

# SWS - Watchdog Messages

The **Manitou Watchdog Messages** help draw attention to items that may need attention within your Manitou system. The following is a listing of the Watchdog messages in Manitou and what they mean.

WDog Code	Message Text	Meaning
10001	Process %1 on %2 is Not Detected on the System!	This notifies users of the Service/Processes that should be running but are not.
10002	No activity for '%1' of priority %2 for monitoring group %3 being handled by %4!	This notifies users of an alarm on an operator's screen that is aging.
10003	FEP Limit Exceeded, attempt to add FEP %1 denied.	This is a licensing notification.
10004	FEP %1 on %2 Keepalive Timeout! Connection problem with the Marshaller.	This draws attention to issues with the Marshaller attempting to stay connected.
10005	FEP %1 on %2 Lost Connection with the Marshaller.	This notes that the signaling through to Manitou has stopped because the FEP cannot hand of signals to the Marshaller.
10007	No One Handling Alarms in Monitoring Group %1.	This is a warning if there are multiple monitoring groups and users should be logged into them.
10014	%1 is Out-of-Sync with the Broker.	This notes a service/process that is no longer properly communicating with the Broker.
10015	No Default Customer (%1:%2), Processing Complete. Signal Not Processed.	This will only occur if there is a receiver that doesn't have a proper account to send its orphaned signals. Orphaned signals are events that do not match up to an account record.
10016	Signal Arrived For %1 Customer (%2), Signal Not Processed.	This notes that a signal arrived for a deactivated customer which Manitou will not process.
10017	Late-To Customer (Serial No. %1), Not found. Signal Not Processed.	This occurs when there is an orphaned account that cannot be found and has an item that the overdue checker attempted to create a Late to event.
10018	Serious Error, 'Unknown Event Code' (%1), Default Event Definition Used.	Unknown events are usually missing from the Event Map.
10019	No Overdue Checker/Delivery thread detected on the System! Late-To's and internally delayed signals will not be processed!	The Overdue checker is important for generating Late to events and returning On Test records to full service upon expiration.
10020	Failed to restart process %1 on %2!	When a service exits, Manitou attempts to restart it. If it fails to restart the service, this message generates.
10022	Remaining Customer Limit is %1.	This is a licensing notification. This is the warning generated by the limit set in the Options. When the total number of accounts reach that line, this warning presents.
10023	Maximum Number of %1 Exceeded.	This is a licensing notification.
10024	Signal Not Processed! Enter Manually (%1).	This is an important message that the Signal Handler was unable to process an alarm event. This is often a warning that there is an issue in Manitou or the Network.

10025	Process %1 on %2 has exited!	This is the service/process that exited. Verify it is down in the MSM and restart.
10026	(Non-Manitou) Process %1 on %2 has exited!	If monitored with Manitou, if a monitored service exits, this warning generates.
10027	The Broker lost its connection to the Bold Monitor service.	This is a warning regarding the Bold Monitor executable that runs on the server. If it was not accessible or failed, this warning generates. A restart of the Broker, may resolve this.
10028	Database Commit failure from Signal Handler! One or more signals may be lost! Rawld: %1	This is an important message that the Signal Handler was unable to process an alarm event. This is often a warning that there is an issue in Manitou or the Network.
10029	Various messages from the DB Manager	If the Database manager which monitors the database replication generates warnings, this watchdog message generates.
10030	DB instance %1 has failed!	If the database fails, this notes which database. Often if the database cannot connect, the Manitou system cannot either.
10031	No secondary DB instances are available - failover to secondary DB unavailable 10032 Primary DB auto fail over to %1!	If there is not a secondary/stadby databse to access replication cannot run and failover could result in data loss.
10033	Various messages from the Event Centre	If licensed for the Manitou Event Center, this message notes there are warnings related to it.
10034	The system clock has been changed! Alarm handling and other timeouts could be affected!	This can occur when someone manually updates the date/time on the server or the server resynchs with the Atomic clock.
10035	Alarm Progress Problem for '%1' of priority %2!	When there are alarms in the queue that are aging, this warning generates. Event aging relates to the times set on each individual event codes. Setting these longer for the lower priority alarms may reduce the instances of these messages.
10036	Potential Signal Processing Problem (%1).	This warning draws attention to the signal processing may have an issue.
10037	No Signal Handling threads detected on the System! Signals will not be processed!	This is a serious warning about the Signal Handler is not processing signals into Manitou.
10038	User %1 has exceeded %2 login failure limit of %3 failures in a session from IP address %4. Possible hack attempt.	When a user attempts to log into Manitou and fails to do so, this warning notes who and how many attempts were made.
10039	Access Control Synchronization Failure (Serial No. %1).	If licensed for Access control mangement in Manitou, this warning notes the synchronization may have failed and therefore may not be accessible.
10040	License violation. FEP %1 receivers list reduced by %2 due to insufficient licensing.	This is a licensing warning. When a user attempts to add a receiver and it exceeds the licensed allowable amount.
10041	FEP %1 at IP Address %2 %3. It is attempting to connect to the Marshaller.	This is a warning about the Front End Processor attempting to reach the Marshaller. It may mean that the Marshaller is down or having issues.

