problem with the PCR on the input stream. |
| IP dejitter buffer >95% | 1048583 | critical | Jitter on incoming data is close to exceeding buffer. Possible problem with the PCR on the input stream. |
| Input buffer overflow. Packet dropped | 1048584 | critical | Transport stream input buffer is overflowing. Packets are dropped. In the rare cases when this happens it is usually due to a configuration where one service has been used for multiple outputs. The input card is able to copy services in this manner but at some point the copy process will be too time consuming which causes input packets to be lost. |
| ATV CC error | 1048585 | critical | This means that packets are lost internally. |
| Back-plane bitrate exceeded. Packets dropped. | 1048587 | critical | TS packets dropped. |
| No signal | 1048589 | critical | This indicates that no data is received to the input module at all. It is triggered only if one or more inputs are configured. |
| Multiple input sources, input temporarily disabled | 1048594 | critical | The same multicast stream arrives to the unit from different sources. The input will automatically be disabled until one source is detected only. |
| TS packet sync byte error | 1048597 | critical | Sync byte error not detected or located at an unexpected location. |
| Invalid PCR | 1048598 | warning | Unexpected PCR interval detected. Multiple of these may result in regulation overflow. |
| Regulation overflow | 1048599 | warning | The de-jitter algorithm was unable to recover the input signal. To recover the input buffers are flushed. |
| System clock frequency outside specification | 1048600 | warning | The PCR of the outgoing stream ends up with a PCR outside the specification. This could be caused by too much input jitter, or that the internal algorithm fails due to missing packets on the input. |
| PID Missing | 1048601 | major | An expected PID is missing. |
| PCR missing in PCR PID | 1048606 | critical | PCR expected in PID. |
| Recommended input maximum bitrate exceeded | 1048608 | warning | Input bitrate too high. |
| Recommended output maximum bitrate exceeded | 1048609 | warning | Output bitrate too high. |
| CBR de-jitter measurement | 1048614 | warning | Measuring stream before de-jittering. Measurement time depends on bitrate and jitter. |
| No bitrate on interface A | 1048617 | warning | No bitrate detected on multicast/unicast address on the indicated input and interface. |
| No signal on interface | 1048618 | major | This indicates that no data is received to the input interface at all. It is triggered only if one or more inputs are configured. |

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| Error Code | ID | Level | Description |
|---|---|---|---|
| Relative delay >100 ms | 1048620 | warning | Buffer almost full. Danger of not being able to switch seamlessly. |
| Inputs not synchronized | 1048621 | warning | Seamless switching may not work properly because the inputs are not synchronized. This may because RTP is not used on the input streams. |
| Low/medium priority packets dropped | 1048624 | major | Packets from low or medium prioritized transport streams are being dropped from the output buffer because the total output rate exceeds the capacity of the output card. |
| CC Error On Input | 1048629 | warning | CC-Error has been identified on the input. |
| No bitrate on interface B | 1048637 | warning | No bitrate detected on multicast/unicast address on the indicated input and interface. |
| Input overflow on data sources | 1048641 | warning | In data sources, some of the frames have been dropped due to input overflow. |
| Output bitrate exceeded | 1048669 | critical | This may be because the total bitrate of the MPTS components exceeds the maximum rate configured for the port. |
| Monitored input missing | 1048672 | warning | No bitrate detected on the interface A on the indicated input. Unmuting corresponding output. |
| Unexpected start of payload | 1048677 | major | Unexpected start of payload. |
| Unexpected adaption field length | 1048678 | major | Unexpected adaption field length. |
| Sync distance not byte aligned | 1048679 | major | Sync distance not byte aligned. |
| Data field length not byte aligned | 1048680 | major | Data field length not byte aligned. |
| Sync byte error | 1048681 | major | Sync byte error. |
| Packet cnt error | 1048682 | major | Packet cnt error. |
| TS error indicator set | 1048683 | major | TS error indicator set. |
| BB header crc8 error | 1048684 | major | BB header crc8 error. |
| IP source muted | 4915500 | warning | Source turned off because of other error. |
| Source IP also defined outside redundancy group | 4915508 | warning | When a source IP present inside a redundancy group is also defined outside of the group, the network might not switch |
| File streaming bitrate exceeds limit | 5505025 | warning | The total bitrate of all streamed TS files exceeds the recomended limit of 10 Mbps. |
| Error accessing or parsing TS file | 5505026 | warning | Error accessing or parsing TS file. Reasons for this can be e.g. that the file is not a raw TS file, file not present, network problems in case of a file located on a NAS. |
| Error streaming TS to FPGA | 5505028 | warning | Communication issue between CPU and FPGA (socket related). |

