

TransAct Packager

List of System Events & Traps, Release 5.4

Sorted By: Event ID

Part # 250-0303-01, Rev A
September 22, 2014
Copyright © 2014 RGB Networks, Inc. All rights reserved.

Linear Packaging JIT Packaging	Category	Event ID	RGB Severity	Type	Event Trap Type	Info	Description	Corrective Action	Impact	
x	x	TEST	12	WARNING	NORM	not trapped	Test event for Auto-clearing events. Test 1: <Input queue number>, Test 2: <File causing the blockage>	Used for internal event log testing of auto-clearing warning events.	No action required, message can be ignored.	No impact.
x	x	TEST	13	WARNING	NORM	not trapped	Test event for clearing auto-clearing events. Test 1: <Queue type ("input/output")>, Test 2: <Queue id>	Used for internal event log testing of clearing auto-clearing warning events.	No action required, message can be ignored.	No impact.
x	x	ASM	ASM_HEADER_LOAD_FAILURE	CRITICAL	NORM	Event	Webserver cache header configuration could not be loaded. Using default values.	TODO	TODO	TODO
x	x	DIR_MGR	DIR_MGR_ACCESS_DENIED	CRITICAL	NORM	Event	Input directory <Application name.> is blocked by file:<Output Id.>	Reported to signal a problem with input directory access	If this happens repeatedly, check the mount for write access, that it is not full, and that files can be written to the working directory. If the problem persists, contact RGB support.	File is not immediately transcoded. Repeated occurrences indicate a failure to write to the working directory.
x	x	DIR_MGR	DIR_STATE_CHANGE	MAJOR	NORM	Event	Directory operational state change: <Application name.> #<Output Id.>: <Stream Id.>	This event is reported to signal a mount operational state change	None. Informational message indicating which directory changed state and why. If remote mount continually remains OOS, check state of remote mount host.	If the disk mount is OOS for an extended period of time, all transcoding will fail.
x	x	DIR_MGR	DIR_STATE_CHANGE_CRITICAL	CRITICAL	NORM	Event	Directory operational state change: <Application name.> #<Output Id.>: <Stream Id.>	This event is reported to signal a mount operational state change	None. Informational message indicating which directory changed state and why. If remote mount continually remains OOS, check state of remote mount host.	If the disk mount is OOS for an extended period of time, all transcoding will fail.
x	x	ETHMON	ETHMON_PORT_STATUS	MAJOR	NORM	Event	EthMon port status change: <Application name.> <Output Id.>	This event is sent when port status changes must manually reconfigure redundancy settings on this host.	Check ethernet port and cables	This event can initiate a switch over if standby has all ports up
x		HTTP_PUSH	HTTP_PUSH_CONN_ERROR	MAJOR	NORM	Event	<Package Name> HTTP connection error for session <Segment Creation Time (msec)>, stream <>: <>.	This event is sent when the file cache usage falls below a minimum level		
x		HTTP_PUSH	HTTP_PUSH_FAILURE	MAJOR	NORM	Event	<Package Name> HTTP failure for session <Segment Creation Time (msec)>, stream <>: <>.			
x		HTTP_PUSH	HTTP_PUSH_INVALID_USAGE	MAJOR	NORM	Event	<Application name.> Invalid module usage for session <Packager: Package Name, Transcoder: Stream <inputstream_id> or inputFileNames>, stream <Output Id.>: <Stream Id.>.			
x		HTTP_PUSH	HTTP_PUSH_UNKNOWN	MAJOR	NORM	Event	<Application name.> unknown push failure for session <Packager: Package Name, Transcoder: Stream <inputstream_id> or inputFileNames>, stream <Output Id.>: <Stream Id.>.			
x	x	JITP	JITP_SEGMENT_CREATION_NON_REAL_TIME_CLEAR	MAJOR	NORM	Event	Just-In-Time package <input stream> segment creation is back in real time operation(<IP-Port> msec).	This event is sent when the file cache usage returns below the maximum level	The packager can now handle the segment transfer. The System is back in a normal state.	None
x	x	JITP	JITP_SEGMENT_CREATION_NON_REAL_TIME_SET	MAJOR	NORM	Event	Just-In-Time package <input stream> segment creation is no longer in real time operation(<IP-Port> msec).	This event is sent when the segment creation exceeds a maximum level	The packager can't keep up with the load. You need to reduce the number of Just-In-Time packages running.	The player will be switching in and out from the buffering state
x		SSP	LOW_FILE_CACHE_CLEAR	WARNING	NORM	Event	<input stream> (<IP-Port>) file cache utilization high threshold cleared for output <Error description>, stream <>, fragments duration <> seconds.	This event is sent when the file cache usage returns above a minimum level	The external IIS server or internal server can now handle the segment transfer from the packager. The System is back in a normal state.	None
x		SSP	LOW_FILE_CACHE_SET	WARNING	NORM	Event	<input stream> (<IP-Port>) file cache utilization high threshold crossed for output <Error description>, stream <>, fragments duration <> seconds.	This event is sent when the file cache usage falls below a minimum level	The external IIS server or internal server can't keep up with the load. You need to reduce the number of packages connected to the server or add more servers	The player will be switching in and out from the buffering state
x		CACHE_MGR	LT_CACHE_FLUSH	MAJOR	NORM	Event	Flushed long-term cache.	Reported by the Cache Manager to indicate that the system has completed the JITP cache flush.	None - informational message only.	None
x	x	CACHE_MGR	LT_PARTITION_ASSET_COUNT_EXCEEDED_CLEARED	WARNING	NORM	Event	Files counts reduced from <input stream> to <IP-Port> files.	After long-term cache partition is below a specified percentage this event is raised.	None	None
x		M2D_CTR	M2DCTR_FILTER_AV_DETECT_FAILED	MAJOR	NORM	Event	Input <New oper state ("INS/OOS")>[<Additional info if necessary>]: AV Detect Failed<> packets analyzed	MPTS/SPTS Audio or Video detection failed	None - informational message only.	None
x		M2D_CTR	M2DCTR_FILTER_NO_AV_FOUND	MAJOR	NORM	Event	Input <The name of the local script to execute.>[<>]: NO AV found <> packets analyzed	MPTS/SPTS doesn't contain any Audio or Video stream	None - informational message only.	None
x		M2D_CTR	M2DCTR_FILTER_STREAM_SOCKET_ERROR	MAJOR	NORM	Event	Input <The name of the local script to execute.>[<The reason why the script execution failed.>]: MPEG2TS Filter stream Socket Error <>	MPEG2TS Filter stream Socket Error	None - informational message only.	None
x		M2D_CTR	M2DCTR_INPUT_STREAM_SOCKET_ERROR	MAJOR	NORM	Event	Input <The name of the local script to execute.>[<Any extra data from the successful execution.>]: MPEG2TS Input stream Socket Error <>	MPEG2TS Input stream Socket Error	None - informational message only.	None
x		M2D_CTR	M2DCTR_PAT_CHANGE_DETECTED	INFO	INFO	not trapped	Input <The MO serial number.>[<The MO SW version.>]: MPEG2TS PAT version change <The MO external IF IP.> time(s)	MPEG2TS PAT version change	None - informational message only.	None
x		M2D_CTR	M2DCTR_STREAM_DETECTED	INFO	INFO	not trapped	Input <IP address of the MO>[<Name of the MO>]: MPEG2TS Stream Detected <> packets analyzed	MPEG2TS Stream Detected	None - informational message only.	None
x		SSP	OUT_OF_FILE_CACHE	MAJOR	NORM	Event	<Device> (<Network high utilization threshold.>) ran out of file cache for output <>, stream <>, fragments duration <> seconds.	This event is sent when the stream used up all the file cache	The external IIS server or internal server can't keep up with the load. Reduce the number of packages connected to the server or add more servers.	Loss of service -- No Smooth streaming output will be published to external server
x		SSP	OUTPUT_TOO_SLOW	MAJOR	NORM	Event	[<Device>] Output <Mount Path.> <> for <> is not keeping up, dropping content	This event is sent when an output is seen as falling behind, but should not cause a complete failure.		
x	x	PERF_MGR	PM_APPQUEUE_50PERCENT	WARNING	NORM	Event	UDP queue for port <Device>, application: <Mount Path>, has reached 50% full. Internal message usage is high. Consider readjusting mailbox for this module.	This event is sent to indicate that the internal application message queues are backing up	None - informational message only.	None
x	x	PERF_MGR	PM_APPQUEUE_90PERCENT	CRITICAL	NORM	Event	UDP queue for port <>, application: <>, has reached 90% full. Internal message usage is very high. Mailbox is requiring more buffer for this module to avoid dropping message.	This event is sent to indicate that the internal application message queues are backing up	The application software is running beyond the capabilities of the system causing the internal queues to back up	Reduce loading of the system

