



Alert Codes and Error Messages for Sun Master Indexes (Repository)



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Alert Codes and Error Messages for Sun Master Index (Repository)

The topics listed here provide procedures, conceptual information, and reference information for monitoring a Sun Master Index (Repository) application.

Note that Java CAPS includes two versions of Sun Master Index. Sun Master Index (Repository) is installed in the Java CAPS repository and provides all the functionality of previous versions in the new Java CAPS environment. Sun Master Index is a service-enabled version of the master index that is installed directly into NetBeans. It includes all of the features of Sun Master Index (Repository) plus several new features, like data analysis, data cleansing, data loading, and an improved Data Manager GUI. Both products are components of the Sun Master Data Management (MDM) Suite.

What You Need to Know

These topics provide information about alert codes and error messages for Sun Master Index (Repository).

- [“Working With the Enterprise Manager Monitor”](#) on page 5
- [“About the Enterprise Manager Monitor”](#) on page 6
- [“Enabling Monitoring for Sun Master Index”](#) on page 6
- [“Working With Log Files”](#) on page 6
- [“Log File Overview”](#) on page 7
- [“Setting Log Levels”](#) on page 7
- [“Viewing Alerts and Error Messages”](#) on page 8

Working With the Enterprise Manager Monitor

The Enterprise Manager Monitor (known simply as the Monitor) allows you to quickly identify problems with components or systems in the Repository framework and, in some cases, to correct the problem. The following topics provide additional information about the Monitor:

- [“About the Enterprise Manager Monitor”](#) on page 6

- [“Enabling Monitoring for Sun Master Index” on page 6](#)

About the Enterprise Manager Monitor

The Monitor alerts you to the status of components (for example, whether they are running) and allows you to send commands to the components such as start or shut down. From the Monitor, you can double-click a Sun Master Index application or related project component to go directly to the problem. The Monitor allows you to filter the list of displayed instances to quickly identify exceptions and to navigate to specific versions of a Service to monitor the progress of each instance. Sun Master Index components cannot be stopped or restarted from the Monitor, but eWays and other associated components can.

The Monitor provides visual cues to let you know when a component needs attention. For example, the Connectivity Map displays a flashing red square when a Service becomes inactive. If you configure the Alert Agent or SNMP Agent, you can avoid having to run the Monitor continuously. The agent will notify you when a specified problem occurs.

Enabling Monitoring for Sun Master Index

You can use the Enterprise Manager to monitor most components of a Sun Master Index system, including Collaborations, Business Processes, and eWays. Selecting any of the displayed components displays more information about their status, alerts, log entries, and so on.

In order to view the special tools for each component type, you must have the Enterprise Manager Plug-in files uploaded and installed for those types. For more information about installing the Enterprise Manager Plug-ins for Sun Master Index, Adapters, and other components, see [“Installing Plugins Using Enterprise Manager Web Applications Manager” in *Using the Java CAPS 6 Installation GUI*](#). The name of the Sun Master Index plug-in is eView Enterprise Manager Plug-in.

Working With Log Files

The following topics provide information about working with log files and understanding the error messages that occur.

- [“Log File Overview” on page 7](#)
- [“Setting Log Levels” on page 7](#)
- [“Viewing Alerts and Error Messages” on page 8](#)

Log File Overview

When a component or system is not working, errors are written to the server log file to help you diagnose the problem. You can specify the level at which events are recorded in the log files. On a daily basis, review the runtime log files for Sun Master Index project components and examine any messages with a severity level of WARNING or SEVERE. Periodically, you might want to archive the log files.

Setting Log Levels

You can modify the level at which each Master Index component is logged using the GlassFish Admin Console. The default logging level for all modules is INFO.

▼ To Set Log Levels

- 1 **Launch the GlassFish Admin Console.**
- 2 **Under Common Tasks, click Application Server.**
- 3 **On the Application Server page, select the Logging tab and then select the Log Levels tab.**
- 4 **In the Additional Properties table, click Add Property.**
An empty row appears in the table.
- 5 **In the empty row, enter the following information:**
 - **Name** – The name of the Master Index component to configure for logging. Enter any of the component names in the table below.
 - **Value** – The level at which you want errors logged for the Master Index component. Possible values are listed at the top of the Log Levels page.
- 6 **Click Save at the bottom of the page.**

Property Name	Affected Module
STC.eView.OPS	Master Index Object Persistence
STC.eView.UpdateManager	Master Index Update Manager
STC.eView.Security	Master Index Security
STC.eView.MatchEngineController	Master Index Match Engine Controller

