



APPENDIX C

VQE System Messages

This appendix provides information on the Cisco VQE system messages. The VQE software writes these messages to these locations:

- VQE-S system messages are written to the `/var/log/vqe/vqe.log` file.
- VQE Client Configuration Delivery Server (VCDS) system messages are also written to the `/var/log/vqe/vqe.log` file.

Not all system messages indicate problems with VQE. Some messages are purely informational, while others may help diagnose problems with communications links or the operating system (for example, file permission problems). Only critical messages are displayed on the CDE110 console.

For information on VQE-S AMT and VCPT logging output, see the [“VQE-S AMT and VCPT Logging and Log Files” section on page 5-2](#).

System Message Structure

System messages are structured as follows:

`FACILITY-SEVERITY-MNEMONIC: Message-text`

- FACILITY code

The facility code consists of two or more uppercase letters that indicate the facility to which the message refers. [Table C-1](#) lists the VQE facility codes.

Table C-1 VQE Facility Codes

Code	VQE Facility
STUN_SERVER	STUN Server (VQE-S)
VQES_CP	VQE-S Control Plane
VQES_DP_CLIENT	VQE-S Data Plane Client
VQES_DP	VQE-S Data Plane
VQES_MLB_Client	VQE-S Multicast Load Balancer Client
VQES_MLB	VQE-S Multicast Load Balancer
VQES_PM	VQE-S Process Monitor
VQE_CFGTOOL	VQE Configuration Tool (vqe_cfgtool command)
VQE_CFG	VQE channel configuration

Table C-1 VQE Facility Codes (continued)

Code	VQE Facility
VQE_UTILS	VQE utilities, such as hash table
VQE_RPC	VQE-S Remote Procedure Calls
VQE_RTP	VQE Real-Time Transport Protocol (Many of these messages are related to RTP Control Protocol (RTCP)).
VQE_RTSP	VQE Real Time Streaming Protocol (VCDS related)

- SEVERITY level

The severity level is a single-digit code from 0 to 7 that reflects the severity of the condition. The lower the number, the more serious the situation. [Table C-2](#) lists the message severity levels. Messages of severity 7 (Debugging) are not described in this appendix.

Table C-2 Message Severity Levels

Severity Level	Name	Description
0	Emergency	System is unusable.
1	Alert	Immediate action is required.
2	Critical	Critical condition
3	Error	Error condition
4	Warning	Warning condition
5	Notification	Normal but significant condition
6	Informational	Information message only
7	Debugging	Message that appear during debugging only

- MNEMONIC code

The combination of the facility code and the mnemonic code uniquely identifies the error message.

- Message-text

Message-text is a text string that describes the condition. The text string sometimes contains detailed information about the event, including port numbers and network addresses. Because variable fields change from message to message, they are represented here by short strings enclosed in square brackets ([]). A decimal number, for example, is represented as [dec]. [Table C-3](#) lists the variable fields in messages.

Table C-3 Representations of Variable Fields in Messages

Representation	Type of Information
[chars] or [char]	Character string
[dec]	Decimal
[hex]	Hexadecimal integer

Table C-3 *Representations of Variable Fields in Messages*

Representation	Type of Information
[int]	Integer
[num]	Number

System Message Example

The following is an example of a VQE system message:

```
VQES_CP-3-CP_CHANNEL_DELETE_ERR: Failed to delete a channel due to [chars]
```

- VQES_CP is the facility code.
- 3 is the severity level.
- CP_CHANNEL_DELETE_ERR is the mnemonic code.
- “Failed to delete a channel due to [chars]” is the message text.

Basic Recovery Procedures

In the Recommended Actions of the system messages, certain recovery procedures that VQE users should perform are referred to numerous times. [Table C-4](#) provides references to where you can find more information on these recovery procedures.

Table C-4 *Recovery Procedures in Recommended Actions*

Recovery Procedure in Recommended Action	Notes and Where to Find Information
Reboot the VQE-S server.	Restarting the System and Verifying System and VQE-S Status, page D-22
Restart the VQE-S application.	Stopping, Starting, and Restarting VQE-S, page 5-18
Restart the VQE-S channels.	In VCPT, use the Force Update button to send the channel information to the VQE Server. See the “Force Update Button” section on page 3-4 .
Modify the channel configuration and resend it to the VQE Servers and/or VCDS servers.	Chapter 3, “Using the VQE Channel Provisioning Tool”
Modify vcdb.conf and apply the configuration.	For VQE configuration (vcdb.conf) information, see Chapter 6, “Configuring VQE Server and VQE Tools.” For information on applying a VQE configuration with the –apply option to vqe_cfgtool , see the “Using the VQE Configuration Tool Command-Line Options” section on page 6-17 .
Issue the vgereport command to gather data that may help identify the nature of the error.	“Using the vgereport Command” section on page 5-17

VQE System Messages Reference Information

Starting with VQE Release 3.0, reference information for the VQE system messages is listed in HTML format in a file that is available for each release in the [VQE software download area](#) on Cisco.com.

**Tip**

The online system messages file with reference and recovery information is located with the VQE software installation file. When you click on a specific VQE-S or VQE Tools software installation file, the system messages link is System Messages and Recovery Procedures for X.X(X) and is listed under Additional Information.

For each system message, the HTML file contains the message text, an explanation of the message, and a recommended action describing what (if anything) you need to do. For example:

Error Message STUN_SERVER-2-SS_INIT_FAILURE_CRIT: STUN Server initialization failed due to [chars]

Explanation A software error has occurred during the initialization of the STUN Server process and the process will not start.

Recommended Action Restart the VQE-S application. If this message recurs, copy the error message exactly as it appears in the VQE-S system log. Contact your Cisco technical support representative, and provide the representative with the gathered information.

**Note**

The Recommended Action frequently involves a recovery procedure (for example, “Restart the VQE-S application.”) that is described in the [“Basic Recovery Procedures” section on page C-3](#).