



## CHAPTER 2

# Alarms

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This chapter lists the Cisco Internet Streamer CDS Release 3.1 alarms. Each alarm is followed by an explanation and recommended action. The chapter also defines the six generic SNMP alarm traps.

## Severity Level

An alarm can have one of the following three severity levels: critical, major or minor:

- Critical alarm indicates that a critical problem exists somewhere in the network. Critical alarms cause failover and should be cleared immediately.
- Major alarm indicates that a serious problem exists that is disrupting service. Major alarms differ from critical alarms in that they do not cause failovers. Major alarms should also be cleared immediately.
- Minor alarms should be noted and cleared as soon as possible.

## Critical Alarms

Alarm 330001 (svcdisabled)—service name—service has been disabled.

**Explanation** The Node Manager tried restarting the specified service but the service kept restarting. The number of restarts has exceeded an internal limit and the service has been disabled.

**Recommended Action** The device may have to be reloaded for the service to be re-enabled.

Alarm 330002 (servicedead)—service name—service died.

**Explanation** A critical service has died. Attempts are made to restart this service, but the device may run in a degraded state.

**Recommended Action** The device could reboot itself to avoid instability. Examine the syslog for messages relating to the cause of service death.

Alarm 335000 (alarm\_overload) Alarm Overload State has been entered.

**Explanation** The Node Health Manager issues this alarm to indicate that the device is raising alarms at a rate that exceeds the overload threshold.

**Recommended Action** Access the device and determine what services are raising the alarms. Take corrective action to resolve the individual services' issues.

Alarm 335001 (keepalive) Keepalive failure for—application name—Timeout =  $n$  seconds.

**Explanation** An application is not being responsive, indicating it may not be properly operating.

**Recommended Action** Access the device and determine the state of the specific application.

Alarm 335003 (test1) NHM Alarm Testing [string].

**Explanation** This alarm is used for testing the Node Health Manager.

**Recommended Action** No action is required. This alarm should never occur during normal operation.

Alarm 335006 (test4) NHM Alarm Testing [string].

**Explanation** This alarm is used for testing the Node Health Manager.

**Recommended Action** No action is required. This alarm should never occur during normal operation.

Alarm 335008 (test1) NHM Alarm Testing [string].

**Explanation** This alarm is used for testing the Node Health Manager.

**Recommended Action** No action is required. This alarm should never occur during normal operation.

Alarm 445002 (disk\_smartinfo) An SE disk has severe early-prediction failure which requires immediate action.

**Explanation** The SYSMON issues this alarm to indicate that one of the disks attached to the SE has severe early-prediction failure (for example, the disk has failed SMART self-check).

**Recommended Action** Back up data immediately on the disk to prevent data loss, and replace the disk after it is marked bad by the SE.

Alarm 445005 (disk\_softraidcrit) A SoftRAID device has malfunctioned and requires immediate action.

**Explanation** The SYSMON issues this alarm to indicate that a SoftRAID device has malfunctioned (for example, both component disks of a RAID-1 array have become inaccessible or faulty).

**Recommended Action** Replace the disks and restore the data from backup storage, or remanufacturing and reload the disks.

Alarm 445012 (crit\_hw\_validation) Critical hardware validation failure.

**Explanation** The System Monitor issues this whenever it fails to validate critical hardware components. Critical hardware components are vital to the system's overall functionality, and should be addressed immediately.

**Recommended Action** Access the device, retrieve hardware information from the show inventory command, and contact Cisco TAC as soon as possible.

Alarm 700004 (device\_offline\_alarm) Device is offline. Re-register device to cdsm is strongly recommended.

**Explanation** The device is offline.

**Recommended Action** Check the device or network status. It may be necessary to re-register the device to the CDSM.

Alarm 700005 (rep\_status\_failed) Replication status failed.

**Explanation** Replication status has failed.

**Recommended Action** Check all SEs assigned to the delivery service.

## Major Alarms

Alarm 100002 (ManifestFetchFail) Fail to fetch manifest file for Delivery Service.

**Explanation** There is a problem fetching the manifest file for this delivery service.

**Recommended Action** Log in to the CA, execute the **show stat acq err** command to check the problem, and resolve the problem.

Alarm 100003 (ManifestParseFail) Fail to parse manifest file for Delivery Service.

**Explanation** There are some syntax errors in the manifest file for this delivery service.

**Recommended Action** Log in to the CA, execute the **show stat acq err** command to check the problem, and resolve the problem.

