Main page: <u>Cisco Unified MeetingPlace Release 8.5</u>, <u>Cisco Unified MeetingPlace, Release 8.0</u>, <u>Cisco Unified MeetingPlace, Release 7.1</u>, <u>Cisco Unified MeetingPlace, Release 7.0</u>

Print PDF: <u>Print Alarm and Exception Code References</u>

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

- Release 7.0, 7.1, 8.0, 8.5

Exception Name: EX_SP_UPLOAD_FAIL
Maximum Severity: MAJOR
Decimal Code: 1574981
Hex Code: 0x180845
Description: Failed to upload security policy: request=%d response:%d
Resolution: Indicates that new security policy (best effort or secure only) was not uploaded successfully to the media server. Failure is probably related with the certificates. Either there is a SIP proxy we don?t have certificate for or certificate for some SIP proxy is invalid. It is also possible that user forgot to send certificate to media server before trying to set new security policy. Request and response can be:
0 - Non-secure
1 - Best-effort
2 - Secure-only
For more details about failure, media server logs needs to be investigated.
Result of the failure is that security policy is set to default: non-secure.
To correct this check certificate configuration for all SIP proxies and for MeetingPlace itself. Make necessary changes and send new certificates to the media server. After that try to set new security policy.
Notes: New with Release 8.5

Exception Name: EX_LOADCERT_FAIL
Maximum Severity: MAJOR
Decimal Code: 1574984
Hex Code: 0x180848
Description: Load certificate to SIP server failed: cert=%d pk=%d ret=%d
Resolution: Indicates there is a failure in sending certificates to the media server. There are several reasons for this:
1. Couldn?t read certificates data from the database.
2. There is SIP proxy defined for which we don?t have certificate.
3. Don?t have MP application certificate or private key defined.
4. Could not send Load Certificate request to the media server.
5. Received error in response from media server for Load Certificate request.
6. There is timeout in waiting for response for Load Certificate request.
Result of the failure is that certificates are not passed to the media server, so security policy cannot be changed to best-effort or secure-only.
If reason is certificate/private key related, try configuring certificates for SIP proxies and MeetingPlace and

send then again to the media server.
Notes: New with Release 8.5

Exception Name: EX_SP_REVERTED
Maximum Severity: MAJOR
Decimal Code: 1574982
Hex Code: 0x180846
Description: Security policy reverted by media server to: %d previous: %d ret %d
Resolution: Indicates that media server has reverted security policy back to non-secure. Reason is probably related to changed SIP proxy configuration and certificates. To correct this check certificates configuration, make necessary changes and send new certificate to media server. Then try to change security policy back to best-effort or secure-only.
Notes: New with Release 8.5

Exception Name: EX_MB_MBD_PRIMARY_SHUTDOWN
Maximum Severity: MAJOR
Decimal Code: 2262273
Hex Code: 0x228501
Description: Primary MBD Shutdown. Some meetings may be interrupted temporarily.
Resolution: This indicates that the Primary Meeting Director Node has stopped running. Under normal circumstances the Secondary Meeting Director Node will assume Meeting Director responsibilities within a minute. If this occurs the system will not require manual intervention. Please check that at least one of the Meeting Directors is functioning normally. It is necessary that at least one Meeting Director Node is functioning normally for the MeetingPlace system to continue to host meetings.
Notes: New with Release 8.5

Exception Name: EX_MB_MBD_SECONDARY_SHUTDOWN
Maximum Severity: MAJOR
Decimal Code: 2262280
Hex Code: 0x228508
Description: Secondary MBD Shutdown. Some meetings may be interrupted temporarily.
Resolution: This indicates that the Secondary Meeting Director Node has stopped running. Under normal circumstances the Primary Meeting Director Node will assume Meeting Director responsibilities within a minute. If this occurs the system will not require manual intervention. Please check that at least one of the Meeting Directors is functioning normally.It is necessary that at least one Meeting Director Node is functioning normally for the MeetingPlace system to continue to host meetings.
Notes: New with Release 8.5