Linear Packaging JIT Packaging		Category	Event ID	RGB Severity	Type	Event Trap Type	Info	Description	Corrective Action	Impact
x	x	PERF_MGR	PM_SYS_HIGH_CPU_CLEAR	WARNING	NORM	Event	CPU utilization high threshold cleared	This event is sent when the cpu utilization returns below maximum level.	None - informational message only.	None
x	x	PERF_MGR	PM_SYS_HIGH_CPU_SET	WARNING	NORM	Event	CPU utilization high threshold crossed, CPU usage exceeds <Threshold temperature> percent.	This event is sent when the cpu utilization exceeds a maximum level.	None - informational message only.	None
x	x	PERF_MGR	PM_SYS_HIGH_NET_CLEAR	WARNING	NORM	Event	Network utilization high threshold cleared for <>	This event is sent when the network utilization returns below maximum level.	None - informational message only.	None
x	x	PERF_MGR	PM_SYS_HIGH_NET_SET	WARNING	NORM	Event	Network utilization high threshold crossed for <IP address of group>, bandwidth usage exceeds <> percent.	This event is sent when the network utilization exceeds a maximum level.	None - informational message only.	None
x	x	PERF_MGR	PM_SYS_LOW_DISK_CLEAR	WARNING	NORM	Event	System disk utilization high threshold cleared for <IP address of group>[<=]	This event is sent when the disk usage returns above a minimum level	None - informational message only.	None
x	x	PERF_MGR	PM_SYS_LOW_DISK_SET	CRITICAL	NORM	Event	System disk utilization high threshold crossed for <UDP Error count difference>[<Current total UDP error count-], used space exceeds <>	This event is sent when the disk usage exceeds a maximum level	None - informational message only.	None
x	x	PERF_MGR	PM_SYS_LOW_MEMORY_CLEAR	WARNING	NORM	Event	System memory utilization high threshold cleared	This event is sent when the system memory usage returns below a maximum level	None - informational message only.	None
x	x	PERF_MGR	PM_SYS_LOW_MEMORY_SET	MAJOR	NORM	Event	System memory utilization high threshold crossed, used memory exceeds <> percent (ramdisks using <> percent of memory).	This event is sent when the system memory usage exceeds a maximum level	???	???
x	x	PERF_MGR	PM_TEMP_THRESH	MAJOR	NORM	Event	Temperature threshold <IP address of group> exceeded, current temperature: <>	This event is sent when the system temperature exceeds the threshold temperature	Verify that the system fans are running and that the system is well ventilated.	Computer processing functions on the system could become unstable leading to
x	x	PERF_MGR	PM_UDP_ERROR_COUNT	WARNING	NORM	Event	UDP error count for the last time period exceeds threshold, count: <IP address of group>, threshold: <>	This event is sent when the UDP error counts exceed a threshold	No immediate corrective action is required; however, if the error counts become excessive, reboot the host.	None
x	x	REDUNDANCY	REDUNDANCY_CORRUPTION	MAJOR	NORM	Event	Redundancy corruption detected for host <IP address of group>. Redundancy settings have been removed. Manual reconfiguration required.	Sent when the host detects a corrupted redundancy configuration. The user must manually reconfigure redundancy settings on this host.	Do the following: 1. In the RGB Web UI, select sysconfig > redundancy. 2. Configure a new redundancy group and add a standby host to it.	The host will be running in non-redundant mode, and any failure of the active host may result in the failure of all transcoding.
x	x	REDUNDANCY	REDUNDANCY_HOST_ACTIVE	WARNING	NORM	Event	The host <= has become Active for the Redundancy Group <IP address of group>	Sent when a host becomes active in a group	None - informational message only.	None
x	x	REDUNDANCY	REDUNDANCY_HOST_DEGRADED	WARNING	NORM	Event	The host <= has become Degraded for the Redundancy Group <IP address of group>	Sent when a host becomes degraded in a group	None - informational message only.	The host attempted a failover, but there are no standby hosts available to take over. This host will remain active but operate in a
x	x	REDUNDANCY	REDUNDANCY_HOST_FAILED	WARNING	NORM	Event	The host <= has Failed in the Redundancy Group <IP address of group>	Sent when a host becomes failed in a group	Identify the cause of the issue and attempt to resolve it. If the issue can be resolved without restarting services, exectu sysconfig > redundancy > recover.	The host has failed and any in-progress operations have been terminated.
x	x	REDUNDANCY	REDUNDANCY_HOST_STANDBY	WARNING	NORM	Event	The host <= has become Standby for the Redundancy Group <Username that is still using a default password.>	Sent when a host becomes standby/idle in a group	None - informational message only.	None
x	x	REDUNDANCY	REDUNDANCY_NO_STANDBYS	MAJOR	NORM	Event	The redundancy group <= does not have any standby hosts running	Sent when the group has no standby hosts	Do the following: 1. In the RGB Commander Web UI, select sysconfig > redundancy. 2. Add another host to the current redundancy group. 3. If the group already has a standby host, check to see that it is running.	The host will be running in non-redundant mode, and any failure of the active host will result in the failure of transcoding.
x	x	REDUNDANCY	REDUNDANCY_NOT_GROUP_MEMBER	MAJOR	NORM	Event	Host at <Number of days remaining for feature expiring soonest.> reports the host <= is not part of the group. Redundancy settings have been removed. Manual reconfiguration required.	Sent when a host from the redundancy group reports this host is not part of that group.	Do the following: 1. in the RGB Web UI of the group host, select sysconfig > redundancy. 2. Add this host to that redundancy group.	This host will be running in non-redundant mode, and any failure of this host may result in the failure of all active operations.
x	x	REDUNDANCY	REDUNDANCY_PGSQL_SYNC_COMPLETE	INFO	INFO	not trapped	PGSQL sync complete for standby: <String indicating if file missing, or file present and entry missing.>	Informational event used internally to indicate PGSQL replication sync is complete.	External applications may unlock DB for use.	None
x	x	REDUNDANCY	REDUNDANCY_VIRTIP_DOWN	MAJOR	NORM	Event	The virtual IP address <SlotId of Transcoder. (1-based)> for this group is not active	Sent when the virtual IP is not pingable	No immediate corrective action is required; however, if the problem does not correct itself within a few minutes, do the following: 1. in the RGB Commander Web UI, select sysconfig > redundancy. 2. Recreate the redundancy group. 3. If the problem persists, contact RGB customer support for assistance.	None
x	x	REDUNDANCY	REDUNDANCY_VIRTIP_UP	WARNING	NORM	Event	The virtual IP address <Application name.> for this group is now active	Sent when the virtual IP is pingable	None - informational message only.	None
x	x	REDUNDANCY	REDUNDANCY_YES_STANDBYS	WARNING	NORM	Event	The redundancy group <JITP content request count above license> now has standby hosts running	Sent when the group has standby hosts	None - informational message only.	None
x	x	SYS_CFG_MGR	SCM_DEFAULT_PASSWD	CRITICAL	NORM	Event	The user <= is still using a default password. Please change it.	The default password for a user has not been changed yet.	Change system password.	System is operating with default password and is not secure.
x	x	SYS_CFG_MGR	SCM_IFACE_ASSIGNMENT_BAD	CRITICAL	NORM	Event	The <JITP content request dropped count above license> interface assignment references an invalid or unconfigured network interface (<=), corrective action required.	An interface assignment is invalid. It references an invalid or unconfigured network interface.	Check the current Interface Assignments and verify they are correct. Update the assignments if they reference invalid or unconfigured interfaces.	The system may operate erratically. Generated URLs may not be valid. Redundancy operations may fail.
x	x	SYS_CFG_MGR	SCM_IP_RESTART	CRITICAL	NORM	Event	Network configuration has been changed. IP Restart still required for changes to take effect.	A reminder event that network configuration has changed, and that an explicit restart is required to apply changes to the system.	Restart services	The transcoder will not function until the IP restart is performed.
x	x	SYS_CFG_MGR	SCM_IP_RESTARTED	WARNING	NORM	Event	Network Service has been restarted. IP Restart no longer required.	The System Cfg Mgr detected that network services were restarted externally, and an explicit restart is no longer required.	None - informational message only.	None
x	x	SYS_CFG_MGR	SCM_LICENSE_EXPIRED	CRITICAL	NORM	Event	One or more licensed features have expired. The system may no longer be usable.	One or more licensed features have expired.	Contact RGB Customer Support.	The associated licensed feature will no longer be functional.
x	x	SYS_CFG_MGR	SCM_LICENSE_REMAINING	WARNING	NORM	Event	One or more licensed features will expire in <SM SessionId + step + Output stream> days.	There are only xx days remaining for one or more licensed features.	To continue using the licensed feature, contact RGB Customer Support to renew the license.	None
x	x	SYS_CFG_MGR	SCM_LICENSE_UNAVAILABLE	WARNING	NORM	Event	All available <SM SessionId + step + Output stream> tokens are currently in use.	All instances of the requested feature are currently in use on the server.	Contact RGB Customer Support to purchase additional licenses for the feature.	The feature associated with the license request will fail to function properly.
x	x	SYS_CFG_MGR	SCM_NO_LICENSE_KEYS	CRITICAL	NORM	Event	There are no valid License Keys installed for this device: <SM SessionId + step + Output stream>.	Notification to all listening apps to reload the license key file.	Steps: 1. Verify license file is properly installed. 2. Obtain necessary license keys have been acquired from RGB. 3. Ensure the transcoder is properly configured to point to a license server containing the license keys. 4) Contact	The associated licensed feature will no longer be functional.

Linear Packaging JIT Packaging	Category	Event ID	RGB Severity	Type	Event Trap Type	Info	Description	Corrective Action	Impact	
x	x	SYS_CFG_MGR	SCM_NO_VALID_DNS	WARNING	NORM	Event	There are no DNS entries configured, or no servers reachable.	The host does not appear to have any DNS entries configured, or the configured entries are either unreachable or do not have DNS servers running.	Verify DNS settings. Ensure entries point to valid DNS servers that are reachable from the host. DNS must be correctly configured for many applications to function correctly.	HTTP file references ingest with DNS names will fail
x	x	SYS_CFG_MGR	SCM_RELOAD_DB	INFO	INFO	not trapped	System DB config files have been modified: <SM SessionId + step + Output stream>	Notification to System Cfg Mgr that a database file has been modified and the new file should be reloaded.	None - informational message only.	None
x	x	SYS_CFG_MGR	SCM_RELOAD_LICENSE_KEYS	INFO	INFO	not trapped	License keys have been modified.	Notification to all listening apps to reload the license key file.	None - informational message only.	None
x		SYS_CFG_MGR	SCM_SSC_DBG_STATE_CHANGE	INFO	DEBUG	not trapped	Transcoder: <SlotId of transcoder. (1-based)> has changed state to: <State of transcoder. (starting, ready, locked, working, stopping, unknown)>.	Specified transcoder changed state.	None - informational message only.	None
x	x	SYS_CFG_MGR	SCM_SSC_REBOOT	CRITICAL	NORM	Event	Session Controller: <SM SessionId + step + Output stream> requested <SC Session id> restart, source: <SDI Port>.	Requested reboot for specified Transcoder.	No action required the system automatically recovers. If this were to continue to occur notify RGB Customer Support.	Any active operations on the system will be terminated.
x		SYS_CFG_MGR	SCM_SSC_REBOOT2	INFO	DEBUG	not trapped	Session Controller: <SlotId of transcoder. (1-based)> requested <Type of restart, currently only 'user'> restart, source: <Source that requested	Requested reboot for specified transcoder.	No action required the system automatically recovers.	Any active operations on the system will be terminated.
x	x	SYS_CFG_MGR	SCM_SSC_STATE_CHANGE	MAJOR	NORM	Event	Transcoder: <SC Session id> has changed state to: <SM SessionId + step + Output stream>.	Specified transcoder is in service and operational.	None - informational message only.	None
x		RESOURCE_MGR	SCM_SSC_STOP_COMPLETE	MAJOR	NORM	Event	Transcoder: <SC Session id> has stopped.	Message from Resource Mgr to System Cfg Mgr that the specified Transcoder now stopped.	None - system auto recovers.	Transcoding for the given transcoder will fail.
x		SSP	SEGMENT_DROPPED_AUDIO_OOS	INFO	INFO	not trapped	<SC Session id> <SM SessionId + step + Output stream> segment dropped, audio track out-of-sync on output <Error count>, stream	This event is sent when a fragment is dropped because the audio track is out-of-sync	None - informational message only.	None
x		SSP	SEGMENT_DROPPED_TRACK_DURATION_MISMATCH	INFO	INFO	not trapped	<SSC Session id> <Detected Bit Rate> segment dropped, track duration mismatch: on output <Actual Bit Rate>, stream <>	This event is sent when a fragment is dropped because the track duration is different than the one on the other stream part of the same MBR	None - informational message only.	None
x		SESSION_CTR	SESCTR_JITP_NO_SYSTEM_RESOURCE_REQ_DROPPED	CRITICAL	NORM	Event	System out-of-resource, <SC Session id> JITP requests dropped in the last <SM SessionId + step + Output stream> seconds	JITP requests were dropped because the system is running out of resource		
x		SESSION_CTR	SESCTR_JITP_REQ_ABOVE_LICENSE_CLEAR	WARNING	NORM	Event	JITP overload clear, <SC Session id> content requests were above number of licensed JITP sessions	JITP content requests rate is back to the licensed value		
	x	SESSION_CTR	SESCTR_JITP_REQ_ABOVE_LICENSE_SET	WARNING	NORM	Event	JITP overload set, content requests rate exceeds number of licensed JITP sessions	JITP content requests exceeds the license set		
	x	SESSION_CTR	SESCTR_JITP_REQ_DROPPED_CLEAR	CRITICAL	NORM	Event	JITP overflow clear, <SC Session id> content requests were dropped	JITP content requests overload condition has cleared		
	x	SESSION_CTR	SESCTR_JITP_REQ_DROPPED_SET	CRITICAL	NORM	Event	JITP overflow set, content requests above number of licensed JITP sessions will be dropped	JITP content requests are dropped, overload		
x	x	SESSION_CTR	SESCTR_STREAM_PCR_JUMP	MAJOR	NORM	Event	<"successful" or "failed"> Instance:<"started" or "completed"> notification>, Stream muxing detected <Work Order ID, (Step number also included on	Stream muxing detected PCR jump(s) in last 60 seconds	None - informational message only.	None
x	x	SESSION_CTR	SESCTR_STREAM_PCR_ROLLOVER	INFO	INFO	not trapped	<Output queue number> Instance:<Session ID>, Stream muxing detected <> PCR rollover(s) in last 60 seconds	Stream muxing detected pcr rollover(s) in last 60 seconds	None - informational message only.	None
x		SESSION_CTR	SESCTR_STREAM_STATS_CC_ERROR	INFO	INFO	not trapped	<Output queue number> Instance:<Session ID>, <> stream id:<> detected <> MPEG2TS continuity error(s) in last 60 seconds	A/V stream detected MPEG2TS continuity error(s) in last 60 seconds	Customer should start monitoring it's networks for packet drops and look at other problems that could be upstream to the AMS	None
x	x	SESSION_CTR	SESCTR_STREAM_STATS_PCR_GREATER_DTS_ERROR	MAJOR	NORM	Event	<Restart cause> Instance:<Transcoder Id>, <> stream id:<> detected <> PCR>DTS error(s) in last 60 seconds	A/V stream detected pcr>dts error(s) in last 60 seconds	None - informational message only.	None
x		SESSION_CTR	SESCTR_XCODE_AV_BITRATE_LOW	INFO	INFO	not trapped	Session:<Output file >, Overall Detected Bit Rate <Session Id + Workorder Id> is less than Actual Bit Rate <WorkflowName + Step number> in last 60 seconds	Detected Bit Rate is less than Actual Bit Rate in last 60 seconds	None - informational message only.	None
x		SESSION_CTR	SESCTR_XCODE_AV_DISCARD_PACKET	INFO	INFO	not trapped	<Session Id + WorkOrderId> Instance:<Output file>, Audio/Video discard <WorkflowName + Step number> packet(s) in last 60 seconds	Audio/Video discard packet(s) in last 60 seconds	None - informational message only.	None
x		SESSION_CTR	SESCTR_XCODE_AV_OUTPUT_PACKET_ERROR	INFO	INFO	not trapped	<Session Id + WorkOrderId> Instance:<Output file>, Audio/Video unable to output <WorkflowName + Step number> packet(s) in last 60 seconds	Audio/Video unable to output packet(s) in last 60 seconds	Local mount or internal ram disk could be full	None
x		SESSION_CTR	SESCTR_XCODE_AV_WRITE_FRAME_FAILED	INFO	INFO	not trapped	<Session Id + WorkOrderId> Instance:<Output file>, Audio/Video unable to write <WorkflowName + Step number> frame(s) in last 60 seconds	Audio/Video unable to write frame(s) in last 60 seconds	None - informational message only.	None
x		SESSION_CTR	SESCTR_XCODE_RT_STATE_CHANGE	INFO	INFO	not trapped	<Stream id> Instance:<Stream type ("input/output")>, real-time transcoding state changed after <New oper state ("INS/OOS")> seconds.	This Event is reported when transcode real time state changes	None - informational message only.	None
x		SESSION_CTR	SESCTR_XCODE_STATS_DECODE_FAILED	WARNING	NORM	Event	<> Instance:<>, <> stream id:<> decode failed for <> frame(s) in last 60 seconds	A/V frame(s) failed to decode in the last 60 seconds	Customer should start monitoring it's networks for packet drops and look at other problems that could be upstream to the AMS.	None
x		SESSION_CTR	SESCTR_XCODE_STATS_DECODE_LONG_TIME_GAP	MAJOR	NORM	Event	<input file> Instance:<workorder id>, <workflow name> stream Id:<output type and id> decode detected <session id> long time gap(s) (>200ms) in last	A/V decode detected long time gap(s) (>200ms) in last 60 seconds	None - informational message only.	None
x		SESSION_CTR	SESCTR_XCODE_STATS_DECODE_SHORT_TIME_GAP	WARNING	NORM	Event	<Error message from copy operation> Instance:<Error message from copy operation>, <> stream id:<> decode detected <> short time gap(s) (<200ms)	A/V detected time gaps (<200ms) in the last 60 seconds	None - informational message only.	None
x	x	SESSION_CTR	SESCTR_XCODE_SYSTEM_RT_STATE_CHANGE	MAJOR	NORM	Event	System real-time transcoding state changed after <Application name.> seconds. (Current State: <> system <>)	Reported when system real time transcodes state changes	None - informational message only.	None
x	x	SESSION_MGR	SESCTRL_STREAM_HTTP_CLIENT_CONNECTED	INFO	INFO	not trapped	Client Connected, Session:<The reason why a reboot is required.> Step:<> EventNb:<> Info:<>	Generated when a client connects to the server; (it indicates if it is a describe or play request.)	None - informational message only.	None
x	x	SESSION_MGR	SESCTRL_STREAM_HTTP_CLIENT_DISCONNECTED	INFO	INFO	not trapped	Client Disconnected, Session:<The module port not receiving message from> Step:<> EventNb:<> Info:<>	Generated when a client disconnects from the server; (the disconnection cause and the number of bytes streamed to the client is indicated)	None - informational message only.	None
x	x	SESSION_MGR	SESCTRL_STREAM_HTTP_CLIENT_NO_PACKETS_TRANSFERRED	INFO	INFO	not trapped	Client has no packets transferred for the last 15 seconds, Session:<> Step:<> EventNb:<> Info:<>	Generated when a client disconnects from the server; (the disconnection cause and the number of bytes streamed to the	None - informational message only.	None
x	x	SESSION_MGR	SESCTRL_STREAM_HTTP_CLIENT_REJECTED	INFO	INFO	not trapped	Client Connection Rejected, Session:<> Step:<> EventNb:<> Info:<>	Generated when a client connection is rejected; (the rejection cause is included - example, too many sessions, all bandwidth used)	None - informational message only.	None
x	x	SESSION_MGR	SESCTRL_STREAM_HTTP_TCP_PORT_CONFLICT	INFO	INFO	not trapped	TCP port <> cannot be opened, Session:<> Step:<> EventNb:<>	Generated when the TCP port associated to the HTTP server connection can't be opened	Verify that the HTTP server is accessible from the MO.	None

