



CHAPTER 38

Error Reference

The following topics provide details about the system and event messages in Cisco ANA:

- [Error and Event Messages, page 38-1](#)
- [Message Glossary, page 38-9](#)

Error and Event Messages

The following tables list errors and events supported by Cisco ANA and viewable in Cisco ANA EventVision in the System tab. The listings are in two parts:

- [Table 38-1 System-Detected Error and Event Messages, page 2](#)
- [Table 38-2 Error and Event Messages, page 8](#)

See [Message Glossary, page 38-9](#), for explanations of abbreviations and acronyms used.

Table 38-1 System-Detected Error and Event Messages

Source OID	Message	Severity	Cause	Action
Category: MCReachability				
IMC	Agent <i>vne_name</i> , <i>agent_ip</i> is reachable: DNA Unit = <i>unit_ip</i> AVM = <i>avm_id</i>	CLEARED	The VNE is reachable.	None needed.
IMC	Agent <i>vne_name</i> , <i>agent_ip</i> is unreachable: DNA Unit = <i>unit_ip</i> AVM = <i>avm_id</i>	MINOR	Various causes; system or network failure.	Contact Cisco Support.
IAvm	AVM <i>unit_ip</i> : <i>avm_id</i> (<i>avm_key</i>) is reachable	CLEARED	The AVM is reachable.	None needed.
IAvm	AVM <i>unit_ip</i> : <i>avm_id</i> (<i>avm_key</i>) is unreachable	MINOR	Network or machine failure.	Contact Cisco Support.
IMC	Unit <i>unit_ip</i> reachable	CLEARED	The MC is reachable.	None needed.
IMC	Unit <i>unit_ip</i> unreachable	MINOR	System, network, or machine failure.	Contact Cisco Support.
Category: alarm threshold				
IAvm	Violet threshold reached, alarms must be deleted	CRITICAL	There are too many alarms open in the system.	Remove alarms.
IAvm	Red threshold reached, deleting alarms!	CRITICAL	There are too many alarms open in the system and the user has not removed them.	The system is deleting some of the alarms.
Category: backup				
IAvm	Unable to backup the database because the database is not in archive mode	MAJOR	The database is not configured to work in archive log mode so the database cannot be backed up.	Change the database to archive log mode.
IAvm	Unable to delete directory: <i>path</i>	MAJOR	Permission problems.	Check the directory permissions.
IAvm	Unable to delete file: <i>name</i>	MAJOR	Permission problems.	Check the file permissions.
IAvm	Error deleting files from: <i>path</i>	MAJOR	Permission problems.	Check the permissions of the directory containing the files and the permissions on the files.
IAvm	Error deleting files from: <i>path</i>	MAJOR	Permission problems.	Check the file permissions.
Category: bad alarms				
IAvm	Found alarms that do not refer to any network element in the system. Deleting <i>count</i> alarms.	MINOR	Element removed without first removing its alarms.	The system is removing the relevant alarms.
Category: bad oid				
IAvm	<i>count</i> bad oids found in table <i>businessObject</i>	CRITICAL	Bad businessObjects were inserted into the database.	The system is removing them.

Table 38-1 System-Detected Error and Event Messages (continued)

Source OID	Message	Severity	Cause	Action
Category: bos misconfiguration				
IElementManagement	<i>duplicate_value</i> is configured as <i>existing_element</i> in Unit <i>unit_ip</i> AVM <i>avm_id</i> and also as <i>new_element</i> in Unit <i>new_unit_ip</i> AVM <i>new_avm_id</i>	MAJOR	XML files were edited manually and incorrectly. Note: The existing element is a VNE. The duplicate value is either the VNE's name or its IP address.	Fix XML file. Remove conflicting entry.
Category: drop affected				
IAvm	Dropping affected Message of size: <i>size</i> the total affected waiting to be saved is: <i>count</i>	CRITICAL	The system was shut down while removing affected messages.	The system removes the remaining affected messages.
Category: event-rate-limiter				
IAvm	Dropped Events Report Long Description List of dropped events, with the total number of events dropped for each type of event. For example: Count type (ID) ----- 282 dot1qBridge trap (dot1qBridge trap) 601 generic trap (generic trap)	CRITICAL	There is an event burst in the network. The number of events received exceeded the Cisco ANA threshold. Cisco ANA dropped the excess events.	Check the network for the root cause of the event burst.
IAvm	<i>number_of_seconds</i> sec limiter for default event type reached CLEARED threshold	CLEARED	The rate of events received has now dropped below the threshold and is normal.	None needed.
IAvm	<i>number_of_seconds</i> sec limiter for default event type reached WARNING threshold	WARNING	The rate at which events are being received is very close to the defined threshold value. There may be an event burst in the network.	Check the network for the root cause of the event burst.
Category: free space				
IAvm	No room for tablespace <i>tablespace_name</i> on the disk	CRITICAL	There is no free space on the disk partition that the database occupies.	Free some space on the disk partition.
IAvm	No room for <i>object_name</i> in tablespace <i>tablespace_name</i>	MINOR	There is not enough free table space to accommodate growth in the table space.	The system will increase the table space when the table needs to grow.

