

# Prevent Excessive Error Log Entries on Cisco Unified Call Services on Version 3.6.4 and Earlier

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## Introduction

This document describes a known issue in Cisco Unified Call Services, Universal Edition, and a workaround to avoid it. Note that this issue has been resolved, is included in post-3.6.4 maintenance releases, and is relevant to Version 3.6.4 and earlier.

## Prerequisites

### Requirements

There are no specific requirements for this document.

### Components Used

The information in this document is based on Cisco Unified Call Services, Universal Edition, Version 3.6.4 and earlier.

### Conventions

Refer to Cisco Technical Tips Conventions for more information on document conventions.

## Background Information

**Symptoms:** The Call Services global error log starts to grow rapidly, and server performance is significantly hindered. This is triggered by an error that occurs while when an attempt is made to log an error. Inspection of the error log reveals a pattern of exceptions similar to these:

```
01/08/2007 08:10:59, SERVER ERROR: An error occurred while trying to log a different error
encountered while attempting to log an event. A listing of the original error follows this
error log. The error was: java.lang.IllegalStateException: getAttribute: Session already i
```

```
...
```

```
01/08/2007 08:10:59, SERVER ERROR: An error was encountered while attempting to log an event
"javaApiError". The error was: java.lang.IllegalStateException: getAttribute: Session already
```

**Note:** The text after *The error was:* in these examples can be different in your environment and circumstances. The key phrase to look for is this: *An error occurred while trying to log a different error encountered while attempting to log an event.*

**Resolution:** This issue has been resolved internally, and will be included in the next post-3.6.4 maintenance release of Cisco Unified Call Services. In the interim, apply this workaround to each deployed voice application:

1. Edit the file data/application/ActivityLogConfig.xml and remove (or comment out) these lines:

```
<event id="systemError"/>
<event id="javaApiError"/>
```

2. Tests indicate that these two events have the potential to trigger this scenario. If you do not allow the ActivityLogger to listen to them, the situation can be avoided.

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## Related Information

- [Technical Support & Documentation – Cisco Systems](#)

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