Linear Packaging JIT Packaging		Category	Event ID	RGB Severity	Type	Event Trap Type	Info	Description	Corrective Action	Impact
x	x	SESSION_MGR	SESMGR_INQUEUE_10PERCENT	WARNING	NORM	Event	UDP queue for <=> has reached 10% full. Consider reducing system and/or network load, do not add more load	This event is reported when the input data queue to Mpeg2TsDmx reached 10% full (3.3 million bytes)	None - system auto recovers.	None
x		SESSION_MGR	SESMGR_INQUEUE_50PERCENT	MAJOR	NORM	Event	UDP queue for <=> has reached 50% full. Processing delayed. User experience affected. Workload reduction recommended	This event is reported when the input data queue to Mpeg2TsDmx reached 50% full (16.5 million bytes)	None - system auto recovers.	Packets are being received faster than they can be processed.
x		SESSION_MGR	SESMGR_INQUEUE_90PERCENT	CRITICAL	NORM	Event	UDP queue for <Task that failed. > < has reached 90% full. Severe processing delay. User experience degraded. Workload reduction required	This event is reported when the input data queue to Mpeg2TsDmx reached 90% full (29.7 million bytes)	None - system auto recovers.	Transcoding may become slower than real-time, packets may be dropped.
x	x	SESSION_MGR	SESMGR_KEYSERVER_ERROR	MAJOR	NORM	Event	Error retrieving key for <The name of the task reporting the problem>, Server URL: < "\<">	This event is reported when an external key server returns an error for a requested operation	Key server dependent.	Possible failed request to a key server resulting in a failed system operations
x		SESSION_MGR	SESMGR_KEYSERVER_SUCCESS_CLEAR	WARNING	NORM	Event	key server restored for <Package or workorder name>, Server URL: <Key server url> "<Error message from key server (if any)>"	Clearing alarm for keyserver restored	Key server dependent.	None
x	x	SESSION_MGR	SESMGR_NOTIFICATION_SENT	INFO	INFO	not trapped	Transcode <The IP address of mgmt device> notification < for Work Order: < Session: < Input <	To report a transcode notification msg was sent.		
x	x	SESSION_MGR	SESMGR_OUTPUT_MISMATCH	INFO	INFO	not trapped	Output warning: <Task that has been started and is running. >, Session:< Instance:< Output:<	To report a problem in the generation of an output	None - informational message only.	None
x	x	SESSION_MGR	SESMGR_OUTQUEUE_10PERCENT	WARNING	NORM	Event	UDP queue for session:<Task that was started.>, Output:< has reached 10% full. Consider reducing system load, do not add more load	This event is reported when the input data queue to the transcoder reached 10% full (3.3 million bytes)	None - system auto recovers.	None
x		SESSION_MGR	SESMGR_OUTQUEUE_50PERCENT	MAJOR	NORM	Event	UDP queue for session:<Task that was stopped.>, Output:< has reached 50% full. Processing delayed. User experience affected. Workload reduction recommended	This event is reported when the input data queue to the transcoder reached 50% full (16.5 million bytes)	None - system auto recovers.	Output packets are being generated faster than they are being sent out.
x		SESSION_MGR	SESMGR_OUTQUEUE_90PERCENT	CRITICAL	NORM	Event	UDP queue for session:<Task that was stopped.>, Output:< has reached 90% full. Severe processing delay. User experience degraded. Workload	This event is reported when the output data queue to the transcoder reached 90% full (29.7 million bytes)	None - system auto recovers.	Output packets may be dropped.
x		SESSION_MGR	SESMGR_REDUNDANCY_STEP_SWITCH_TO_PRIMARY	WARNING	NORM	Event	Switching Step to primary mode for redundant package: <Package> Step: <Step> (Session:<Session Id>)	Reported to signal the start of a work order	None - informational message only.	None
x		SESSION_MGR	SESMGR_REDUNDANCY_STEP_SWITCH_TO_SECONDARY	WARNING	NORM	Event	Switching Step to secondary mode for redundant package: <Package> Step: <Step> (Session:<Session Id>)	To report a Redundancy State Change to Secondary.	None - informational message only.	None
x		SESSION_MGR	SESMGR_REDUNDANCY_SWITCH_TO_PRIMARY	WARNING	NORM	Event	Switching to primary mode for redundant package: <Package> (Session:<Session Id>)	Reported to signal the start of a work order	None - informational message only.	None
x		SESSION_MGR	SESMGR_REDUNDANCY_SWITCH_TO_SECONDARY	WARNING	NORM	Event	Switching to secondary mode for redundant package: <Package> (Session:<Session Id>)	To report a Redundancy State Change to Secondary.	None - informational message only.	None
x	x	SESSION_MGR	SESMGR_SESCTR_RESTART_REQUESTED	CRITICAL	NORM	Event	Requesting restart of Session Controller <, cause: <	This event is reported to signal why a SesMgr just requested a Transcoder to be restarted	None	Current transcode operation associate with the session will be terminated.
x	x	SESSION_MGR	SESMGR_STEP_COMPLETE	INFO	INFO	not trapped	Completed <, Session:<, Output:<the IP address of the Commander managing this device>, Instance:<, Execution time:<	This event is to report the completion of a session step	None - informational message only.	None
x	x	SESSION_MGR	SESMGR_STEP_FAILURE	INFO	INFO	not trapped	Failed <, Session:<Test parameter 2>, Output:<Test parameter 1>, Instance:< (error:<)	This event is to report a session step failure	None - informational message only.	None
x		SESSION_MGR	SESMGR_STEP_OUT_OF_SYNC	INFO	INFO	not trapped	Output out-of-sync <, Session:<Test parameter 2>, Output:<Test parameter 1>, Instance:<, continuing	This event is to report a session step of a segmented multi-step not in-sync but IDR alignment was not requested	None - informational message only.	None
x	x	SESSION_MGR	SESMGR_STEP_START	INFO	INFO	not trapped	Started <, Session:<Test parameter 2>, Output:<Test parameter 1>, Instance:<	This event is to report a session step starting	None - informational message only.	None
x		SESSION_MGR	SESMGR_STREAM_STATE_CHANGE	MAJOR	NORM	Event	< operational state change: <Test parameter 1> <Test parameter 2>: <	This event is reported to signal a mount operational state change	None. Informational message indicating which stream changed state and why. If stream continually remains OOS, check state of input stream from source.	The associated stream will no longer be operational
x	x	SESSION_MGR	SESMGR_TERM_ALL_SESSIONS	INFO	INFO	not trapped	System error detected terminating all pending sessions	This event is reported to signal that SesMgr just terminated all sessions probably because of file system errors.	Verify all input and output directories are still mounted and accessible.	Active transcode sessions are terminated
x	x	SESSION_MGR	SESMGR_WO_RESULT	INFO	INFO	not trapped	Completed <File or URL ingest that was being detected at the time of the last crash>, Session:<, Workflow:<, Input:<, Result:<	This event is reported to signal the completion (successful or not) of a work order	None - informational message only.	None
x	x	SESSION_MGR	SESMGR_WO_START	INFO	INFO	not trapped	Started <Input video>, Session:<Workflow requested>, Workflow:<, Input:<Rejection cause>, Output:<	This event is reported to signal the start of a work order	None - informational message only.	None
x		SSP	SSP_CONNECTION_LOST	MAJOR	NORM	Event	Live Smooth Streaming (<Output type>) connection lost for output <Segment duration>, stream < error:<	This event is sent when the connection to the server is lost	Check connection to the external Live Smooth Streaming server	Loss of service -- No Smooth streaming output will be published to external server
x		SSP	SSP_THREAD_TIMEOUT	MAJOR	NORM	Event	Packaging thread <Output type > did not complete starting/stopping	This event is sent when the SSP thread for starting/stopping a package times out.		
x		SSP	SSP_VOD_THREAD_TIMEOUT	MAJOR	NORM	Event	Package <Packager id + name> did not complete VOD post-processing, conversion to VOD incomplete	This event is sent when the VOD SSP thread for starting/stopping a package times out.		
x		CACHE_MGR	ST_CACHE_FLUSH	MAJOR	NORM	Event	Flushed short-term cache.	Reported by the Cache Manager to indicate that the system has completed the JITP cache flush.	None - informational message only.	None
x	x	SWUPDATE	SWUPDATE_ERROR	CRITICAL	NORM	Event	Software update has failed with error: <Input stream id>	This event is reported when a swupdate fails with an error condition.	Resolve the error condition and re-run the swupdate process again. Check the swupdate logs for more details.	The system was not updated.
x	x	SWUPDATE	SWUPDATE_REBOOT	CRITICAL	NORM	Event	System Reboot required to complete Software Update process: <Input stream id>	This event is reported when a reboot is required to complete installation/update of kernel driver.	Reboot system at earliest convenience to complete update process. Check the swupdate logs for more details.	Some parts of the system may not be fully useable until a reboot is complete.
x	x	SWUPDATE	SWUPDATE_SUCCESSFUL	MAJOR	NORM	Event	Software Update has completed successfully.	This event is reported when a swupdate completes successfully.	No action required.	No impact.
x	x	TASK_MGR	TASK_COMM_FAILURE	CRITICAL	NORM	Event	Internal communication problem (port:<Test parameter 1>).	This event is reported by any task if it detects problems with inter-task communication	No action required the system automatically recovers. If the system gets into a state where this were to happens very frequently the system will perform a reboot. If this were to continue to occur notify RGB Customer Support.	The impact will depend on the specific task associated wit the alarm, and could range from no impact to active transcoder
x	x	TASK_MGR	TASK_COREFILE_GENERATED	MAJOR	NORM	Event	A corefile has been generated due to an application failure. (<Test parameter 1>)	Reported by the Task Manager to indicate that a corefile has been generated due to an application failure.	None - The application or service will be restarted as appropriate. If the same application fails frequently, contact RGB support.	Services will restart if the individual application is not restartable. Processing may be impacted depending on the failed application.

