C H A P T E R 13

System Events

This section describes the Prime Network system events. System events appear in the Prime Network Events System tab. They include a variety of events pertaining to the system activities, from alarm thresholds to disk space and AVMs. Prime Network system events and system event messages are listed in the following tables:

- System events—Table 13-1 on page 13-1
- System event messages—Table 13-2 on page 13-12

For definitions of system event terms and acronyms, see Table 13-3 on page 13-13. For information about Prime Network Events, see the *Cisco Prime Network 3.9 User Guide.*

Table 13-1   Prime Network System Events

Source OID	Message	Severity	Cause	Action
Category: MCReachability				
IMC	Agent *vne_name, agent_ip* is reachable: DNA Unit = *unit_ip* AVM =*avm_id*	CLEARED	The VNE is reachable.	None needed.
IMC	Agent *vne_name,agent_ip* is unreachable: DNA Unit = *unit_ip* AVM = *avm_id*	MINOR	Various causes; system or network failure.	Contact Cisco Support.
IAvm	AVM *unit_ip: avm_id* (*avm_key*) is reachable	CLEARED	The AVM is reachable.	None needed.
IAvm	AVM *unit_ip:avm_id* (*avm_key*) is unreachable	MINOR	Network or machine failure.	Contact Cisco Support.
IMC	Unit *unit_ip* reachable	CLEARED	The MC is reachable.	None needed.
IMC	Unit *unit_ip* unreachable	MINOR	System, network, or machine failure.	Contact Cisco Support.
Category: alarm threshold				
IAvm	Ticket archiving initiated - Maximum ticket limit exceeded **Long Description** About to archive tickets *active tickets*. Removed tickets OIDs detailed in Archiving tickets system events.	CRITICAL	There are too many tickets open in the system.	Remove (archive) tickets.

Table 13-1   Prime Network System Events (continued)

Source OID	Message	Severity	Cause	Action
IAvm	Approaching maximum ticket limit **Long Description** Active tickets passed threshold of *threshold*.	WARNING	The number of open tickets is approaching the limit.	None needed.
IAvm	Ticket archiving as a result of exceeding maximum ticket limit has completed **Long Description** Following tickets exceeded the ticket threshold and have been archived:*tickets*.	INFO	System has finished archiving the tickets.	None needed.
Category: backup				
IAvm	Unable to back up 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:*path*	MAJOR	Permission problems.	Check the directory permissions.
IAvm	Unable to delete file:*name*	MAJOR	Permission problems.	Check the file permissions.
IAvm	Error deleting files from:*path*	MAJOR	Permission problems.	Check the permissions of the directory that contains the files and the permissions on the files.
IAvm	Error deleting files from:*path*	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 *count* alarms.	MINOR	Element removed without first removing its alarms.	The system is removing the relevant alarms.
Category: bad oid				
IAvm	*count* bad oids found in table businessObject	CRITICAL	Bad business objects were inserted into the database.	The system is removing the bad business objects that were inserted into the database.

Table 13-1   Prime Network System Events (continued)

Source OID	Message	Severity	Cause	Action
Category: bos misconfiguration				
IElementMan agement	*duplicate_value* is configured as *existing_element* in Unit *unit_ip* AVM *avm_id* and also as *new_element* in Unit *new_unit_ip* AVM *new_avm_id*	MAJOR	XML files were edited manually and incorrectly. Note: The existing element is a VNE. The duplicate value is either the name or the IP address of the VNE.	Fix the XML file. Remove conflicting entry.
Category: drop affected				
IAvm	Dropping affected Message of size:*size* the total affected waiting to be saved is:*count*	CRITICAL	The system was shut down while removing affected messages.	The system removes the remaining affected messages.
Category: free space				
IAvm	No room for tablespace *tablespace_name* 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 *object_name* in tablespace *tablespace_name*	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.
Category: license				
MCNetwork	No license file exists (Evaluation system).	WARNING	Prime Network is 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.
IAvm	Prime Network is unlicensed **Long Description** The *x*-day evaluation period is over. To use Prime Network, a valid license must be acquired. The client will now close.	CRITICAL	You are using a Prime Network client without a license. The evaluation period is expired.	Purchase a valid Prime Network license.