10042	Failed to update Alarm Counts (Serial No. %1).	This is a broker warning that notes that the alarm details are not updating properly in the database.
10044	Failed to insert Alarm Activity (Serial No. %1, LSeqNo %2).	This is an application server error attempting to add data to the Customer log.
10045	Maximum retry count for creating recurring reached (Serial No. %1).	This is an accounting integration error. The Manitou system is unable to reach and update the accounting system.
10046	Failed to create recurring (Serial No. %1).	This is an accounting integration error. The Manitou system is unable to reach and update the accounting system.
10047	Signal Handler failed to activate customer [%1]	When an account is moved from pending to Active based on automated items described in the Options, and fails to do so, this warning draws attention to this.
10048	Reminder Customer (Serial No. %1), Not Found. Signal Not Processed	When an account is removed or corrupted, which contained a reminder the Signal Handler may fail to generate the reminder.
10050	Failed to load alarm %1 with Broker	When a user attempts to open an alarm that is in the process of completion or removal from the alarm queue, this error may generate as a notice that the alarm may no longer exist.
10051	%1 Signal Handler Threads on machine %2 not able to get a working DB resource.	The Signal Handler uses application threads to process alarms. If there is too much volume for the available threads, this warning notes that it could not process within the current number of threads. This often resolves quickly.
10052	Multiple Listen-In sections found, subsequent section ignored [%1:%2:%3].	When Manitou participates in 2-way signaling, the listen-in thread connects the phone/audio details. If it finds more than one this warning draws attention to this.
10053	Caller Id Customer (Serial No. %1), Not Found. Signal Not Processed.	This is a rare warning. In general the caller ID is seeking out a customer record to match.
10054	Binary Data Customer (Serial No. %1), Not Found. Signal Not Processed.	If a signal contains Binary data and Manitou is unable to find a matching account this warning generate.
10055	Listen-In Customer (Serial No. %1), Not Found. Signal Not Processed.	If there is a listen-in audio thread that cannot find a customer account, this warning generates.
10056	Sub-Account Customer (Serial No. %1), Not Found. Signal Not Processed.	When a Main account attempts to send an event to a sub account and the account no longer exists, this warning generates.
10057	No active System Account customer could be found to process expired Follow-up signal	System Accounts are used for Receiver signal tracking. Dealer accounts too may have System accounts to receive signals for accounts within their Transmitter ID ranges.
10058	Signal Arrived For %1 Customer (%2), Signal Not Processed. learn.boldgroup.com Watchdog Messages (cont.)	This is often a deactivated customer that is still signaling.
10059	Broker SimpleCall Exception (%1 - Params: %2) Exception Error: %3 - %4 - %5	This is a general warning of items generating error(s).

10060	Auto-Dispatch Gateway not in contact with CSAA Message Broker!	If integrated with ASAP to PSAP through the TMA, this warning notes any issues connecting to the system.
10061	Server %1 CPU utilization exceeding threshold averaging %2% for the last %3 minute(s)!	This is a server warning noting the thresholds are higher than allowed.
10062	Server %1 network adapter %2 utilization exceeding threshold averaging %3% for the last %4 minute(s)!	This is a server warning noting the thresholds are higher than allowed.
10063	Server %1 hard drive %2 space utilization exceeding threshold averaging %3% for the last %4 minute(s)!	This is a server warning noting the thresholds are higher than allowed.
10064	Sureview Connection Problem	If integrated with Sureview, this notes issues related to communications with Sureview.
10065	Server %1 has not reported server health information in the last %2 minute(s)!	This is a server warning noting the thresholds are higher than allowed.
10066	System configuration violates UL minimum requirements! (%1)	When a system is licensed for UL, this warning notes what item(s) that do not meet the minimum requirements.
10099	Publishing of '%1' report (%2) failed.	If a report fails to publish, this warning notes which report and what publishing destination.

**The percentage values (%) replace with the item that needs attention.**

It is possible to change the settings for your Watchdog Messages, to pop-up, scroll, or none which you may then generate as alarms within your SYS-REC1 default receiver account.

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