Linear Packaging JIT Packaging	Category	Event ID	RGB Severity	Type	Event Trap Type	Info	Description	Corrective Action	Impact	
x	x	TASK_MGR	TASK_DB_BACKUP_COMPLETED	INFO	INFO	not trapped	DB backup procedure completed - DB is unlocked.	This event is reported by the Task manager to indicate that the system has completed the DB backup procedures.	None - informational message only.	None
x	x	TASK_MGR	TASK_DB_BACKUP_FAILED	INFO	INFO	not trapped	DB backup procedure failed - DB is unlocked.	This event is reported by the Task manager to indicate that the system has failed the DB backup procedures.	None - informational message only.	None
x	x	TASK_MGR	TASK_DB_BACKUP_STARTED	INFO	INFO	not trapped	DB backup procedure started - DB is locked.	This event is reported by the Task manager to indicate that the system has started the DB backup procedures.	None - informational message only.	None
x	x	TASK_MGR	TASK_DB_RESET_COMPLETED	INFO	INFO	not trapped	DB reset procedure completed - DB is unlocked.	This event is reported by the Task manager to indicate that the system has completed the DB reset procedures.	None - informational message only.	None
x	x	TASK_MGR	TASK_DB_RESET_STARTED	INFO	INFO	not trapped	DB reset procedure started - service will restart.	This event is reported by the Task manager to indicate that the system has started the DB reset procedures.	None - informational message only.	None
x	x	TASK_MGR	TASK_DB_RESTORE_COMPLETED	INFO	INFO	not trapped	DB restore procedure completed - DB is unlocked.	This event is reported by the Task manager to indicate that the system has completed the DB restore procedures.	None - informational message only.	None
x	x	TASK_MGR	TASK_DB_RESTORE_FAILED	INFO	INFO	not trapped	DB restore procedure failed.	This event is reported by the Task manager to indicate that the system has failed the DB restore procedures.	Try the DB restore again. If problem persists, contact RGB Customer Support.	None
x	x	TASK_MGR	TASK_DB_RESTORE_STARTED	INFO	INFO	not trapped	DB restore procedure started - service will restart.	This event is reported by the Task manager to indicate that the system has started the DB restore procedures.	None - informational message only.	None
x	x	TASK_MGR	TASK_FAILED	CRITICAL	NORM	Event	The task <Long-term cache directory> failed.	This event is reported by the Task manager to indicate that a particular task failed.	No action required the system automatically recovers. If this were to continue to occur notify RGB Customer Support.	The impact will depend on the specific task associated with the alarm, and could range
x	x	TASK_MGR	TASK_INVALID_DB	CRITICAL	NORM	Event	Task <Redundancy group local host IP> has failed due to an invalid or corrupted database table. System may be unstable until Database is	This event is reported by Task Manager when a task reports a problem with its database	The system will automatically restart with a clean database. Once the system is back online the administrator will need to perform a DB Restore with the DB	The impact will depend on the specific task associated wit the alarm, and could range
x	x	TASK_MGR	TASK_OUT_OF_MEMORY	CRITICAL	NORM	Event	Out of memory, exiting.	This event is reported by any task that runs out of memory	None. This should never occur but if it were to the system would reboot to automatically recover. If this were to occur notify RGB Customer Support.	All active transcoding will fail and the system will restart.
x	x	TASK_MGR	TASK_RCSTART_NOT_FOUND	CRITICAL	NORM	Event	Unable to find the /etc/rcstart file...could not startup.	This event is reported by the Task manager to indicate that the /etc/rcstartup file was not found.	This should never occur unless the initial install actually failed. In that event attempt to reinstall. If the problem persists, contact RGB Support.	System is not usable
x	x	TASK_MGR	TASK_RUNNING	INFO	INFO	not trapped	The task <IP address of group> is running.	This event is reported by the Task manager to indicate that a particular task is now running.	None - informational message only.	None
x	x	TASK_MGR	TASK_STARTED	INFO	INFO	not trapped	The task <IP address of group> was requested to start.	This event is reported by the Task manager to indicate that a particular task has started as a result of user request.	None - informational message only.	None
x	x	TASK_MGR	TASK_STOPPED	MAJOR	NORM	Event	The task <Redundancy group reporting host IP> was stopped.	This event is reported by the Task manager to indicate that a particular task has stopped as a result of user request.	None - informational message only.	Depending on the task stopped, transcodes may be affected.
x	x	TASK_MGR	TASK_STOPPING	INFO	INFO	not trapped	The task <IP address of standby that completed sync with primary> was requested to stop execution.	This event is reported by the Task manager to indicate that a particular task has been requested to stop but there is no	None - informational message only.	None
x	x	TASK_MGR	TASK_SYS_UP	INFO	INFO	not trapped	All tasks started successfully	This event is reported by the Task manager to indicate that the system has started successfully.	None - informational message only.	None
x	x	TEST	TEST_CRITICAL	CRITICAL	NORM	Event	Test event for Critical Level Events. Test 1: <IP address of group>, Test 2: <>	This event is used for internal event log testing of critical events.	No action required, message can be ignored.	No impact.
x	x	TEST	TEST_DEBUG	INFO	DEBUG	not trapped	Test event for Debug Level Events. Test 1: <Test parameter 1>, Test 2: <Test parameter 2>	Used for internal event log testing of debug events.	No action required, message can be ignored.	No impact.
x	x	TEST	TEST_INFO	INFO	INFO	not trapped	Test event for Info Level Events. Test 1: <interface EXTERNAL/MANAGEMENT>, Test 2: <>	This event is used for internal event log testing of info events.	No action required, message can be ignored.	No impact.
x	x	TEST	TEST_MAJOR	MAJOR	NORM	Event	Test event for Major Level Events. Test 1: <SlotId of transcoder. (1-based)>, Test 2: <State of transcoder.>	This event is used for internal event log testing of major events.	No action required, message can be ignored.	No impact.
x	x	TEST	TEST_WARNING	WARNING	NORM	Event	Test event for Warning Level Events. Test 1: <SSC session Id>, Test 2: <Error count>	This event is used for internal event log testing of Warning events.	No action required, message can be ignored.	No impact.
x		SESSION_MGR	WFMGR_DETECT_FAILED	CRITICAL	NORM	Event	Previous system restart happened while detecting media type of: <SSC session Id>	This event is reported to signal that WFMgr task got stopped and restarted (I.e. crashed) while running MediaInfo on input	No action required the system automatically recovers. If this were to continue to occur notify RGB Customer Support.	Current transcode operation associate with the active session will be terminated.
x	x	SESSION_MGR	WFMGR_FORMAT_CONFIG_CHANGE	INFO	INFO	not trapped	<SC session Id> output format configuration changed	To report a user configuration change of a packaged output format		
x		SESSION_MGR	WFMGR_INPUT_REJECTED	INFO	INFO	not trapped	Input video:<SC session Id>, workflow:<Error count>, rejected: <SM sessionId + step + output stream>	This event is reported to signal that a submitted input material has been rejected (and why)	None - informational message only.	None
x		SESSION_MGR	WFMGR_JITP_CONFIG_CHANGE	INFO	INFO	not trapped	JITP segment duration for <Old state duration > changed to <New state > seconds	This event is to report a user configuration change of the JITP service		
x		SESSION_MGR	WFMGR_JITP_ENCRYPTION_CHANGE	INFO	INFO	not trapped	JITP encryption configuration for <Session Id> changed	This event is to report a user configuration change of the JITP service		
x		SESSION_MGR	WFMGR_PACKAGER_STATE_CHANGE	MAJOR	NORM	Event	Packager operational state change: <Session Id>: <Step number>	This event is reported to signal a change in state for a packaging session	If Disabled or Degraded, perform a configuration.package.show to identify the cause of the degradation.	Enabled -- no impact; Disabled -- no outputs are being produced; Degraded -- some
x		SESSION_MGR	WFMGR_STREAM_BIT_RATE_NORMAL	INFO	INFO	not trapped	Input <Session Id> selected program bit rate is back to a supported level	This event is reported to signal that a stream is back to a supported bit rate	None - informational message only.	None
x		SESSION_MGR	WFMGR_STREAM_BIT_RATE_TOO_HIGH	INFO	INFO	not trapped	Input <Session Id> selected program bit rate <Step number> is over the max supported of <Event number>	This event is reported to signal that a stream is receiving an higher bit rate than officially supported	None - informational message only.	None
x		SESSION_MGR	WFMGR_STREAM_BIT_RATE_TOO_LOW	MAJOR	NORM	Event	Input <Session Id> selected program underrun, bit rate: <Step number>	This event is reported to signal that a stream is receiving a much too low bit rate than expected	Verify the bitrate of the input stream.	The incoming stream is placed OOS until the bitrate increases to an acceptable level to
x	x	SESSION_MGR	WFMGR_STREAM_DATA_PIDS_MISMATCH	MAJOR	NORM	Event	Input <"started" or "completed" notification> Data Pids mismatch with configuration settings	Reported to signal that input stream Data Pids mismatch with configuration settings	None - informational message only.	None
x		SESSION_MGR	WFMGR_STREAM_ERRORS_NOTIF	INFO	INFO	not trapped	Input <Warning cause> program <SC session Id> has experienced <SM session Id + step number> in the last <Output file >	This event is reported to signal that a stream is back to a supported bit rate	None - informational message only.	None
x	x	SESSION_MGR	WFMGR_STREAM_LINK_REMOVED	MAJOR	NORM	Event	Input stream mismatch, link stream entry <Short-term cache directory> <Threshold percentage> removed	Reported to signal a problem with a stream requiring user intervention (link stream record automatically removed)	Use the management console to verify the configuration and correct.	The transcoder will not accurately detect the stream or its components (audio/video)
x		SESSION_MGR	WFMGR_STREAM_MISMATCH	MAJOR	NORM	Event	Input <Format type> problem: <>	This event is reported to signal that an auto-detected stream is not supported	Use the management console to verify the configuration and correct.	The transcoder will not accurately detect the stream or its components (Audio/Video)
x	x	SESSION_MGR	WFMGR_TRANSRATE_WO_EXECUTED	INFO	INFO	not trapped	Optimization dynamic work order requested for Hash:<input stream Id>, Execute WO:<Output stream Id >, input:<>	Reported when a transrate (optimization) request is executed to provide info on exactly what work order was created.	None - informational message only.	None

TransAct Packager

List of System Events & Traps, Release 5.4

Color Legend - Based on RGB Severity column	
 	CRITICAL TransAct Alarm or Event
 	MAJOR TransAct Alarm or Event
 	WARNING TransAct Event
 	INFO TransAct Message

Sorted By: Severity

Part # 250-0303-01, Rev A

September 22, 2014

Copyright © 2014 RGB Networks, Inc. All rights reserved.