Cisco Prime Network 3.9 Reference Guide

Table 13-1   Prime Network System Events (continued)

Source OID	Message	Severity	Cause	Action
IAvm	Evaluation Usage **Long Description** Prime Network is in evaluation mode with *x* of *y* days remaining. A valid license must be acquired before the end of the evaluation period in order to continue working with Prime Network.	WARNING	You are using a Prime Network evaluation license that expires in *x* days.	Purchase a valid Prime Network license before the end of the evaluation period.
IAvm	UI Violation **Long Description** The number of concurrent UI client windows exceeds the license. Current violations count *x*.	WARNING	The number of concurrent UI client windows exceeded the allowance.	Purchase an additional UI license.
IAvm	UHS Violation **Long Description** The number of hot standby units exceeds the license. Current violations count *x*.	WARNING	The number of hot standby units exceeded the license.	Purchase an additional Unit Hot Standby (UHS) license.
IAvm	RTM Device Usage feature violation **Long Description** The following device groups are missing counted license: Device group *device group*.	WARNING	The number of devices in use exceeded the allowance of the device group or a device in the group attempted to perform a function for which it has no functional tier license.	Purchase an additional RTM license.
IAvm	RTM File Violation **Long Description** RTM file violation detected. Reason: *reason*.	WARNING	The RTM file is missing or not properly signed (for example, if someone manually edited the license file).	Purchase additional licenses or rectify the problem.
IAvm	Lab Usage	WARNING	The installation of Prime Network is compliant only for lab usage and cannot be used in production network.	None needed.
Category: no stacktrace				
IAvm	Session discard a msg due to an exception *exception_msg*	MAJOR	An exception occurred while handling an internal message.	If this event recurs frequently, check the logs for the exception type.
Category: partitioning				
IAvm	EMPTY partition contains data.	CRITICAL	EMPTY partition of *TABLE_NAME* table contains data.	Contact Prime Network Support team.

Table 13-1   Prime Network System Events (continued)

Source OID	Message	Severity	Cause	Action
IAvm	Query of EMPTY partition failed.	CRITICAL	Prime Network is unable to determine whether EMPTY partition of *TABLE_NAME* table contains data.	Contact Prime Network Support team.
Category: session timeout				
IAvm	Session creator *creator* has timed out (session XID=*session_xid*)	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: tickets capacity				
IAvm	Excessively large tickets detected **Long Description** The system contains the following *tickets* ticket(s) with more than 150 events per alarm. You can manually archive these tickets or the system will automatically archive them in: 15 minutes.	WARNING	System has discovered large tickets. A large ticket is a ticket raised with 150 events per alarm.	You can manually archive the tickets. If you do not respond within 15 minutes, Prime Network archives the tickets.
IAvm	Limit of excessively large tickets reached **Long Description** There are more than *x* excessively large tickets in the system (tickets with more than 150 events per alarm).	CRITICAL	System found more than *x* large tickets.	You can manually archive the tickets. If you do not respond within 15 minutes, Prime Network archives the tickets.
Category: user disabled				
IAvm	Too many failed login, user disabled *username*	MINOR	Too many failed login attempts caused Prime Network to disable the username.	Investigate the reason for the user login failures. If the reason was legitimate, reset the user profile to enabled.
Category: Device System Events				
IElement Management	Agent *agent_ip* is not loading because of incorrect polling group. BOS Unit = *unit_ip* AVM = *avm_id*	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.

Cisco Prime Network 3.9 Reference Guide

Table 13-1   Prime Network System Events (continued)

Source OID	Message	Severity	Cause	Action
IElement Management	Configuration Error - Duplicate IP [*existing_ip*]. 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.
IElement Management	Configuration Error - Duplicate Key [*existing_key*]. Will unload device.	CRITICAL	Prime Network found a duplicate device key and will unload the device.	Assign a unique key to the device, then reload it.
IElement Management	Agent *agent_ip* is starting. BOS Unit = *unit_ip* AVM = *avm_id*	MINOR	The specified VNE is starting.	None needed.
IElement Management	Agent *agent_ip* is shutting down. BOS Unit = *unit_ip* AVM = *avm_id*	MINOR	The specified VNE is shutting down.	None needed.
IElement Management	Agent *agent_ip* not responding: BOS Unit = *unit_ip* AVM = *avm_id*	MAJOR	The specified VNE is not responding.	Check AVM logs for any errors or memory issues.
IElement Management	Agent *agent_ip* suppressed: BOS Unit = *unit_ip* AVM = *avm_id*	MAJOR	The specified VNE is not responding. Efforts to restart the VNE have failed, so Prime Network is now suppressing the VNE.	Check the VNE and restart manually.
IElement Management	Out of Memory	CRITICAL	The AVM memory is insufficient.	Increase the amount of memory allocated to the AVM.
Category: AVM System Events				
IAvm	AVM *avm_id* is starting. BOS Unit = *unit_ip*	MINOR	The specified AVM is starting.	None needed.
IAvm	AVM *avm_id* is shutting down.BOS Unit = *unit_ip*	MINOR	The specified AVM is shutting down.	None needed.
IAvm	AVM *avm_id* suppressed: BOS Unit = *unit_ip* AVM = *avm_id*	MINOR	The specified AVM is not responding and the efforts to restart it have failed multiple times. Prime Network is now permanently suppressing the AVM.	Check AVM logs for any evident errors, rectify those errors, and restart manually.
IAvm	AVM *avm_id* not responding: BOS Unit = *unit_ip* AVM = *avm_id*	MAJOR	The specified AVM is not responding.	Check AVM logs for any evident errors, rectify those errors, and restart manually.