Table 38-1 **System-Detected Error and Event Messages (continued)**

Source OID	Message	Severity	Cause	Action
Category: license				
MCNetwork	No license file exists (Evaluation system).	WARNING	Cisco ANAis installed without a license file; it is an evaluation system. The message occurs whenever the license file is: • Missing. • Invalid signature. • Locked on another MAC or host. • All features are expired.	Contact your Cisco representative to get a license file.
MCNetwork	Exceeding feature usage (Limited license. Either counted or expired).	WARNING	The license for some feature is either expired or usage exceeded.	Contact your Cisco representative to renew or modify the license for this feature.
Category: no stacktrace				
IAvm	Session discard a msg due to an exception <i>exception_msg</i>	MAJOR	An exception occurred while handling an internal message.	If this event recurs frequently, check the logs for the exception type.
Category: partitioning				
IAvm	Unable to split partition <i>partition_name</i> on <i>table_name</i> because it contains data!	CRITICAL	The system did not split the partition before the system started inserting data into it.	Contact Cisco Support.
Category: queue-size-limiter				
IAvm	Queue Size Limiter Report	CRITICAL	There was an event burst in the network. The number of events received exceeded the Cisco ANA threshold. Cisco ANA dropped the excess events.	Check the network for the root cause of the event burst.
Category: session timeout				
IAvm	Session creator <i>creator</i> has timed out (session <i>XID=session_xid</i>)	MINOR	The response to the last ping message was longer than the threshold time. This can result from delays and errors in the network or the application.	Notify Cisco Support (low priority).
Category: severity				
IAvm	Found Integrity problem on <i>problems</i> elements	CRITICAL	There was a problem calculating the severity.	The system will fix the inaccuracy.

Table 38-1 System-Detected Error and Event Messages (continued)

Source OID	Message	Severity	Cause	Action
Category: tickets capacity				
IAvm	Tickets capacity back to normal.	CLEARED	The number of tickets Cisco ANA is generating has dropped below the defined threshold value.	None needed.
IAvm	Tickets capacity overflow, red threshold reached.	CRITICAL	The number of new tickets Cisco ANA is generating has reached the defined threshold value.	Check the network for the root cause of the event burst.
Category: user disabled				
IAvm	Too many failed login, user disabled <i>username</i>	MINOR	Too many failed login attempts caused Cisco ANA to set the user ID to disabled.	Investigate the reason for the user login failures. If the reason was legitimate, reset the user profile to enabled.
Category: Device System Events				
IElementM anagement	Agent <i>agent_ip</i> is not loading because of incorrect polling group. BOS Unit = <i>unit_ip</i> AVM = <i>avm_id</i>	MINOR	The polling group defined while adding the agent does not exist or is corrupt.	Verify the polling group definition and specify the correct polling group.
IElementM anagement	Configuration Error - Duplicate IP [<i>existing_ip</i>]. Will unload device.	CRITICAL	The error can occur when: - A duplicate agent IP was added by mistake, even if the management IP address on the device is different; or - Two devices have a duplicate management IP address and two agents for these two devices were added.	Remove the agent with the duplicate IP, rectify that on the device, and then add the agent again.
IElementM anagement	Configuration Error - Duplicate Key [<i>existing_key</i>]. Will unload device.	CRITICAL	Cisco ANA found a duplicate device key and will unload the device.	Assign a unique key to the device, then reload it.
IElementM anagement	Agent <i>agent_ip</i> is starting. BOS Unit = <i>unit_ip</i> AVM = <i>avm_id</i>	MINOR	The specified VNE is starting.	None needed.
IElementM anagement	Agent <i>agent_ip</i> is shutting down. BOS Unit = <i>unit_ip</i> AVM = <i>avm_id</i>	MINOR	The specified VNE is shutting down.	None needed.
IElementM anagement	Agent <i>agent_ip</i> not responding; BOS Unit = <i>unit_ip</i> AVM = <i>avm_id</i>	MAJOR	The specified VNE is not responding.	Check AVM logs for any errors or memory issues.

