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GRS Log Events

Genesys Rules System 8.5.3

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

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	%s Could not connect to the primary configuration server XXX Explanation: A failure occurred connecting to the primary Configuration Server specified in bootstrapconfig.xml. The backup Configuration Server will be attempted.
21359	ALARM	BRS_ERROR_MESSAGE	%s Could not connect to the backup server XXX Explanation: A failure occurred connecting to the primary Configuration Server specified in bootstrapconfig.xml. Connection to the backup Configuration Server was attempted, but failed.
21363	ALARM	BRS_ERROR_MESSAGE	%s connect(): caught exception while opening connection to server 'XXX'. Nested exception: 'YYY' Explanation: A protocol exception occurred communicating to server (XXX). Details are provided in exception text (YYY)
21368	ALARM	BRS_ERROR_MESSAGE	%s ServerListener: caught exception on handleMessage: "XXX" Explanation: An unexpected exception occurred when handling a message from Configuration Server. The details are provided in (YYY).
21369	ALARM	BRS_ERROR_MESSAGE	%s processMessage(): message is lost because message receiver is full

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	%s Caught exception while submitting request ["XXX"] to server: YYY Explanation: A protocol exception occurred when submitting a request message (XXX) to Configuration Server (YYY).
21393	ALARM	BRS_ERROR_MESSAGE	%s Caught exception while opening connection to server 'XXX'. Nested exception: YYY Explanation: An unexpected exception occurred connecting to Configuration Server XXX, details are provided in YYY.