System Messages

The troubleshooting process begins with gathering information about an event or a situation. System messages are a key source of information, communicating errors, warnings, and other information about events in the *Cerner Millennium* system.

Applications use a combination of on-screen dialog boxes and log files to communicate events. Non-interactive processes in the system use log files as their sole means of communicating events. When troubleshooting, you should consult the log files for affected processes to gather information.

Each system message is a distinctive explanation of the status of a process. The system typically pieces together several variables to form a single message, at times, the exact syntax of a system message is necessary for thorough investigation. Similar messages may lead to different resolutions.

If log files do not contain the information you need, you may need to increase the amount of information logged by the system temporarily. Increased logging has a negative effect on system performance, so you should set log levels for specific processes when possible, and reduce logging levels when you have finished your investigation. Logging levels can be set globally, but the increased activity may be unnecessary, and the increased number of messages in log files may make investigation more difficult.

System Message Viewer

Servers and other back-end processes log messages either to System.mlg or to private .MLG files in the cer_log logical directory of the back-end host. Similarly, front-end applications log to System.mlg or to private .MLG files, typically in the Program Files\Cerner directory. Front-end applications also log CRM Timer data in the CrmTimer.mlg file. CRM Timer data is useful for analyzing network, system, and application performance.

To view system messages across *Cerner Millennium*, use System Message Viewer (SystemMessageViewer.exe). System Message Viewer provides access to .MLG files on the back-end host and the local front-end PC or terminal server. For more information about viewing system messages for back-end servers and front-end applications, see System Message Viewer Help.

To view system messages for the local PC or terminal server only, use MsgView for Windows (MsgViewWin.exe). MsgView for Windows provides access to the local System.mlg, CrmTimer.mlg, and private .MLG files. MsgView for Windows also allows you to export CRM Timer data to a Microsoft Excel spreadsheet or Access database for further analysis. For more information, see MsgView for Windows Help.

Middleware System Messages

Below is the list of *Cerner Millennium* standard middleware error messages. Cerner middleware software, or the Cerner Message Bus, is the layer between the client and the server that is responsible for the accurate and efficient delivery of data between applications on a network.

The messages below are provided in the order of the error code (displayed in the left column). The message explanation and the additional instructions should help you resolve the problem.

Error Code	Middleware Error Messages	Error Type
1	**No instances of the required server are currently running.** Explanation: The server is down or the server has terminated the transaction due to a time-out. Action: Try again at a later. Technical Description: eCrmComError.	Communication Error
2	**The data received or returned does not match the expected template in the Transaction Database.** Explanation: The application is unable to complete the requested task because of a data error. Action: Contact the system administrator. Technical Description: eCrmDataError. This error usually occurs with a non-dynamic reply server, when the data received or returned does not match the expected template in the Transaction Database.	Data Error
3	**The data returned from the middleware is invalid.** Explanation: This is a middleware data error, returned from the message bus layer when the data is invalid. Action: Contact the system administrator. Technical Description: eCrmRequestError.	Data Error
4	**You are not authorized to perform this action.** Explanation: The user is not authorized to perform this action. Action: Please contact the system administrator for authorization. Technical Description: eCrmSecurityError.	Security Error

