Event Log Messages

CER_DATABASE

Table 1: CER_DATABASE Event Log Messages

Type	Message
INFO	Failed to get the fully qualified host name. DNS might not be enabled. Putting Ipaddress in Cluster database.
ERROR	CER Server Memory Usage is HIGH - above threshold value of 80%
ERROR	Database replication BROKEN.
ERROR	Number of <NUM> limit exceeded. Fetching only a maximum of *** <NUM> *** entries

CER_SYSADMIN

Table 2: CER_SYSADMIN Event Log Messages

Type	Message
ERROR	Failed to add this CER group to CER cluster.

Type	Message
WARNING	Cisco ER cluster functionality will not work till this problem is fixed. 1. Check if "CERCluster password" is same as in Cisco ER ClusterDB. 2. Check if Cisco Tomcat and Database services are running on Cisco ER ClusterDB. 3. Check if Cisco ER ClusterDB Hostname is correct and accessible. For more details see EventViewer on ER Server.<Error reason>.
ERROR	Failed to initialize LDAP. <Error Message>

CER_TELEPHONY

Table 3: CER_TELEPHONY Event Log Messages

Type	Message
WARNING	Emergency call from<CALLING ADDRESS>has been routed to default ERL because calling party modification failed. Please make sure that the check box "Enable Calling Party Number Modification" is checked on the Call Manager user page for the CER user. PSAP callbacks MAY NOT work correctly. The CER service will need to be restarted once the flag is checked on the Call Manager User page.
WARNING	Emergency call from<calling address>could not be routed using the following Routepatterns. <LIST OF RP's> Call Routed to <RP/NUMBER> Please check the availability of the above routes. Also, check for the following error conditions. 1. If FAC and/or CMC are configured on the route patterns used for CER, please disable them. 2. If the "Calling Party Number Modification" flag on the CER user page in the call manager is not enabled, please enable it.

Type	Message
ERROR	Failed to load class <CLASS NAME>.
ERROR	CCMString is empty can't load telephony classes.
WARNING	Got OutOfService event from provider: <PROVIDER_NAME>.
INFO	Got InService event from provider: <PROVIDER_NAME>.
WARNING	Logged out of the duplicate provider - <CTI_Manager> from CER. Specify the CTI Ports (if any) of this provider, in a different CCM node.
WARNING	Cannot register media terminal for port: <PORT_NUMBER>.
WARNING	CTI Port: <PORT_NUMBER> is in OUTOFSERVICE, trying after 10 seconds.
ERROR	Media channel creation failed: <ERROR>.
WARNING	Failed to create media channel for: <PORT_NUMBER>.
ERROR	Failed to initiate call to security: <NUMBER> <ERROR>. <ERROR> corresponds to: • PrivilegeViolationException • InvalidPartyException • MethodNotSupportedException • InvalidArgumentException • InvalidStateException • E911CallRouterException • <Other Exceptions (if any)>
ERROR	Failed to register route point: <ROUTE_PATTERN> with Provider: <PROVIDER_NAME>.
ERROR	RouteAddress: <ADDRESS> is in OUTOFSERVICE.
WARNING	<ADDRESS> Route Point received IN_SERVICE event from Provider <NAME>.
WARNING	<ADDRESS> Route Point received OUT_OF_SERVICE event from Provider <NAME>.