Table 38-1 System-Detected Error and Event Messages (continued)

Source OID	Message	Severity	Cause	Action
IElementManagement	Agent <i>agent_ip</i> suppressed: BOS Unit = <i>unit_ip</i> AVM = <i>avm_id</i>	MAJOR	The specified VNE is not responding. Efforts to restart the VNE have failed, so Cisco ANA is now suppressing the VNE.	Check the VNE and restart manually.
IElementManagement	Out of Memory	CRITICAL	The AVM memory is insufficient.	Increase the amount of memory allocated to the AVM.
Category: AVM System Events				
IAvm	AVM <i>avm_id</i> is starting. BOS Unit = <i>unit_ip</i>	MINOR	The specified AVM is starting.	None needed.
IAvm	AVM <i>avm_id</i> is shutting down. BOS Unit = <i>unit_ip</i>	MINOR	The specified AVM is shutting down.	None needed.
IAvm	AVM <i>avm_id</i> suppressed: BOS Unit = <i>unit_ip</i> AVM = <i>avm_id</i>	MINOR	The specified AVM is not responding and Cisco ANA's efforts to restart it have failed multiple times. Cisco ANA is now permanently suppressing the AVM.	Check AVM logs for any evident errors, rectify those errors, and restart manually.
IAvm	AVM <i>avm_id</i> not responding: BOS Unit = <i>unit_ip</i> AVM = <i>avm_id</i>	MAJOR	The specified AVM is not responding.	Check AVM logs for any evident errors, rectify those errors, and restart manually.
IAvm	Memory usage normal	CLEARED	The amount of memory the AVM consumes has returned to normal (occurs only after usage was set to HIGH).	None needed.
IAvm	Memory usage high	WARNING	The amount of memory the AVM consumes exceeded the HIGH threshold (set as a percentage of total memory; default is 85%).	Consider increasing the amount of memory for this AVM.
IAvm	AVM <i>avm_id</i> started. BOS Unit = <i>unit_ip</i>	MINOR	The specified AVM has started.	None needed.
IAvm	AVM <i>avm_id</i> shut down. BOS Unit = <i>unit_ip</i>	MINOR	The specified AVM has shut down.	None needed.
IAvm	An outgoing <i>frame_type</i> frame to <i>port_peer_description</i> was dropped	MAJOR	There is insufficient buffer space for outgoing transport frames.	Note the machine's CPU usage and then contact Cisco Support.
IAvm	<i>repeat_count_frames</i> were dropped in the last <i>time</i> seconds - for example an outgoing <i>frame_type</i> frame to <i>port_peer_description</i>	MAJOR	There is insufficient buffer space. Repeated events were suppressed to avoid an event storm.	Note the machine's CPU usage and then contact Cisco Support.

Table 38-1 System-Detected Error and Event Messages (continued)

Source OID	Message	Severity	Cause	Action
IAvm	A deserialization error occurred: class version error while deserializing a <i>frame_type_name</i> frame from <i>transport_string</i> to <i>transport_string:class_name</i>	MAJOR	Code incompatibility exists between the source's AVM and the target's AVM.	Contact Cisco Support.
IAvm	<i>deserialization_error_repeat_count</i> deserialization errors occurred in the last <i>time</i> seconds - for example: class version error while deserializing a <i>frame_type_name</i> frame from <i>transport_string</i> to <i>transport_string:class_name</i>	MAJOR	A code incompatibility exists; repeated events were suppressed.	Contact Cisco Support.
Category: Unit System Events				
IMC	Server <i>unit_ip</i> manual failover initiated. Raising Redundant machine = <i>redundant_unit_ip</i>	MAJOR	A manual failover was requested for unit <i>unit_ip</i> . Cisco ANA is attempting to start the specified standby machine.	None needed.
IMC	Server <i>unit_ip</i> not responding. Raising Redundant machine = <i>redundant_unit_ip</i>	MAJOR	A manual failover was requested for unit <i>unit_ip</i> . Cisco ANA is attempting to start the specified standby machine.	None needed.
IMC	Server <i>unit_ip</i> manual failover initiated. No Redundant machine available.	MAJOR	The High Availability service cannot service the failover request because it cannot find an assigned standby machine.	Assign a machine to serve as a standby unit.
IMC	Server <i>unit_ip</i> not responding. No Redundant machine available.	MAJOR	The High Availability service cannot service the failover request because the assigned standby machine <i>unit_ip</i> is not responding and there is no machine assigned to replace it.	Assign a machine to serve as a standby unit.
IMC	Registry Possibly out of Sync.	WARNING	The Registry service has detected that the registry is not synchronized with the golden source.	Reload the unit.
IMC	BOS Unit <i>unit_ip</i> is starting.	MINOR	The specified unit is starting.	None needed.
IMC	BOS Unit <i>unit_ip</i> is shutting down.	MINOR	The specified unit is shutting down.	None needed.
IMC	Uplink to <i>peer_host_address/peer_AVM_id</i> disabled	MINOR	The administrator disabled the uplink to the specified host or peer AVM.	None needed.
IMC	Uplink to <i>peer_host_address/peer_AVM_id</i> enabled	MINOR	The administrator disabled the uplink to the specified host or peer AVM.	None needed.