Property Name	Affected Module
STC.eView.CodeLookup	Master Index Code Lookup
STC.eView.MasterController	Master Index Master Controller
STC.eView.PagingSystem	Master Index Paging System
STC.eView.PotentialDuplicateManager	Master Index Potential Duplicate Manager
STC.eView.QueryManager	Master Index Query Manager
STC.eView.SurvivorCalculator	Master Index Survivor Calculator
STC.eView.AssumedMatchManager	Master Index Assumed Match Manager
STC.eView.Audit	Master Index Audit System
STC.eView.ConfigurationService	Master Index Configuration
STC.eView.DecisionMaker	Master Index Decision Maker
STC.eView.IDGenerator	Master Index ID Generator
STC.eView.TransactionManager	Master Index Transaction Manager
STC.eView.Outbound	Master Index Outbound System
STC.eView.Repository	Master Index Repository
STC.eView.SurvivorCalculator	Master Index Survivor Calculator
STC.eView.Integration	Master Index Collaboration
STC.eView.Objects	Master Index Object Nodes
STC.eView.Validation	Master Index Validation
STC.eView.QWS	Enterprise Data Manager
STC.eView.SBME	Sun Match Engine

Viewing Alerts and Error Messages

Alerts are triggered when certain conditions occur in project components. The condition might be some type of problem that must be corrected, such as when the connection to the database is lost, or it could be simply a warning, such as when a transaction error occurs on the EDM. From the Monitor, you can view component alerts, modify the status of an alert, or delete alerts.

A list of Sun Master Index alerts appears in [Table 1](#). For more information on alerts, see the [Using Enterprise Manager Management Application in Java CAPS](#).

The following table list and describes the alerts generated by Sun Master Index (Repository). Most of these alerts are the result of calling specific Sun Master Index methods in Collaborations or Business Processes. Variables in the error message appear in *italics*. The alert code for all Sun Master Index alerts is “EVIEW-00001”.

TABLE 1 Sun Master Index Alert Messages

Error Message	Severity Level	Cause	Action
com.stc.eindex.ejb.update. UpdateException:OPSEException: <i>message_text</i>	Warning	Generally a database error occurred and a database error message was generated; for example, SQL Statement: insert into <table> (<i>columns</i>) values (<i>values</i>) ORA-00001: unique constraint (EVIEW.PK_SBYNSYSTEMOBJECT) violated	
com.stc.eindex.master. ConnectionInvalidException: Failed to get connection.	Warning	The connection to the database is down.	Do the following: <ul style="list-style-type: none"> ■ Make sure the database is running. ■ Make sure the logon and connection information is correct in the JDBC resource configuration.
com.stc.eindex.master. ProcessingException: Inactive system object not found.	Warning	A call to activateSystemObject did not find a system record matching the system, local ID, and status.	No action is required, but you can verify the local ID, system information, and record status for the system record you want to activate.
com.stc.eindex.master. ProcessingException: activateEnterpriseObject(): Invalid EUID: <i>euid</i>	Warning	A null or invalid EUID was specified in a call to activateEnterpriseObject.	No action is required, but you can verify the EUID and status of the record to be activated.
com.stc.eindex.master. ProcessingException: activateEnterpriseObject(): EUID: <i>euid</i> does not have inactive status.	Warning	A call to activateEnterpriseObject is attempting to activate an EUID that is already active.	No action required. This is an invalid call.
java.lang.NullPointerException: null	Warning	This indicates a severe alert.	Contact Sun support for assistance.

TABLE 1 Sun Master Index Alert Messages (Continued)

