Main page: Cisco Unified MeetingPlace Release 8.5, Cisco Unified MeetingPlace, Release 8.0, Cisco Unified MeetingPlace, Release 7.1, Cisco Unified MeetingPlace, Release 7.0

Print PDF: Print Alarm and Exception Code References

This content applies to the following releases of Cisco Unified MeetingPlace:

- Release 7.0, 7.1, 8.0, 8.5

Exception Name: EX_RECNODATA

Maximum Severity: MAJOR

Decimal Code: 2556934

Hex Code: 0x270406

Description: The meeting Data folder had not any files.

Resolution: Check the network configuration and network hardware. If this condition does not clear shortly contact Technical Support.

Notes: New with Release 8

Exception Name: EX_RECFAILIND

Maximum Severity: MAJOR

Decimal Code: 2556935

Hex Code: 0x270407

Description: The Start or End indication files' format was invalid.

Resolution: Check the network configuration and network hardware. If this condition does not clear shortly contact Technical Support.

Notes: New with Release 8

Exception Name: EX_RECNOCONF

Maximum Severity: MAJOR

Decimal Code: 2556936

Hex Code: 0x270408

Description: The meeting Data folder had not any *.conf file.

Resolution: Check the network configuration and network hardware. If this condition does not clear shortly contact Technical Support.

Notes: New with Release 8

Exception Name: EX_NBR_Maximum Severity: MAJOREX

Maximum Severity: MAJOR

Decimal Code: 2556937

Hex Code: 0x270409

Description: NBR met major exception; cannot do consolidation for this meeting.

Resolution: Check the network configuration and network hardware. If this condition does not clear shortly contact Technical Support.

Notes: New with Release 8

Exception Name: EX_RECFAILARF

Maximum Severity: MINOR

Decimal Code: 2556948

Hex Code: 0x270414

Description: NBR was failed to create ARF.

Resolution: Check the network configuration and network hardware. If this condition does not clear shortly contact Technical Support.

Notes: New with Release 8

Exception Name: EX_RECFILENAME

Maximum Severity: MINOR

Decimal Code: 2556949

Hex Code: 0x270415

Description: Some raw data files' names were invalid.

Resolution: Check the network configuration and network hardware. If this condition does not clear shortly contact Technical Support.

Notes: New with Release 8

Exception Name: EX_NBR_Maximum Severity: MINOREX

Maximum Severity: MINOR

Decimal Code: 2556950

Hex Code: 0x270416

Description: NBR met minor exception; cannot do consolidation for this recording.

Resolution: Check the network configuration and network hardware. If this condition does not clear shortly contact Technical Support.

Notes: New with Release 8

Exception Name: EX_DB_REPL_CONN_GOOD

Maximum Severity: MINOR

Decimal Code: 1048976

Hex Code: 0x100190

Description: The status of connection with the remote server is now "Connected" and this is the preferred status. This alarm is sent only if the connection was down before and a Exception Name: EX_DB_REPL_CONN_FAILURE was sent.

Exception Name: EX_DB_REPL_CONN_FAILURE was sent.

Resolution: This indicates an error condition has been cleared.

Notes: New with Release 8

Exception Name: EX_DB_REPL_CONN_FAILURE

Maximum Severity: MINOR

Decimal Code: 1048977

Hex Code: 0x100191

Description: The status of connection with the remote server is not "Connected". The remote server could be down or the network connectivity with it is lost. If the servers are not in the "Connected" state for a long

time, the replication logs can become full and eventually might cause restart of the server. The time to fill the logs can vary from days to months depending on the amount of configuration changes. Another alarm will be sent in case the logs fill beyond 75%.

Resolution: If this condition persists for an extended period contact technical support.

Notes: New with Release 8

Exception Name: EX_DB_REPL_QUEUE_GOOD

Maximum Severity: MINOR

Decimal Code: 1048978

Hex Code: 0x100192

Description: The Exception Name: EX_DB_REPL_QUEUE_FULL was sent earlier and now the queue is filled less than 75% and the server is in a safer condition. Resolution: This indicates an error condition has been cleared.

