



Cisco Active Network Abstraction Error Messages

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Preface

This guide details the system and error messages in Cisco Active Network Abstraction (Cisco 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 1-9](#) explains terms used in the messages.

Error and Event Messages

[Table 1-1](#) 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	Description	Severity	Cause	Action
Category: MCRreachability				
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	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 database to archive log mode.
IAvm	Unable to delete directory:<path>	MAJOR	Permission problems.	Check the directory permissions.
IAvm	Unable to delete file:<name>	MAJOR	Permission problems.	Check the file permissions.
IAvm	Error deleting files from:<path>	MAJOR	Permission problems.	Check the permissions of the directory containing the files and the permissions on the files.
IAvm	Error deleting files from:<path>	MAJOR	Permission problems.	Check the file permissions.
Category: bad alarms				
IAvm	Found alarms that do not refer to any network element in the system. Deleting <count> alarms.	MINOR	Element 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 were edited manually and incorrectly. 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.

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

Source OID	Description	Severity	Cause	Action
Category: event-rate-limiter				
IAvm	Dropped Events Report Long Description List of dropped events, with the total number of events dropped for each type of event. For example: Count type (ID) ----- 282 dot1qBridge trap (dot1qBridge trap) 601 generic trap (generic trap)	CRITICAL	There is an event burst in the network . The number of events received exceeded the Cisco ANA threshold. Cisco ANA dropped the excess events.	Check the network for the root cause of the event burst.
IAvm	<number of seconds> sec limiter for default event type reached CLEARED threshold	CLEARED	The rate of events received has now dropped below the threshold and is normal.	None needed.
IAvm	<number of seconds> sec limiter for default event type reached WARNING threshold	WARNING	The rate at events are being received is very close to the defined threshold value. There may be an 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 that the database occupies.	Free some space on the disk partition.
IAvm	No room for <object name> in tablespace <tablespace name>	MINOR	There is not enough free table space to accommodate 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 did not split the partition before the system started inserting data into it.	Contact Cisco Support.

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

Source OID	Description	Severity	Cause	Action
Category: queue-size-limiter				
IAvm	Queue Size Limiter Report	CRITICAL	There was an event burst in the network. The number of events received exceeded the Cisco ANA threshold. Cisco ANA dropped the excess events.	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	The response to the last ping message was longer than the threshold time. This can result from delays and errors in the network or the application.	Notify Cisco Support (low priority).
Category: severity				
IAvm	Found Integrity problem on <problems> elements	CRITICAL	There was a problem calculating the severity.	The system will fix the inaccuracy.
Category: tickets capacity				
IAvm	Tickets capacity back to normal.	CLEARED	The number of tickets Cisco ANA is generating has dropped below the defined threshold value.	None needed.
IAvm	Tickets capacity overflow, red threshold reached.	CRITICAL	The number of new tickets Cisco ANA is generating 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	Too many failed login attempts caused Cisco ANA to set the user ID to “disabled”.	Investigate the reason for the user login failures. If the reason was legitimate, reset the user profile to “enabled”.

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

Source OID	Description	Severity	Cause	Action
Category: Device System Events				
IElementManagement	Agent <agent ip> is not loading because of incorrect polling group. BOS Unit = <unit ip> AVM = <avm id>	MINOR	The polling group defined while adding the agent does not exist or is corrupt.	Verify the polling group definition and specify the correct polling group.
IElementManagement	Configuration Error - Duplicate IP [<existing da ip>]. Will unload device.	CRITICAL	The error can occur when: 1. A duplicate agent IP was added by mistake, even if the management IP address on the device is different. 2. Two devices have a duplicate management IP address and two agents for these two devices were added.	Remove the agent with the duplicate IP, rectify that on the device, and then add the agent again.
IElementManagement	Configuration Error - Duplicate Key [<existing da key>]. Will unload device.	CRITICAL	Cisco ANA found a duplicate device key and will unload the device.	Assign a unique key to the device, then reload it.
IElementManagement	Agent <agent ip> is starting. BOS Unit = <unit ip> AVM = <avm id>	MINOR	The specified VNE is starting.	None needed.
IElementManagement	Agent <agent ip> is shutting down. BOS Unit = <unit ip> AVM = <avm id>	MINOR	The specified VNE is shutting down.	None needed.
IElementManagement	Agent <agent ip> not responding: BOS Unit = <unit ip> AVM = <avm id>	MAJOR	The specified VNE is not responding.	Check AVM logs for any errors or memory issues.
IElementManagement	Agent <agent ip> suppressed: BOS Unit = <unit ip> AVM = <avm id>	MAJOR	The specified VNE is not responding. Efforts to restart the VNE have failed, so Cisco ANA is now suppressing the VNE.	Check the VNE and restart manually.
IElementManagement	Out of Memory	CRITICAL	The AVM memory is insufficient.	Increase the amount of memory allocated to the AVM.

