



Cisco Active Network Abstraction Error Messages, 3.5

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Important Notice

Cisco ANA 3.5 is a carrier-class, multi-vendor network and service management platform which builds a real-time virtual model of the network, serving as a live information base for value-added tools and applications for integration into an existing OSS environment.

Cisco ANA 3.5 is a limited release by Cisco Systems of the existing features and functions of the Sheer DNA 4.0.1 software.

As this is a limited release, the naming of the product in the software and the user documentation remains as Sheer DNA.

Obtaining Documentation

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Cisco.com

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

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

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San Jose, CA 95134-9883

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Cisco Product Security Overview

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

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From this site, you can perform these tasks:

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- Obtain assistance with security incidents that involve Cisco products.
- Register to receive security information from Cisco.

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

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

Reporting Security Problems in Cisco Products

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Emergencies — 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.

Nonemergencies — psirt@cisco.com

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

1 877 228-7302

1 408 525-6532

We encourage you to use Pretty Good Privacy (PGP) or a compatible product to encrypt any sensitive information that you send to Cisco. PSIRT can work from encrypted information that is compatible with PGP versions 2.x through 8.x.

Never use a revoked 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.

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

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

Use the Cisco Product Identification (CPI) tool to locate your product serial number before submitting a web or phone request for service. You can access the CPI tool from the Cisco Technical Support & Documentation website by clicking the Tools & Resources link under Documentation & Tools. Choose Cisco Product Identification Tool from the Alphabetical Index drop-down list, or click the Cisco Product Identification Tool link under Alerts & RMAs. The CPI 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.

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)—Your 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 operation 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 your network is impaired, but most business operations remain functional. You and Cisco will commit resources during normal business hours to restore service to satisfactory levels.
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Packet magazine is the Cisco Systems technical user magazine for maximizing Internet and networking investments. Each quarter, Packet delivers coverage of the latest industry trends, technology breakthroughs, and Cisco products and solutions, as well as network deployment and troubleshooting tips, configuration examples, customer case studies, certification and training information, and links to scores of in-depth online resources. You can access Packet magazine at this URL:

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

iQ Magazine is the quarterly publication from Cisco Systems designed to help growing companies learn how they can use technology to increase revenue, streamline their business, and expand services. The publication identifies the challenges facing these companies and the technologies to help solve them, using real-world case studies and business strategies to help readers make sound technology investment decisions. You can access iQ Magazine at this URL:

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

or view the digital edition at this URL:

<http://cisoiq.texterity.com/cisoiq/sample/>

Internet Protocol Journal is a quarterly journal published by Cisco Systems 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>

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

Networking Professionals Connection is an interactive website for networking professionals to share questions, suggestions, and information about networking products and technologies with Cisco experts and other networking professionals. Join a discussion at this URL:

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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>

System Error and Event Messages

This document provides a list of system-detected errors and events supported by the Sheer DNA and viewable in Sheer DNA EventVision.

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

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)

Description	Cause	Action
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
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

Description	Cause	Action
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

Description	Cause	Action
Polling group <name> (description: <description>) was added	Administrator	None needed
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	Administrator	None needed

Description	Cause	Action
<destinationaddress> (local name: <destinationname>)		
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
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

Description	Cause	Action
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

Description	Cause	Action
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
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

Description	Cause	Action
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
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

Description	Cause	Action
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

Description	Cause	Action
<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