Alarm 100005 (ExceedQuota) Total content size could not fit into the Delivery Service disk quota.

**Explanation** The total content size acquired for this delivery service is larger than allowed from the delivery service disk quota.

**Recommended Action** Either remove some contents from the manifest file, or increase the delivery service disk quota.

Alarm 100006 (CrawlStartUrlFail) The start-url for a crawl job in the Delivery Service failed.

**Explanation** There is a problem fetching the start URL of a crawl job in this delivery service.

**Recommended Action** Log in to the CA, execute the **show status acquirer error** command to check the problem, and resolve the problem.

Alarm 100007 (ContentFail) There are some contents that failed to be acquired.

**Explanation** There are some contents that failed to be acquired.

**Recommended Action** Log in to the CA, execute the **show status acquirer error** command to check the problem, and resolve the problem.

Alarm 213501 (svcnomcastenable) Alarm multicast is disabled although the SE is a multicast sender and receiver, or it is subscribed to a multicast Delivery Service.



### Note

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This alarm only applies to Cisco Internet Streamer CDS 3.1.1 Release.

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**Explanation** The unicast data receiver issues this alarm to indicate that the device does not have multicast service enabled, although it is expected to be involved in multicast distribution.

**Recommended Action** Enable the multicast license and service on the device.

Alarm 330003 (servicedead)—service name—service died.

**Explanation** The node manager found the specified service to be dead. Attempts are made to restart this service.

**Recommended Action** Examine the syslog for messages relating to the cause of service death. The alarm is cleared if the service stays alive and does not restart soon.

Alarm 335002 (test) NHM Alarm Testing [string].

**Explanation** This alarm is used for testing the Node Health Manager.

**Recommended Action** No action is required. This alarm should never occur during normal operation.

Alarm 335004 (test2) NHM Alarm Testing [string].

**Explanation** This alarm is used for testing the Node Health Manager.

**Recommended Action** No action is required. This alarm should never occur during normal operation.

Alarm 335009 (test2) NHM Alarm Testing [string].

**Explanation** This alarm is used for testing the Node Health Manager.

**Recommended Action** No action is required. This alarm should never occur during normal operation.

Alarm 335010 (test3) NHM Alarm Testing [string].

**Explanation** This alarm is used for testing the Node Health Manager.

**Recommended Action** No action is required. This alarm should never occur during normal operation.

Alarm 445001 (core\_dump) A *User Core* file or *Kernel Crash* dump has been generated.

**Explanation** The SYSMON issues this alarm to indicate that one or more of the software modules or the kernel has generated core files.

**Recommended Action** Access the device and check the directory */local1/core\_dir*, or */local1/crash*, retrieve the core file through FTP, and contact Cisco TAC.

Alarm 445003 (disk\_smartinfo) An SE disk has early-prediction failure.

**Explanation** The SYSMON issues this alarm to indicate that one of the disks attached to the SE has early-prediction failure. This alarm indicates the disk could fail in the near future.

**Recommended Action** Make proper preparations for the incoming disk drive failure, such as making data backups and preparing a replacement disk.

Alarm 445008 (rootfs\_lowmem) Rootfs is low on memory.

**Explanation** The root filesystem is low on memory. If the rootfs runs out of memory completely, applications start to fail.

**Recommended Action** Contact Cisco TAC immediately for a diagnosis.

Alarm 445009 (system\_hitemp) System Temperature Warning!

**Explanation** The System Monitor issues this alarm to indicate that the motherboard sensor reports high temperatures.

**Recommended Action** Check the temperature of the lab and the airflow inside the CDE.

Alarm 445010 (local) Directory /local1 usage exceeds the threshold.

**Explanation** This directory runs out of space at 80%. If this directory runs out of space, some applications will not work properly. Clean up the files under /local1 now, otherwise the system will automatically delete log files to save space.

**Recommended Action** Clean up the files under /local1 to save space.

Alarm 445013 (major\_hw\_validation) Critical hardware validation failure.

**Explanation** The System Monitor issues this whenever it fails to validate critical hardware components. Critical hardware components are vital to the system's overall functionality, and should be addressed immediately.

**Recommended Action** Access the device, retrieve hardware information from the show inventory command, and contact Cisco TAC as soon as possible.

Alarm 445016 (nas\_failiure) NAS on SE failed and could not recover even after multiple failure-retries.