Linear Packaging JIT Packaging	Category	Event ID	RGB Severity	Type	Event Trap Type	Info	Description	Corrective Action	Impact
x	ASM	ASM_HEADER_LOAD_FAILURE	CRITICAL	NORM	Event	Webserver cache header configuration could not be loaded. Using default values.	TODO	TODO	TODO
x	DIR_MGR	DIR_MGR_ACCESS_DENIED	CRITICAL	NORM	Event	Input directory <Application name> is blocked by file:<Output Id.>	Reported to signal a problem with input directory access	If this happens repeatedly, check the mount for write access, that it is not full, and that files can be written to the working directory. If the problem persists, contact RGB support.	File is not immediately transcoded. Repeated occurrences indicate a failure to write to the working directory.
x	DIR_MGR	DIR_STATE_CHANGE_CRITICAL	CRITICAL	NORM	Event	Directory operational state change: <Application name> #<Output Id.>: <Stream Id.>	This event is reported to signal a mount operational state change	None. Informational message indicating which directory changed state and why. If remote mount continually remains OOS, check state of remote mount host.	If the disk mount is OOS for an extended period of time, all transcoding will fail.
x	PERF_MGR	PM_APPQUEUE_90PERCENT	CRITICAL	NORM	Event	UDP queue for port <>, application: <>, has reached 90% full. Internal message usage is very high. Mailbox is requiring more buffer for this module to avoid dropping message.	This event is sent to indicate that the internal application message queues are backing up	The application software is running beyond the capabilities of the system causing the internal queues to back up	Reduce loading of the system
x	PERF_MGR	PM_SYS_LOW_DISK_SET	CRITICAL	NORM	Event	System disk utilization high threshold crossed for <UDP Error count difference>[<Current total UDP error count>], used space exceeds <> percent.	This event is sent when the disk usage exceeds a maximum level	None - informational message only.	None
x	SYS_CFG_MGR	SCM_DEFAULT_PASSWD	CRITICAL	NORM	Event	The user <> is still using a default password. Please change it.	The default password for a user has not been changed yet.	Change system password.	System is operating with default password and is not secure.
x	SYS_CFG_MGR	SCM_IFACE_ASSIGNMENT_BAD	CRITICAL	NORM	Event	The <JITP content request dropped count above license> interface assignment references an invalid or unconfigured network interface (<>), corrective action required.	An interface assignment is invalid. It references an invalid or unconfigured network interface.	Check the current Interface Assignments and verify they are correct. Update the assignments if they reference invalid or unconfigured interfaces.	The system may operate erratically. Generated URLs may not be valid. Redundancy operations may fail.
x	SYS_CFG_MGR	SCM_IP_RESTART	CRITICAL	NORM	Event	Network configuration has been changed. IP Restart still required for changes to take effect.	A reminder event that network configuration has changed, and that an explicit restart is required to apply changes to the system.	Restart services	The transcoder will not function until the IP restart is performed.
x	SYS_CFG_MGR	SCM_LICENSE_EXPIRED	CRITICAL	NORM	Event	One or more licensed features have expired. The system may no longer be usable.	One or more licensed features have expired.	Contact RGB Customer Support.	The associated licensed feature will no longer be functional.
x	SYS_CFG_MGR	SCM_NO_LICENSE_KEYS	CRITICAL	NORM	Event	There are no valid License Keys installed for this device: <SM SessionId + step + Output stream>.	Notification to all listening apps to reload the license key file.	Steps: 1. Verify license file is properly installed. 2. Obtain necessary license keys have been acquired from RGB. 3. Ensure the transcoder is properly configured to point to a license server containing the license keys. 4) Contact RGB Customer Support.	The associated licensed feature will no longer be functional.
x	SYS_CFG_MGR	SCM_SSC_REBOOT	CRITICAL	NORM	Event	Session Controller: <SM SessionId + step + Output stream> requested <SC Session id> restart, source: <SDI Port>.	Requested reboot for specified Transcoder.	No action required the system automatically recovers. If this were to continue to occur notify RGB Customer Support.	Any active operations on the system will be terminated.
x	SESSION_CTR	SESCTR_JITP_NO_SYSTEM_RESOURCE_REQ_DROPPED	CRITICAL	NORM	Event	System out-of-resource, <SC Session id> JITP requests dropped in the last <SM SessionId + step + Output stream> seconds	JITP requests were dropped because the system is running out of resource		
x	SESSION_CTR	SESCTR_JITP_REQ_DROPPED_CLEAR	CRITICAL	NORM	Event	JITP overflow clear, <SC Session id> content requests were dropped	JITP content requests overload condition has cleared		
x	SESSION_CTR	SESCTR_JITP_REQ_DROPPED_SET	CRITICAL	NORM	Event	JITP overflow set, content requests above number of licensed JITP sessions will be dropped	JITP content requests are dropped, overload		
x	SESSION_MGR	SESMGR_INQUEUE_90PERCENT	CRITICAL	NORM	Event	UDP queue for <Task that failed. > <> has reached 90% full. Severe processing delay. User experience degraded. Workload reduction required for proper operation.	This event is reported when the input data queue to Mpeg2TSDmx reached 90% full (29.7 million bytes)	None - system auto recovers.	Transcoding may become slower than real-time, packets may be dropped.
x	SESSION_MGR	SESMGR_OUTQUEUE_90PERCENT	CRITICAL	NORM	Event	UDP queue for session:<Task that was stopped>., Output:<> has reached 90% full. Severe processing delay. User experience degraded. Workload reduction required for proper operation.	This event is reported when the output data queue to the transcoder reached 90% full (29.7 million bytes)	None - system auto recovers.	Output packets may be dropped.
x	SESSION_MGR	SESMGR_SESCTR_RESTART_REQUESTED	CRITICAL	NORM	Event	Requesting restart of Session Controller <>, cause: <>	This event is reported to signal why a SesMgr just requested a Transcoder to be restarted	None	Current transcode operation associate with the session will be terminated.
x	SWUPDATE	SWUPDATE_ERROR	CRITICAL	NORM	Event	Software update has failed with error: <input stream id>	This event is reported when a swupdate fails with an error condition.	Resolve the error condition and re-run the swupdate process again. Check the swupdate logs for more details.	The system was not updated.
x	SWUPDATE	SWUPDATE_REBOOT	CRITICAL	NORM	Event	System Reboot required to complete Software Update process: <Input stream id>	This event is reported when a reboot is required to complete installation/update of kernel driver.	Reboot system at earliest convenience to complete update process. Check the swupdate logs for more details.	Some parts of the system may not be fully useable until a reboot is complete.
x	TASK_MGR	TASK_COMM_FAILURE	CRITICAL	NORM	Event	Internal communication problem (port:<Test parameter 1>).	This event is reported by any task if it detects problems with inter-task communication	No action required the system automatically recovers. If the system gets into a state where this were to happens very frequently the system will perform a reboot. If this were to continue to occur notify RGB Customer Support.	The impact will depend on the specific task associated with the alarm, and could range from no impact to active transcoder failures.
x	TASK_MGR	TASK_FAILED	CRITICAL	NORM	Event	The task <Long-term cache directory> failed.	This event is reported by the Task manager to indicate that a particular task failed.	No action required the system automatically recovers. If this were to continue to occur notify RGB Customer Support.	The impact will depend on the specific task associated with the alarm, and could range from no impact to active transcoder failures.
x	TASK_MGR	TASK_INVALID_DB	CRITICAL	NORM	Event	Task <Redundancy group local host IP> has failed due to an invalid or corrupted database table. System may be unstable until Database is restored from a backup or Reset.	This event is reported by Task Manager when a task reports a problem with its database	The system will automatically restart with a clean database. Once the system is back online the administrator will need to perform a DB Restore with the DB associated with the currently active software version.	The impact will depend on the specific task associated with the alarm, and could range from no impact to active transcoder failures.
x	TASK_MGR	TASK_OUT_OF_MEMORY	CRITICAL	NORM	Event	Out of memory, exiting.	This event is reported by any task that runs out of memory	None. This should never occur but if it were to the system would reboot to automatically recover. If this were to occur notify RGB Customer Support.	All active transcoding will fail and the system will restart.
x	TASK_MGR	TASK_RCSTART_NOT_FOUND	CRITICAL	NORM	Event	Unable to find the /etc/rcstart file...could not startup.	This event is reported by the Task manager to indicate that the /etc/rcstartup file was not found.	This should never occur unless the initial install actually failed. In that event attempt to reinstall. If the problem persists, contact RGB Support.	System is not usable
x	TEST	TEST_CRITICAL	CRITICAL	NORM	Event	Test event for Critical Level Events. Test 1: <IP address of group>, Test 2: <>	This event is used for internal event log testing of critical events.	No action required, message can be ignored.	No impact.
x	SESSION_MGR	WFMR_DETECT_FAILED	CRITICAL	NORM	Event	Previous system restart happened while detecting media type of: <SSC session id>	This event is reported to signal that WFMR task got stopped and restarted (i.e. crashed) while running MediaInfo on input material	No action required the system automatically recovers. If this were to continue to occur notify RGB Customer Support.	Current transcode operation associate with the active session will be terminated.
x	DIR_MGR	DIR_STATE_CHANGE	MAJOR	NORM	Event	Directory operational state change: <Application name> #<Output Id.>: <Stream Id.>	This event is reported to signal a mount operational state change	None. Informational message indicating which directory changed state and why. If remote mount continually remains OOS, check state of remote mount host.	If the disk mount is OOS for an extended period of time, all transcoding will fail.