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# 24 System

| Error Code | ID | Level | Description |
|---|---|---|---|
| System Reference Clock Failure | 1048590 | critical | The system clock signal from the switch card is not detected by the FPGA. The switch card may be broken. |
| System Reference Clock Unsynchronised | 1048591 | critical | The card has detected a situation where the internal clock needed to re-sync to the reference clock. |
| Card Overheated | 1048592 | critical | The card temperature is too high. Check the unit and make sure the ventilation vents are positioned correctly. |
| Input genlock reference signal not present | 1048623 | warning | Genlock is enabled but nothing is feeding the sync in port. |
| No contact with FPGA. | 1048625 | critical | The local FPGA is not responding. This could be due to a mismatch of the software version and the FPGA image. Try to re-install the software on the card. |
| Hardware failure | 1048640 | critical | Could be generated due to<br>-Ethernet link is down on both dataports on a SWIP card |
| Low output power | 1048651 | critical | No output signal measured. Possible hardware failure. |
| UMOD card booted with fallback FPGA | 1048659 | critical | Error loading firmware. Card must be reprogrammed. |
| Modulator card not supported | 1048660 | critical | The modulator FPGA id is unknown. This could be hardware failure or a corrupt image. try to reload modulator software. |
| Clock-ref card in the wrong slot | 1058577 | critical | Clock-ref card must be placed in slot 1. |
| GPS antenna not connected | 1058578 | critical | GPS antenna must be connected. |
| No GPS module on 1RU | 1058579 | critical | The unit has been configured to include a GPS module, but this module is not reachable. |
| Card missing | 2621490 | critical | A previously registered module is not present in the chassis. |
| Card mismatch | 2621491 | critical | The card inserted to the slot does not match the card type that is expected. If the new card is intended for the slot, remove the card, then go to the about page and accept changes (this removes the previous card history for the slot), then insert the new card again. |
| Alarm History Cleared | 2621493 | notify | Indicates in the alarm history log when the alarm history was clear by the user. |
| Card rejected due to conflict | 2621494 | warning | A card is rejected from login because the chassis contains another cards functionality is conflicting |
| Card does not support MMI Redundancy | 2621497 | critical | MMI redundancy is supported by a selection of cards only. The current card is either running too old software or it does not support this feature. |
| Unsupported version | 2621535 | major | Software version not supported. |
| SIM card reader connection error | 3473414 | critical | There is a communication problem with the Smart Card Reader. A reboot might be required after upgrade. |
| Smart Card Reader firmware version mismatch | 3473422 | warning | Mismatch between the installed Smart Card Reader firmware and the one required by the software application. |
| SSH login password on MMI is reset to default | 3932161 | notify | SSH login password on MMI is reset to default as designated HW DIP jumper has been switched on. |
| I2C error (tuner) | 4390938 | critical | Hardware failure. |
| I2C error (demodulator) | 4390939 | critical | Hardware failure. |