**Explanation** NAS on SE failed and could not recover even after multiple failure-retries.

**Recommended Action** Check whether the NAS server is online and has sufficient mount permissions.

Alarm 445018 (MegaRAID\_battery) MegaRAID SAS Controller Battery Backup Unit has failed.

**Explanation** The MegaRAID SAS Controller Battery Backup Unit (BBU) may fail at any time; failure is imminent. If a UPS is not installed, in the event of a power-outage, there is a risk that the contents of the MegaRAID Controller Cache may be compromised, thereby causing potential filesystem corruption to the SYSTEM disk(s).

**Recommended Action** Contact Cisco TAC for further assistance.

Alarm 512001 (tpsquotaexceed) RTSP request rate has reached service threshold limit.

**Explanation** RTSP request rate has reached service threshold limit. Further requests will wait in TCP queue until the service quota is re-filled in the next 2 seconds.

**Recommended Action** Avoid further service requests to the box.

Alarm 520004 (GroupDown)—group—Specified standby group is down.

**Explanation** None of the member interfaces in the specified standby group could be brought up.

**Recommended Action** Check the member interfaces configuration and cabling.

Alarm 540002 (linkdown) Network interface is inactive or down.

**Explanation** The network interface is inactive or down.

**Recommended Action** Check the cables connected to the network device.

Alarm 540003 (speed\_mismatch) An alarm is raised for a portchannel if an interface within a portchannel has a different negotiated data rate than the rest of the interfaces in the portchannel.

**Explanation** Speed mismatch among interfaces assigned to portchannel.

**Recommended Action** Check the switch settings and verify cables are connected.

Alarm 540004 (lACP\_link\_down) Network LACP interface is inactive or down.

**Explanation** Network LACP interface is inactive or down.

**Recommended Action** Check the cables connected to the network device.

Alarm 540005 (lACP\_no\_neighbor) Network LACP interface has no neighbor.

**Explanation** Network LACP interface can not receive any LACPDU packet.

**Recommended Action** Check if switch side has LACP turned on.

Alarm 550001 (SEKeepalive) SE keepalive timed-out or SE is not reachable.

**Explanation** Either the SR has not received keepalives from the SE, or the SE is not reachable.

**Recommended Action** Check the cables connected to the network device and the SE.

Alarm 550004 (DsSession) Delivery service session quota exceeded.

**Explanation** Global delivery service session quota exceeded on an SR.

**Recommended Action** None.

Alarm 550005 (DsAugmentedSession) Delivery service augmented session quota exceeded.

**Explanation** Global delivery service augmented session quota exceeded on an SR.

**Recommended Action** None.

Alarm 550006 (DsBandwidth) Delivery service bandwidth quota exceeded.

**Explanation** Global delivery service bandwidth quota exceeded on an SR.

**Recommended Action** None.

Alarm 550007 (DsAugmentedBandwidth) Delivery service augmented bandwidth quota exceeded.

**Explanation** Global delivery service augmented bandwidth quota exceeded on an SR.

**Recommended Action** None.

Alarm 560001 (threshold) Service monitor CPU threshold exceeded.

**Explanation** The Service Monitor CPU threshold has been exceeded.

**Recommended Action** Check the file */tmp/threshold\_exceeded.txt*.

Alarm 560002 (threshold) Service monitor memory threshold exceeded.

**Explanation** The Service Monitor memory threshold has been exceeded.

**Recommended Action** Check the file */tmp/threshold\_exceeded.txt*.

Alarm 560003 (threshold) Service monitor kernel memory threshold exceeded.

**Explanation** The Service Monitor kernel memory threshold has been exceeded.

**Recommended Action** Check the file */tmp/threshold\_exceeded.txt*.

Alarm 560004 (threshold) Service monitor NIC threshold exceeded.

**Explanation** The Service Monitor Network Interface Card (NIC) threshold has been exceeded.

**Recommended Action** Check the file */tmp/threshold\_exceeded.txt*.

Alarm 560005 (threshold) Service monitor Disk threshold exceeded.

**Explanation** The Service Monitor disk threshold has been exceeded.

**Recommended Action** Check the file */tmp/threshold\_exceeded.txt*.

Alarm 560006 (threshold) Service monitor Disk Failure count threshold exceeded.

**Explanation** The Service Monitor disk failure count threshold has been exceeded.

**Recommended Action** Check the file */tmp/threshold\_exceeded.txt*.

Alarm 570001 (licensethresholdexceeded) WMT service has reached burstcnt threshold limits.

