



Cisco Active Network Abstraction Error Messages Version 3.5.2

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Preface

This guide details the system and error messages in Cisco Active Network Abstraction (ANA) 3.5.2.



Note

Changes to the registry should only be carried out with the support of Cisco Professional Services.

Obtaining Documentation

Cisco documentation and additional literature are available on Cisco.com. This section explains the product documentation resources that Cisco offers.

Cisco.com

You can access the most current Cisco documentation at this URL:

<http://www.cisco.com/techsupport>

You can access the Cisco website at this URL:

<http://www.cisco.com>

You can access international Cisco websites at this URL:

http://www.cisco.com/public/countries_languages.shtml

Product Documentation DVD

The Product Documentation DVD is a library of technical product documentation on a portable medium. The DVD enables you to access installation, configuration, and command guides for Cisco hardware and software products. With the DVD, you have access to the HTML documentation and some of the PDF files found on the Cisco website at this URL:

<http://www.cisco.com/univercd/home/home.htm>

The Product Documentation DVD is created and released regularly. DVDs are available singly or by subscription. Registered Cisco.com users can order a Product Documentation DVD (product number DOC-DOCDVD= or DOC-DOCDVD=SUB) from Cisco Marketplace at the Product Documentation Store at this URL:

<http://www.cisco.com/go/marketplace/docstore>

Ordering Documentation

You must be a registered Cisco.com user to access Cisco Marketplace. Registered users may order Cisco documentation at the Product Documentation Store at this URL:

<http://www.cisco.com/go/marketplace/docstore>

If you do not have a user ID or password, you can register at this URL:

<http://tools.cisco.com/RPF/register/register.do>

Documentation Feedback

You can provide feedback about Cisco technical documentation on the Cisco Support site area by entering your comments in the feedback form available in every online document.

Cisco Product Security Overview

Cisco provides a free online Security Vulnerability Policy portal at this URL:

http://www.cisco.com/en/US/products/products_security_vulnerability_policy.html

From this site, you will find information about how to do the following:

- Report security vulnerabilities in Cisco products
- Obtain assistance with security incidents that involve Cisco products
- Register to receive security information from Cisco

A current list of security advisories, security notices, and security responses for Cisco products is available at this URL:

<http://www.cisco.com/go/psirt>

To see security advisories, security notices, and security responses as they are updated in real time, you can subscribe to the Product Security Incident Response Team Really Simple Syndication (PSIRT RSS) feed. Information about how to subscribe to the PSIRT RSS feed is found at this URL:

http://www.cisco.com/en/US/products/products_psirt_rss_feed.html

Reporting Security Problems in Cisco Products

Cisco is committed to delivering secure products. We test our products internally before we release them, and we strive to correct all vulnerabilities quickly. If you think that you have identified a vulnerability in a Cisco product, contact PSIRT:

- For emergencies only—security-alert@cisco.com

An emergency is either a condition in which a system is under active attack or a condition for which a severe and urgent security vulnerability should be reported. All other conditions are considered nonemergencies.

- For nonemergencies—psirt@cisco.com

In an emergency, you can also reach PSIRT by telephone:

- 1 877 228-7302
- 1 408 525-6532



Tip

We encourage you to use Pretty Good Privacy (PGP) or a compatible product (for example, GnuPG) to encrypt any sensitive information that you send to Cisco. PSIRT can work with information that has been encrypted with PGP versions 2.x through 9.x.

Never use a revoked encryption key or an expired encryption key. The correct public key to use in your correspondence with PSIRT is the one linked in the Contact Summary section of the Security Vulnerability Policy page at this URL:

http://www.cisco.com/en/US/products/products_security_vulnerability_policy.html

The link on this page has the current PGP key ID in use.

If you do not have or use PGP, contact PSIRT to find other means of encrypting the data before sending any sensitive material.

Product Alerts and Field Notices

Modifications to or updates about Cisco products are announced in Cisco Product Alerts and Cisco Field Notices. You can receive these announcements by using the Product Alert Tool on Cisco.com. This tool enables you to create a profile and choose those products for which you want to receive information.

