



## Log Messages

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This chapter describes the error messages generated by the system. It includes these topics:

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## About ACE XML Gateway Log Messages

There are several hundred different messages that the ACE XML Gateway may report to its Manager during operation. Depending on the logging levels configured on the ACE XML Manager, these messages may appear on the log viewers. Following are descriptions of some of the most important messages.

## Alerts

Messages are logged at the Alert level when an event occurs that prevents correct operation of the ACE XML Gateway. There are a small number of messages that are logged at this level, including:

- The feature [feature name] at line [line number] in license file '[license file]' is not properly signed.
- Fatal error: Failed to initialize shared memory manager
- Unable to start core SSL listener (followed by a more detailed description of the problem)
- Unable to store uploaded resource on disk; policy will be unable to use this resource! (could not open file '[file name]')
- Reconfiguration request failed; system state may now be inconsistent.Reconfiguration request failed; system state may now be inconsistent.
- There was a problem loading the encryption key for the logging subsystem, preventing correct startup.
- Error opening init.d directory: [directory name]. No IO processes will start.
- Error opening IO manifest file: [file name]. No IO processes will start.

The appearance of any of these messages in the log is an indication that the ACE XML Gateway is unable to continue correct operation.

# Startup and Operational Errors

Errors in this category occur when the ACE XML Gateway is unable to start one or more of its processes, or encounters some runtime error that it cannot resolve on its own.

Messages of this type include:

- Error executing [script name] start
- Error executing [script name] stop
- unable to determine webapp port number
- The backup license file could not be restored.
- Failed to create SQL connection
- Could not load webapp state
- Could not restart webapp
- Exception while uploading webapp certificate
- JMS Listener is configured to use a JMS implementation
- Unable to send e-mail.
- No response from the core; returning 'service unavailable'
- Unknown exception trying to contact core
- Unable to contact core
- Unexpected error while waiting for response from the core
- Error listening to socket
- Error binding to socket
- Unable to create socket
- Missing throttling specification. Possible system misconfiguration? No throttling will be performed.
- Cannot load password file
- There was a problem rolling the logs
- Starting policy configuration is missing! Will start with no policy -- all requests will be rejected.
- Unable to start up. Check to see if another instance is already running.
- No configuration URL provided. Will use default (minimal) rule set.
- Unable to retrieve configuration data; will start with default (minimal) rule set.
- Parsed empty host from configuration URL. Skipping configuration load step.
- Unable to parse host from configuration URL. Skipping configuration load step.
- Failed to reload nfast keystore
- Policy may be using nfast keys, but nfast keystore directory
- Failed to open a secure input port
- Failed to open input port
- LDAP Bind Query [query string] resulted in Error [error string]
- LDAP Query [query string] resulted in Error [error string]
- Cannot compile XSL file

- Cannot open XSL file

## Policy Errors

Policy errors are reported when a Cisco ACE XML Gateway or Manager is unable to correctly process a policy, for example, when it is unable to save or load a policy archive, or unable to deploy a policy to a target ACE XML Gateway. Messages of this type indicate a serious problem that prevents correct updating or enforcement of the ACE XML Gateway policy.

Messages of this type include:

- Failed to restore policy archive database
- Failed to decompress policy archive: \$err
- passwdfile \${passwdfile} does not exist.
- Error executing \$prodScript start
- Failed to restore database
- Failed to decompress webapp state
- Error reading compiled policy properties
- Error writing compiled policy properties
- Filed to write compiled policy tar file
- Unable to construct compiled policy for [policy name]
- Unexpected error while deploying policy to [Gateway system]
- Connection dropped while deploying policy to [Gateway system]
- Connection refused while deploying policy to [Gateway system]
- to deploy policy to server [Gateway system]
- error deleting compiled policy [policy name]
- Policy migration failed due to an unknown error while loading the policy database from file.
- Policy migration failed because the policy database could not be loaded into the ACE XML Manager web console from file.
- Policy migration failed because the properties file for policy ID '%s' could not be read.,
- Policy migration failed because saved policy ID '%s' does not have the required properties file.,
- Policy migration failed because the file corresponding to policy ID '%s' at path '%s' could not be found.,
- Policy migration failed because a saved policy database with ID '%s' could be found.,
- Could not load webapp state
- User [user name] tried to upload [policy name], which is an invalid policy archive, or contains files with the same names as existing policy files.,
- Error reading snapshot properties
- Error writing snapshot properties
- An error occurred while parsing the policy file: '[policy file name]'. The current policy will continue to run.
- Unable to successfully read the policy file. The current policy will continue to run.

- Unable to open policy file. The current policy will continue to run.
- No policy file specified in configuration xml. The current policy will continue to run.
- An error occurred while decompressing the uploaded policy file. Please contact your administrator.
- Starting policy configuration is missing! Will start with no policy -- all requests will be rejected.
- Unable to load last policy, starting with minimal (empty) ruleset.

## Message-handling Errors

Errors in this category occur when the ACE XML Gateway is unable to handle a message correctly because of some problem with the message, the policy, or the ACE XML Gateway system configuration.

Messages of this type include:

- error getting message off queue '[queue name]' after new buffer allocation
- Out of available memory: rejecting post body as too large
- Timeout backend server response after [number] milliseconds
- Routing error: output handler '[handler name]' unknown. Message will be dropped.
- Unable to determine supported namespaces for XML processing.
- Exception while checking SOAP Header
- Request message has no client IP; cannot check range
- Cannot compile XPath
- Malformed regular expression
- Cannot compute digest
- This SOAP handler requires attachments, but the message has none
- Handler is configured to allow attachments, but no attachment validation specification was provided
- Invalid attachment validation specification

## SSL Errors

Errors in this category occur when the ACE XML Gateway is unable to negotiate an SSL connection correctly because of some problem with the security resources, the SSL engine, or the ACE XML Gateway system configuration.

Messages of this type include:

- Error while accepting SSL connection
- Internal SSL error
- CA load failed
- CA Resource [resource name] specifies a CRL URI, but no CRL file found
- Unrecognized OpenSSL engine
- Failed to load OpenSSL engine

## Message-Queue Errors

Errors in this category occur when the ACE XML Gateway is unable to communicate correctly with a message-queue server because of some problem with the network, the queue server, or the ACE XML Gateway system configuration.

Messages of this type include:

- Empty reply to queue name, for request message off queue
- error getting request off [queue type] queue '[queue name]'
- error %s opening input queue
- error %s connecting to queue manager '[manager name]' on MQSeries server

