



Cisco Active Network Abstraction Error Messages 3.6 Service Pack 3

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Preface

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



Note

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CHAPTER 1

System Error and Event Messages

This chapter details the system and event messages in Cisco ANA. The [Glossary, page 1-10](#) 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 in the **System** tab.

Table 1-1 System-Detected Error and Event Messages

Source OID	Short Description	Severity	Cause	Action
Category: MCReachability				
IMC	Agent <vne name>, <agent ip> is reachable: DNA Unit = <mc ip> AVM = <avmid>	CLEARED	The VNE is reachable.	None needed.
IMC	Agent <vne name>, <agent ip> is unreachable: DNA Unit = <mc ip> AVM = <avmid>	MINOR	Various causes; system or network failure.	Contact Cisco Support.
IAvm	AVM <ip>:<avmid> (<avmkey>) is reachable	CLEARED	The AVM is reachable.	None needed.
IAvm	AVM <ip>:<avmid> (<avmkey>) is unreachable	MINOR	Network or machine failure.	Contact Cisco Support.
IMC	Unit <ip> reachable	CLEARED	The MC is reachable.	None needed.
IMC	Unit <ip> unreachable	MINOR	System, network, or machine failure.	Contact Cisco Support.
Category: alarm threshold				
IAvm	Violet threshold reached, alarms must be deleted!!	CRITICAL	There are too many alarms open in the system.	Remove alarms.
IAvm	Red threshold reached, deleting alarms!!!	CRITICAL	There are too many alarms open in the system and the user has not removed them.	The system is deleting some of the alarms.

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

Source OID	Short Description	Severity	Cause	Action
Category: backup				
IAvm	Unable to backup the database because the database is not in archive mode	MAJOR	The database is not configured to work in archive log mode so the database cannot be backed up.	Change the archive mode of the database to archive log.
IAvm	Unable to delete directory:<path>	MAJOR	Permission problems.	Check the file permissions.
IAvm	Unable to delete file:<name>	MAJOR	Permission problems.	Check the directory permissions.
IAvm	Error deleting files from:<path>	MAJOR	Permission problems.	Check the permissions of the directory containing the files and the permissions of the files.
IAvm	Error deleting files from:<path>	MAJOR	Permission problems.	Check file permissions.
Category: bad alarms				
IAvm	Found alarms that don't refer to any network element in the system. Deleting <count> alarms!!	MINOR	Elements removed without first removing its alarms.	The system is removing the relevant alarms.
Category: bad oid				
IAvm	<count> bad oids found in table businessObject	CRITICAL	Bad businessObjects were inserted into the database.	The system is removing them.
Category: bos misconfiguration				
IElementManagement	<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>	MAJOR	.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.
Category: drop affected				
IAvm	Dropping affected Message of size:<size> the total affected waiting to be saved is:<count>	CRITICAL	The system was shut down while removing affected.	The system removes the remaining affected.
Category: event-rate-limiter				
IAvm	<title> Long Description <details>	CRITICAL	There is an event burst in the network and the number of events received has exceeded the ANA threshold. Excess events were dropped by ANA.	Check the network for the root cause of the event burst.

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

Source OID	Short Description	Severity	Cause	Action
IAvm	<details>	CLEARED	The rate of events received by ANA has now dropped below the threshold and is now normal.	None needed.
IAvm	<details>	WARNING	The rate of events received to ANA is now very close to the defined threshold value. There may be a possible event burst in the network.	Check the network for the root cause of the event burst.
Category: free space				
IAvm	No room for tablespace <tablespace name> on the disk	CRITICAL	There is no free space on the disk partition of the database.	Free up some disk space on the disk partition.
IAvm	No room for <object name> in tablespace <tablespace name>	MINOR	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.
Category: no stacktrace				
IAvm	Session discard a msg due to an exception <exception msg>	MAJOR	An exception occurred while handling an internal message.	If this event recurs frequently, check the logs for the exception type.
Category: partitioning				
IAvm	Unable to split partition <partition name> on <table name> because it contains data!	CRITICAL	The system didn't split the partition before the system started inserting data into it.	Contact Cisco Support.
Category: queue-size-limiter				
IAvm	Queue Size Limiter Report	CRITICAL	There is an event burst in the network and the number of events received has exceeded the ANA threshold. Excess events were dropped by ANA.	Check the network for the root cause of the event burst.
Category: session timeout				
IAvm	Session creator <creator> has timed out (session XID=<session xid>)	MINOR	Error in the system.	Notify Cisco Support (low priority).
Category: severity				
IAvm	Found Integrity problem on <problems> elements!!	CRITICAL	Problem calculating the severity.	The system will fix the inaccuracy.