Type	Message
ERROR	<msg>Address = <CALLING ADDRESS> ; Terminal = <CALLING TERMINAL> because, routeEndEvent returned :<CAUSE> <msg> corresponds to Call failed to reach PSAP for : /PSAP Callback failed for : <CAUSE> corresponds to CAUSE_ INVALID_DESTINATIONCAUSE_ROUTING_TIMER_EXPIREDCAUSE_ PARAMETER_NOT_ SUPPORTEDCAUSE_STATE_INCOMPATIBLECAUSE_UNSPECIFIED_ ERROR
ERROR	<msg>Address = <CALLING ADDRESS> ; Terminal = <CALLING TERMINAL> because, routeEndEvent returned : CAUSE_CTIERR_FAC_CMC_REASON_CMC_NEEDED. Please Uncheck the Requirement of FAC/CMC codes on the Route points used by the Cisco Emergency Responder.
WARNING	Call from <CALLER ID> could not be routed to the Offpremise ERL : <ERL NAME>. Possible reasons: The phone-location association has not yet happened or has met with errors. Device Name: <DEVICE NAME> Caller ID: <CALLER ID>
WARNING	Failed to get the JTAPI Provider for: <NAME_STRING> trying infinitely.
WARNING	Not registering the provider: <PROVIDER_NAME> as is already registered/in the same CCM Cluster as that of:<element>.
WARNING	JTAPI logs are not enabled as the logs path is empty in E911Bootstrap properties.
ERROR	Failed to get the JTAPI Provider for: <IP Address/Host Name> after <NUMBER> attempts.
WARNING	Currently, no CTI Ports are available to place the call for <CallingAddress>. Phone notification will be retried in the next 60 seconds.

CER_AGGREGATOR

Table 4: CER_AGGREGATOR Event Log Messages

Type	Message
WARNING	Device <ipaddress> is SNMP unreachable. Please check SNMP settings in CER and also on this CCM. Please confirm proper access privilege (READ_ONLY) set on this box for SNMP service. Also, verify n/w connectivity.
WARNING	During discovery some devices are unreachable. List of Unreachable Switches <List>.
WARNING	WARNING During discovery some devices are unreachable. List of Unreachable CCMs <List>.
WARNING	CERServer could not communicate with CERPhoneTrackingEngine.
WARNING	CERServer could not communicate with CERPhoneTrackingEngine.
INFO	Device <IP Address> is SNMP unreachable. Please check SNMP settings in CER and also on this CCM. Please confirm proper access privilege (READ_ONLY) set on this box for SNMP service. Also, verify n/w connectivity.
INFO	Error in resolving HostName -> IPAddress through DNS, ignoring the seed from DE <IP Address>.
INFO	IP Address mismatch detected,OLD_IP <IP Address> NEW_IP <IP Address> SEED <IP Address> for any changed configuration, deletion and re addition of seed device is recommended.
INFO	Device <IP Address> is not a valid switch.
INFO	Device <IP Address> is SNMP Un-reachable.
INFO	Device <IP Address> is not supported.
INFO	This Device <IP Address> is identified for a different device family than earlier discovered, ignored for this discovery cycle.
INFO	Failed to retrieve SysOid of a device <IP Address> Please check if device is SNMP reachable.

Type	Message
INFO	This device is not supported <seed>.
INFO	This Device <IPADDRESS> is earlier discovered with different device family for changed device config (ipAddress, deviceFamily, dnsName). Delete and re-add the device is must; also you need to re-enter SNMP community string if changed from earlier one.
INFO	The device <IP Address> is not a valid switch...please confirm.
INFO	This device not a valid CCM to discover <IP Address>.
INFO	Error in resolving HostName -> IPAddress, ignoring the seed for discovery <IP Address>.
INFO	IP Address mismatch detected,OLD_IP <IP Address> NEW_IP <IP Address> SEED <IP Address> for any changed configuration, deletion and re addition of seed device is recommended.
	During discovery some devices are unreachable List of Unreachable Switches<SWITCH LIST> Cisco CallManager(s)<CCM LIST>.
	Device <IPADDRESS> is SNMP unreachable. Please check SNMP settings in CER and also on device. IF this is a CCM box then please confirm proper access privilege (READ_ONLY) set on this box for SNMP service. Also, verify n/w connectivity.
INFO	Device <IP Address> is not a valid CCM.

CER_GROUP

Table 5: CER_GROUP Event Log Messages

Type	Message
INFO	Active Cisco Emergency Responder set to : <Server Details>.
INFO	Connection established with Cisco Emergency Responder: <PEER>
WARNING	Disconnected from Cisco ER: <PEER>.