Linear Packaging	JIT Packaging	Category	Event ID	RGB Severity	Type	Event Trap Type	Info	Description	Corrective Action	Impact
x	x	ETHMON	ETHMON_PORT_STATUS	MAJOR	NORM	Event	EthMon port status change: <Application name.> <Output Id.>	This event is sent when port status changes must manually reconfigure redundancy settings on this host.	Check ethernet port and cables	This event can initiate a switch over if standby has all ports up
x		HTTP_PUSH	HTTP_PUSH_CONN_ERROR	MAJOR	NORM	Event	<Package Name> HTTP connection error for session <Segment Creation Time (msec)>, stream <>: <>.	This event is sent when the file cache usage falls below a minimum level		
x		HTTP_PUSH	HTTP_PUSH_FAILURE	MAJOR	NORM	Event	<Package Name> HTTP failure for session <Segment Creation Time (msec)>, stream <>: <>.			
x		HTTP_PUSH	HTTP_PUSH_INVALID_USAGE	MAJOR	NORM	Event	<Application name.> Invalid module usage for session <Packager: Package Name, Transcoder: Stream_<inputstream_id> or inputFileNames>, stream <Output Id.>. Refer to HLS debug log for details.			
x		HTTP_PUSH	HTTP_PUSH_UNKNOWN	MAJOR	NORM	Event	<Application name.> unknown push failure for session <Packager: Package Name, Transcoder: Stream_<inputstream_id> or inputFileNames>, stream <Output Id.>. Refer to HLS debug log for details.			
x	x	JITP	JITP_SEGMENT_CREATION_NON_REAL_TIME_CLEAR	MAJOR	NORM	Event	Just-In-Time package <input stream> segment creation is back in real time operation(<IP-Port> msec).	This event is sent when the file cache usage returns below the maximum level	The packager can now handle the segment transfer. The System is back in a normal state.	None
x	x	JITP	JITP_SEGMENT_CREATION_NON_REAL_TIME_SET	MAJOR	NORM	Event	Just-In-Time package <input stream> segment creation is no longer in real time operation(<IP-Port> msec).	This event is sent when the segment creation exceeds a maximum level	The packager can't keep up with the load. You need to reduce the number of Just-In-Time packages running.	The player will be switching in and out from the buffering state
x		CACHE_MGR	LT_CACHE_FLUSH	MAJOR	NORM	Event	Flushed long-term cache.	Reported by the Cache Manager to indicate that the system has completed the JITP cache flush.	None - informational message only.	None
x		M2D_CTR	M2DCTR_FILTER_AV_DETECT_FAILED	MAJOR	NORM	Event	Input <New oper state ("INS/OOS")>[<Additional info if necessary>]: AV Detect Failed <> packets analyzed	MPTS/SPTS Audio or Video detection failed	None - informational message only.	None
x		M2D_CTR	M2DCTR_FILTER_NO_AV_FOUND	MAJOR	NORM	Event	Input <The name of the local script to execute.>[<>]: NO AV found <> packets analyzed	MPTS/SPTS doesn't contain any Audio or Video stream	None - informational message only.	None
x		M2D_CTR	M2DCTR_FILTER_STREAM_SOCKET_ERROR	MAJOR	NORM	Event	Input <The name of the local script to execute.>[<The reason why the script execution failed.>]: MPEG2TS Filter stream Socket Error <>	MPEG2TS Filter stream Socket Error	None - informational message only.	None
x		M2D_CTR	M2DCTR_INPUT_STREAM_SOCKET_ERROR	MAJOR	NORM	Event	Input <The name of the local script to execute.>[<Any extra data from the successful execution.>]: MPEG2TS Input stream Socket Error <>	MPEG2TS Input stream Socket Error	None - informational message only.	None
x		SSP	OUT_OF_FILE_CACHE	MAJOR	NORM	Event	<Device.> (<Network high utilization threshold.>) ran out of file cache for output <>, stream <>, fragments duration <> seconds.	This event is sent when the stream used up all the file cache	The external IIS server or internal server can't keep up with the load. Reduce the number of packages connected to the server or add more servers.	Loss of service -- No Smooth streaming output will be published to external server
x		SSP	OUTPUT_TOO_SLOW	MAJOR	NORM	Event	<Device.> Output <Mount Path.> <> for <> is not keeping up, dropping content	This event is sent when an output is seen as falling behind, but should not cause a complete failure.		
x	x	PERF_MGR	PM_SYS_LOW_MEMORY_SET	MAJOR	NORM	Event	System memory utilization high threshold crossed, used memory exceeds <> percent (ramdisks using <> percent of memory).	This event is sent when the system memory usage exceeds a maximum level	???	???
x	x	PERF_MGR	PM_TEMP_THRESH	MAJOR	NORM	Event	Temperature threshold <IP address of group> exceeded, current temperature: <>	This event is sent when the system temperature exceeds the threshold temperature	Verify that the system fans are running and that the system is well ventilated.	Computer processing functions on the system could become unstable leading to random failures.
x	x	REDUNDANCY	REDUNDANCY_CORRUPTION	MAJOR	NORM	Event	Redundancy corruption detected for host <IP address of group>. Redundancy settings have been removed. Manual reconfiguration required.	Sent when the host detects a corrupted redundancy configuration. The user must manually reconfigure redundancy settings on this host.	Do the following: 1. In the RGB Web UI, select sysconfig > redundancy. 2. Configure a new redundancy group and add a standby host to it.	The host will be running in non-redundant mode, and any failure of the active host may result in the failure of all transcoding.
x	x	REDUNDANCY	REDUNDANCY_NO_STANDBYS	MAJOR	NORM	Event	The redundancy group <> does not have any standby hosts running	Sent when the group has no standby hosts	Do the following: 1. In the RGB Commander Web UI, select sysconfig > redundancy. 2. Add another host to the current redundancy group. 3. If the group already has a standby host, check to see that it is running.	The host will be running in non-redundant mode, and any failure of the active host will result in the failure of transcoding.
x	x	REDUNDANCY	REDUNDANCY_NOT_GROUP_MEMBER	MAJOR	NORM	Event	Host at <Number of days remaining for feature expiring soonest.> reports the host <> is not part of the group. Redundancy settings have been removed. Manual reconfiguration required.	Sent when a host from the redundancy group reports this host is not part of that group.	Do the following: 1. in the RGB Web UI of the group host, select sysconfig > redundancy. 2. Add this host to that redundancy group.	This host will be running in non-redundant mode, and any failure of this host may result in the failure of all active operations.
x	x	REDUNDANCY	REDUNDANCY_VIRTIP_DOWN	MAJOR	NORM	Event	The virtual IP address <SlotId of Transcoder. (1-based)> for this group is not active	Sent when the virtual IP is not pingable	No immediate corrective action is required; however, if the problem does not correct itself within a few minutes, do the following: 1. in the RGB Commander Web UI, select sysconfig > redundancy. 2. Recreate the redundancy group. 3. If the problem persists, contact RGB customer support for assistance.	None
x	x	SYS_CFG_MGR	SCM_SSC_STATE_CHANGE	MAJOR	NORM	Event	Transcoder: <SC Session id> has changed state to: <SM SessionId + step + Output stream>.	Specified transcoder is in service and operational.	None - informational message only.	None
x		RESOURCE_MGR	SCM_SSC_STOP_COMPLETE	MAJOR	NORM	Event	Transcoder: <SC Session id> has stopped.	Message from Resource Mgr to System Cfg Mgr that the specified Transcoder now stopped.	None - system auto recovers.	Transcoding for the given transcoder will fail.
x	x	SESSION_CTR	SESCTR_STREAM_PCR_JUMP	MAJOR	NORM	Event	<"successful" or "failed"> Instance:<"started" or "completed" notifications>, Stream muxing detected <Work Order ID, (Step number also included on completed notification)> PCR jump(s) in last 60 seconds	Stream muxing detected PCR jump(s) in last 60 seconds	None - informational message only.	None
x	x	SESSION_CTR	SESCTR_STREAM_STATS_PCR_GREATER_DTS_ERROR	MAJOR	NORM	Event	<Restart cause> Instance:<Transcoder Id>, <> stream Id:<> detected <> PCR>DTS error(s) in last 60 seconds	A/V stream detected pcr-dts error(s) in last 60 seconds	None - informational message only.	None
x		SESSION_CTR	SESCTR_XCODE_STATS_DECODE_LONG_TIME_GAP	MAJOR	NORM	Event	<input file> Instance:<workorder id>, <workflow name> stream Id:<output type and id> decode detected <session id> long time gap(s) (>200ms) in last 60 seconds	A/V decode detected long time gap(s) (>200ms) in last 60 seconds	None - informational message only.	None
x	x	SESSION_CTR	SESCTR_XCODE_SYSTEM_RT_STATE_CHANGE	MAJOR	NORM	Event	System real-time transcoding state changed after <Application name.> seconds. (Current State: <> system <>)	Reported when system real time transcodes state changes	None - informational message only.	None
x		SESSION_MGR	SESMGR_INQUEUE_50PERCENT	MAJOR	NORM	Event	UDP queue for <>[<>] has reached 50% full. Processing delayed. User experience affected. Workload reduction recommended	This event is reported when the input data queue to Mpeg2TSDmx reached 50% full (16.5 million bytes)	None - system auto recovers.	Packets are being received faster than they can be processed.
x	x	SESSION_MGR	SESMGR_KEYSERVER_ERROR	MAJOR	NORM	Event	Error retrieving key for <The name of the task reporting the problem>, Server URL: <>["<>"]	This event is reported when an external key server returns an error for a requested operation	Key server dependent.	Possible failed request to a key server resulting in a failed system operations
x		SESSION_MGR	SESMGR_OUTQUEUE_50PERCENT	MAJOR	NORM	Event	UDP queue for session:<Task that was stopped.>, Output:<> has reached 50% full. Processing delayed. User experience affected. Workload reduction recommended	This event is reported when the input data queue to the transcoder reached 50% full (16.5 million bytes)	None - system auto recovers.	Output packets are being generated faster than they are being sent out.

Linear Packaging JIT Packaging	Category	Event ID	RGB Severity	Type	Event Trap Type	Info	Description	Corrective Action	Impact	
x	SESSION_MGR	SESMGR_STREAM_STATE_CHANGE	MAJOR	NORM	Event	<> operational state change: <Test parameter 1> <Test parameter 2>: <>	This event is reported to signal a mount operational state change	None. Informational message indicating which stream changed state and why. If stream continually remains OOS, check state of input stream from source.	The associated stream will no longer be operational	
x	SSP	SSP_CONNECTION_LOST	MAJOR	NORM	Event	Live Smooth Streaming (<Output type>) connection lost for output <Segment duration>, stream <> error:<>.	This event is sent when the connection to the server is lost	Check connection to the external Live Smooth Streaming server	Loss of service -- No Smooth streaming output will be published to external server	
x	SSP	SSP_THREAD_TIMEOUT	MAJOR	NORM	Event	Packaging thread <Output type > did not complete starting/stopping	This event is sent when the SSP thread for starting/stopping a package times out.			
x	SSP	SSP_VOD_THREAD_TIMEOUT	MAJOR	NORM	Event	Package <Packager id + name> did not complete VOD post-processing, conversion to VOD incomplete	This event is sent when the VOD SSP thread for starting/stopping a package times out.			
x	CACHE_MGR	ST_CACHE_FLUSH	MAJOR	NORM	Event	Flushed short-term cache.	Reported by the Cache Manager to indicate that the system has completed the JITP cache flush.	None - informational message only.	None	
x	x	SWUPDATE	SWUPDATE_SUCCESSFUL	MAJOR	Event	Software Update has completed successfully.	This event is reported when a swupdate completes successfully.	No action required.	No impact.	
x	x	TASK_MGR	TASK_COREFILE_GENERATED	MAJOR	Event	A corefile has been generated due to an application failure. (<Test parameter 1>)	Reported by the Task Manager to indicate that a corefile has been generated due to an application failure.	None - The application or service will be restarted as appropriate. If the same application fails frequently, contact RGB support.	Services will restart if the individual application is not restartable. Processing may be impacted depending on the failed application.	
x	x	TASK_MGR	TASK_STOPPED	MAJOR	Event	The task <Redundancy group reporting host IP> was stopped.	This event is reported by the Task manager to indicate that a particular task has stopped as a result of user request.	None - informational message only.	Depending on the task stopped, transcodes may be affected.	
x	x	TEST	TEST_MAJOR	MAJOR	Event	Test event for Major Level Events. Test 1: <SlotId of transcoder. (1-based)>, Test 2: <State of transcoder.>	This event is used for internal event log testing of major events.	No action required, message can be ignored.	No impact.	
x	SESSION_MGR	WFMGR_PACKAGER_STATE_CHANGE	MAJOR	NORM	Event	Packager operational state change: <Session Id>: <Step number>	This event is reported to signal a change in state for a packaging session	If Disabled or Degraded, perform a configuration.package.show to identify the cause of the degradation.	Enabled -- no impact; Disabled -- no outputs are being produced; Degraded -- some outputs are not being produced	
x	SESSION_MGR	WFMGR_STREAM_BIT_RATE_TOO_LOW	MAJOR	NORM	Event	Input <Session Id> selected program underrun, bit rate: <Step number>	This event is reported to signal that a stream is receiving a much too low bit rate than expected	Verify the bitrate of the input stream.	The incoming stream is placed OOS until the bitrate increases to an acceptable level to continue transcoding.	
x	x	SESSION_MGR	WFMGR_STREAM_DATA_PIDS_MISMATCH	MAJOR	Event	Input <"started" or "completed" notification> Data Pids mismatch with configuration settings	Reported to signal that input stream Data Pids mismatch with configuration settings	None - informational message only.	None	
x	x	SESSION_MGR	WFMGR_STREAM_LINK_REMOVED	MAJOR	Event	Input stream mismatch, link stream entry <Short-term cache directory> <Threshold percentage> removed	Reported to signal a problem with a stream requiring user intervention (link stream record automatically removed)	Use the management console to verify the configuration and correct.	The transcoder will not accurately detect the stream or its components (audio/video PIDs).	
x	SESSION_MGR	WFMGR_STREAM_MISMATCH	MAJOR	NORM	Event	Input <Format type> problem: <>	This event is reported to signal that an auto-detected stream is not supported	Use the management console to verify the configuration and correct.	The transcoder will not accurately detect the stream or its components (Audio/Video PIDs).	
x	x	TEST	12	WARNING	NORM	not trapped	Test event for Auto-clearing events. Test 1: <Input queue number>, Test 2: <File causing the blockage>	Used for internal event log testing of auto-clearing warning events.	No action required, message can be ignored.	No impact.
x	x	TEST	13	WARNING	NORM	not trapped	Test event for clearing auto-clearing events. Test 1: <Queue type ("input/output")>, Test 2: <Queue id>	Used for internal event log testing of clearing auto-clearing warning events.	No action required, message can be ignored.	No impact.
x	SSP	LOW_FILE_CACHE_CLEAR	WARNING	NORM	Event	<Input stream> (<IP:Port>) file cache utilization high threshold cleared for output <Error description>, stream <>, fragments duration <> seconds.	This event is sent when the file cache usage returns above a minimum level	The external IIS server or internal server can now handle the segment transfer from the packager. The System is back in a normal state.	None	
x	SSP	LOW_FILE_CACHE_SET	WARNING	NORM	Event	<Input stream> (<IP:Port>) file cache utilization high threshold crossed for output <Error description>, stream <>, fragments duration <> seconds.	This event is sent when the file cache usage falls below a minimum level	The external IIS server or internal server can't keep up with the load. You need to reduce the number of packages connected to the server or add more servers	The player will be switching in and out from the buffering state	
x	x	CACHE_MGR	LT_PARTITION_ASSET_COUNT_EXCEEDED_CLEARED	WARNING	NORM	Event	Files counts reduced from <Input stream> to <IP:Port> files.	After long-term cache partition is below a specified percentage this event is raised.	None	None
x	x	PERF_MGR	PM_APPQUEUE_50PERCENT	WARNING	NORM	Event	UDP queue for port <Device>, application: <Mount Path>, has reached 50% full. Internal message usage is high. Consider readjusting mailbox for this module.	This event is sent to indicate that the internal application message queues are backing up	None - informational message only.	None
x	x	PERF_MGR	PM_SYS_HIGH_CPU_CLEAR	WARNING	NORM	Event	CPU utilization high threshold cleared	This event is sent when the cpu utilization returns below maximum level.	None - informational message only.	None
x	x	PERF_MGR	PM_SYS_HIGH_CPU_SET	WARNING	NORM	Event	CPU utilization high threshold crossed, CPU usage exceeds <Threshold temperature> percent.	This event is sent when the cpu utilization exceeds a maximum level.	None - informational message only.	None
x	x	PERF_MGR	PM_SYS_HIGH_NET_CLEAR	WARNING	NORM	Event	Network utilization high threshold cleared for <>	This event is sent when the network utilization returns below maximum level.	None - informational message only.	None
x	x	PERF_MGR	PM_SYS_HIGH_NET_SET	WARNING	NORM	Event	Network utilization high threshold crossed for <IP address of group>, bandwidth usage exceeds <> percent.	This event is sent when the network utilization exceeds a maximum level.	None - informational message only.	None
x	x	PERF_MGR	PM_SYS_LOW_DISK_CLEAR	WARNING	NORM	Event	System disk utilization high threshold cleared for <IP address of group>[<>]	This event is sent when the disk usage returns above a minimum level	None - informational message only.	None
x	x	PERF_MGR	PM_SYS_LOW_MEMORY_CLEAR	WARNING	NORM	Event	System memory utilization high threshold cleared	This event is sent when the system memory usage returns below a maximum level	None - informational message only.	None
x	x	PERF_MGR	PM_UDP_ERROR_COUNT	WARNING	NORM	Event	UDP error count for the last time period exceeds threshold, count: <IP address of group>, threshold: <>	This event is sent when the UDP error counts exceed a threshold	No immediate corrective action is required; however, if the error counts become excessive, reboot the host.	None
x	x	REDUNDANCY	REDUNDANCY_HOST_ACTIVE	WARNING	NORM	Event	The host <> has become Active for the Redundancy Group <IP address of group>	Sent when a host becomes active in a group	None - informational message only.	None
x	x	REDUNDANCY	REDUNDANCY_HOST_DEGRADED	WARNING	NORM	Event	The host <> has become Degraded for the Redundancy Group <IP address of group>	Sent when a host becomes degraded in a group	None - informational message only.	The host attempted a failover, but there are no standby hosts available to take over. This host will remain active but operate in a reduced capacity.
x	x	REDUNDANCY	REDUNDANCY_HOST_FAILED	WARNING	NORM	Event	The host <> has Failed in the Redundancy Group <IP address of group>	Sent when a host becomes failed in a group	Identify the cause of the issue and attempt to resolve it. If the issue can be resolved without restarting services, execut sysconfig > redundancy > recover. Otherwise, restart services or the host.	The host has failed and any in-progress operations have been terminated.
x	x	REDUNDANCY	REDUNDANCY_HOST_STANDBY	WARNING	NORM	Event	The host <> has become Standby for the Redundancy Group <Username that is still using a default password.>	Sent when a host becomes standby/idle in a group	None - informational message only.	None
x	x	REDUNDANCY	REDUNDANCY_VIRTIP_UP	WARNING	NORM	Event	The virtual IP address <Appication name.> for this group is now active	Sent when the virtual IP is pingable	None - informational message only.	None
x	x	REDUNDANCY	REDUNDANCY_YES_STANDBYS	WARNING	NORM	Event	The redundancy group <JITP content request count above license> now has standby hosts running	Sent when the group has standby hosts	None - informational message only.	None