To access the Product Alert Tool, you must be a registered Cisco.com user. Registered users can access the tool at this URL:

<http://tools.cisco.com/Support/PAT/do/ViewMyProfiles.do?local=en>

To register as a Cisco.com user, go to this URL:

<http://tools.cisco.com/RPF/register/register.do>

Obtaining Technical Assistance

Cisco Technical Support provides 24-hour-a-day award-winning technical assistance. The Cisco Support website on Cisco.com features extensive online support resources. In addition, if you have a valid Cisco service contract, Cisco Technical Assistance Center (TAC) engineers provide telephone support. If you do not have a valid Cisco service contract, contact your reseller.

Cisco Support Website

The Cisco Support website provides online documents and tools for troubleshooting and resolving technical issues with Cisco products and technologies. The website is available 24 hours a day at this URL:

<http://www.cisco.com/en/US/support/index.html>

Access to all tools on the Cisco Support website requires a Cisco.com user ID and password. If you have a valid service contract but do not have a user ID or password, you can register at this URL:

<http://tools.cisco.com/RPF/register/register.do>

**Note**

Before you submit a request for service online or by phone, use the **Cisco Product Identification Tool** to locate your product serial number. You can access this tool from the Cisco Support website by clicking the **Get Tools & Resources** link, clicking the **All Tools (A-Z)** tab, and then choosing **Cisco Product Identification Tool** from the alphabetical list. This tool offers three search options: by product ID or model name; by tree view; or, for certain products, by copying and pasting **show** command output. Search results show an illustration of your product with the serial number label location highlighted. Locate the serial number label on your product and record the information before placing a service call.

**Tip****Displaying and Searching on Cisco.com**

If you suspect that the browser is not refreshing a web page, force the browser to update the web page by holding down the Ctrl key while pressing **F5**.

To find technical information, narrow your search to look in technical documentation, not the entire Cisco.com website. After using the Search box on the Cisco.com home page, click the **Advanced Search** link next to the Search box on the resulting page and then click the **Technical Support & Documentation** radio button.

To provide feedback about the Cisco.com website or a particular technical document, click **Contacts & Feedback** at the top of any Cisco.com web page.

Submitting a Service Request

Using the online TAC Service Request Tool is the fastest way to open S3 and S4 service requests. (S3 and S4 service requests are those in which your network is minimally impaired or for which you require product information.) After you describe your situation, the TAC Service Request Tool provides recommended solutions. If your issue is not resolved using the recommended resources, your service request is assigned to a Cisco engineer. The TAC Service Request Tool is located at this URL:

<http://www.cisco.com/techsupport/servicerequest>

For S1 or S2 service requests, or if you do not have Internet access, contact the Cisco TAC by telephone. (S1 or S2 service requests are those in which your production network is down or severely degraded.) Cisco engineers are assigned immediately to S1 and S2 service requests to help keep your business operations running smoothly.

To open a service request by telephone, use one of the following numbers:

Asia-Pacific: +61 2 8446 7411

Australia: 1 800 805 227

EMEA: +32 2 704 55 55

USA: 1 800 553 2447

For a complete list of Cisco TAC contacts, go to this URL:

<http://www.cisco.com/techsupport/contacts>

Definitions of Service Request Severity

To ensure that all service requests are reported in a standard format, Cisco has established severity definitions.

Severity 1 (S1)—An existing network is “down” or there is a critical impact to your business operations. You and Cisco will commit all necessary resources around the clock to resolve the situation.

Severity 2 (S2)—Operation of an existing network is severely degraded, or significant aspects of your business operations are negatively affected by inadequate performance of Cisco products. You and Cisco will commit full-time resources during normal business hours to resolve the situation.

Severity 3 (S3)—Operational performance of the network is impaired while most business operations remain functional. You and Cisco will commit resources during normal business hours to restore service to satisfactory levels.

Severity 4 (S4)—You require information or assistance with Cisco product capabilities, installation, or configuration. There is little or no effect on your business operations.