Error Message	Severity Level	Cause	Action
com.stc.eindex.master. ProcessingException: addSystemObject(): system key (<i>system_code</i> , <i>local_ID</i>) already mapped to EUID: <i>euid</i>	Warning	A call to addSystemObject is trying to add a system record that already exists in the master index database.	No action required. If the new system record needs to be added to the database, use executeMatch to process the new record. It will be added as either a new record or a record with potential duplicates, or it will update the existing record if the match is close enough.
com.stc.eindex.master. ProcessingException: addSystemObject(): EUID: <i>euid</i> does not exist	Warning	A call to addSystemObject is trying to add a system record to an EUID that does not exist.	No action is required. If the new system record needs to be added, use executeMatch to process the new record. It will be added as above.
com.stc.eindex.master. ProcessingException: createEnterpriseObject(): system key (<i>system_code</i> , <i>local_ID</i>) already mapped to EUID: <i>euid</i>	Warning	A call to createEnterpriseObject is trying to add an enterprise record with a system record that already exists in the master index database.	No action is required. You can use executeMatch to process the system record normally.
com.stc.eindex.master. ProcessingException: deactivateSystemObject(): system key (<i>system_code</i> , <i>local_ID</i>) is not active or does not exist	Warning	A call to deactivateSystemObject is trying to deactivate a record that is already inactive, or the master index could not find a system object matching the given system and local ID.	No action required, but you can verify the local ID, system information, and record status for the system record you want to deactivate.
com.stc.eindex.master. ProcessingException: Invalid EUID.	Warning	A null or invalid EUID was specified in a call to deactivateEnterpriseObject.	No action is required, but you can verify the EUID and status of the record to be deactivated.
com.stc.eindex.master. ProcessingException: deactivateEnterpriseObject(): EUID <i>euid</i> does not have active status. Status is: inactive	Warning	A call to deactivateEnterpriseObject is trying to deactivate a record that is already inactive.	No action is required.
com.stc.eindex.master. ProcessingException: undoAssumedMatch(): Record has been modified by another user. EUID has already been merged: <i>euid</i>	Warning	A call to undoAssumedMatch cannot be completed because the record to be unmatched was already merged with another record.	No action is required, but you can manually unmerge the two records.

TABLE 1 Sun Master Index Alert Messages (Continued)

Error Message	Severity Level	Cause	Action
com.stc.eindex.assumedmatch. AssumedMatchException: com.stc.eindex.page.PageException: com.stc.eindex.ops.exception. OPSEException: OPSEException: Child node is null	Warning	This is a serious error that generally indicates that data in the sbyn_transaction log is corrupt.	Contact Sun support for assistance.
com.stc.eindex.master. ProcessingException: undoAssumedMatch(): Record has been modified by another user. Assumed match has already been undone: <i>assumed_match_id</i>	Warning	A call to undoAssumedMatch cannot be completed because the assumed match was already reversed.	No action is required.
com.stc.eindex.master. ProcessingException: mergeEnterpriseObject(): Record has been modified by another user. Destination EUID not found: <i>euid</i>	Warning	The destination EUID specified in a call to mergeEnterpriseObject does not exist, no destination EUID is specified, or the EUIDs specified are already merged.	No action is required, but you can verify the EUIDs involved in the merge along with their statuses.
com.stc.eindex.master. ProcessingException: mergeEnterpriseObject(): Record has been modified by another user. Source EUID not found: <i>euid</i>	Warning	The source EUID specified in a call to mergeEnterpriseObject does not exist, no source EUID is specified, or the source EUID specified was already merged into another EUID record.	No action is required, but you can verify the EUIDs involved in the merge along with their statuses.
com.stc.eindex.master. ProcessingException: EUID must be a selected field.	Warning	The EUID is not specified as part of the search options (class SearchOptions). By default, the EUID is specified.	No action is required, but if the EUID is not specified the search will fail.
com.stc.eindex.master. ProcessingException: At least one SystemObject must be populated.	Warning	A search was attempted using a system object with no field values, which means there was no criteria on which to search.	No action is required, but the search will fail without sufficient search criteria.
com.stc.eindex.master. ProcessingException: transferSystemObject(): transfer must be between two different EUIDs. Both EUIDs are: <i>euid</i>	Warning	The EUID specified in a call to transferSystemObject is the same EUID to which the system object already belongs.	No action is required.

TABLE 1 Sun Master Index Alert Messages (Continued)