Table 13-1   Prime Network System Events (continued)

Source OID	Message	Severity	Cause	Action
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 *avm_id* started. BOS Unit = *unit_ip*	MINOR	The specified AVM has started.	None needed.
IAvm	AVM *avm_id* shut down.BOS Unit = *unit_ip*	MINOR	The specified AVM has shut down.	None needed.
IAvm	An outgoing *frame_type* frame to *port_peer_description* was dropped	MAJOR	There is insufficient buffer space for outgoing transport frames.	Note the CPU usage of the machine and then contact Cisco Support.
IAvm	*repeat_count_frames* were dropped in the last *time* seconds - for example an outgoing *frame_type* frame to *port_peer_description*	MAJOR	There is insufficient buffer space. Repeated events were suppressed to avoid an event storm.	Note the CPU usage of the machine and then contact Cisco Support.
IAvm	A deserialization error occurred: class version error while deserializing a *frame_type_name* frame from *transport_string* to *transport_string*:*class_name*	MAJOR	Code incompatibility exists between the source's AVM and the target's AVM.	Contact Cisco Support.
IAvm	*deserialization_error_repeat_count* deserialization errors occurred in the last *time* seconds - for example: class version error while deserializing a *frame_type_name* frame from *transport_string* to *transport_string*:*class_name*	MAJOR	A code incompatibility exists; repeated events were suppressed.	Contact Cisco Support.
Category: Unit System Events				
IMC	Server *unit_ip* manual failover initiated. Raising Redundant machine = *redundant_unit_ip*	CRITICAL	A manual failover was requested for unit *unit_ip*. Prime Network is attempting to start the specified standby machine.	None needed.
IMC	Server *unit_ip* not responding. Raising Redundant machine = *redundant_unit_ip*	CRITICAL	A manual failover was requested for unit *unit_ip*. Prime Network is attempting to start the specified standby machine.	None needed.
IMC	Server *unit_ip* manual failover initiated. No Redundant machine available.	CRITICAL	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.

Table 13-1   Prime Network System Events (continued)

Source OID	Message	Severity	Cause	Action
IMC	Server *unit_ip* not responding. No Redundant machine available.	MAJOR	The High Availability service cannot service the failover request because the assigned standby machine *unit_ip* 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 *unit_ip* is starting.	MINOR	The specified unit is starting.	None needed.
IMC	BOS Unit *unit_ip* is shutting down.	MINOR	The specified unit is shutting down.	None needed.
IMC	Uplink to *peer_host_address*/*peer_AVM_id* disabled	MINOR	The administrator disabled the uplink to the specified host or peer AVM.	None needed.
IMC	Uplink to *peer_host_address*/*peer_AVM_id* enabled	MINOR	The administrator disabled the uplink to the specified host or peer AVM.	None needed.
IMC	Uplink to *peer_host_address*/*peer_AVM_id* connected	MINOR	The uplink connection with the specified host or peer AVM was established.	None needed.
IMC	Uplink to *peer_host_address*/*peer_AVM_id* down	MINOR	The uplink to the specified host or peer AVM was lost.	Look for IP connectivity problems.
Category: CE-Service Discovery				
MCVM	*Service has been stopped* **Long Description** *Timeout occurred while retrieving data from the database.*	MAJOR	Discovery service was stopped due to multiple timeouts of a database query.	Fix the database timeouts root cause. Manually restart the discovery service.
Category: Topology Discovery				
MCVM	Physical Link discovery inconsistent **Long Description** Physical Link discovery of Port *ipPort* using *connectTechnology* information conflicts with verification based on *disconnectTechnology* information. You are strongly recommended to wait until the link disappears and then create a static link from Port *ipPort* to its neighbor.	MAJOR	A flickering link connected, disconnected, and reconnected due to conflicting topology information.	Disconnect the link, wait until the link disappears, and then create a static link.
Category: PortConnector				

