



Event Log Messages

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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 | <p>Cisco ER cluster functionality will not work till this problem is fixed.</p> <ol style="list-style-type: none"> 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. <p>For more details see EventViewer on ER Server.<Error reason>.</p> |
| ERROR | Failed to initialize LDAP. <Error Message> |

CER_TELEPHONY

Table 3: CER_TELEPHONY Event Log Messages

| Type | Message |
|---------|--|
| WARNING | <p>Emergency call from<CALLING ADDRESS>has been routed to default ERL because calling party modification failed.</p> <p>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.</p> |
| WARNING | <p>Emergency call from<calling address>could not be routed using the following Routepatterns.</p> <p><LIST OF RP's></p> <p>Call Routed to <RP/NUMBER></p> <p>Please check the availability of the above routes.</p> <p>Also, check for the following error conditions.</p> <ol style="list-style-type: none"> 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: <ul style="list-style-type: none"> • 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 | <p><msg>Address = <CALLING ADDRESS> ; Terminal = <CALLING TERMINAL> because, routeEndEvent returned :<CAUSE></p> <p><msg> corresponds to</p> <p>Call failed to reach PSAP for : /PSAP Callback failed for :</p> <p><CAUSE> corresponds to</p> <p>CAUSE_ INVALID_DESTINATIONCAUSE_ROUTING_TIMER_EXPIREDCAUSE_PARAMETER_NOT_SUPPORTEDCAUSE_STATE_INCOMPATIBLECAUSE_UNSPECIFIED_ERROR</p> |
| ERROR | <p><msg>Address = <CALLING ADDRESS> ; Terminal = <CALLING TERMINAL> because, routeEndEvent returned :</p> <p>CAUSE_CTERR_FAC_CMC_REASON_CMC_NEEDED. Please Uncheck the Requirement of FAC/CMC codes on the Route points used by the Cisco Emergency Responder.</p> |
| WARNING | <p>Call from <CALLER ID> could not be routed to the Offpremise ERL : <ERL NAME>.</p> <p>Possible reasons: The phone-location association has not yet happened or has met with errors.</p> <p>Device Name: <DEVICE NAME></p> <p>Caller ID: <CALLER ID></p> |
| WARNING | <p>Failed to get the JTAPI Provider for: <NAME_STRING> trying infinitely.</p> |
| WARNING | <p>Not registering the provider: <PROVIDER_NAME> as is already registered/in the same CCM Cluster as that of:<element>.</p> |
| WARNING | <p>JTAPI logs are not enabled as the logs path is empty in E911Bootstrap properties.</p> |
| ERROR | <p>Failed to get the JTAPI Provider for: <IP Address/Host Name> after <NUMBER> attempts.</p> |
| WARNING | <p>Currently, no CTI Ports are available to place the call for <CallingAddress>. Phone notification will be retried in the next 60 seconds.</p> |

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 Smart Software 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> |

CER_PHONETRACKINGENGINE

Table 9: CER_PHONETRACKINGENGINE Event Log Messages

| Type | Message |
|---------|---|
| WARNING | Unified Communication Manager : <IP address> configured for tracking in Cisco Emergency Responder doesn't have Phones registered to it or unable to send Phone details to CER. Please check on Unified Communication Manager. |

