



CHAPTER 3

Troubleshooting

Revised: August 21, 2008, OL-15336-02

This chapter describes the resolution of the events and alarms associated with the Simple Object Access Protocol (SOAP) interface.

SOAP Operations Support System Events

This section provides the information that you need to monitor and correct Operations Support System events. [Table 3-1](#) lists all Operations Support System events in numerical order and provides a cross reference to each subsection in this section.

Table 3-1 SOAP Session Manageability OSS Events

Event Type	Event Name	Event Severity
OSS 17	Session Has Been Removed (OSS 17)	INFO
OSS 18	Invalid Session Request (OSS 18)	INFO
OSS 19	Interface Is Active and Operational (OSS 19)	INFO
OSS 20	Interface Is Not Started or Not Operational (OSS 20)	MINOR

Session Has Been Removed (OSS 17)

The Session Has Been Removed event serves as an information alert that the session has been removed. The primary cause of the informational alert is that the session was removed because it was idle over the timeout limit.

Invalid Session Request (OSS 18)

The Invalid Session Request event serves as an information alert that the noun, verb, or parameters of the **request** command are not valid. To correct the primary cause of the Invalid Session Request event, check and correct the **request** command.

Interface Is Active and Operational (OSS 19)

The Interface Is Active and Operational event serves as an informational alert that the application interface is active and operational. The event is informational only and no further action is required.

Interface Is Not Started or Not Operational (OSS 20)

The Interface Is Not Started or Is Not Operational alarm (minor) indicates that application interface has failed to start or is not operational. To troubleshoot and correct the cause of the alarm, restart the application interface.

Alarms

The following alarms might be returned by this feature.

OSS (17)

To monitor and correct the cause of the event, refer to the [“Session Has Been Removed \(OSS 17\)”](#) section.

DESCRIPTION	Session Has Been Removed
SEVERITY	INFO
THRESHOLD	100
THROTTLE	0
DATAWORDS	Session Type - STRING [16] User ID - STRING [16] Session Key - STRING [20]
PRIMARY CAUSE	The session was removed since it was idle over the timeout limit.
PRIMARY ACTION	N/A.

OSS (18)

To monitor and correct the cause of the event, refer to the “[Invalid Session Request \(OSS 18\)](#)” section.

DESCRIPTION	Invalid Session Request
SEVERITY	INFO
THRESHOLD	100
THROTTLE	0
DATAWORDS	User ID - STRING [16] Session Key - STRING [20] Request - STRING [256]
PRIMARY CAUSE	The noun, verb, or parameters of the request command are not valid.
PRIMARY ACTION	Check and correct the request command.

OSS (19)

To monitor and correct the cause of the event, refer to the “[Interface Is Active and Operational \(OSS 19\)](#)” section.

DESCRIPTION	Interface is Active and Operational
SEVERITY	INFO
THRESHOLD	100
THROTTLE	0
DATAWORDS	Session Type - STRING [16]
PRIMARY CAUSE	The application interface is active and operational.
PRIMARY ACTION	N/A.

OSS (20)

To monitor and correct the cause of the event, refer to the [“Interface Is Not Started or Not Operational \(OSS 20\)”](#) section.

DESCRIPTION	Interface Is Not Started or Is Not Operational
SEVERITY	MINOR
THRESHOLD	100
THROTTLE	0
DATAWORDS	Session Type - STRING [16]
PRIMARY CAUSE	The application interface has failed to start or is not operational.
PRIMARY ACTION	Restart the application interface.