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GRS Log Events

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The following log events/alarms are used in Genesys Rules System.

Code	Type	Type Detail	Text/Explanation
21300	ALARM	BRS_ERROR_MESSAGE	<p>%s Application entry not found in bootstrapconfig.xml for application id XXX</p> <p>Explanation: This is a configuration error with GRAT/GRE, the application entry could not be located in the bootstrapconfig.xml file.</p>
21324	ALARM	BRS_ERROR_MESSAGE	<p>%s Received null response</p> <p>Explanation: There is a connectivity issue between GRAT/GRE and the Configuration Server. GRAT/GRE is unable to send messages to Configuration Server.</p>
21325	ALARM	BRS_ERROR_MESSAGE	<p>%s Received error from Configuration Server: xxx, yyy</p> <p>Explanation: There is a connectivity issue between GRAT/GRE and the Configuration Server. GRAT/GRE received an error "xxx" when receiving data from Configuration Server.</p>
21342	ALARM	BRS_ERROR_MESSAGE	<p>%s Run time exception XXX</p> <p>Explanation: A runtime exception occurred when communicating with Configuration Server. The details of the message(s) will be shown in 'XXX'</p>
21351	ALARM	BRS_ERROR_MESSAGE	<p>%s Could not connect to the primary configuration server XXX and a backup configuration server was not defined.</p> <p>Explanation: A failure</p>

Code	Type	Type Detail	Text/Explanation
			occurred connecting to the primary Configuration Server specified in bootstrapconfig.xml, and since no backup Configuration Server was defined, this alarm was issued.
21352	ALARM	BRS_ERROR_MESSAGE	<p>%s Could not connect to the primary configuration server XXX</p> <p>Explanation: A failure occurred connecting to the primary Configuration Server specified in bootstrapconfig.xml. The backup Configuration Server will be attempted.</p>
21359	ALARM	BRS_ERROR_MESSAGE	<p>%s Could not connect to the backup server XXX</p> <p>Explanation: A failure occurred connecting to the primary Configuration Server specified in bootstrapconfig.xml. Connection to the backup Configuration Server was attempted, but failed.</p>
21363	ALARM	BRS_ERROR_MESSAGE	<p>%s connect(): caught exception while opening connection to server 'XXX'. Nested exception: 'YYY'</p> <p>Explanation: A protocol exception occurred communicating to server (XXX). Details are provided in exception text (YYY)</p>
21368	ALARM	BRS_ERROR_MESSAGE	<p>%s ServerListener: caught exception on handleMessage: "XXX"</p> <p>Explanation: An unexpected exception occurred when handling a message from Configuration Server. The details are provided in (YYY).</p>
21369	ALARM	BRS_ERROR_MESSAGE	<p>%s processMessage(): message is lost because message receiver is full</p>

Code	Type	Type Detail	Text/Explanation
			Explanation: A message from Configuration Server to GRAT/GRE was lost because the message receiver queue was full.
21380	ALARM	BRS_ERROR_MESSAGE	<p>%s Caught exception while submitting request ["XXX"] to server: YYY</p> <p>Explanation: A protocol exception occurred when submitting a request message (XXX) to Configuration Server (YYY).</p>
21393	ALARM	BRS_ERROR_MESSAGE	<p>%s Caught exception while opening connection to server 'XXX'. Nested exception: YYY</p> <p>Explanation: An unexpected exception occurred connecting to Configuration Server XXX, details are provided in YYY.</p>