**Explanation** WMT service has reached the burstcnt threshold or the limits configured with the **wmt max-concurrent-sessions bandwidth wmt outgoing** command.

**Recommended Action** Avoid further service requests to the CDE.

Alarm 570002 (licensethresholdexceeded) WE service has reached burstcnt threshold limits.

**Explanation** WE service has reached the burstcnt threshold or the limits configured with the **web-engine max-concurrent-sessions** command.

**Recommended Action** Avoid further service requests to the CDE.

Alarm 570003 (licensethresholdexceeded) FMS service has reached burstcnt threshold limits.

**Explanation** FMS service has reached the burstcnt threshold or the limits configured with the **flash-media-streaming max-concurrent-sessions flash-media-streaming max-bandwidth** command.

**Recommended Action** Avoid further service requests to the CDE.

Alarm 570004 (licensethresholdexceeded) MS service has reached burstcnt threshold limits.

**Explanation** MS service has reached the burstcnt threshold or the limits configured with the **movie-streamer max-concurrent-sessions bandwidth movie-streamer outgoing** command.

**Recommended Action** Avoid further service requests to the CDE.

Alarm 661001 (svclowdisk) Alarm database is running low in disk space in the STATEFS partition.

**Explanation** The database monitor service issues this alarm to indicate that it is running low in disk space in the STATEFS partition, and therefore content replication service (acquisition and distribution) has been temporarily stopped.

**Recommended Action** Execute the **cms database maintenance** command or schedule database maintenance more frequently to reclaim the disk space.

Alarm 700002 (cms\_clock\_alarm) The device clock is not synchronized with the primary Content Delivery System Manager (CDSM). Enabling NTP on all the devices is strongly recommended.

**Explanation** If this device is an SE, its clock must be synchronized with the primary CDSM to make replication status, statistics monitoring, and program files work correctly. If this device is a standby CDSM, its clock must be synchronized with the primary CDSM to make the CDSM failover work.

**Recommended Action** Fix the clock on either this device or the primary CDSM.

Alarm 710001 (ftp\_export\_failed) FTP export failed.

**Explanation** The alarm is raised when the system fails to export transaction logs to an FTP server.

**Recommended Action** Check the network connectivity to the FTP server. Check the user name and password to access the server.

Alarm 900003 (WebCalLookupThreshold) Maximum outstanding storage lookup threshold exceeded.

**Explanation** The maximum outstanding storage lookup threshold has been exceeded.

**Recommended Action** Reducing the number of concurrent sessions would help to recover from this alarm.

Alarm 9000013 (WebCalLookupAugThreshold) Maximum outstanding storage lookup augmentation threshold exceeded.

**Explanation** The maximum outstanding storage lookup augmentation threshold has been exceeded.

**Recommended Action** Reducing the number of concurrent sessions would help to recover from this alarm.

## Minor Alarms

Alarm 100001 (zerobandwidth) specified content acquisition bandwidth is 0.

**Explanation** The device has been assigned as *CA* for some delivery services, but its acquisition bandwidth is 0.

**Recommended Action** On the CDSM devices page, select this device and select **Edit** and the **Select Preposition** link on the left of the screen, then change its default bandwidth.

Alarm 100004 (ManifestUpdateFail) Fail to recheck manifest file for Delivery Service.

**Explanation** There is a problem rechecking the manifest file for this delivery service.

**Recommended Action** Log in to the CA, execute the **show status acquirer error** command to check the problem, and resolve the problem.

Alarm 100008 (ContentUpdateFail) There are some contents that failed to be rechecked.

**Explanation** There are some contents that failed to be rechecked.

**Recommended Action** Log in to the CA, and execute the **show status acquirer error** command to check the problem, and resolve the problem.

Alarm 100009 (ManifestParseWarning) Fail to parse manifest file for Delivery Service.

**Explanation** There are some syntax warnings in the manifest file for this delivery service.

**Recommended Action** Log in to the CA, and execute the **show status acquirer error** command to display the warnings, and resolve the problem.

Alarm 212500 (svcbwclosed) Alarm Dout bandwidth is set to zero while jobs are scheduled.

**Explanation** The unicast data sender issued this alarm to indicate that the Dout is scheduled to be zero, but currently the unicast data sender has a job running.