Obtaining Additional Publications and Information

Information about Cisco products, technologies, and network solutions is available from various online and printed sources.

- The Cisco Online Subscription Center is the website where you can sign up for a variety of Cisco e-mail newsletters and other communications. Create a profile and then select the subscriptions that you would like to receive. To visit the Cisco Online Subscription Center, go to this URL:
<http://www.cisco.com/offer/subscribe>
- The *Cisco Product Quick Reference Guide* is a handy, compact reference tool that includes brief product overviews, key features, sample part numbers, and abbreviated technical specifications for many Cisco products that are sold through channel partners. It is updated twice a year and includes the latest Cisco channel product offerings. To order and find out more about the *Cisco Product Quick Reference Guide*, go to this URL:
<http://www.cisco.com/go/guide>
- Cisco Marketplace provides a variety of Cisco books, reference guides, documentation, and logo merchandise. Visit Cisco Marketplace, the company store, at this URL:
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- Cisco Press publishes a wide range of general networking, training, and certification titles. Both new and experienced users will benefit from these publications. For current Cisco Press titles and other information, go to Cisco Press at this URL:
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- *Internet Protocol Journal* is a quarterly journal published by Cisco for engineering professionals involved in designing, developing, and operating public and private internets and intranets. You can access the *Internet Protocol Journal* at this URL:
<http://www.cisco.com/ipj>
- Networking products offered by Cisco, as well as customer support services, can be obtained at this URL:
<http://www.cisco.com/en/US/products/index.html>

- Networking Professionals Connection is an interactive website where networking professionals share questions, suggestions, and information about networking products and technologies with Cisco experts and other networking professionals. Join a discussion at this URL:
<http://www.cisco.com/discuss/networking>
- “What’s New in Cisco Documentation” is an online publication that provides information about the latest documentation releases for Cisco products. Updated monthly, this online publication is organized by product category to direct you quickly to the documentation for your products. You can view the latest release of “What’s New in Cisco Documentation” at this URL:
<http://www.cisco.com/univercd/cc/td/doc/abtunicd/136957.htm>
- World-class networking training is available from Cisco. You can view current offerings at this URL:
<http://www.cisco.com/en/US/learning/index.html>



CHAPTER 1

System Error and Event Messages

This chapter details the system and event messages in Cisco ANA. The [Glossary, page 1-7](#) explains terms used in the messages.

Error and Event Messages

This document provides a list of system-detected errors and events supported by Cisco ANA and viewable in Cisco ANA EventVision.

Table 1-1 System-Detected Error and Event Messages

Description	Cause	Action
VNE <vne ip> is reachable: DNA Unit = <mc ip> AVM = <avmid>	The VNE is reachable.	None needed.
VNE <vne ip> is unreachable: DNA Unit = <mc ip> AVM = <avmid>	Various causes; system or network failure.	Contact Cisco support.
AVM <ip>:<avmid> (<avmkey>) is reachable	The AVM is reachable.	None needed.
AVM <ip>:<avmid> (<avmkey>) is unreachable	Network or machine failure.	Contact Cisco support.
Unit <ip> reachable	The MC is reachable.	None needed.
Unit <ip> unreachable	System, network or machine failure.	Contact Cisco support.
Violet threshold reached, alarms must be deleted!!	There are too many alarms open in the system.	Remove alarms.
Red threshold reached, deleting alarms!!!	There are too many alarms open in the system and the user has not removed them.	The system is deleting some of the alarms.
Unable to backup the database because the database is not in archive mode	The database is not configured to work in archive log mode so the database can't be backed up.	Change the archive mode of the database to archive log.
Unable to delete directory : <path>	Permission problems.	Check the file permissions.
Unable to delete file : <name>	Permission problems.	Check the directory permissions.