Type	Message
ERROR	Cisco ER Couldn't open socket at port <NUMBER>, Exiting.
WARNING	Failed to open connection with Cisco Emergency Responder: <_remoteAddress>/<_remotePort>

CER_CALLENGINE

Table 6: CER_CALLENGINE Event Log Messages

Type	Message
INFO	Cisco ER Exiting: Graceful shutdown.
ERROR	Problem in initializing SERVER (Server Group). Cannot continue... <EXCEPTION>.
ERROR	Problem in initializing Database (E911ServerGroupParameters). Retried... <COUNT> times.
ERROR	Problem in initializing SERVER (Server). Cannot continue... <EXCEPTION>.
ERROR	Problem in initializing Database (Server). Cannot continue... <EXCEPTION>.
ERROR	Problem in initializing Database (CERServers). Retried... <COUNT> times.
ERROR	Problem in initializing SERVER (License). Cannot continue... <EXCEPTION>.
ERROR	Problem in initializing SERVER (Zone). Cannot continue... <EXCEPTION>.
ERROR	Problem in initializing SERVER (DiscoveryEngine). Cannot continue... <EXCEPTION>.
ERROR	Problem in initializing SERVER (CERIPSubnetManager). Cannot continue... <EXCEPTION>.
ERROR	Problem in initializing SERVER (CERVHMPhoneManager). Cannot continue... <EXCEPTION>.
ERROR	Problem in initializing SERVER (CCM Cluster - No Call Manager seeds configured). Cannot continue... <EXCEPTION>.

Type	Message
ERROR	Problem in initializing SERVER (Seed Switch). Cannot continue... <EXCEPTION>.
ERROR	Problem in initializing SERVER (Discrepant entry). Cannot continue... <EXCEPTION>.
ERROR	Problem in initializing SERVER (Security Contact). Cannot continue... <EXCEPTION>.
ERROR	Problem in refreshing LDAP (Server Group). Cannot continue... <EXCEPTION>.
ERROR	Problem in refreshing LDAP (Zone). Cannot continue... <EXCEPTION>.
ERROR	Problem in refreshing LDAP (Server). Cannot continue... <EXCEPTION>.
ERROR	Problem in refreshing LDAP (Seed Switch). Cannot continue...<EXCEPTION>.
ERROR	Problem in refreshing LDAP (CCM Cluster). Cannot continue... <EXCEPTION>.
ERROR	Problem in refreshing LDAP (Discrepant entry). Cannot continue... <EXCEPTION>.
ERROR	Problem in refreshing LDAP (Security Contact). Cannot continue... <EXCEPTION>.
ERROR	Problem in refreshing LDAP (Security Contact). Cannot continue...<EXCEPTION>.
ERROR	Problem in refreshing zone port tree (Switchport to zone map). Cannot continue... <EXCEPTION>.
ERROR	LicenseManager: End Of 60 Day Evaluation Period. CER Will not work. Please upload a valid License file.
WARNING	Warning!!! You have insufficient number of user licenses.Total phones tracked by the group of CER instances added to the Prime License Manager exceed the user licenses available.

CER_CLUSTER

Table 7: CER_CLUSTER Event Log Messages

Type	Message
WARNING	IntraCluster Communication failed to ServerGroup with servers Master:<SERVER DETAILS> StandBy: <SERVER DETAILS>.

CER_ONSITEALERT

Table 8: CER_ONSITEALERT Event Log Messages

Type	Message
WARNING	Backup Cisco ER <hostname> has taken control as Active Cisco ER. Transition time: <timestamp>.
WARNING	Master Cisco ER <hostname> has taken control as Active Cisco ER. Transition Time: <timestamp>.
WARNING	Emergency call DetailsCaller Extension:<Extn>Call Time :<TimeStamp>
WARNING	Emergency call DetailsCaller Extension:<Extn>Zone/ERL :<zone>LOCATION :<Location>Call Time :<Timestamp>