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IWD Log Events

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12/16/2025

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The log events in the table below are all STANDARD level.

Message ID	Application Name	Text	Description	Action
21304	Manager	login(): received error while logging into synchronization place: Unknown agent specified in request	Login attempt to iWD Manager	No action required
21340	Runtime Node	run(): Connection Monitor starting for service INX	Initialize connection to Interaction Server	No action required
21343	Runtime Node	run(): CS is closing connection to Genesys	Close connection to Config Server	No action required
21360	Runtime Node	connect(): opening connection to server '[InteractionServer_81213982401724421751158430 - tcp://pl-byd-iwd071:7004]	Connection to Interaction Server initialized	No action required
21360	Manager	connect(): opening connection to server '[iWD Manager1398240262847641352951 - tcp://pl-byd-iwd071:2020]	Opening connection to Config Server	No action required
21360	Manager	connect(): opening connection to server '[InteractionServer_8121398240283955403586222 - tcp://pl-byd-iwd071:7004]	Opening connection to Interaction Server	No action required
21478	Runtime Node	unscheduleService(SLT1,ETL_JOB_4); name=DM AGGREGATE INTRADAY	Someone started service manually without schedule	Verify why service was started manually
21490	Runtime Node	stopService(SLT1,ETL_JOB_N): error while stopping service: Service SLT1ETL_1 stopped:	iWD Runtime Node restart/stop	Check Service status in iWD Manager and start it
21661	Runtime Node	Cannot open connection do config database:	Can't connect to iWD Datamart Database	Verify connection to iWD DataMart database

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		Cannot create PoolableConnectionFactory (The TCP/IP connection to the host pl-byd-iwd0711, port 1433 has failed. Error: "null. Verify the connection properties. Make sure that an instance of SQL Server is running.		
21688	Runtime Node	onChannelClosed(): disconnected from server [InteractionServer_81213982401724421751158430 - tcp://pl-byd-iwd071:7004]	Lack of connection between Interaction Server and IWD Runtime node	Verify why connection to Interaction Server is broken
21688	Runtime Node	onChannelClosed(): disconnected from server [InteractionServer_81213982401724421751158430 - tcp://pl-byd-iwd071:7004]	Interaction Server Connection closed	No action required
21689	Runtime Node	onChannelError(): received error	Communication error received from Configuration Server	Check connection between iWD and Configuration Server
21689	Manager	onChannelError(): received error	Communication error received from Configuration Server	Check connection to Configuration Server
21690	Runtime Node	onChannelOpened(): connected to server [InteractionServer_81213982401724421751158430 - tcp://pl-byd-iwd071:7004]	Connection to Interaction Server established	No action required
21690	Manager	onChannelOpened(): connected to server [iWD Manager1398240262847641352951 - tcp://pl-byd-iwd071:2020]	Connected to iWD Manager application on Configuration Server	No action required
21690	Manager	onChannelOpened(): connected to server [InteractionServer_8121398240283955403586222 - tcp://pl-byd-iwd071:7004]	Interaction Server connection established	No action required

Message ID	Application Name	Text	Description	Action
21692	Runtime Node	stopConnectionMonitor(): waiting for Connection Monitor to stop	Manual Runtime Node shutdown	No action required
21748	Manager	isExternalAuthenticationEnabled(): External Authentication Server enabled	Inform if ExternalAuthentication feature is enabled on Configuration Server	No action required
21758	Manager	Cannot retrieve database state	Can't connect to iWD Manager database	Check connection to iWD Manager database
23104	Runtime Node	run(): starting ESP listener [iWD_BCMS_selenium - tcp://0.0.0.0:7013]	Start iWD BCMS Server	No action required