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

Description	Cause	Action
Error deleting files from: <path>	Permission problems.	Check the permissions of the directory containing the files and the permissions of the files.
Found alarms that don't refer to any network element in the system. deleting <count> alarms!!!	Elements removed without first removing its alarms .	The system is removing the relevant alarms.
<count> bad oids found in table businessObject	Bad businessObject's were inserted into the database.	The system is removing them.
Bad oid found in table businessObject oid: <oid>	Bad businessObject was inserted into the database.	The system is removing it.
<duplicate value> is configured as <existing element> in Unit <mc ip> AVM <avm id> and also as <new element> in Unit <new mc ip> AVM <new avm id>	.xml files edited incorrectly manually. 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.
Dropping affected message of size: <size> the total affected waiting to be saved is: <count>	The system was shutdown while removing affected.	The system removes the remaining affected.
No room for tablespace <tablespace name> on the disk	There is no free space on the disk partition of the database.	Free up some disk space on the disk partition.
No room for <object name> in tablespace <tablespace name>	No more free space for the table growth in the table space.	The system will increase the table space when the table needs to grow.
Unable to split partition <partition name> on <table name> because it contains data!	The system didn't split the partition before the system started inserting data into it.	Contact Cisco support.
Session creator <creator> has timed out (session XID=<session xid>)	Error in the system.	Notify Cisco support (low priority).
Found Integrity problem on <problems> elements!!	Problem calculating the severity.	The system will fix the inaccuracy.
License capacity exceeded for user = <username>, ip = <ip>	User attempted to login but is already using the max. number of connections.	Close some of the user connections to the applications.
License expired for user = <username>, ip = <ip>	The user's license has expired.	Buy a license or login as another user.
No license exists for user = <username>, ip = <ip>	The user does not have a license to use the application.	Buy a license.
AVM <ip>:<avmid> (<avmkey>) was added	Administrator	None needed.
The class JAR list of AVM <ip>:<avmid> (<avmkey>) was changed to <classesjar>	Administrator	None needed.
AVM <ip>:<avmid> (<avmkey>) was disabled	Administrator	None needed.
AVM <ip>:<avmid> (<avmkey>) was enabled	Administrator	None needed.

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

Description	Cause	Action
High availability was disabled for AVM <ip>:<avmid> (<avmkey>)	Administrator	None needed.
High availability was enabled for AVM <ip>:<avmid> (<avmkey>)	Administrator	None needed.
The key of AVM <ip>:<avmid> (<avmkey>) was changed to <newkey>	Administrator	None needed.
The maximum heap size of AVM <ip>:<avmid> (<avmkey>) was changed to <maxmem>	Administrator	None needed.
AVM <ip>:<avmid> (<avmkey>) was moved to <newip>	Administrator	None needed.
The patch JAR list of AVM <ip>:<avmid> (<avmkey>) was changed to <patchjar>	Administrator	None needed.
AVM <ip>:<avmid> (<avmkey>) was removed	Administrator	None needed.
AVM <ip>:<avmid> (<avmkey>) was restarted	Administrator	None needed.
Client license <key> was added	Administrator	None needed.
Client license <key> was removed	Administrator	None needed.
Element <key> was added to AVM <unitip>:<avmid>	Administrator	None needed.
The alias <alias> was added to element <key> (in AVM <unitip>:<avmid>)	Administrator	None needed.
The alias <alias> was removed from element <key> (in AVM <unitip>:<avmid>)	Administrator	None needed.
Element <key> (in AVM <unitip>:<avmid>)was disabled	Administrator	None needed.
Element <key> (in AVM <unitip>:<avmid>)was enabled	Administrator	None needed.
Element <key> was moved from AVM <unitip>:<avmid> to AVM <newip>:<newavmid>	Administrator	None needed.
Element <key> was removed from AVM <unitip>:<avmid>	Administrator	None needed.
High availability was disabled for the DNA network	Administrator	None needed.
High availability was enabled for the DNA network	Administrator	None needed.
User <username> was granted permission for scope <scope> with role <role>	Administrator executed grant permission to user command.	None needed.
User's <username> permission for scope <scope> was revoked (previous role: <role>)	Administrator executed revoke permission to user command.	None needed.
User's <username> role in scope <scope> was changed to <role>	Administrator executed change role to user command.	None needed.
Polling group <name> (description: <description>) was added	Administrator	None needed.