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

Source OID	Short Description	Severity	Cause	Action
Category: tickets capacity				
IAvm	Tickets capacity back to normal.	CLEARED	Number of tickets getting generated has dropped below the defined threshold value.	None needed.
IAvm	Tickets capacity overflow, red threshold reached.	CRITICAL	Number of new tickets being generated by ANA has reached the defined threshold value.	Check the network for the root cause of the event burst.
Category: user disabled				
IAvm	Too many failed login, user disabled <username>	MINOR	User property was changed to disable.	None needed.
Category: Device System Events				
IElementM anagement	Agent <agent ip> is not loading because of incorrect polling group. BOS Unit = <unit ip> AVM = <avm id> Long Description Agent <agent ip> is not loading because of incorrect polling group. BOS Unit = <unit ip> AVM = <avm id>	MINOR	The pooling group defined while adding the agent does not exist or is corrupted.	Verify the pooling group definition and specify the correct pooling group.
IElementM anagement	Configuration Error - Duplicate IP [<existing da ip>]. Will unload device. Long Description Configuration Error - Duplicate IP [<existing da ip>]. Will unload device.	CRITICAL	Duplicate agent IP found. Two devices with the same management interface IP address are found.	Remove the agent with the duplicate IP, rectify that on the device, and then add the agent again.
IElementM anagement	Configuration Error - Duplicate Key [<existing da key>]. Will unload device. Long Description Configuration Error - Duplicate Key [<existing da key>]. Will unload device.	CRITICAL	A duplicate device key is detected. This device will be unloaded.	Assign a unique key to the device, and then reload it.
IElementM anagement	Agent <agent ip> is starting. BOS Unit = <unit ip> AVM = <avm id> Long Description Agent <agent ip> is starting. BOS Unit = <unit ip> AVM = <avm id>	MINOR	Administrator, VNE starting.	None needed.

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

Source OID	Short Description	Severity	Cause	Action
IElementManagement	Agent <agent ip> is shutting down. BOS Unit = <unit ip> AVM = <avm id> Long Description Agent <agent ip> is shutting down. BOS Unit = <unit ip> AVM = <avm id>	MINOR	Administrator, VNE shutting down.	None needed.
IElementManagement	Agent <agent ip> not responding: BOS Unit = <unit ip> AVM = <avm id> Long Description Agent <agent ip> not responding: BOS Unit = <unit ip> AVM = <avm id>	MAJOR	VNE not responding.	Check AVM logs for any errors and memory issues.
IElementManagement	Agent <agent ip> suppressed: BOS Unit = <unit ip> AVM = <avm id> Long Description Agent <agent ip> suppressed: BOS Unit = <unit ip> AVM = <avm id>	MAJOR	VNE not responding and ANA's efforts to restart the VNE has failed so the VNE is now suppressed by ANA.	Check VNE and restart manually.
IElementManagement	Out of Memory Long Description Out of Memory	CRITICAL	The AVM memory insufficient.	Increase the amount of memory allocated to the AVM.
Category: AVM System Events				
IAvm	AVM <AVM id> is starting. BOS Unit = <Unit IP Address> Long Description AVM <AVM id> is starting. BOS Unit = <Unit IP Address>	MINOR	Administrator, AVM is starting.	None needed.
IAvm	AVM <AVM id> is shutting down. BOS Unit = <Unit IP Address> Long Description AVM <AVM id> is shutting down. BOS Unit = <Unit IP Address>	MINOR	Administrator, AVM is shutting down.	None needed.
IAvm	AVM <avm id> suppressed: BOS Unit = <unit ip> AVM = <avm id> Long Description Avm <avm id> suppressed: BOS Unit = <unit ip> AVM = <avm id>	MINOR	ANA's efforts to restart a non-responding AVM have failed multiple times and ANA is now permanently suppressing the AVM.	Check AVM logs for any evident errors, rectify those errors, and restart manually.

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

Source OID	Short Description	Severity	Cause	Action
IAvm	AVM <avm id> not responding; BOS Unit = <unit ip> AVM = <avm id> Long Description Avm <avm id> not responding; BOS Unit = <unit ip> AVM = <avm id>	MAJOR	AVM is not responding.	Check AVM logs for any evident errors, rectify those errors, and restart manually.
IAvm	Memory usage normal Long Description Memory usage normal	CLEARED	Amount of memory consumed by the AVM returned to normal – occurs only after usage was set to HIGH.	None needed.
IAvm	Memory usage high Long Description Memory usage high	WARNING	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.
IAvm	AVM <avm id> started. BOS Unit = <unit ip address> Long Description AVM <avm id> started. BOS Unit = <unit ip address>	MINOR	Administrator, AVM is started.	None needed.
IAvm	AVM <avm id> shut down. BOS Unit = <unit ip address> Long Description AVM <avm id> shut down. BOS Unit = <unit ip address>	MINOR	Administrator, AVM is shut down.	None needed.
IAvm	An outgoing <frame type> frame to <port peer description> was dropped Long Description An outgoing <frame type> frame to <port peer description> was dropped	MAJOR	Insufficient buffer space for outgoing transport frames.	Contact Cisco Support. Note machine's CPU usage.
IAvm	An incoming <frame type> frame from <port peer description> was dropped Long Description An incoming <frame type> frame from <port peer description> was dropped	MAJOR	Insufficient buffer space for incoming transport frames.	Contact Cisco Support. Note machine's CPU usage.