Linear Packaging JIT Packaging		Category	Event ID	RGB Severity	Type	Event Trap Type	Info	Description	Corrective Action	Impact
x	x	SYS_CFG_MGR	SCM_IP_RESTARTED	WARNING	NORM	Event	Network Service has been restarted. IP Restart no longer required.	The System Cfg Mgr detected that network services were restarted externally, and an explicit restart is no longer required.	None - informational message only.	None
x	x	SYS_CFG_MGR	SCM_LICENSE_REMAINING	WARNING	NORM	Event	One or more licensed features will expire in <SM SessionId + step + Output stream> days.	There are only xx days remaining for one or more licensed features.	To continue using the licensed feature, contact RGB Customer Support to renew the license.	None
x	x	SYS_CFG_MGR	SCM_LICENSE_UNAVAILABLE	WARNING	NORM	Event	All available <SM SessionId + step + Output stream> tokens are currently in use.	All instances of the requested feature are currently in use on the server.	Contact RGB Customer Support to purchase additional licenses for the feature.	The feature associated with the license request will fail to function properly.
x	x	SYS_CFG_MGR	SCM_NO_VALID_DNS	WARNING	NORM	Event	There are no DNS entries configured, or no servers reachable.	The host does not appear to have any DNS entries configured, or the configured entries are either unreachable or do not have DNS servers running.	Verify DNS settings. Ensure entries point to valid DNS servers that are reachable from the host. DNS must be correctly configured for many applications to function correctly.	HTTP file references ingest with DNS names will fail
	x	SESSION_CTR	SESCTR_JITP_REQ_ABOVE_LICENSE_CLEAR	WARNING	NORM	Event	JITP overload clear, <SC Session id> content requests were above number of licensed JITP sessions	JITP content requests rate is back to the licensed value		
	x	SESSION_CTR	SESCTR_JITP_REQ_ABOVE_LICENSE_SET	WARNING	NORM	Event	JITP overload set, content requests rate exceeds number of licensed JITP sessions	JITP content requests exceeds the license set		
x		SESSION_CTR	SESCTR_XCODE_STATS_DECODE_FAILED	WARNING	NORM	Event	<> Instance:<,>, <> stream id:< decode failed for <> frame(s) in last 60 seconds	A/V frame(s) failed to decode in the last 60 seconds	Customer should start monitoring it's networks for packet drops and look at other problems that could be upstream to the AMS.	None
x		SESSION_CTR	SESCTR_XCODE_STATS_DECODE_SHORT_TIME_GAP	WARNING	NORM	Event	<Error message from copy operation> Instance:<Error message from copy operation>, <> stream id:< decode detected <> short time gap(s) (<200ms) in last 60 seconds	A/V detected time gaps (<200ms) in the last 60 seconds	None - informational message only.	None
x	x	SESSION_MGR	SESMGR_INQUEUE_10PERCENT	WARNING	NORM	Event	UDP queue for <=>[<=>] has reached 10% full. Consider reducing system and/or network load, do not add more load	This event is reported when the input data queue to Mpeg2TsDmx reached 10% full (3.3 million bytes)	None - system auto recovers.	None
x		SESSION_MGR	SESMGR_KEYSERVER_SUCCESS_CLEAR	WARNING	NORM	Event	key server restored for <Package or workorder name>, Server URL: <Key server url> "<Error message from key server (if any)>"	Clearing alarm for keyserver restored	Key server dependent.	None
x	x	SESSION_MGR	SESMGR_OUTQUEUE_10PERCENT	WARNING	NORM	Event	UDP queue for session:<Task that was started.>, Output:<=> has reached 10% full. Consider reducing system load, do not add more load	This event is reported when the input data queue to the transcoder reached 10% full (3.3 million bytes)	None - system auto recovers.	None
x		SESSION_MGR	SESMGR_REDUNDANCY_STEP_SWITCH_TO_PRIMARY	WARNING	NORM	Event	Switching Step to primary mode for redundant package: <Package> Step: <Step> (Session:<Session Id>)	Reported to signal the start of a work order	None - informational message only.	None
x		SESSION_MGR	SESMGR_REDUNDANCY_STEP_SWITCH_TO_SECONDARY	WARNING	NORM	Event	Switching Step to secondary mode for redundant package: <Package> Step: <Step> (Session:<Session Id>)	To report a Redundancy State Change to Secondary.	None - informational message only.	None
x		SESSION_MGR	SESMGR_REDUNDANCY_SWITCH_TO_PRIMARY	WARNING	NORM	Event	Switching to primary mode for redundant package: <Package> (Session:<Session Id>)	Reported to signal the start of a work order	None - informational message only.	None
x		SESSION_MGR	SESMGR_REDUNDANCY_SWITCH_TO_SECONDARY	WARNING	NORM	Event	Switching to secondary mode for redundant package: <Package> (Session:<Session Id>)	To report a Redundancy State Change to Secondary.	None - informational message only.	None
x	x	TEST	TEST_WARNING	WARNING	NORM	Event	Test event for Warning Level Events. Test 1: <SC session Id>, Test 2: <Error count>	This event is used for internal event log testing of Warning events.	No action required, message can be ignored.	No impact.
x		M2D_CTR	M2DCTR_PAT_CHANGE_DETECTED	INFO	INFO	not trapped	Input <The MO serial number.>[<The MO SW version.>]: MPEG2TS PAT version change <The MO external IF IP.> time(s)	MPEG2TS PAT version change	None - informational message only.	None
x		M2D_CTR	M2DCTR_STREAM_DETECTED	INFO	INFO	not trapped	Input <IP address of the MO>[<Name of the MO>]: MPEG2TS Stream Detected <> packets analyzed	MPEG2TS Stream Detected	None - informational message only.	None
x	x	REDUNDANCY	REDUNDANCY_PGSQL_SYNC_COMPLETE	INFO	INFO	not trapped	PGSQL sync complete for standby: <String indicating if file missing, or file present and entry missing.>.	Informational event used internally to indicate PGSQL replication sync is complete.	External applications may unlock DB for use.	None
x	x	SYS_CFG_MGR	SCM_RELOAD_DB	INFO	INFO	not trapped	System DB config files have been modified: <SM SessionId + step + Output stream>	Notification to System Cfg Mgr that a database file has been modified and the new file should be reloaded.	None - informational message only.	None
x	x	SYS_CFG_MGR	SCM_RELOAD_LICENSE_KEYS	INFO	INFO	not trapped	License keys have been modified.	Notification to all listening apps to reload the license key file.	None - informational message only.	None
x		SYS_CFG_MGR	SCM_SSC_DBG_STATE_CHANGE	INFO	DEBUG	not trapped	Transcoder: <SlotId of transcoder. (1-based)> has changed state to: <State of transcoder. (starting, ready, locked, working, stopping, unknown)>.	Specified transcoder changed state.	None - informational message only.	None
x		SYS_CFG_MGR	SCM_SSC_REBOOT2	INFO	DEBUG	not trapped	Session Controller: <SlotId of transcoder. (1-based)> requested <Type of restart, currently only 'user'> restart, source: <Source that requested restart, currently only 'shutdown'>.	Requested reboot for specified transcoder.	No action required the system automatically recovers.	Any active operations on the system will be terminated.
x		SSP	SEGMENT_DROPPED_AUDIO_OOS	INFO	INFO	not trapped	<SC Session id> (<SM SessionId + step + Output stream>) segment dropped, audio track out-of-sync on output <Error count>, stream <Video/Audio/other>	This event is sent when a fragment is dropped because the audio track is out-of-sync	None - informational message only.	None
x		SSP	SEGMENT_DROPPED_TRACK_DURATION_MISMATCH	INFO	INFO	not trapped	<SSC Session id> (<Detected Bit Rate>) segment dropped, track duration mismatch: on output <Actual Bit Rate>, stream <>	This event is sent when a fragment is dropped because the track duration is different than the one on the other stream part of the same MBR	None - informational message only.	None
x	x	SESSION_CTR	SESCTR_STREAM_PCR_ROLLOVER	INFO	INFO	not trapped	<Output queue number> Instance:<Session ID>, Stream muxing detected <> PCR rollover(s) in last 60 seconds	Stream muxing detected pcr rollover(s) in last 60 seconds	None - informational message only.	None
x		SESSION_CTR	SESCTR_STREAM_STATS_CC_ERROR	INFO	INFO	not trapped	<Output queue number> Instance:<Session ID>, <> stream id:< detected <> MPEG2TS continuity error(s) in last 60 seconds	A/V stream detected MPEG2TS continuity error(s) in last 60 seconds	Customer should start monitoring it's networks for packet drops and look at other problems that could be upstream to the AMS	None
x		SESSION_CTR	SESCTR_XCODE_AV_BITRATE_LOW	INFO	INFO	not trapped	Session:<Output file>, Overall Detected Bit Rate <Session Id + Workorder Id> is less than Actual Bit Rate <WorkflowName + Step number> in last 60 seconds	Detected Bit Rate is less than Actual Bit Rate in last 60 seconds	None - informational message only.	None
x		SESSION_CTR	SESCTR_XCODE_AV_DISCARD_PACKET	INFO	INFO	not trapped	<Session Id + WorkOrderId> Instance:<Output file>, Audio/Video discard <WorkflowName + Step number> packet(s) in last 60 seconds	Audio/Video discard packet(s) in last 60 seconds	None - informational message only.	None
x		SESSION_CTR	SESCTR_XCODE_AV_OUTPUT_PACKET_ERROR	INFO	INFO	not trapped	<Session Id + WorkOrderId> Instance:<Output file>, Audio/Video unable to output <WorkflowName + Step number> packet(s) in last 60 seconds	Audio/Video unable to output packet(s) in last 60 seconds	Local mount or internal ram disk could be full	None
x		SESSION_CTR	SESCTR_XCODE_AV_WRITE_FRAME_FAILED	INFO	INFO	not trapped	<Session Id + WorkOrderId> Instance:<Output file>, Audio/Video unable to write <WorkflowName + Step number> frame(s) in last 60 seconds	Audio/Video unable to write frame(s) in last 60 seconds	None - informational message only.	None
x		SESSION_CTR	SESCTR_XCODE_RT_STATE_CHANGE	INFO	INFO	not trapped	<Stream id> Instance:<Stream type ("input/output")>, real-time transcoding state changed after <New oper state ("INS/OOS")> seconds. (Current State: <Type of object ("SDI vs Stream")> <>)	This Event is reported when transcode real time state changes	None - informational message only.	None

