



VOSS



**VOSS Automate
NBI Troubleshooting Guide**

Release 21.4

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Note: SNMP traps are supported in NBI 4.1.3.

1. NBI SNMP Traps

Note: SNMP traps are supported in NBI 4.1.3.

Appendix C: Alarm Definition in the NBI Technical Description and Deployment Guide provides details on SNMP traps for a range of events, including their messages and severity.

See the **Appendix C: Alarm Definition** topic in the NBI Technical Description and Deployment Guide.

The tables below provide details on database and API connection as well as service recovery events.

1.1. SNMP Traps Table

Table 1: Licensing Audit Details Sheet

Event	Code	Entity to monitor	Level	Message	When to expect the trap	Trap Payload Snippet	Resolution Steps
[bde-extractor] Database check failed	1100	mteHot-Trigger.0	Urgent	bde-extractor database check failed with MongoDB connection error.	When bde-extractor attempts to poll for new transactions and the database connection fails	2022-09-29 17:09:50 <UNKNOWN> [UDP: [10.120.1.16]:34911->[172.17.0.3]:162]: DISMAN-EVENT-MIB::sysUpTimeInstance = TimeTicks: (28388885) 3 days, 6:51:28.85 SNMPv2-MIB::snmpTrapOID.0 = OID: DISMAN-EVENT-MIB::mteTriggerFired DISMAN-EVENT-MIB::mteHotTrigger.0 = STRING: [bde-extractor] Database check failed DISMAN-EVENT-MIB::mteHotContextName.0 = STRING: bde-extractor database check failed with MongoDB connection error. DISMAN-EVENT-MIB::mteHotValue.0 = INTEGER: 1100 SNMPv2-MIB::sysName.0 = STRING: NBI-	Investigate and restore database connectivity issues between NBI node and VOSS database node(s). Note: Disregard if followed by [bde-extractor] Recovered from previous error trap.

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Table 1 – continued from previous page

Event	Code	Entity to monitor	Level	Message	When to expect the trap	Trap Payload Snippet	Resolution Steps
[bde-extractor] Track-record database connection error	1101	mteHot-Trigger.0	Urgent	bde-extractor failed to create track record due to MongoDB connection error.	When bde-extractor attempts to create a trackrecord and database connection fails	<pre> 2022-09-29 17:38:48 <UNKNOWN> [UDP: [10.120.1.16]:7809- >[172.17.0.3]:162]: DISMAN-EVENT- MIB::sysUpTimeInstance = TimeTicks: (28562619) 3 days, 7:20:26.19 SNMPv2-MIB::snmpTrapOID.0 = OID: DISMAN-EVENT- MIB::mteTriggerFired DISMAN-EVENT- MIB::mteHotTrigger.0 = STRING: [bde-extractor] Trackrecord database connection error DISMAN-EVENT- MIB::mteHotContextName.0 = STRING: bde-extractor failed to create track record due to MongoDB connection error. DISMAN-EVENT- MIB::mteHotValue.0 = INTEGER: 1101 SNMPv2-MIB::sysName.0 = STRING: NBI-1 </pre>	Investigate and restore database connectivity issues between NBI node and VOSS database node(s). Note: Disregard if followed by [bde-extractor] Recovered from previous error trap.

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Event	Code	Entity to monitor	Level	Message	When to expect the trap	Trap Payload Snippet	Resolution Steps
[bde-extractor] Batch processing database connection error	1102	mteHotTrigger.0	Urgent	bde-extractor failed to process batch due to MongoDB connection error.	When bde-extractor attempts to start processing a new batch and database connection fails	2022-09-29 17:38:48 <UNKNOWN> [UDP: [10.120.1.16]:7809->[172.17.0.3]:162]: DISMAN-EVENT-MIB::sysUpTimeInstance = Timeticks: (28562619) 3 days, 7:20:26.19 SNMPv2-MIB::snmpTrapOID.0 = OID: DISMAN-EVENT-MIB::mteTriggerFired DISMAN-EVENT-MIB::mteHotTrigger.0 = STRING: [bde-extractor] Batch processing database connection error DISMAN-EVENT-MIB::mteHotContextName.0 = STRING: bde-extractor failed to process batch due to MongoDB connection error. DISMAN-EVENT-MIB::mteHotValue.0 = INTEGER: 1102 SNMPv2-MIB::sysName.0 = STRING: NBI-1	Investigate and restore database connectivity issues between NBI node and VOSS database node(s). Note: Disregard if followed by [bde-extractor] Recovered from previous error trap.