**Recommended Action** Access the CDSM and determine if the bandwidth values and bandwidth schedules are correctly configured, and verify on the device the effective bandwidth and job statistics.

Alarm 213500 (svcbwclosed) Alarm Din bandwidth is set to zero while jobs are scheduled.

**Explanation** The unicast data receiver issued this alarm to indicate that the Din is scheduled to be zero, but currently the unicast data receiver has a job scheduled or running.

**Recommended Action** Access the CDSM and determine if the bandwidth values and bandwidth schedules are correctly configured, and verify on the device the effective bandwidth and job statistics.

Alarm 213502 (svcnomcastconnectivity) There is no multicast network connectivity between the multicast sender and this device.



**Note**

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This alarm only applies to Cisco Internet Streamer CDS 3.1.1 Release.

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**Explanation** The unicast data receiver issues this alarm to indicate that the device as multicast receiver cannot receive Pragmatic General Multicast packets from a multicast sender. There is no multicast network connectivity between the multicast sender and this device.

**Recommended Action** Check and fix the multicast network connectivity between the sender and the receiver.

Alarm 213503 (svcnunspaceproblem) There is a UNS problem while replicating and so some NACKs are suppressed.

**Explanation** The unicast data receiver issues this alarm to indicate that the device as multicast receiver cannot receive files due to a problem with the Unified Name Space (UNS). It stops sending NACKs for the UNS failed files.

**Recommended Action** Check and fix the UNS-related issues in the multicast receiver SE.

Alarm 213504 (svcnacksuppressed) Alarm that Multicast Receiver has stopped NACKs due to heavy loss.



**Note**

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This alarm only applies to Cisco Internet Streamer CDS 3.1.1 Release.

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**Explanation** The unicast data receiver issues this alarm to indicate that the device as multicast receiver cannot receive multicast files for some considerable time and has stopped sending NACKs for the files.

**Recommended Action** Check the multicast network for any problems. The sending of NACKs starts after at least one file is successfully received.

Alarm 215003 (svcdevfailover) Alarm backup multicast sender has been activated.



**Note**

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This alarm only applies to Cisco Internet Streamer CDS 3.1.1 Release.

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**Explanation** The backup multicast sender issues this alarm to indicate that it has been activated and either the primary backup sender has a problem, or the primary and backup multicast senders cannot communicate with each other due to possible network connection issues.

**Recommended Action** Troubleshoot the multicast sender service on the primary multicast sender and check the network connectivity between the primary and backup multicast senders.

Alarm 215500 (svcbwclosed) Alarm Mout bandwidth is set to zero while jobs are scheduled.

**Explanation** The multicast data sender issues this alarm to indicate that the device has Mout scheduled to be zero, but currently the multicast data sender has a job scheduled or is running.

**Recommended Action** Access the CDSM and determine if the bandwidth values and bandwidth schedules are correctly configured, and verify on the device the effective bandwidth and job statistics.

Alarm 330004 (servicedead)—service name—service died.

**Explanation** The node manager found the specified service to be dead. Attempts are made to restart this service.

**Recommended Action** Examine the syslog for messages relating to the cause of service death. The alarm is cleared if the service stays alive and does not restart in a short while.

Alarm 335005 (test3) NHM Alarm Testing [string].

**Explanation** This alarm is used for testing the Node Health Manager.

**Recommended Action** No action is required. This alarm should never occur during normal operation.

Alarm 335007 (test5) NHM Alarm Testing [string].

**Explanation** This alarm is used for testing the Node Health Manager.

**Recommended Action** No action is required. This alarm should never occur during normal operation.

Alarm 400000 (wesvcthresholdexceeded) WebEngine has reached service threshold limits.

**Explanation** The Web Engine service has reached license limits, or the limits were configured with the **webengine max-concurrent-sessions** command.

**Recommended Action** Avoid further service requests to this device.

Alarm 445000 (disk\_failure) An SE disk has failed.

**Explanation** The SYSMON issues this alarm to indicate that one of the disks attached to the SE is not responding.

**Recommended Action** Access the device and execute the **show disk details** command. If the problem persists, replace the disk.

Alarm 445004 (disk smartfailminor) A SE disk has minor early-prediction failure.

**Explanation** The SYSMON issues this alarm to indicate that one of the disks attached to the SE has a minor early-prediction failure. It warns that the disk may fail soon.

**Recommended Action** Monitor the disk for early indications of errors occurring. If more severe SMART errors occur, or if disk errors occur, take the appropriate action.