Notes: New with Release 8

Exception Name: EX_DB_REPL_QUEUE_FULL

Maximum Severity: MAJOR

Decimal Code: 1048979

Hex Code: 0x100193

Description: The replication queue is at least 75% full now. If the queue becomes full, the server will be restarted. The queue becoming 75% full is an extremely rare situation. Make sure that

1. The remote server is UP and running

2. System time of both servers are identical. Time between the servers must be synchronized

3. Connection status between the servers is ""Connected"

PS: Use the command 'mp_replication status" as root to see the status of connection between the servers

4. Run the command "onstat -d" as root and monitor the "free" and "size" parameters of

/db/database/dbspaces/er_dbspace

/db/database/dbspaces/er_sbspace and

/db/database/dbspaces/sblob_dbspace

The free space for these must increase over a period of time. If the "free space" keeps on decreasing, it is

safer to switch off replication till the cause is figured out and fixed, to avoid restarting of the server. Please contact TAC in such a scenario (after switching off replication). Usually the cause is one of the first three above.

Resolution: If this condition persists for an extended period contact technical support.

Notes: New with Release 8

Exception Name: EX_DB_CONF_RECORDS_FIRST_LIMIT

Maximum Severity: MINOR

Decimal Code: 1049077

Hex Code: 0x1001F5

Description: Number of conference records reached 80 percent of limit

Resolution: You should consider reducing the value for "Days until meeting statistics deleted" so that past meetings get deleted sooner.

Notes: New with Release 7.1

Exception Name: EX_DB_CONF_RECORDS_SECOND_LIMIT

Maximum Severity: MAJOR

Decimal Code: 1049078

Hex Code: 0x1001F6

Description: The number of conference records has reached 95 percent of the limit.

Resolution: Since reducing the "Days until meeting statistics deleted" only affects meetings finished after the change, it might be that resolution of Exception Name: EX_DB_CONF_RECORDS_FIRST_LIMIT did not yet take affect. If the problem persists contact technical support.

Notes: New with Release 7.1

Exception Name: EX_DB_USER_PROFILES_LIMIT_REACHED

Maximum Severity: MINOR

Decimal Code: 1049079

Hex Code: 0x1001F7

Description: The number of user profiles has reached the limit.

Resolution: This message informs the administrator that the system might begin to slow down because of long db queries. Consider deleting some inactive user profiles from the database

Notes: New with Release 7.1

Exception Name: EX_DB_CONF_SCHEDULED_OVER_THE_LIMIT

Maximum Severity: MINOR

Decimal Code: 1049126

Hex Code: 0x100226

Description: The number of meetings scheduled for any 24-hour period on %d.%d.%d over the limit.

Resolution: No action required. This message informs the administrator that the system will be running over the predicted capacity on the day in question. If you can influence schedulers to move the meeting to some other day that should help.

Notes: New with Release 7.1

Exception Name: EX_DB_REPL_QUEUE_GROWING

Maximum Severity: MINOR

Decimal Code: 1049127

Hex Code: 0x100227

Description: The database replication queue space is consistently growing. Local IP: %d.%d.%d.%d

Resolution: This indicates that there might be a problem with the connection between active and standby server. Check if there is any problems with that connection, monitor the queue to se if the problem persists using cli utility mp_replicatin status.

Notes: New with Release 7.1

Exception Name: EX_NTP_SERVER_NOT_REACHABLE

Maximum Severity: MINOR

Decimal Code: 1049136

Hex Code: 0x100230

Description: The ntp server seems to be unreachable.

Resolution: Take measures necessary to make ntp server operational and reachable

Notes: New with Release 7.1

Exception Name: EX_NTP_SERVER_NOT_SET

Maximum Severity: MINOR

Decimal Code: 1049137

Hex Code: 0x100231

Description: It appears that the address for the ntp server has not been set. Resolution: Use net cli utility to set the systems ntp server settings

Notes: New with Release 7.1

Exception Name: EX_DISABLESSL_BEGIN

Maximum Severity: MAJOR

Decimal Code: 1048736

Hex Code: 0x1000A0

Description: SSL is being disabled from the SSH shell command.

Resolution: This is a notification that the security settings for the system are being changed.

Notes: New with Release 7.1

Exception Name: EX_DISABLESSL_END

Maximum Severity: MAJOR

Decimal Code: 1048737

Hex Code: 0x1000A1

Description: SSL has been disabled from the SSH shell command.

Resolution: This is a notification that the security settings for the system are being changed.

Notes: New with Release 7.1

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