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

Source OID	Description	Severity	Cause	Action
Category: AVM System Events				
IAvm	AVM <AVM id> is starting. BOS Unit = <Unit IP Address>	MINOR	The specified AVM is starting.	None needed.
IAvm	AVM <AVM id> is shutting down. BOS Unit = <Unit IP Address>	MINOR	The specified AVM is shutting down.	None needed.
IAvm	AVM <avm id> suppressed: BOS Unit = <unit ip> AVM = <avm id>	MINOR	The specified AVM is not responding and Cisco ANA's efforts to restart it have failed multiple times. Cisco ANA is now permanently suppressing the AVM.	Check AVM logs for any evident errors, rectify those errors, and restart manually.
IAvm	AVM <avm id> not responding: BOS Unit = <unit ip> AVM = <avm id>	MAJOR	The specified AVM is not responding.	Check AVM logs for any evident errors, rectify those errors, and restart manually.
IAvm	Memory usage normal	CLEARED	The amount of memory the AVM consumes has returned to normal (occurs only after usage was set to HIGH).	None needed.
IAvm	Memory usage high	WARNING	The amount of memory the AVM consumes exceeded the HIGH threshold (set as a percentage of total memory; default is 85%).	Consider increasing the amount of memory for this AVM.
IAvm	AVM <avm id> started. BOS Unit = <unit ip address>	MINOR	The specified AVM has started.	None needed.
IAvm	AVM <avm id> shut down. BOS Unit = <unit ip address>	MINOR	The specified AVM has shut down.	None needed.
IAvm	An outgoing <frame type> frame to <port peer description> was dropped	MAJOR	There is insufficient buffer space for outgoing transport frames.	Note the machine's CPU usage and then contact Cisco Support.
IAvm	<repeat count> frames were dropped in the last <time> seconds - for example an outgoing <frame type> frame to <port peer description>	MAJOR	There is insufficient buffer space. Repeated events were suppressed to avoid an event storm.	Note the machine's CPU usage and then contact Cisco Support.

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

Source OID	Description	Severity	Cause	Action
IAvm	A deserialization error occurred: class version error while deserializing a <frame type name> frame from <transport string> to <transport string>: <class name>	MAJOR	Code incompatibility exists between the source's AVM and the target's AVM.	Contact Cisco Support.
IAvm	<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>	MAJOR	A code incompatibility exists; repeated events were suppressed.	Contact Cisco Support.
Category: Unit System Events				
IMC	Server <mcIp> manual failover initiated. Raising Redundant machine = <redundantIp>	MAJOR	A manual failover was requested for unit <DNA unit IP>. Cisco ANA is attempting to start the specified standby machine.	None needed.
IMC	Server <mcIp> not responding. Raising Redundant machine = <redundantIp>	MAJOR	A manual failover was requested for unit <DNA unit IP>. Cisco ANA is attempting to start the specified standby machine.	None needed.
IMC	Server <mcIp> manual failover initiated. No Redundant machine available.	MAJOR	The High Availability service cannot service the the failover request because it cannot find an assigned standby machine.	Assign a machine to serve as a standby unit.
IMC	Server <mcIp> not responding. No Redundant machine available.	MAJOR	The High Availability service can not service the failover request because the assigned standby machine <mcIp> is not responding and there is no machine assigned to replace it.	Assign a machine to serve as a standby unit.
IMC	Registry Possibly out of Sync.	WARNING	The Registry service has detected that the registry is not synchronized with the golden source.	Reload the unit.
IMC	BOS Unit <unit ip> is starting.	MINOR	The specified Unit is starting.	None needed.
IMC	BOS Unit <unit ip> is shutting down.	MINOR	The specified Unit is shutting down.	None needed.

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

Source OID	Description	Severity	Cause	Action
IMC	Uplink to <peer host address>/<peer AVM id> disabled	MINOR	The Administrator disabled the uplink to the specified host or peer AVM.	None needed.
IMC	Uplink to <peer host address>/<peer AVM id> enabled	MINOR	The Administrator disabled the uplink to the specified host or peer AVM.	None needed.
IMC	Uplink to <peer host address>/<peer AVM id> connected	MINOR	The uplink connection with the specified host or peer AVM was established.	None needed.
IMC	Uplink to <peer host address>/<peer AVM id> down	MINOR	The uplink to the specified host or peer AVM was 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	Cisco ANA was unable to load VNEs.	Check the 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.
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	Cisco ANA
DNA	Cisco ANA
MC	Metro Central
VNE	Virtual Network Element