Alarm 445006 (SoftRAID\_Event) A SoftRAID device has become degraded and requires immediate action.

**Explanation** The SYSMON issues this alarm to indicate that a SoftRAID device has become degraded (for example, one disk of a RAID-1 array has become inaccessible or faulty).

**Recommended Action** If the system suspects an inconsistency in the RAID volume, it will initiate a resync to restore the volume's integrity. Check the RAID status using the **show disk raid** command to verify whether a disk failure or resync is occurring. For a resync, wait for the sync(s) to complete. For a degraded array, replace the disk.

Alarm 445007 (psu\_down) A power supply power cable is unplugged or the power supply has failed.

**Explanation** The System Monitor issues this alarm to indicate that at least one power supply failed or is unplugged.

**Recommended Action** Check the back of the CDE and locate the power supplies. Verify the power cables are plugged in and replace any failed power supplies.

Alarm 445011 (diskXX\_badsector) Bad sector(s) on disk.

**Explanation** The system came across a corrupted disk sector(s) that it may (or may not) have been able to identify in the description above.

**Recommended Action** Contact tech support. The sector(s) might be recoverable by executing the 'disk repair' command. When running 'disk repair', all data on the drive will be lost; however, any repaired sector(s) will be available for data storage again.

Alarm 445014 (minor\_hw\_validation) Minor hardware validation failure.

**Explanation** The System Monitor issues this whenever it fails to validate minor hardware components. Minor hardware components are vital to the system's overall functionality, and should be addressed immediately.

**Recommended Action** Inspect the alarm's instance information. If the alarm is raised for a removable component, such as disk00, replace the component according to documentation. For additional assistance, contact Cisco TAC and provide the output of **show alarms detail support** and **show inventory**.

Alarm 445015 (filesystem\_failure) Critical hardware validation failure.

**Explanation** The System Monitor raises this alarm to indicate that an unexpected filesystem error has occurred.

**Recommended Action** If the problem is isolated to a single CDNFS disk, it may be possible to reformat the disk to recover. Contact Cisco TAC for further assistance.

Alarm 445017(nas\_offline) NAS attached to SE seems to be offline.

**Explanation** NAS attached to SE seems to be offline.

**Recommended Action** Check whether the NAS server is online and has sufficient mount permissions.

Alarm 445019 (MegaRAID\_battery) MegaRAID SAS Controller Battery Backup Unit imminent failure detected.

**Explanation** The MegaRAID SAS Controller Battery Backup Unit (BBU) may fail at any time; failure is imminent. If a UPS is not installed, in the event of a power-outage, there is a risk that the contents of the MegaRAID Controller Cache may be compromised, thereby causing potential filesystem corruption to the SYSTEM disk(s).

**Recommended Action** Contact Cisco TAC for further assistance.

Alarm 445020 (disk\_bucket\_thresh) Disk Bucket Fail Threshold reached.

**Explanation** The number of disks failed in a particular disk-bucket has reached the threshold.

**Recommended Action** Check if all the CDNFS disks in that disk bucket are mounted, or if a disk failure alarm exists for any of the disks. Try to recover the disks which are failed or not mounted.

Alarm 511010 (svcthresholdexceeded) WMT has reached service threshold limits.

**Explanation** Windows media technologies service has reached license limits, or the limits are configured with the **wmt max-concurrent-sessions bandwidth wmt outgoing** command.

**Recommended Action** Avoid further service requests to this device.

Alarm 511011 (fmsthresholdexceeded) FMS has reached service threshold limits.

**Explanation** FMS service has reached concurrent connection limits.

**Recommended Action** Avoid further service requests to this device, or contact Cisco TAC for more connection licenses.

Alarm 511012 (mssvcthresholdexceeded) Movie Streamer has reached service threshold limits.

**Explanation** MS service has reached license limits, or the limits are configured.

**Recommended Action** Avoid further service requests to the device.

Alarm 511013 (encoderfailure) Encoder:/program\_IP\_Address/encoder\_name/encoder\_url :failed.

**Explanation** Encoder is stopped or down or some issues happened.

**Recommended Action** Check the encoder to make sure it works correctly or try to use other corrected encoders. Enter the **show alarms detail support** command to see the alarm details.

Alarm 511014(wmtaugmentexceeded) WMT has reached augmentation threshold limits.