Table 38-1 System-Detected Error and Event Messages (continued)

Source OID	Message	Severity	Cause	Action
IMC	Uplink to <i>peer_host_address/peer_AVM_id</i> connected	MINOR	The uplink connection with the specified host or peer AVM was established.	None needed.
IMC	Uplink to <i>peer_host_address/peer_AVM_id</i> down	MINOR	The uplink to the specified host or peer AVM was lost.	Look for IP connectivity problems.

Category: Others

IManagedElement	VNE definitions did not load properly Long Description VNE definitions did not load properly. Reason: <i>reason</i>	CRITICAL	Cisco ANA was unable to load VNEs.	Check the AVM logs for any evident errors, rectify those errors, and restart manually.
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Table 38-2 Error and Event Messages

Description	Cause	Action
The key of AVM <i>unit_ip:avmid (avmeap)</i> was changed to <i>newkey</i>	The Administrator changed the AVM key.	None needed.
Full GC max time exceeded (reached <i>seconds</i> seconds)	The system moved some of the heap to the swap.	Increase the amount of physical memory or reduce the amount of memory allocated to the AVM.
AVM not responding, DNA Unit: <i>unit_ip</i> , AVM: <i>avm_id</i>	The High Availability service determined that the AVM <i>avm_id</i> on unit <i>unit_ip</i> is not responding.	None needed.
AVM suppressed, DNA Unit: <i>unit_ip</i> , AVM: <i>avm_id</i>	The High Availability service has suppressed AVM <i>avm_id</i> on unit <i>unit_ip</i> . This means that the AVM will not be started again automatically.	Resolve the problem that caused the suppression, then restart the AVM manually.
Out Of Memory, DNA Unit: <i>unit_ip</i> , AVM: <i>avm_id</i>	The specified AVM exceeded its allocated memory.	Assign more memory to the AVM, then restart the AVM.
A message was dropped from <i>vne_xid</i> 's mailbox: <i>message_class</i> from <i>XID</i> to <i>XID</i>	There is insufficient buffer space in the specified VNE's message queue.	Contact Cisco Support.
<i>number</i> messages were dropped in the last <i>number</i> seconds – for example this message from <i>vne_xid</i> 's mailbox: <i>message_class</i> from <i>XID</i> to <i>XID</i>	There has been insufficient buffer space in the specified VNE's message queue for the specified time, and repeated events are being suppressed.	Contact Cisco Support.
Dropped events report: <i>event type:number</i> <i>event type:number</i>	The event type reached its rate limit and events of this type were dropped.	Contact Cisco Support.

Table 38-2 Error and Event Messages (continued)

Description	Cause	Action
<i>period_in_seconds</i> sec period limiter for <i>event_type</i> event type reached WARNING threshold	The event type reached its warning threshold.	Contact Cisco Support.
<i>period_in_seconds</i> sec period limiter for <i>event_type</i> event type reached CLEARED threshold	The event type reached its cleared threshold.	None needed.

Message Glossary

Table 38-3 Error Message Glossary

Term	Definition
AVM	A Cisco ANA Java process that provides the necessary distribution support platform for executing and monitoring multiple VNEs.
<i>avm_id</i>	AVM identifier
<i>avm_key</i>	AVM key
BOS	Cisco ANA
DNA	Cisco ANA
MC	Cisco ANA unit
VNE	Virtual Network Element