Error Message	Severity Level	Cause	Action
com.stc.eindex.master. ProcessingException: unmergeEnterpriseObject(): Record has been modified by another user. EUID: <i>euid</i>	Warning	A call to unmergeEnterpriseObject failed because the record to be unmerged was modified by another user before the unmerge transaction was finalized.	No action is required, but you can attempt the merge again on the modified record.
com.stc.eindex.master. ProcessingException: unmergeEnterpriseObject(): Record has been modified by another user. EUID has already been unmerged: <i>euid</i>	Warning	A call to unmergeEnterpriseObject failed because the records are already unmerged.	No action required.
com.stc.eindex.master. ProcessingException: unmergeSystemObject(): Source system record not found: (<i>system_code</i> , <i>local_ID</i>)	Warning	The source system record specified in a call to unmergeSystemObject is invalid or its status could not be found.	No action is required, but you can verify the local ID, system information, and record status for the system record you want to unmerge.
com.stc.eindex.master. ProcessingException: unmergeSystemObject(): Record has been modified by another user. Source system record has already been deactivated: (<i>system_code</i> , <i>local_ID</i>)	Warning	The source system record specified in a call to unmergeSystemObject has a status of “inactive” and cannot be unmerged.	No action is required, but you can verify the local ID, system information, and record status for the system record you want to unmerge.
com.stc.eindex.master. ProcessingException: unmergeSystemObject(): Record has been modified by another user. Source system record is not in merged status: (<i>system_code</i> , <i>local_ID</i>)	Warning	The system records specified in a call to unmergeSystemObject have already been unmerged.	No action is required.
com.stc.eindex.master. ProcessingException: unmergeSystemObject(): Record has been modified by another user. Source system status unrecognized: (<i>system_code</i> , <i>local_ID</i>)	Warning	The status of the source system specified in a call to unmergeSystemObject is invalid.	No action is required, but you can verify the local ID, system information, and record status for the system record you want to unmerge.

TABLE 1 Sun Master Index Alert Messages (Continued)

Error Message	Severity Level	Cause	Action
com.stc.eindex.master. ProcessingException: unmergeSystemObject(): Destination system record not found: (system_code, local_ID)	Warning	The destination system record specified in a call to unmergeSystemObject is invalid.	No action is required, but you can verify the local ID, system information, and record status for the system record you want to unmerge.
com.stc.eindex.master. ProcessingException: unmergeSystemObject(): no transactions found for LID merge.	Warning	The system records specified in a call to unmergeSystemObject were not previously merged.	No action is required, but you can verify the local ID, system information, and record status for the system record you want to unmerge.
com.stc.eindex.master. ProcessingException: updateSystemObject(): SO (system_code - local_ID) is not Active.	Warning	The system record specified by a call to updateSystemObject is not active and cannot be updated.	No action is required, but you can verify the local ID, system information, and record status for the system record you want to update.
com.stc.eindex.master. ProcessingException: mergeSystemObject(): Record has been modified by another user. Source system record not found: (system_code, local_ID)	Warning	The status of the source system record specified in a call to mergeSystemObject could not be found or the source system specified is invalid.	No action is required, but you can verify the local ID, system information, and record status for the system record you want to merge.
com.stc.eindex.master. ProcessingException: mergeSystemObject(): Record has been modified by another user. Source system record has already been deactivated: (system_code, local_ID)	Warning	The source system record specified in a call to mergeSystemObject has a status of "inactive" and cannot be merged.	No action is required, but you can activate the deactivated record and then perform the merge.
com.stc.eindex.master. ProcessingException: mergeSystemObject(): Record has been modified by another user. Source system record has already been merged: (system_code, local_ID)	Warning	The source system record specified in a call to mergeSystemObject has a status of "merged" (that is, it has already been merged into another record) and it cannot be merged.	No action is required, but if necessary you can merge the destination system record into the record that the original source system record was previously merged into.

TABLE 1 Sun Master Index Alert Messages (Continued)

Error Message	Severity Level	Cause	Action
com.stc.eindex.master. ProcessingException: mergeSystemObject(): Record has been modified by another user. Destination system record not found: (<i>system_code</i> , <i>local_ID</i>)	Warning	The status of the destination system record specified in a call to mergeSystemObject could not be found or the system specified is invalid.	No action is required, but you can verify the local ID, system information, and record status for the system record you want to merge.
com.stc.eindex.master. ProcessingException: mergeSystemObject(): Record has been modified by another user. Destination system record has already been deactivated: (<i>system_code</i> , <i>local_ID</i>)	Warning	The destination system record specified in a call to mergeSystemObject has a status of “inactive” and cannot be merged.	No action is required, but you can activate the deactivated record and then perform the merge.
com.stc.eindex.master. ProcessingException: mergeSystemObject(): Record has been modified by another user. Destination system record has already been merged: (<i>system_code</i> , <i>local_ID</i>)	Warning	The destination system specified in a call to mergeSystemObject has a status of “merged” (that is, it has already been merged into another record) and it cannot be merged.	No action is required, but if necessary you can merge the source system record into the record that the original destination system record was previously merged into.
com.stc.eindex.master. ProcessingException: mergeSystemObject(): system object keys are equal (<i>system_code</i> , <i>local_ID</i>)	Warning	The system records specified in a call to mergeSystemObject are the same system record.	No action is required, but you should verify which system records should be merged.