**Explanation** WMT service has reached augmentation limits on maximum concurrent connections/ allowed bandwidth.

**Recommended Action** No service disruption. Monitor device to see if it exceeds service threshold limits and add more devices if necessary.

Alarm 511015 (FmsAugThreshold) FMS has reached augmentation threshold limits.

**Explanation** FMS service has reached augmentation limits on maximum concurrent connections/ allowed bandwidth.

**Recommended Action** No service disruption. Monitor device to see if it exceeds service threshold limits and add more devices if necessary.

Alarm 511016 (msaugmentexceeded) Movie Streamer has reached augmentation threshold limits.

**Explanation** Movie Streamer service has reached augmentation limits on maximum concurrent connections/ allowed bandwidth.

**Recommended Action** No service disruption. Monitor device to see if it exceeds service threshold limits and add more devices if necessary.

Alarm 511017 (rtspgaugmentexceeded) RTSP Gateway TPS has reached augmentation threshold limits.

**Explanation** RTSP Gateway TPS has reached augmentation limits on maximum concurrent connections/allowed bandwidth.

**Recommended Action** No service disruption. Monitor device to see if it exceeds service threshold limits and add more devices if necessary.

Alarm 520001 (LinkDown) -group-ifc-slot-port- Specified interface in the standby group is down.

**Explanation** The specified interface in the standby group is down. There could have been a link failure on the interface or it may have been shut down on purpose.

**Recommended Action** Check the configuration and cabling of the specified interface.

Alarm 520002 (RouteDown) -group-ifc-slot-port- Unable to reach the configured default gateway on the specified interface.

**Explanation** Unable to reach the configured default gateway on the specified interface in the standby group.

**Recommended Action** Check the network configuration on the specified interface.

Alarm 520003 (MaxError) -group-ifc-slot-port- The specified interface has seen errors exceeding maximum allowable error count.

**Explanation** The specified interface has seen errors exceeding the maximum allowable error count.

**Recommended Action** Check the cabling or configuration of the specified interface.

Alarm 540001 (shutdown) Network interface is shutdown.

**Explanation** The network interface is shut down.

**Recommended Action** Check the interface configuration.

Alarm 560007 (CpuAugThreshold) Service Monitor CPU augmentation alarm.

**Explanation** Service monitor CPU augmentation alarm.

**Recommended Action** Check augmentation threshold, threshold and average load for the above alarm Instance. Add more devices if necessary.

Alarm 560008 (MemAugThreshold) Service Monitor Memory augmentation alarm.

**Explanation** Service Monitor Memory augmentation alarm.

**Recommended Action** Check augmentation threshold, threshold and average load for the above alarm Instance. Add more devices if necessary.

Alarm 560009 (KmemAugThreshold) Service Monitor Kernel Memory augmentation alarm.

**Explanation** Service Monitor Kernel Memory augmentation alarm.

**Recommended Action** Check augmentation threshold, threshold and average load for the above alarm Instance. Add more devices if necessary.

Alarm 560010 (NicAugThreshold) Service Monitor NIC augmentation alarm.

**Explanation** Service Monitor NIC augmentation alarm.

**Recommended Action** Check augmentation threshold, threshold and average load for the above alarm Instance. Add more devices if necessary.

Alarm 560011 (DiskAugThreshold) Service Monitor Disk augmentation alarm.

**Explanation** Service Monitor Disk augmentation alarm.

**Recommended Action** Check augmentation threshold, threshold and average load for the above alarm Instance. Add more devices if necessary.

Alarm 560012 (DiskFailCntAugThreshold) Service Monitor disk failure count augmentation alarm.

**Explanation** Service Monitor disk failure count augmentation alarm.

**Recommended Action** Check augmentation threshold, threshold for the above alarm Instance. Add more devices if necessary.

Alarm 640001 (admin\_shutdown) Network interface is admin shutdown.

**Explanation** Network interface is admin shutdown.

**Recommended Action** Check the interface configuration.

Alarm 700001 (cms\_test\_alarm) CMS test alarm with instance value - instance was raised. The title is used in the CDSM GUI.

**Explanation** This is a test alarm defined and used in CMS code. This alarm is identified by a tuple (340001, instance). This means the system may have several raised alarms with the 340001 ID having different instance values. Instance is usually used to link an alarm to a particular data item (such as a particular failed disk, or a delivery service that is having A&D troubles).