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

Source OID	Short Description	Severity	Cause	Action
IAvm	<p><repeat count> frames were dropped in the last <time> seconds - for example an outgoing <frame type> frame to <port peer description></p> <p>Long Description</p> <p><repeat count> frames were dropped in the last <time> seconds - for example an outgoing <frame type> frame to <port peer description></p>	MAJOR	Insufficient buffer space, repeated events suppressed to avoid an event storm.	Contact Cisco Support. Note machine's CPU usage.
IAvm	<p>A deserialization error occurred: class version error while deserializing a <frame type name> frame from <transport string> to <transport string>: <class name></p> <p>Long Description</p> <p>A deserialization error occurred: class version error while deserializing a <frame type name> frame from <transport string> to <transport string>: <class name></p>	MAJOR	Code incompatibility between the source's AVM and the target's AVM.	Contact Cisco Support.
IAvm	<p><deserialization error repeat count> deserialization errors occurred in the last <time> seconds - for example: class version error while deserializing a <frame type name> frame from <transport string> to <transport string>: <class name></p> <p>Long Description</p> <p><deserialization error repeat count> deserialization errors occurred in the last <time> seconds - for example: class version error while deserializing a <frame type name> frame from <transport string> to <transport string>: <class name></p>	MAJOR	Code incompatibility, repeated events suppressed.	Contact Cisco Support.
Category: Unit System Events				
IMC	<p>Server <mcIp> manual failover initiated. Raising Redundant machine = <redundentIp></p> <p>Long Description</p> <p>Server <mcIp> manual failover initiated Raising Redundant machine = <redundentIp></p>	MAJOR	A manual failover was requested for unit <DNA unit IP>. <redundant machine IP> is being raised.	None needed.

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

Source OID	Short Description	Severity	Cause	Action
IMC	Server <mcIp> not responding. Raising Redundant machine = <redundentIp> Long Description Server <mcIp> not responding. Raising Redundant machine = <redundentIp>	MAJOR	A manual failover was requested for unit <DNA unit IP>. <redundant machine IP> is being raised.	None needed.
IMC	Server <mcIp> manual failover initiated. No Redundant machine available. Long Description Server <mcIp> manual failover initiated. No Redundant machine available.	MAJOR	HA detected that <DNA unit IP> stopped responding. <redundant machine IP> is being raised.	Assign a machine to serve as a standby unit.
IMC	Server <mcIp> not responding. No Redundant machine available. Long Description Server <mcIp> not responding. No Redundant machine available.	MAJOR	HA detected that <DNA unit IP> stopped responding. No available machine can replace it.	Assign a machine to serve as a standby unit.
IMC	Registry Possibly out of Sync. Long Description Registry Possibly out of Sync.	WARNING	Registry service has detected that the registry of <DNA unit IP> is not synchronized with the golden source.	Reload the unit.
IMC	BOS Unit <unit ip> is starting. Long Description BOS Unit <unit ip> is starting.	MINOR	Administration, Unit starting.	None needed.
IMC	BOS Unit <unit ip> is shutting down. Long Description BOS Unit <unit ip> is shutting down.	MINOR	Administration, Unit shutting down.	None needed.
IMC	Uplink to <peer host address>/<peer AVM id> disabled Long Description Uplink to <peer host address>/<peer AVM id> disabled	MINOR	Uplink disabled by administrator action.	None needed.
IMC	Uplink to <peer host address>/<peer AVM id> enabled Long Description Uplink to <peer host address>/<peer AVM id> enabled	MINOR	Uplink enabled by administrator action.	None needed.

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

Source OID	Short Description	Severity	Cause	Action
IMC	Uplink to <peer host address>/<peer AVM id> connected Long Description Uplink to <peer host address>/<peer AVM id> connected	MINOR	Connection established with the other switch.	None needed.
IMC	Uplink to <peer host address>/<peer AVM id> down Long Description Uplink to <peer host address>/<peer AVM id> down	MINOR	Connection lost.	Look for IP connectivity problems.
Category: Others				
IManagedElement	VNE definitions did not load properly Long Description VNE definitions did not load properly. Reason: <reason>	CRITICAL	Unable to load VNE.	Check AVM logs for any evident errors, rectify those errors, and restart manually.

Table 1-2 Error and Event Messages

Description	Cause	Action
The key of AVM <ip>:<avmid> (<avmeap>) was changed to <newkey>	Administrator	None needed.
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.
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, then restart the AVM manually.
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.
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.

Table 1-2 Error and Event Messages (continued)

Description	Cause	Action
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
AVM	Autonomous Virtual Machine
avmid	Autonomous Virtual Machine identifier
avmkey	Autonomous Virtual Machine key
BOS	ANA
DNA	ANA
MC	Metro Central
VNE	Virtual Network Element