Table 13-1   Prime Network System Events (continued)

Source OID	Message	Severity	Cause	Action
IManaged Element	Pluggable transceiver out	MAJOR	Pluggable transceiver was removed.	None needed.
Category: FanTray				
IManaged Element	Fan-tray down	MAJOR	Status of Fan-Tray was changed to down.	None needed.
IManaged Element	Fan-tray out	MAJOR	Fan-Tray was removed.	None needed.
Category:PowerSupply				
IManaged Element	Power-supply down	MAJOR	Status of power-supply card was changed to down.	Change the status of the power-supply card.
IManaged Element	Power-supply Out	MAJOR	Power-supply card was removed	Provide the power supply.
Category: Others				
IAvm	VNE definitions did not load properly **Long Description** VNE definitions did not load properly. Reason: *reason*	CRITICAL	Prime Network was unable to load VNEs.	Check the AVM logs for any evident errors, rectify those errors, and restart manually.
MCVM	Replication Success	INFORMA TION	Replication process success.	None needed.
IAvm	*Event number* raw events were dropped.	MAJOR	Network events were dropped due to buffer overflow.	Check the network for the root cause of the event burst.
IAvm	*Event number* network events were dropped.	MAJOR	Database raw events were dropped.	Check the network for the root cause of the event burst.
IAvm	Cannot bind to discovery port.	MAJOR	Prime Network was unable to listen to the specified port.	Remove the link and connect again.
Port OID	REP port role failed. **Long description** REP port *port number* switched from Open to Failed.	MAJOR	Prime Network was unable to listen to the REP port.	Remove the link and connect again.
Port OID	REP port role OK. **Long description** REP port *port number* switched from Failed to Open.	CLEARED	Prime Network was able to listen to the REP port.	None needed.
MCVM	Replication failure - File replication failed	MAJOR	Prime Network was unable to replicate file.	None needed.
MCVM	Replication failure - Database replication failed	MAJOR	Prime Network was unable to replicate database.	None needed.

Table 13-1   Prime Network System Events (continued)

Source OID	Message	Severity	Cause	Action
IAvm	Snmp V3 discovery port bind failure	MAJOR	Prime Network has an SNMP V3 discovery port bind failure.	None needed.
IAvm	Query of EMPTY partition failed. Long description Unable to determine whether EMPTY partition of *TABLE_NAME* table contains data. Please contact your Prime Network administrator	CRITICAL	Prime Network is unable to determine whether empty partition of *TABLE_NAME* table contains data.	Contact Cisco Support.
IAvm	Event Notification Service connection error. Long description Failed to establish *PROTOCOL* connection: Destination DESTINATION. Stopping service *SERVICE_NAME*. The service can be restarted after connection issues are resolved.	MINOR	Prime Network failed to establish protocol connection.	Restart the service after resolving the connection issues.
IAvm	Raw events were dropped	MAJOR	Some network events were not written to the raw events database tables.	None Needed
IAvm	Network events were dropped	MAJOR	Some network events were dropped due to buffer overflow in Eventcollector. This can be caused when incoming event rate is too high for the specs or a mismatch in the configuration of the Eventcollector.	None Needed
IAvm	System Load Change. Long description Subsystem %subsystem% returned to NORMAL operation.	CLEARED	A system load change occured.	None Needed
IAvm	System Load Change Long description Subsystem %subsystem% is operating in running level %level% in order to prevent the system from overloading.	MAJOR	A system load change occured.	None Needed
IAvm	Automatic Overload Prevention - Reports Were Canceled Long description Reports were canceled in order to prevent the system from overloading	MAJOR	An automatic overload prevention has occured and reports were cancelled.	None Needed

Table 13-1   Prime Network System Events (continued)