5	**Your session has expired.** Explanation: The session expired. Action: Logon to start a new session. Technical Description: eCrmTicketExpired. The Security Ticket for the session expired.	Security Error
6	**There is not enough memory to perform this action.** Explanation: There is not enough memory or resources to perform this action. Action: Contact your system administrator. Technical Description: eCrmResourceError.	Resource Error
7	**An internal application handle is not usable by the system.** Explanation: The application handle is not usable by the system. Action: Contact the system administrator. Technical Description: eCrmInvalid.	Application Error
29	**You are not authorized to access this application.** Explanation: The application is not authorized in Task Access. Action: Contact the system administrator for authorization. Technical Description: eCrmAppNotAuthorized.	Security Error
30	**You are not authorized to perform this task.** Explanation: The task is not authorized in Task Access. Action: Contact the system administrator for authorization. Technical Description: eCrmTaskNotAuthorized.	Security Error
31	**This request is not authorized.** Explanation: The request is not authorized. Action: Contact the database administrator. Technical Description: eCrmStepNotAuthorized.	Security Error
32	**A backend program error has occurred.** Explanation: The backend program failed to perform successfully. Action: Contact the system administrator. Technical Description: eCrmAborted. The step handler did not return successfully for eMsgError, so the status in the meta-data was not successful.	Program Error
33	**An internal application handle is not usable by the system.** Explanation: An attempt was made to use an invalid handle. Action: Contact the system administrator. Technical Description: eCrmInvalidHandle. This message is returned when any API's handle is not the correct type, or is a pointer to an invalid object.	Application Error
34	**An internal application object is not usable by the system.** Explanation: The user is unable to open the application because an internal application object is not usable by the system. Action: Contact the system administrator. Technical Description: eCrmInvalidObject. An attempt was made to use an object of the wrong type.	Application Error
35	**An internal message has been sent in an unreadable format.** Explanation: An attempt was made to use data of the wrong protocol. Action: Contact the system administrator. Technical Description: (35) eCrmProtocolError. The meta-data does not have the anticipated data structure.	Data Error
36	**The definition for the request is missing from the Transaction Database.** Explanation: The definition for the request is missing from the Transaction Database to establish a connection between the application and the database. Action: Contact the system administrator. Technical Description: eCrmStepNotFound. Unable to get specified step in call to SrvSelectMessage. The .MSG file has not been included in the Transaction Database for this request.	Installation Error
38	**The preferences for the application cannot be saved.** Explanation: The application failed to save the user preferences to the database. Action: Contact the system administrator. Technical Description: eCrmFailSaveAppPrefs. There was a failure during CrmSaveAppPrefs, and the preferences for the application could not be saved.	System Error

39	**The status of the request cannot be determined.** Explanation: The status of the request cannot be determined. Action: Contact the system administrator or try again later. Technical Description: eCrmAsyncErrorUnknown. The status of the CRMPerform cannot be determined because there was an invalid step during the perform.	System Error
40	**You are required to logon before using the application.** Explanation: The application was called before the user was authenticated. Action: Logon before attempting to use the application. Technical Description: eCrmNotAuthenticated.	Security Error
41	**The tool is unable to connect to the Application Server.** Explanation: The tool is unable to connect to the Application Server. Action: Contact the system administrator. Technical Description: eCrmFailOnSrvSelect. There was a failure selecting request 6090 from the Transaction Database for the CRMBeginApp, or 6096 from the Transaction Database for the CRM Application Server, resulting in the tool's inability to connect to the Application Server.	Communication Error
42	**The tool is unable to connect to the Application Server.** Explanation: The tool is unable to communicate with the CPM Application Server. Action: Try again later. Technical Description: eCrmFailOnSrvExec. CRMBeginApp failed to communicate with the CPM Application Server.	Communication Error
43	**The tool is able to connect to the server, but unable to authorize the application.** Explanation: The tool is able to talk to the server, but unable to run authorization. Action: Contact the system administrator. Technical Description: eCrmAppAuthFailed. The tool is able to connect to the server, but unable to run the script to run authorization.	Security Error
44	**The Application Server did not return the expected data.** Explanation: The expected data could not be returned to fulfill the request. Action: Contact the system administrator. Technical Description: eCrmMissingEncrypted. The Application Server did not return the encrypted data block.	Data Error
45	**The Application Server did not return the expected data.** Explanation: The Application Authorization Server did not return the information requested. Action: Contact the system administrator. Technical Description: eCrmMissingReqInfo.	Data Error
46	**The Application Server did not return the expected data.** Explanation: The Application Server did not return the list of valid tasks and requests. Action: Contact the system administrator. Technical Description: eCrmMissingAuthTasks.	Data Error
47	**The current step is in an idle status and is not being processed.** Explanation: The current step is in an idle status. Action: Try again later. Technical Description: eCrmAsyncErrorStepIdle.	System Error
50	**The user name provided cannot be found in the database.** Explanation: The user name provided is not in the database. Action: Contact the system administrator. Technical Description: eCrmAppAuthUserNotFound. The user was not found in the personnel table by the user name provided. This occurs if there is an Authview account but no personnel account. Use HNAUser to add the user name.	Security Error
51	**The user name you provided is not active.** Explanation: The user is not active. Action: Contact the system administrator. Technical Description: eCrmAppAuthUserNotActive. The user was found, but the row on the personnel table was not active, or not within the effective date range. Use HNAUser to activate or make the account effective.	Security Error
52	**Security is not properly configured for this application.** Explanation: Security is not properly configured for this application. Action: Contact the system administrator. Technical Description: eCrmAppAuthAppNotFound. The application number was not found on the application table for the application specified in the CRMBeginApp.	Configuration Error