**Recommended Action** Advise the user how to handle this raised alarm. This is shown in the CDSM GUI or command-line interface (CLI).

Alarm 700006 (content\_replication\_failed) Some content or crawl jobs are failed to be acquired or replicated.

**Explanation** Some content or crawl jobs are failed to be acquired or replicated.

**Recommended Action** Check if all contents or crawl jobs defined in manifest file are available.

Alarm 900001 (memory\_exceed) Web Engine memory exceeds the threshold value.

**Explanation** The Web Engine reached the memory threshold.

**Recommended Action** Avoid further Web Engine service requests to this SE.

Alarm 900002 (max\_session\_exceed) Web Engine concurrent sessions exceeds the threshold value.

**Explanation** The Web Engine reached the session threshold (29000 concurrent sessions).

**Recommended Action** Avoid further Web Engine service requests to this SE.

**Note**

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The maximum concurrent sessions limit for the Web Engine is based on the CDE; for the CDE220-2M0 and CDE220-2S6 the maximum is 30,000 and for the CDE205 the maximum is 20,000.

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Alarm 900004 (WebCalDiskWriteThreshold) Maximum outstanding storage disk write operation threshold exceeded.

**Explanation** The maximum outstanding storage disk write operation threshold was exceeded for CAL Create, Delete, Update, or Popularity Update.

**Recommended Action** No action is required.

Alarm 9000011 (aug\_memory\_exceeded) Web Engine service has reached augmentation limits for Memory Usage.

**Explanation** The Web Engine service has reached the augmentation limits for Memory Usage.

**Recommended Action** No service disruption. Monitor the device to see if it exceeds the service threshold limits and add more devices if necessary.

Alarm 9000012 (aug\_session\_exceeded) Web Engine service has reached augmentation limits for Concurrent Sessions.

**Explanation** The Web Engine service has reached the augmentation limits for Concurrent Sessions.

**Recommended Action** No service disruption. Monitor the device to see if it exceeds the service threshold limits and add more devices if necessary.

Alarm 9000014 (WebCalDiskWriteAugThreshold) Maximum outstanding augmentation storage disk write operation threshold exceeded.

**Explanation** The maximum outstanding augmentation storage disk write operation threshold has been exceeded for CAL Create, Delete, Update, or Popularity Update.

**Recommended Action** No action is required.

Alarm 1000010 (ManifestEmptyContent) Parsed Manifest file does not have any items to process.

**Explanation** There are no single or crawl items mentioned in the manifest file to process.

**Recommended Action** Edit the manifest file of this delivery service to have one or more items to process.

## SNMP Alarm Traps

Cisco Internet Streamer Release 3.1 software supports six generic alarm traps. [Table 2-1](#) presents the trap number and trap type of the six generic alarm traps. Alarm traps sent from a CDS device contain a numeric alarm identifier, a trap number, a module identifier, and a category identifier. To enable the CDS device to send SNMP alarm traps for a specific alarm condition, use the **snmp-server enable traps** command. You can configure the generation of alarm traps based on the severity of the alarm and on whether the alarm is raised or cleared.

**Table 2-1**      *Generic Alarm Traps*

Trap Number	Trap Type
7	Critical alarm raised
8	Critical alarm cleared
9	Major alarm raised
10	Major alarm cleared
11	Minor alarm raised
12	Minor alarm cleared

[Table 2-2](#) below presents the mapping of module names to module identifiers.

**Table 2-2**      *Mapping of Module Names to Module Identifiers*

Module Name	Module Identifier
Acquirer	4000
Active Directory Database	8000
Content Management Service	3000
Flash Media Streaming	4500
Movie Streamer	4750
Multicast data sender	7000
Node Health Manager	1
Node Health Manager 2	500
Network Interface Card	5500
Node Manager	2000
Remote Execution Agent	3500
Service Router	5600
Standby	4000

**Table 2-2** *Mapping of Module Names to Module Identifiers (continued)*

<b>Module Name</b>	<b>Module Identifier</b>
Service Monitor	5700
System Monitor	1000
Unicast data receiver	5000
Unicast data sender	6000
Web Engine	2500
Windows Media Technologies	9000

[Table 2-3](#) below presents the mapping of category names to category identifiers.

**Table 2-3** *Mapping of Category Names to Category IDs*

<b>Category Name</b>	<b>Category Identifier</b>
Communications	1
Service Quality	2
Processing Error	3
Equipment	4
Environment	5
Content	6