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

Description	Cause	Action
The description of polling group <name> was changed to <description>	Administrator	None needed.
Polling group <name> (description: <description>) was removed	Administrator	None needed.
Polling interval <group>/<name> (interval: <interval>) was added	Administrator	None needed.
Polling interval <group>/<name> was changed to <interval>	Administrator	None needed.
Polling interval <group>/<name> (interval: <interval>) was removed	Administrator	None needed.
Protection group <key> (description: <description>) was added	Administrator	None needed.
The description of protection group <key> was changed to <description>	Administrator	None needed.
Protection group <key> (description: <description>) was removed	Administrator	None needed.
Scope <scope> was created	Administrator executed create scope command.	None needed.
Scope <scope> was deleted	Administrator executed delete scope command.	None needed.
The following elements were added to scope <scope>: <elements>	Administrator executed add elements to scope command.	None needed.
The following elements were removed from scope <scope>: <elements>	Administrator executed remove elements to scope command.	None needed.
A static topology link from <source> to <destination> was added	Administrator	None needed.
The static topology link from <source> to <destination> was removed	Administrator	None needed.
A transport uplink was added between <sourceaddress> (local name: <sourcename>) and <destinationaddress> (local name: <destinationname>)	Administrator	None needed.
The transport uplink between <sourceaddress> (local name: <sourcename>) and <destinationaddress> (local name: <destinationname>) was disabled	Administrator	None needed.
The transport uplink between <sourceaddress> (local name: <sourcename>) and <destinationaddress> (local name: <destinationname>) was enabled	Administrator	None needed.
The transport uplink between <sourceaddress> (local name: <sourcename>) and <destinationaddress> (local name: <destinationname>) was removed	Administrator	None needed.
DNA Unit <ip> was added	Administrator	None needed.

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

Description	Cause	Action
High availability was disabled for DNA Unit <ip>	Administrator	None needed.
High availability was enabled for DNA Unit <ip>	Administrator	None needed.
Manual failover was started in DNA Unit <ip>	Administrator	None needed.
The protection group of DNA Unit <ip> was changed to <protectiongroup>	Administrator	None needed.
DNA Unit <ip> was removed	Administrator	None needed.
DNA Unit <ip> was restarted	Administrator	None needed.
User <username> was created	Administrator executed create user command.	None needed.
User <username> was deleted	Administrator executed delete user command.	None needed.
User's <username> password was changed	Administrator executed change password command.	None needed.
The property <property> of user <username> was changed to <value>	Administrator executed change user property command.	None needed.
Invalid password. Couldn't authenticate user <username>	User entered an invalid password.	Re-enter the password correctly.
Invalid login. Unknown user <username>	User entered invalid login name.	Re-enter the login name correctly.
Number of open session for user <username> exceeded	User has opened more sessions than allowed.	Increase the amount of allowed sessions for this user or don't open so many.
Successful login <username>	User entered the correct login information.	None needed.
Maximum open sessions number exceeded (<maxOpenSessions>)	The users of the system have opened too many connections.	Close some of the connections to the system.
User <username> is disabled	User property was changed to disable.	None needed.
User <username> logged off	User closed the application that was connected to the system.	None needed.
User <username> changed password	User changed his password.	None needed.
Password expired. Couldn't authenticate user <username>	User password expiration date as arrived.	Update user password.
Account inactivity timeout expired. Account disabled. Couldn't authenticate user <username>	The user hasn't logged in within the specified time period and the account is disabled.	Enable user account.
Too many failed login, user disabled <username>	User tried too many times to login with an incorrect password, the account is disabled.	Enable the account.