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| Error Code | ID | Level | Description |
|---|---|---|---|
| I2C error | 4390960 | critical | Hardware failure. |
| Startup Error | 4390961 | critical | Error during startup. |
| Card Overheated | 4653057 | critical | The card temperature is too high. Check the unit and make sure the ventilation vents are positioned correctly. |
| Card Temperature High | 4653058 | warning | A warning that the card is on the limit of being too warm. |
| Dead process | 4653059 | critical | An internal process is dead. The card will need a reboot. If possible please contact support before reboot. |
| Message queue not responding | 4653060 | critical | An internal process is no longer responding. The card will need a reboot. If possible please contact support before reboot. |
| High CPU load | 4653061 | warning | The cpu has had less than 5% idle over the last 10 seconds |
| System low on free memory | 4653062 | warning | Less than 10% of memory (RAM) is free |
| System low on free diskspace | 4653063 | critical | Low on free space on mounted file system - more than 90% of storage space is used |
| Power adapter failure | 4653064 | critical | One of the two power adapters requires maintenance. |
| Unit Fan Error | 4653065 | warning | One or more of the fans needs maintenance. The alarm will specify which one. |
| Power adapter fan error | 4653066 | major | Problem with one of the fans in the indicated power adaptor. |
| Fan module not present | 4653067 | major | The hotswap fan module is currently not detected in the chassis. |
| Card is not running from the most up-dated (expected) software partition | 4653068 | critical | The card is not running from the most recentlly up(down)graded software partition. Possible causes: Multiple power outages during boot, or multiple reboots performed before software is able to start properly. |
| Power adapter error | 4653069 | warning | Indicated power adapter is not operating. Possible causes: lost of power cord connection or removal of power adapter. |
| DNS server not reachable | 4653070 | critical | The manually configured DNS servers fail to resolve addresses. Reconfigure the DNS servers or disable the manual configuration. |
| Primary DNS not reachable | 4653071 | warning | Lookup failure on the primary DNS server. Reconfigure the primary DNS server. |
| Backup DNS not reachable | 4653072 | warning | Lookup failure on the backup DNS server. Reconfigure the backup DNS server. |
| Clock-ref acquiring phase lock | 4718594 | warning | Coarse tuning is finished and is now in "Fine tuning" mode, acquiring phase lock. SFN outputs are enabled, but holdover functionality is not supported until fully phase locked. |
| Clock-ref holdover mode | 4718595 | warning | Lost lock on GPS reference. Danger of losing sync within four hours. |
| Holdover recovery | 4718596 | warning | Clock Reference module has been in holdover after losing sync, and is approaching phase lock. SFN outputs are enabled, but holdover functionality is not supported until fully phase locked. |
| SFN outputs are disabled | 4718597 | critical | Lost clock sync. SFN outputs will be disabled. |

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| Error Code | ID | Level | Description |
|---|---|---|---|
| SFN signal from clock lost | 4718598 | critical | The MMI is not receiving the external clock provided by the clock-reference card (it has to be configured to do so: SFN mode), so the whole backplane is muted. Changing the system clock source will restore the functioning of all cards but the ones used for SFN. |
| Network disk not mounted | 5505024 | critical | The system has not been able to mount the network disk (NAS). Any transport stream files located on that disk will be unavailable. |
| File streamer local time out of sync | 5505027 | warning | File streamer unable to sync to backplane local time (reference clock). |
| System reference clock not locked to genlock | 5832704 | critical | The system reference clock has been set up to lock to genlock input, but no frequency locking has been achieved. Either the genlock signal is missing or outside of pull-range of system reference clock |
| No backplane clock from peer MMI | 5832707 | warning | The system lost reference clock signal from peer MMI. The system reference clock will go to an internally generated clock |

# 25   Upgrade

| Error Code | ID | Level | Description |
|---|---|---|---|
| Card setup changes detected: Re-install software to complete | 3080298 | critical | Some cardsetup changes will require a reinstallation of the software. Typically the system need to re-load a new FPGA image matching the new configuraiton mode. |
| Scheduler cannot communicate with URL | 5111908 | major | Check the connection to the ftp server, and verify correct user and password is used. In case where repository FTP address requires name-lookup, verify that a correct DNS server is configured. |
| Scheduled software upgrade in progress | 5111909 | critical | A scheduled upgrade is currently installing new software in the unit. |
| Scheduler configuration file mode insecure | 5111910 | major | The configuratin file for the scheduler has wrong file mode. |
| Scheduler cannot read repository manifest | 5111911 | major | The repository downloaded was not in the correct format. Check the schedulefile references. |
| Scheduler cannot download repository | 5111912 | major | The scheduler file points to a file which is not accessible. |
| Scheduler cannot download external schedule | 5111913 | major | The scheduler do not find the scheduler file on the ftp server. |
| Upgrade failed | 5111914 | major | For some reason an upgrade of a card failed. Check the upgrade log on the ftp server for details. |
| Upgrade scheduling disabled, NTP time required. | 5111915 | major | The upgrade scheduler relies on correct time to ensure that the units are upgraded at the time spcified in the schedule file. NTP is therefore a mandatory. |
| Upgrade scheduler cannot write log to server. | 5111916 | major | The upgrade scheduler fails uploading the log to the ftp server. |

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