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 CDE console.

For information on the VQE-S AMT and VCPT logging output, see the "VQE-S AMT, VCDS AMT, and VCPT Logging and Log Files" section on page 6-3.

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 the RTCP[1]).
VQE_RTSP	VQE Real Time Streaming Protocol (VCDS related)

1.   RTCP = RTP Control Protocol.

- 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
[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.	Restarting the System and Verifying System and VQE-S Status, page D-28
Restart the VQE-S application.	Stopping, Starting, and Restarting VQE-S, page 6-30
Restart the VQE-S channels.	In VCPT, use the Force Update button to send the channel information to the VQE Server (VQE-S). See the "Force Update Button" section on page 3-6.
Modify the channel configuration and resend it to the VQE-Ss or VCDS servers.	Chapter 3, "Using the VQE Channel Provisioning Tool"

Table C-4   Recovery Procedures in Recommended Actions (continued)

Recovery Procedure in Recommended Action	Notes and Where to Find Information
Modify vcdb.conf and apply the configuration.	For VQE configuration (vcdb.conf) information, see Chapter 7, "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 7-18.
Issue the **vqereport** command to gather data that may help identify the nature of the error.	"Using the vqereport Command" section on page 6-29

VQE System Messages Reference Information

Starting with Cisco 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 from the Error and Systems Messages page on Cisco.com.

Tip   The online system messages file with reference and recovery information is also available from the VQE software download area on Cisco.com. The files are located with the VQE software installation file. The system messages link is named System Messages and Recovery Procedures for *X.X(X)*.

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.