Source OID	Message	Severity	Cause	Action
IAvm	Automatic Overload Prevention - Network events were dropped Long description Events were dropped in order to prevent the system from overloading: Running level 1 - %running_level_1_drops% events Running level 2 - %running_level_2_drops% events Running level 3 - %running_level_3_drops% events Running level 4 - %running_level_4_drops% events Running level 5 - %running_level_5_drops% events Running level 6 - %running_level_6_drops% events	WARNING	An automatic overload prevention has occured and network events were dropped.	None Needed
IAvm	Event Global Filter Update **Long description** Updated by user:%user%New Configuration:%configuration%	WARNING	An event global filter update has occured.	None Needed
IAvm	The table EVENTSUBTYPEINFO was not able to be loaded. **Long description** The table EVENTSUBTYPEINFO was not able to be loaded due to: %exception%.	MAJOR	Prime Network is unable to load the table EVENTSUBTYPEINFO.	None Needed
IMCVM	Rebuilding unusable index %index name%	INFO	Prime Network is rebuilding unusable index named *index*.	None Needed
IMCVM	Rebuilding index %index name% for partition %partition name%	INFO	Prime Network is rebuilding unusable index named *index* for partition *partition name*.	None Needed
IAvm	Analyzed Test was failed. Please refer to AVM11 log for further troubleshooting	MINOR	Analyzing the database tables statistics has failed.	Refer the AVM11 log for further troubleshooting.

Table 13-1   Prime Network System Events (continued)

Source OID	Message	Severity	Cause	Action
IAvm	%table name% table, partition 'nonarchived' is missing statistics. Please refer to the Cisco Prime Network Administrator guide	MINOR	%table name% table, partition 'nonarchived' is missing statistics.	Follow instructions specified in the *Cisco Prime Network Installation Guide, 3.9.*
IAvm	%table name% table, partition 'nonarchived' statistics are from %analyze date%. Please refer to the Cisco Prime Network Administrator guide.	WARNING	%table name% table, partition 'nonarchived' is missing statistics.	Follow instructions specified in the *Cisco Prime Network Installation Guide, 3.9.*
IAvm	%table name% table, partition 'nonarchived' statistics are from %analyze date%. Please refer to the Cisco Prime Network Administrator guide.	WARNING	%table name% table, partition 'nonarchived' statistics are too old.	Follow instructions specified in the *Cisco Prime Network Installation Guide, 3.9.*
IAvm	%table name% table, partition 'nonarchived' statistics are from %analyze date%. Please refer to the Cisco Prime Network Administrator guide.	MINOR	%table name% table is missing statistics.	Follow instructions specified in the *Cisco Prime Network Installation Guide, 3.9.*

Table 13-2   Error and Event Messages

Description	Cause	Action
The key of AVM *unit_ip:avmid* (*avmeap*) was changed to *newkey*	The Administrator changed the AVM key.	None needed.
Full GC max time exceeded (reached *seconds* 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: *unit_ip*, AVM: *avm_id*	The High Availability service determined that the AVM *avm_id* on unit *unit_ip* is not responding.	None needed.
AVM suppressed, DNA Unit: *unit_ip*, AVM: *avm_id*	The High Availability service has suppressed AVM *avm_id* on unit *unit_ip*. 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: *unit_ip*, AVM: *avm_id*	The specified AVM exceeded its allocated memory.	Assign more memory to the AVM, then restart the AVM.

Table 13-2   Error and Event Messages (continued)

Description	Cause	Action
A message was dropped from *vne_xid*'s mailbox: *message_class* from *XID* to *XID*	There is insufficient buffer space in the message queue of the specified VNE.	Contact Cisco Support.
number messages were dropped in the last *number* seconds – for example this message from *vne_xid*'s mailbox: *message_class* from *XID* to *XID*	There has been insufficient buffer space in the message queue of the specified VNE for the specified time, and repeated events are being suppressed.	Contact Cisco Support.
Cannot bind to discovery port.	Prime Network cannot listen on the specified port. The port is used for SnmpV3 outgoing and incoming engine discovery requests. Hence, incoming SnmpV3 traps might be discarded for some of the devices, and Snmp Inform requests might not work.	None needed.
Raw events were dropped.	Some network events were not written to the raw events database tables. This usually happens due to database connectivity or performance.	None needed.
Network events were dropped.	Some network events were dropped due to buffer overflow in Eventcollector. This can be caused when incoming event rate is too high for the specs or a mismatch in the configuration of the Eventcollector.	None needed.

Table 13-3 defines some common system event acronyms.

Table 13-3   System Event Terms and Acronyms

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