



Subscribed syslog EMS events not appearing AIQUM set up with Kyiv Timezone

https://kb.netapp.com/data-mgmt/AIQUM/AIQUM_Kbs/Subscribed_syslog_EMS_events_not_appearin...

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Applies to

- ActiveIQ Unified Manager (AIQUM) 9.x
- All OS platforms
- Syslog EMS

Issue

- Some of the subscribed syslog EMS events not appearing AIQUM
- Alerts appear for other EMS events shows future timestamp in AIQUM GUI
- ONTAP/AIQUM server timezone appears correct

- Errors present on `ocumserver.log` while subscribing an event `wافل.vvol.offline` and testing the same from ONTAP:

```

DEBUG [vldshka] [default task-24]
[service.ems.SubscribeEmsDataAccessService|loadData]
[org.dozer.fieldmap.FieldMap] Getting ready to invoke write method on the
destination object. Dest Obj: SubscribedEmsDto, Dest value:
wافل.vvol.offline
DEBUG [vldshka] [default task-24]
[service.ems.SubscribeEmsDataAccessService|loadData]
[org.dozer.MappingProcessor] MAPPED: SubscribedEms.messageName -->
SubscribedEmsDto.messageName    VALUES: wافل.vvol.offline -->
wافل.vvol.offline    MAPID:
DEBUG [vldshka] [default task-24]
[service.ems.SubscribeEmsDataAccessService|loadData]
[org.dozer.fieldmap.FieldMap] Getting ready to invoke write method on the
destination object. Dest Obj: SubscribedEmsDto, Dest value:
DEBUG [vldshka] [default task-24]
[service.ems.SubscribeEmsDataAccessService|loadData]
[org.dozer.MappingProcessor] MAPPED: SubscribedEms.description -->
SubscribedEmsDto.description    VALUES: -->    MAPID:
DEBUG [vldshka] [default task-24]
[service.ems.SubscribeEmsDataAccessService|loadData]
[org.dozer.fieldmap.FieldMap] Getting ready to invoke write method on the
destination object. Dest Obj: SubscribedEmsDto, Dest value: Invalid
DEBUG [vldshka] [default task-24]
[service.ems.SubscribeEmsDataAccessService|loadData]
[org.dozer.MappingProcessor] MAPPED: SubscribedEms.status -->
SubscribedEmsDto.status    VALUES: Invalid --> Invalid    MAPID:

DEBUG [oncommand] [SyslogServer: udp] [o.s.t.jta.JtaTransactionManager]
Participating in existing transaction
DEBUG [oncommand] [SyslogServer: udp] [o.s.jdbc.datasource.DataSourceUtils]
Fetching JDBC Connection from DataSource
ERROR [oncommand] [SyslogServer: udp] [c.n.d.e.i.o.f.ClusterEntityManager]
ERROR while retriving cluster id for the BGP LIF
DEBUG [oncommand] [SyslogServer: udp] [o.s.t.jta.JtaTransactionManager]

```

```
Participating in existing transaction
INFO [oncommand] [SyslogServer: udp]
[c.n.d.o.o.s.OntapOutboundServiceFactory] Getting serviceType EMS_SERVICE
and clientType REST from service registry
DEBUG [oncommand] [SyslogServer: udp] [o.s.t.jta.JtaTransactionManager]
Participating transaction failed - marking existing transaction as rollback-
only
DEBUG [oncommand] [SyslogServer: udp] [o.s.t.jta.JtaTransactionManager]
Setting JTA transaction rollback-only
INFO [oncommand] [SyslogServer: udp] [com.netapp.dfm.collector.LockUtils]
Releasing ems-processing
lock(java.util.concurrent.locks.ReentrantReadWriteLock$WriteLock@139764ee[Locke
by thread SyslogServer: udp]) for 18
DEBUG [oncommand] [SyslogServer: udp] [o.s.t.jta.JtaTransactionManager]
Initiating transaction rollback
ERROR [oncommand] [SyslogServer: udp] [c.n.dfm.impl.ems.SysLogEventHandler]
Problems with Syslog Invalid get collection request with cause : "\"36\" is
an invalid value for field \"message.name\" (<Message Name>):null. On
Cluster: <Node_Management_IP>
```

- Error suggests that AIQUM cant get the cluster details from node management LIF