



# VOSS Automate NBI Troubleshooting Guide

Release 24.2-PB2

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**Note:** SNMP traps are supported in NBI 4.1.3.

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# 1. NBI SNMP Traps

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**Note:** SNMP traps are supported in NBI 4.1.3.

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*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	<p>2022-09-29 17:09:50 &lt;UNKNOWN&gt;  [UDP: [10.120.1.16]:34911-&gt;[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-</p>	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	<p>2022-09-29 17:38:48 &lt;UNKNOWN&gt;  [UDP: [10.120.1.16]:7809-&gt;[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</p>	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] Batch processing database connection error	1102	mteHot-Trigger.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	<p>2022-09-29 17:38:48 &lt;UNKNOWN&gt;  [UDP: [10.120.1.16]:7809-&gt;[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</p>	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	<p>2022-09-29 17:38:48 &lt;UNKNOWN&gt;  [UDP: [10.120.1.16]:7809-&gt;[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</p>	<p>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.</p>

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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 API Connection error	1202	mteHot-Trigger.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	<p>2022-09-29 17:38:48 &lt;UNKNOWN&gt;  [UDP: [10.120.1.16]:7809-&gt;[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</p>	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	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	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	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	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.	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	None.