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

Description	Cause	Action
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.
Out of Memory	The AVM memory insufficient.	Increase the amount of memory allocated to the AVM.
Registry Possibly out of Sync.	Registry service has detected that the registry of <DNA unit IP> is not synchronized with the golden source.	Reload the unit.
Memory usage set to HIGH	Amount of memory consumed by the AVM exceeded the HIGH threshold (set in percentage of total memory, default 85%).	Consider increasing the amount of memory for this AVM.
Memory usage set to Normal	Amount of memory consumed by the AVM returned to normal – occurs only after usage was set to HIGH.	None needed.
AVM not responding, DNA Unit: <DNA unit IP>, AVM: <avm ID>	HA service determined that the AVM <avm ID> on unit <DNA unit IP> is not responding.	None needed.
AVM suppressed, DNA Unit: <DNA unit IP>, AVM: <avm ID>	HA has suppressed AVM <avm ID> on unit <DNA unit IP>. This means that the AVM will not be started again automatically.	Resolve the problem that caused the suppression, and then restart the AVM manually.
Server <DNA unit IP> manual failover initiated. Raising redundant machine <redundant machine IP>	A manual failover was requested for unit <DNA unit IP>. <redundant machine IP> is being raised.	None needed.
Server <DNA unit IP> manual failover initiated. No redundant machine available.	HA detected that <DNA unit IP> stopped responding. <redundant machine IP> is being raised.	Assign a machine to serve as a standby unit.
Server <DNA unit IP> not responding. Raising redundant machine <redundant machine IP>	A manual failover was requested for unit <DNA unit IP>. <redundant machine IP> is being raised.	None needed.
Server <DNA unit IP> not responding. No redundant machine available.	HA detected that <DNA unit IP> stopped responding. No available machine can replace it.	Assign a machine to serve as a standby unit.
Out Of Memory, DNA Unit: <DNA unit IP>, AVM: <avm ID>	AVM exceeded its allocated memory.	Assign more memory to the AVM, then restart the AVM.
Configuration Error - Duplicate Key <device Key>. will unload device	A duplicate device key is detected. This device will be unloaded.	Assign a unique key to the device, and then reload it.
Uplink to <IP address>/<AVM ID> disabled	Uplink disabled by administrator action.	None needed.
Uplink to <IP address>/<AVM ID> enabled	Uplink enabled by administrator action.	None needed.

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

Description	Cause	Action
Uplink to <IP address>/<AVM ID> connected	Connection established with the other switch.	None needed.
Uplink to <IP address>/<AVM ID> down	Connection lost.	Look for IP connectivity problems.
A deserialization error occurred: [class version error class not found] while deserializing a <frame type> frame from <source XID> to <destination XID>: <class name and version information>	Code incompatibility between the source's AVM and the target's AVM.	Contact Cisco support.
<number> deserialization errors occurred in the last <number> seconds – for example: [class version error class not found] while deserializing a <frame type> frame from <source XID> to <destination XID>: <class name and version information>	Code incompatibility, repeated events suppressed.	Contact Cisco support.
An incoming <frame type> frame from [driver switch] <IP address>/<AVM ID> (<IP host name>:<IP port>) was dropped	Insufficient buffer space for incoming transport frames.	Contact Cisco support. Note machine's CPU usage.
An outgoing <frame type> frame to [driver switch] <IP address>/<AVM ID> (<IP host name>:<IP port>) was dropped	Insufficient buffer space for outgoing transport frames.	Contact Cisco support. Note machine's CPU usage.
<number> frames were dropped in the last <number> seconds – for example an incoming <frame type> frame from [driver switch] <IP address>/<AVM ID> (<IP host name>:<IP port>) was dropped	Insufficient buffer space, repeated events suppressed to avoid an event storm.	Contact Cisco support. Note machine's CPU usage.
A message was dropped from <VNE XID>'s mailbox: <message class> from <XID> to <XID>	Insufficient buffer space in an VNE's message queue.	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>	Insufficient buffer space, repeated events suppressed.	Contact Cisco support.
Dropped events report: <event type>: number <event type>: number	The event type reached its rate limit and events of this type were dropped.	Contact Cisco support.
<period in seconds> sec period limiter for <event type> event type reached WARNING threshold	The event type reached its warning threshold.	Contact Cisco support.
<period in seconds> sec period limiter for <event type> event type reached CLEARED threshold	The event type reached its cleared threshold.	None needed.

Glossary

Term	Definition
avmid	Autonomous Virtual Machine ID
avmkey	Autonomous Virtual Machine key