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Event	Code	Entity to monitor	Level	Message	When to expect the trap	Trap Payload Snippet	Resolution Steps
[bde-extractor] Track-record API Connection error	1201	mteHot-Trigger.0	Urgent	bde-extractor failed to create track record due to API connection error.	When bde-extractor attempts to create a trackrecord and API connection fails	<pre> 2022-09-29 17:38:48 <UNKNOWN> [UDP: [10.120.1.16]:7809- >[172.17.0.3]:162]: DISMAN-EVENT- MIB::sysUpTimeInstance = TimeTicks: (28562619) 3 days, 7:20:26.19 SNMPv2-MIB::snmpTrapOID.0 = OID: DISMAN-EVENT- MIB::mteTriggerFired DISMAN-EVENT- MIB::mteHotTrigger.0 = STRING: [bde-extractor] Trackrecord API Connection error DISMAN-EVENT- MIB::mteHotContextName.0 = STRING: bde-extractor failed to create track record due to API connection error. DISMAN-EVENT- MIB::mteHotValue.0 = INTEGER: 1201 SNMPv2-MIB::sysName.0 = STRING: NBI-1 </pre>	Investigate and restore API connectivity issues between NBI node and VOSS application node(s). Note: Disregard if followed by [bde-extractor] Recovered from previous error trap.

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Table 1 – continued from previous page

Event	Code	Entity to monitor	Level	Message	When to expect the trap	Trap Payload Snippet	Resolution Steps
[bde-extractor] Batch processing API Connection error	1202	mteHotTrigger.0	Urgent	bde-extractor failed to process batch due to API connection error.	When bde-extractor attempts to start processing a new batch and API connection fails	<pre> 2022-09-29 17:38:48 <UNKNOWN> [UDP: [10.120.1.16]:7809- >[172.17.0.3]:162]: DISMAN-EVENT- MIB::sysUpTimeInstance = TimeTicks: (28562619) 3 days, 7:20:26.19 SNMPv2-MIB::snmpTrapOID.0 = OID: DISMAN-EVENT- MIB::mteTriggerFired DISMAN-EVENT- MIB::mteHotTrigger.0 = STRING: [bde-extractor] Batch processing API Connection error DISMAN-EVENT- MIB::mteHotContextName.0 = STRING: bde-extractor failed to process batch due to API connection error. DISMAN-EVENT- MIB::mteHotValue.0 = INTEGER: 1202 SNMPv2-MIB::sysName.0 = STRING: NBI-1 </pre>	Investigate and restore API connectivity issues between NBI node and VOSS application node(s). Note: Disregard if followed by [bde-extractor] Recovered from previous error trap.

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Event	Code	Entity to monitor	Level	Message	When to expect the trap	Trap Payload Snippet	Resolution Steps
[bde-notifier] Database check failed	2100	mteHot-Trigger.0	Urgent	bde-notifier database check failed with MongoDB connection error.	When bde-notifier attempts to poll for new track records and the database connection fails	<pre> 2022-09-29 17:15:23 <UNKNOWN> [UDP: [10.120.1.16]:19701- >[172.17.0.3]:162]: DISMAN-EVENT- MIB::sysUpTimeInstance = TimeTicks: (28422121) 3 days, 6:57:01.21 SNMPv2-MIB::snmpTrapOID.0 = OID: DISMAN-EVENT- MIB::mteTriggerFired DISMAN-EVENT- MIB::mteHotTrigger.0 = STRING: [bde-notifier] Database check failed DISMAN-EVENT- MIB::mteHotContextName.0 = STRING: bde-notifier database check failed with MongoDB connection error. DISMAN-EVENT- MIB::mteHotValue.0 = INTEGER: 2100 SNMPv2-MIB::sysName.0 = STRING: NBI-1 </pre>	Investigate and restore database connectivity issues between NBI node and VOSS database node(s). Note: Disregard if followed by [bde-notifier] Recovered from previous error trap.

