

GENESYS

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Stat Server Deployment Guide

Appendix B: Log Events

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Appendix B: Log Events

Overview

The following log events have been added since the most recent update to the Framework Combined Log Events Help. Refer to the Combined Log Events Help for information about the log events that do not appear in this appendix.

 $02 - 10 \\ \mathbf{02} \\ 710 \\ \mathbf{02} \\ 810 \\ \mathbf{02} \\ 910 \\ \mathbf{02} \\ 910 \\ \mathbf{02} \\ 2110 \\ \mathbf{02} \\ 2110$

02-10067

Level	Standard
Text	Application failed to restore session with Config Server
Attributes	None
Description	An application failed to restore a session with Configuration Server.
Alarm Advisory	None
Actions	No action is required.

Level	Standard
Text	Name uniqueness violation for <agent or="" place=""> 'name: string' (tenant 'name: string') (old dbid=<positive integer="" value="">, new dbid=<positive integer="" value="">)</positive></positive></agent>
Attributes	Object type: agent or place Object name Tenant name Old object DBID New object DBID
Description	Reports a situation when Stat Server detects the presence of two agent or place objects with the same type and name but different DBIDs.
Alarm Advisory	Remove duplicates in the Configuration Server database.

Actions	No action is required.

Level	Standard
Text	Building virtual agent groups on tenant '[name1]', [Percentage] percent complete
Attributes	[name1] Name of a tenant as defined in the Configuration Server database [Percentage] Positive integer value in the range [0-100]
Description	Reports progress of building Virtual Agent Groups on a tenant during the Stat Server initialization.
Alarm Advisory	None
Actions	No action is required.

02-10070

Level	Standard
Text	Overload detected on '[thread]' ([Percentage] current CPU usage)
Attributes	[thread] Thread ID [Percentage] Positive integer value in the range [0-100]
Description	Stat Server switches from NORMAL to OVERLOAD state.
Alarm Advisory	None
Actions	No action is required.

Level	Standard
Text	Overload ended on '[thread]' ([Percentage] current CPU usage)
Attributes	[thread]

	Thread ID [Percentage] Positive integer value in the range [0-100]
Description	Stat Server switches to NORMAL state.
Alarm Advisory	None
Actions	No action is required.

Level	Standard
Text	Overload recovery started on '[thread]' ([Percentage] current CPU usage)
Attributes	[thread] Thread ID [Percentage] Positive integer value in the range [0-100]
Description	Stat Server switches from OVERLOAD to RECOVERY state.
Alarm Advisory	None
Actions	No action is required.

Level	Standard
Text	Overload recovery failed on '[thread]' ([Percentage] current CPU usage)
Attributes	[thread] Thread ID [Percentage] Positive integer value in the range [0-100]
Description	Stat Server switches from RECOVERY to OVERLOAD state.
Alarm Advisory	None
Actions	No action is required.

Level	Standard
Text	Overload protection on '[thread]' activated
Attributes	[thread] Thread ID
Description	Overload protection is activated.
Alarm Advisory	None
Actions	No action is required.

02-10075

Level	Standard
Text	Overload protection on '[thread]' deactivated
Attributes	[thread] Thread ID
Description	Overload protection is deactivated.
Alarm Advisory	None
Actions	No action is required.

02-10077

Level	Standard
Text	Budget model is enabled on tenant '[name]'
Attributes	[name] Name of a tenant as defined in the Configuration Server database
Description	The budget model is enabled on the specified Tenant.
Alarm Advisory	None
Actions	No action is required.

Level	Standard
Text	Budget model is disabled on tenant '[name]'

Attributes	[name] Name of a tenant as defined in the Configuration Server database
Description	The budget model is disabled on the specified Tenant.
Alarm Advisory	None
Actions	No action is required.

Level	Standard
Text	Invalid filter: '[name]' = '[value]'
Attributes	[name] Filter name [value] Filter value
Description	Invalid filter is detected.
Alarm Advisory	None
Actions	No action is required.

02-10081

Level	Standard
Text	Invalid time-range: '[name]' = '[value]'
Attributes	[name] Time-range name [value] Time-range value
Description	Invalid time-range is detected.
Alarm Advisory	None
Actions	No action is required.

Level	Trace
Text	Large kv-list ([number] bytes) in CurrentState value

Attributes	[number] A number of bytes in the sent key-value list.
Description	Large key-value lists (over 65K) in the CurrentState statistic's value are detected.
Alarm Advisory	None
Actions	No action is required.

Level	Standard
Text	Normal configuration monitoring mode started
Attributes	None
Description	Normal configuration monitoring mode is started.
Alarm Advisory	None
Actions	No action is required.

02-10085

Level	Standard
Text	Normal configuration monitoring mode stopped (duration='[number]' sec)
Attributes	[number] Duration (in seconds) of how long Stat Server was in that mode.
Description	Normal configuration monitoring mode is stopped.
Alarm Advisory	None
Actions	No action is required.

Level	Standard
Text	Protected configuration monitoring mode started
Attributes	None
Description	Protected configuration monitoring mode is started.
Alarm Advisory	None
Actions	No action is required.

Level	Standard
Text	Protected configuration monitoring mode stopped (duration='[number]' sec)
Attributes	[number] Duration (in seconds) of how long Stat Server was in that mode.
Description	Protected configuration monitoring mode is stopped.
Alarm Advisory	None
Actions	No action is required.