Exception Name: EX_MB_MBA_CONNECTION_LOST
Maximum Severity: MINOR
Decimal Code: 2262274
Hex Code: 0x228502
Description: MBA cannot connect to active MBD. Meeting failures may occur temporarily.
Resolution: The Meetings Broker Agent component running on the Conferencing experienced communication difficulties while sending a request the Meetings Broker Director on the active Meeting Director Node. This may be indicative of a transient scenario where the active Meeting Director Node has failed in which case the issue will be resolved automatically when the Meeting Director failover completes. It may also be indicative of a transient network issue in which case normal service should resume when the

network issue ends. Ensure that all Conferencing Nodes have a healthy status on the Topology Management Nodes Page. If a Conferencing Node appears to be have an unhealthy status, then check the Conferencing Node and network for issues.
Notes: New with Release 8.5

Exception Name: EX_MB_MBD_CONFERENCE_NODE_UNAVAILABLE
Maximum Severity: MAJOR
Decimal Code: 2262276
Hex Code: 0x228504
Description: Conference node unavailable to host meetings on Node ID %d.
Resolution: The Conferencing Node has become unavailable for hosting meetings. This can be caused by either a network issue or a functional issue on the Conferencing Node itself. Ensure that all Conferencing Nodes have a healthy status on the Topology Management Nodes Page. If a Conferencing Node appears to be have an unhealthy status, then check the Conferencing Node and network for issues.
Notes: New with Release 8.5

Exception Name: EX_MB_MBD_PRIMARY_FAILOVER
Maximum Severity: MINOR
Decimal Code: 2262282
Hex Code: 0x22850A
Description: MBD operation has failed over to the Primary MBD which is now active.
Resolution: This is a notification that the Primary Meeting Director Node has become active. No action is required as normal operation has resumed. However there may have been a temporary loss of service during the Meeting Director failover.
Notes: New with Release 8.5

Exception Name: EX_MB_MBD_SECONDARY_FAILOVER
Maximum Severity: MINOR
Decimal Code: 2262283
Hex Code: 0x22850B
Description: MBD operation has failed over to the Secondary MBD which is now active.
Resolution: This is a notification that the Secondary Meeting Director Node has become active. No action is required as normal operation has resumed. However there may have been a temporary loss of service during the Meeting Director failover.
Notes: New with Release 8.5

Exception Name: EX_MB_MBD_NO_NODE_AVAILABLE_FOR_MTG
Maximum Severity: MINOR
Decimal Code: 2262281
Hex Code: 0x228509
Description: System failed to start a meeting due to capacity reasons.
Resolution: The Meeting Director Node is indicating that there was a failure to start a meeting due to capacity reasons. This is indicative of a lack of capacity in the overall system. This is either caused by a failure of some of the Conferencing Nodes at this time causing an overall reduction in capacity or a general lack of capacity in the deployment. Resolve Conferencing Node failure if applicable. Otherwise it is recommended to add capacity to the overall system by adding additional Conferencing Nodes.
Notes: New with Release 8.5

Exception Name: EX_MB_MBD_NO_LICENSE_AVAILABLE_FOR_MTG
Maximum Severity: MINOR
Decimal Code: 2262284
Hex Code: 0x22850C
Description: System failed to start a meeting due to License Restriction.
Resolution: This indicates that the active Meeting Director Node does not currently have any licenses installed. Please check the License Summary on both of the Meeting Director Nodes.
Notes: New with Release 8.5

Exception Name: EX_MB_MBD_TOTAL_SYSTEM_CAPACITY_USED
Maximum Severity: MINOR
Decimal Code: 2262285
Hex Code: 0x22850D
Description: System failed to start a meeting due to System Total Capacity throttling.
Resolution: This indicates that the Total Capacity threshold for callers in the system has been reached. This issue will resolve itself automatically as callers exit meetings on the system. This only occurs on systems which running at or near maximum supported capacity.
Notes: New with Release 8.5

Exception Name: EX_FASTBLASTOD_MTGS
Maximum Severity: MINOR
Decimal Code: 1050625
Hex Code: 0x100801
Description: System configured for fast blast outdials but regular scheduled mtgs exist
Resolution: The system had regular meetings scheduled then the configuration was changed to use the fast blast outdial from continuous meetings. These scheduled meetings will be blocked. It is recommended that these meetings be deleted.
Notes: New with Release 8.5

Exception Name: EX_FASTBLASTOD_MODE
Maximum Severity: MINOR
Decimal Code: 1050624
Hex Code: 0x100800
Description: System configured for fast blast outdials and regular scheduled mtgs blocked
Resolution: This is only a notification that the system has been configured for fast blast outdialing from continuous meetings. Other meetings can not be scheduled.
Notes: New with Release 8.5