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Table 1 – continued from previous page

Event	Code	Entity to monitor	Level	Message	When to expect the trap	Trap Payload Snippet	Resolution Steps
[bde-callback] Database check failed	3100	mteHot-Trigger.0	Urgent	bde-callback database check failed with MongoDB connection error.	When bde-callback database connection fails at startup	<pre> 2022-09-29 17:15:23 <UNKNOWN> [UDP: [10.120.1.16]:19701- >[172.17.0.3]:162]: DISMAN-EVENT- MIB::sysUpTimeInstance = TimeTicks: (28422121) 3 days, 6:57:01.21 SNMPv2-MIB::snmpTrapOID.0 = OID: DISMAN-EVENT- MIB::mteTriggerFired DISMAN-EVENT- MIB::mteHotTrigger.0 = STRING: [bde-callback] Database check failed DISMAN-EVENT- MIB::mteHotContextName.0 = STRING: bde-callback database check failed with MongoDB connection error. DISMAN-EVENT- MIB::mteHotValue.0 = INTEGER: 3100 SNMPv2-MIB::sysName.0 = STRING: NBI-1 </pre>	Investigate and restore database connectivity issues between NBI node and VOSS database node(s). Note: Disregard if followed by [bde-callback] Recovered from previous error trap.

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Event	Code	Entity to monitor	Level	Message	When to expect the trap	Trap Payload Snippet	Resolution Steps
[bde-notifier] Recovered from previous error	0	mteHotTrigger.0	Info	bde-notifier has recovered from previous error and is resuming normal operation.	When previous error has been resolved and the service has recovered.	2022-09-29 17:15:47 <UNKNOWN> [UDP: [10.120.1.16]:42446->[172.17.0.3]:162]: DISMAN-EVENT-MIB::sysUpTimeInstance = TimeTicks: (28424566) 3 days, 6:57:25.66 SNMPv2-MIB::snmpTrapOID.0 = OID: DISMAN-EVENT-MIB::mteTriggerFired DISMAN-EVENT-MIB::mteHotTrigger.0 = STRING: [bde-notifier] Recovered from previous error DISMAN-EVENT-MIB::mteHotContextName.0 = STRING: bde-notifier has recovered from previous error and is resuming normal operation. DISMAN-EVENT-MIB::mteHotValue.0 = INTEGER: 0 SNMPv2-MIB::sysName.0 = STRING: NBI-1	None.

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Table 1 – continued from previous page

Event	Code	Entity to monitor	Level	Message	When to expect the trap	Trap Payload Snippet	Resolution Steps
[bde-extractor] Recovered from previous error	0	mteHotTrigger.0	Info	bde-extractor has recovered from previous error and is resuming normal operation.	When previous error has been resolved and the service has recovered.	2022-09-29 17:15:47 <UNKNOWN> [UDP: [10.120.1.16]:14109->[172.17.0.3]:162]: DISMAN-EVENT-MIB::sysUpTimeInstance = TimeTicks: (28424517) 3 days, 6:57:25.17 SNMPv2-MIB::snmpTrapOID.0 = OID: DISMAN-EVENT-MIB::mteTriggerFired DISMAN-EVENT-MIB::mteHotTrigger.0 = STRING: [bde-extractor] Recovered from previous error DISMAN-EVENT-MIB::mteHotContextName.0 = STRING: bde-extractor has recovered from previous error and is resuming normal operation. DISMAN-EVENT-MIB::mteHotValue.0 = INTEGER: 0 SNMPv2-MIB::sysName.0 = STRING: NBI-1	None.

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Table 1 – continued from previous page

Event	Code	Entity to monitor	Level	Message	When to expect the trap	Trap Payload Snippet	Resolution Steps
[bde-callback] Recovered from previous error	0	mteHotTrigger.0	Info	bde-callback has recovered from previous error and is resuming normal operation.	When previous error has been resolved and the service has recovered.	<pre> 2022-09-29 17:15:47 <UNKNOWN> [UDP: [10.120.1.16]:14109- >[172.17.0.3]:162]: DISMAN-EVENT- MIB::sysUpTimeInstance = TimeTicks: (28424517) 3 days, 6:57:25.17 SNMPv2-MIB::snmpTrapOID.0 = OID: DISMAN-EVENT- MIB::mteTriggerFired DISMAN-EVENT- MIB::mteHotTrigger.0 = STRING: [bde-callback] Recovered from previous error DISMAN-EVENT- MIB::mteHotContextName.0 = STRING: bde-callback has recovered from previous error and is resuming normal operation. DISMAN-EVENT- MIB::mteHotValue.0 = INTEGER: 0 SNMPv2-MIB::sysName.0 = STRING: NBI-1 </pre>	None.