

Troubleshoot Alert Message - an Application Fault Occurred

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Introduction

This document describes identifying, troubleshooting, and resolving the "An application fault occurred" error.

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Prerequisites

Requirements

Cisco recommends that you have a basic understanding of the Cisco Secure Email Gateway or Cisco Secure Email Cloud Gateway.

Components Used

This document is not restricted to specific software and hardware versions.

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, ensure that you understand the potential impact of any command.

Background Information

This document also provides a more detailed overview of some common application faults.

An alert is received after a process crashes.

Identify

Usually, the administrator receives an email containing the fault of the application.

Here is an example:

```
Critical: An application fault occurred: ('monitor/message_tracking.py __call__|500', "<type 'exception.  
'[util/Aquarium.py screenLoop|413] [util/InternalLibrary.py inverseExtend|328] [util/InternalLibrary.py  
[util/InternalLibrary.py __call__|769] [screen/CommonController.py __call__|66] [util/InternalLibrary.p  
[util/InternalLibrary.py __call__|771] [monitor/message_tracking.py __call__|500]')
```

If an email containing the alert is not received, administrators can use the **displayalerts** command in order to reveal any recent application faults.

Resolving

Most application faults are self-resolving and are safe to ignore; however, there are a few that require intervention in order to bring the device back to normal operation.

For example, "**Aquarium.py screenLoop**" application faults are usually indicative of too many clicks within a short span inside the GUI and are safe to ignore. However, if the application fault has something like the **No module named DLP** within it, then it requires Cisco TAC to assist with providing a solution.

If you are noticing strange behavior or other impact after receiving the error, then proceed to open up a Cisco TAC case for assistance using the [Cisco Support Case Manager](#).

Common Application Faults

An additional context surrounding some existing application faults has been provided and the list will be kept updated. If you believe that something can be added, then let us know.

[Cisco Bug ID CSCvg85500 - No Module Named DLP](#)

```
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```

Related Information

- [Cisco Secure Email Cloud Gateway End-User Guides](#)
- [Cisco Secure Email Gateway End-User Guides](#)
- [Cisco Technical Support & Downloads](#)