Linear Packaging JIT Packaging		Category	Event ID	RGB Severity	Type	Event Trap Type	Info	Description	Corrective Action	Impact
x	x	SESSION_MGR	SECTRL_STREAM_HTTP_CLIENT_CONNECTED	INFO	INFO	not trapped	Client Connected, Session:<The reason why a reboot is required.> Step:<> EventNb:<> Info:<>	Generated when a client connects to the server; (it indicates if it is a describe or play request.)	None - informational message only.	None
x	x	SESSION_MGR	SECTRL_STREAM_HTTP_CLIENT_DISCONNECTED	INFO	INFO	not trapped	Client Disconnected, Session:<The module port not receiving message from> Step:<> EventNb:<> Info:<>	Generated when a client disconnects from the server; (the disconnection cause and the number of bytes streamed to the client is indicated)	None - informational message only.	None
x	x	SESSION_MGR	SECTRL_STREAM_HTTP_CLIENT_NO_PACKETS_TRANSFERRED	INFO	INFO	not trapped	Client has no packets transferred for the last 15 seconds, Session:<> Step:<> EventNb:<> Info:<>	Generated when a client disconnects from the server; (the disconnection cause and the number of bytes streamed to the client is indicated)	None - informational message only.	None
x	x	SESSION_MGR	SECTRL_STREAM_HTTP_CLIENT_REJECTED	INFO	INFO	not trapped	Client Connection Rejected, Session:<> Step:<> EventNb:<> Info:<>	Generated when a client connection is rejected; (the rejection cause is included - example, too many sessions, all bandwidth used)	None - informational message only.	None
x	x	SESSION_MGR	SECTRL_STREAM_HTTP_TCP_PORT_CONFLICT	INFO	INFO	not trapped	TCP port <> cannot be opened, Session:<> Step:<> EventNb:<>	Generated when the TCP port associated to the HTTP server connection can't be opened	Verify that the HTTP server is accessible from the MO.	None
x	x	SESSION_MGR	SESMGR_NOTIFICATION_SENT	INFO	INFO	not trapped	Transcode <The IP address of mgmt device> notification <> for Work Order:<>, Session: <>, Input <>.	To report a transcode notification msg was sent.		
x	x	SESSION_MGR	SESMGR_OUTPUT_MISMATCH	INFO	INFO	not trapped	Output warning: <Task that has been started and is running.>, Session:<> Instance:<> Output:<>	To report a problem in the generation of an output	None - informational message only.	None
x	x	SESSION_MGR	SESMGR_STEP_COMPLETE	INFO	INFO	not trapped	Completed <>, Session:<>, Output:<the IP address of the Commander managing this device>, Instance:<>, Execution time:<>	This event is to report the completion of a session step	None - informational message only.	None
x	x	SESSION_MGR	SESMGR_STEP_FAILURE	INFO	INFO	not trapped	Failed <>, Session:<Test parameter 2>, Output:<Test parameter 1>, Instance:<> (error:<>)	This event is to report a session step failure	None - informational message only.	None
x		SESSION_MGR	SESMGR_STEP_OUT_OF_SYNC	INFO	INFO	not trapped	Output out-of-sync: <>, Session:<Test parameter 2>, Output:<Test parameter 1>, Instance:<>, continuing	This event is to report a session step of a segmented multi-step not in-sync but IDR alignment was not requested	None - informational message only.	None
x	x	SESSION_MGR	SESMGR_STEP_START	INFO	INFO	not trapped	Started <>, Session:<Test parameter 2>, Output:<Test parameter 1>, Instance:<>	This event is to report a session step starting	None - informational message only.	None
x	x	SESSION_MGR	SESMGR_TERM_ALL_SESSIONS	INFO	INFO	not trapped	System error detected terminating all pending sessions	This event is reported to signal that SesMgr just terminated all sessions probably because of file system errors.	Verify all input and output directories are still mounted and accessible.	Active transcode sessions are terminated
x	x	SESSION_MGR	SESMGR_WO_RESULT	INFO	INFO	not trapped	Completed <File or URL ingest that was being detected at the time of the last crash>, Session:<>, Workflow:<>, Input:<>, Result:<>	This event is reported to signal the completion (successful or not) of a work order	None - informational message only.	None
x	x	SESSION_MGR	SESMGR_WO_START	INFO	INFO	not trapped	Started <Input video>, Session:<Workflow requested>, Workflow:<>, Input:<Rejection cause>, Output:<>	This event is reported to signal the start of a work order	None - informational message only.	None
x	x	TASK_MGR	TASK_DB_BACKUP_COMPLETED	INFO	INFO	not trapped	DB backup procedure completed - DB is unlocked.	This event is reported by the Task manager to indicate that the system has completed the DB backup procedures.	None - informational message only.	None
x	x	TASK_MGR	TASK_DB_BACKUP_FAILED	INFO	INFO	not trapped	DB backup procedure failed - DB is unlocked.	This event is reported by the Task manager to indicate that the system has failed the DB backup procedures.	None - informational message only.	None
x	x	TASK_MGR	TASK_DB_BACKUP_STARTED	INFO	INFO	not trapped	DB backup procedure started - DB is locked.	This event is reported by the Task manager to indicate that the system has started the DB backup procedures.	None - informational message only.	None
x	x	TASK_MGR	TASK_DB_RESET_COMPLETED	INFO	INFO	not trapped	DB reset procedure completed - DB is unlocked.	This event is reported by the Task manager to indicate that the system has completed the DB reset procedures.	None - informational message only.	None
x	x	TASK_MGR	TASK_DB_RESET_STARTED	INFO	INFO	not trapped	DB reset procedure started - service will restart.	This event is reported by the Task manager to indicate that the system has started the DB reset procedures.	None - informational message only.	None
x	x	TASK_MGR	TASK_DB_RESTORE_COMPLETED	INFO	INFO	not trapped	DB restore procedure completed - DB is unlocked.	This event is reported by the Task manager to indicate that the system has completed the DB restore procedures.	None - informational message only.	None
x	x	TASK_MGR	TASK_DB_RESTORE_FAILED	INFO	INFO	not trapped	DB restore procedure failed.	This event is reported by the Task manager to indicate that the system has failed the DB restore procedures.	Try the DB restore again. If problem persists, contact RGB Customer Support.	None
x	x	TASK_MGR	TASK_DB_RESTORE_STARTED	INFO	INFO	not trapped	DB restore procedure started - service will restart.	This event is reported by the Task manager to indicate that the system has started the DB restore procedures.	None - informational message only.	None
x	x	TASK_MGR	TASK_RUNNING	INFO	INFO	not trapped	The task <IP address of group> is running.	This event is reported by the Task manager to indicate that a particular task is now running.	None - informational message only.	None
x	x	TASK_MGR	TASK_STARTED	INFO	INFO	not trapped	The task <IP address of group> was requested to start.	This event is reported by the Task manager to indicate that a particular task has started as a result of user request.	None - informational message only.	None
x	x	TASK_MGR	TASK_STOPPING	INFO	INFO	not trapped	The task <IP address of standby that completed sync with primary.> was requested to stop execution.	This event is reported by the Task manager to indicate that a particular task has been requested to stop but there is no guaranteed that it will stop. This is different from the force stop request.	None - informational message only.	None
x	x	TASK_MGR	TASK_SYS_UP	INFO	INFO	not trapped	All tasks started successfully	This event is reported by the Task manager to indicate that the system has started successfully.	None - informational message only.	None
x	x	TEST	TEST_DEBUG	INFO	DEBUG	not trapped	Test event for Debug Level Events. Test 1: <Test parameter 1>, Test 2: <Test parameter 2>	Used for internal event log testing of debug events.	No action required, message can be ignored.	No impact.
x	x	TEST	TEST_INFO	INFO	INFO	not trapped	Test event for Info Level Events. Test 1: <interface (EXTERNAL/MANAGEMENT)>, Test 2: <>	This event is used for internal event log testing of Info events.	No action required, message can be ignored.	No impact.
x	x	SESSION_MGR	WFMGR_FORMAT_CONFIG_CHANGE	INFO	INFO	not trapped	<SC session Id> output format configuration changed	To report a user configuration change of a packaged output format		
x		SESSION_MGR	WFMGR_INPUT_REJECTED	INFO	INFO	not trapped	Input video:<SC session Id>, workflow:<Error count>, rejected: <SM sessionId + step + output stream>	This event is reported to signal that a submitted input material has been rejected (and why)	None - informational message only.	None
x		SESSION_MGR	WFMGR_JITP_CONFIG_CHANGE	INFO	INFO	not trapped	JITP segment duration for <Old state duration> changed to <New state> seconds	This event is to report a user configuration change of the JITP service		
x		SESSION_MGR	WFMGR_JITP_ENCRYPTION_CHANGE	INFO	INFO	not trapped	JITP encryption configuration for <Session Id> changed	This event is to report a user configuration change of the JITP service		
x		SESSION_MGR	WFMGR_STREAM_BIT_RATE_NORMAL	INFO	INFO	not trapped	Input <Session Id> selected program bit rate is back to a supported level	This event is reported to signal that a stream is back to a supported bit rate	None - informational message only.	None
x		SESSION_MGR	WFMGR_STREAM_BIT_RATE_TOO_HIGH	INFO	INFO	not trapped	Input <Session Id> selected program bit rate <Step number> is over the max supported of <Event number>	This event is reported to signal that a stream is receiving an higher bit rate than officially supported	None - informational message only.	None
x		SESSION_MGR	WFMGR_STREAM_ERRORS_NOTIF	INFO	INFO	not trapped	Input <Warning cause> program <SC session Id> has experienced <SM session Id + step number> in the last <Output file>	This event is reported to signal that a stream is back to a supported bit rate	None - informational message only.	None
x	x	SESSION_MGR	WFMGR_TRANSRATE_WO_EXECUTED	INFO	INFO	not trapped	Optimization dynamic work order requested for Hash:<Input stream Id>, Execute WO:<Output stream Id>, input:<>	Reported when a transrate (optimization) request is executed to provide info on exactly what work order was created.	None - informational message only.	None