53	**The application is not active.** Explanation: The application is found on the application table, but it is not active. Action: Contact the system administrator to activate the application. Technical Description: eCrmAppAuthAppNotActive. Use AppReg to activate the application.	Security Error
54	**No tasks have been authorized for this application.** Explanation: There are no primary tasks authorized for this application. Action: Contact the system administrator. Technical Description: eCrmAppAuthNoPrimaryTask. There has to be at least one primary task, which is a task that does not have the subordinate indicator set to 1 on the application_task table. Use AppReg to review the tasks associated with the application.	Installation Error
55	**There are database problems with the application_context table.** Explanation: The application_context table could not be created. Action: Contact the system administrator. Technical Description: eCrmAppCtxNotCreated. The application_context table needs to be extended. There might be a problem with the rollback segment. This is determined by reviewing the RTL*.LOG file associated with the application server. Fix this by cycling the CPM Application Authorization server (50), or by extending the rollback segment.	System Error
56	**There are database problems with the application context sequence.** Explanation: The application context sequence cannot be selected. Action: Contact the system administrator. Technical Description: eCrmAppCtxSeqNotActive. The sequence cpmapp_applctx or cpmapp_app_ctx_id is not defined. To check this, select * from all_sequences where sequence name = "CPM*" go. This error also can appear if the RDBMS runs out of rollback space.	System Error
57	**There are database problems with the application_parameter table.** Explanation: Application parameters could not be inserted into the application_parameter table. Action: Contact the system administrator. Technical Description: eCrmAppParamsNotCreated.	System Error
60	**The tool failed to communicate to the Private Script Server.** Explanation: The tool failed to communicate to the Private Script server. The Private Script server may be down. Action: Try again when the server is running. Technical Description: eCrmSrvPrivateNotActive.	Communication Error
61	**The tool cannot receive information from the server.** Explanation: The tool is unable to get information from the server. Action: Try again later. Technical Description: eCrmSrvAppBlockBad. The tool cannot get the information block from the script reply. The Transaction Database server may be down, or the Transaction Database messages are not set up correctly.	Communication Error
62	**The data sent to the backend server is unreadable.** Explanation: The data sent to the backend server is unreadable. Action: Try again later. Technical Description: eCrmSrvEncryptedBad. There was an error created the encrypted block. The Transaction Database server may be down, or the Transaction Database messages are not set up correctly.	Data Error
63	**The data sent to a backend server is unreadable.** Explanation: The data sent to the backend server is unreadable. Action: Try again later. Technical Description: eCrmSrvPackFailed. The Transaction Database server may be down, or the Transaction Database messages are not set up correctly.	Data Error
64	**The server is down or the request is not included in the Transaction Database.** Explanation: The tool is unable to connect to the server because there is a problem with the Transaction Database. Action: Try again later or contact the system administrator. Technical Description: eCrmSrvMsg6030Failed. The tool is unable to select request 6030 from the Transaction Database server. The server is down or the request is not included in the Transaction Database.	System Error
65	**The server is down or the request is not included in the Transaction Database.** Explanation: The tool is unable to connect to the server because there is a problem with the Transaction Database. Action: Try again later or contact the system administrator. Technical Description: eCrmSrvMsg6091Failed. The tool is unable to select request 6091 from the Transaction Database server. The server is down or the CPM Private Script server is not bound in the Transaction Database.	System Error

66	**The Application Server does not recognize the request message.** Explanation: The tool is unable to select to the server because there is a problem with the Transaction Database. Action: Try again later or contact the system administrator. Technical Description: eCrmSrvMissMatch. The CRMBeginApp request structure did not match request 6091. Transaction Database server may be down, or the Transaction Database messages are not set up correctly.	Communication Error
67	**The user information is not recognized by the system.** Explanation: Security is unable to validate the user or password. Action: Check your user name and password. Technical Description: eCrmSecValidateErr.	Security Error
68	**The application is unable to make the user the current user.** Explanation: The user is not allowed to become the current user. Action: Contact the system administrator. Technical Description: eCrmSecImpersonateErr.	Security Error
69	**The application is trying to perform an activity on behalf of a user that is no longer logged in.** Explanation: The application cannot perform an activity on behalf of a user that is no longer logged in. Action: Close the applications and logon as a current user. Technical Description: eCrmSecContextErr. Security context no longer exists.	Security Error