



Alarm description document

The document describes X10/X20 alarms

0.1

23/04/2026

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1 Ca

Namespace: **ca/**

Name	ID	Severity	Description
CA system error	cas_error	major	CA system error

1.1 Biss Alarms

Alarms related to BISS

Namespace: **ca/biss/**

Name	ID	Severity	Description
BISS CA entitlement flag set	biss_ca_entitlement_flag_set	critical	BISS CA entitlement flag set
BISS CA processing failure	biss_ca_processing_failure	major	BISS CA processing failure
Invalid BISS configuration	biss_invalid_config	major	Invalid BISS configuration

1.2 Ecm/Ecmg

Alarms related to ECM/ECMG

Namespace: **ca/ecm/**

Name	ID	Severity	Description
Failed to decrypt ECM	ecm_decryption_failure	critical	Failed to decrypt ECM
ECM not present in scrambled stream	no_ecm_in_output	critical	ECM missing from scrambled stream, and may not be possible to descramble
Configured operator ID not found in ECM	operator_id_not_found	critical	Operator ID filtering is configured, but no ECM with this operator ID is received
Crypto period extended	crypto_period_extended	major	Failed to receive and playout new ECM from ECMG
ECM buffer overflow	fpga_ecm_buffer_overflow	major	ECM buffer overflow
ECM not received	ecm_not_received	warning	ECM not received for the crypto period
ECMG channel is not open	ecmg_channel_not_open	warning	ECMG channel is not open
Error reported by ECMG	ecmg_error	warning	Error reported by ECMG
No connection with ECMG	ecmg_no_connection	warning	No connection with ECMG

1.3 Eis

Alarms related to EIS interface

Namespace: **ca/eis/**

Name	ID	Severity	Description
Missing ECM in EIS provision	eis_provision_missing_ecm	warning	Provision received from EIS server without ECM info
Missing SID/PID in EIS provision	eis_provision_missing_sid_or_pid	warning	Provision received from EIS server without SID or PID info
EIS server error	eis_server_error	warning	Error message received from EIS server
Unknown channel id	eis_unknown_channel_id	warning	EIS channel id mismatch from remote
Unknown remote IP	eis_unknown_remote	warning	Connection from remote not matching IP filters

1.4 Emm / Emmg Alarms

Alarms related to EMM/EMMG

Namespace: **ca/emm/**

Name	ID	Severity	Description
EMM client id already used	emm_client_id_already_used	critical	EMM client id already used
EMM DVB error message received	emm_dvb_err_message_recv	critical	EMM DVB error message received
EMM invalid client id received	emm_invalid_clientid_recv	critical	EMM invalid client id received
EMM missing mandatory parameter	emm_missing_mandatory_parameter	critical	EMM missing mandatory parameter
EMM no connection	emm_no_connection	critical	EMM no connection
EMM unknown stream id	emm_unknown_stream_id	critical	EMM unknown stream id
EMM wrong data type	emm_wrong_data_type	critical	EMM wrong data type
EMM wrong peer	emm_wrong_peer	critical	EMM wrong peer
EMM buffer overflow	emm_buffer_overflow	major	EMM buffer overflow
EMM no data received	emm_no_data_received	major	EMM no data received
EMM stream bandwidth set exceeded	emm_stream_bandwidth_set_exceeded	major	EMM stream bandwidth set exceeded

2 Compression

Namespace: **compression/**

Name	ID	Severity	Description
Number of audio channels mismatch	number_of_audio_channels_mismatch	critical	Mismatch between the number of configured audios and the actual number of audio channels in the source
Invalid audio packet time	invalid_audio_packet_time	major	Unsupported packet time in audio essence
ST2110 essence standard mismatch	st2110_essence_standard_mismatch	major	Mismatch between the standard of the input and the configured ST2110 essence

2.1 Audio Alarms

Alarms to indicated errors associated with audio control

Namespace: **compression/audio/**

Name	ID	Severity	Description
Audio input errors	audio_in_error	major	The audio input has errors
Invalid channel mode	invalid_channel_mode	major	Unsupported channel mode on audio input
Invalid follow input channel mode config	invalid_follow_input_channelmode_config	major	Invalid follow input channel mode config
No audio input	no_audio_input	major	No audio detected on input channel
No audio output	no_audio_output	major	No audio output
Bad audio encapsulation	audio_bad_encapsulation	warning	A mapping is using an encapsulation which does not support the incoming audio.
Source audio codec mismatch	audio_codec_mismatch	warning	Source audio codec mismatch
Audio input format mismatch	audio_in_format_mismatch	warning	The audio input does not match the expected format (PCM/-compressed data)
Illegal audio source and output bitrate combination	audio_source_output_bitrate_combination	warning	Illegal audio source and output bitrate combination
Illegal audio source and output channel mode combination	audio_source_output_channelmode_combination	warning	Illegal audio source and output channel mode combination
Invalid sampling frequency	invalid_sampling_frequency	warning	Unsupported sampling frequency on audio input
No input PID available for the configured audio	no_available_audio_input_pid	warning	The number of configured audios exceeds the number of audio PIDs on the input. Can't provide each configured audio with a unique source PID

2.2 Vanc Alarms

Alarms to indicated errors associated with VANC control

Namespace: **compression/vanc/**

Name	ID	Severity	Description
DPI input has errors	dpi_input_errors	major	DPI input has errors
DPI input missing	dpi_input_missing	major	DPI input missing
No connection to POIS server	no_pois_server_connection	major	The connection to the configured POIS URI is either unknown or non-existent
Teletext input has errors	teletext_input_errors	major	Teletext configuration has errors
Teletext input mismatch	teletext_input_mismatch	major	Teletext configuration doesn't match input
Teletext input missing	teletext_input_missing	major	Teletext input missing
SMPTE-2038 is unsupported for video rescaling	smpte2038_unsupported_for_video_rescaling	warning	SMPTE-2038 is not supported when video is rescaled
Vanc output error	vanc_output_error	warning	Missing data on the output

2.3 Video Alarms

Alarms to indicated errors associated with video control

Namespace: **compression/video/**

Name	ID	Severity	Description
Unsupported video frame rate	frame_rate	critical	The frame rate on the selected source is unsupported
Unsupported video frame size	frame_size	critical	The frame size on the selected source is unsupported
Invalid frame rate	invalid_frame_rate	critical	Unsupported format conversion for framerate
Invalid scanning mode	invalid_scan_mode	critical	Scanning mode on the selected source is unsupported
Invalid vertical resolution	invalid_vertical_resolution	critical	Unsupported format conversion for vertical resolution
No video input detected	no_video_input	critical	No video detected on the input
No video output detected	no_video_output	critical	No video detected on the output
Out of rescaling resources	out_of_rescaling_resources	critical	Input video can't be rescaled due to lack of resources
Unknown video input format	unknown_video_input_format	critical	Unknown video input format
Unsupported JPEG XS format	unsupported_xs_format	critical	Attempting to decode unsupported JPEG XS format
Video decode error	video_decode_error	critical	Unable to decode video
Video encode error	video_encode_error	critical	Unable to encode video
Video input mismatch	video_input_mismatch	critical	Video input does not match configuration
Channel restart	channel_restart	major	Video coder channel restarted

Name	ID	Severity	Description
Genlock: not locked	genlock_not_locked	major	Genlock: not locked
Invalid compression bitrate	invalid_compression_bitrate	major	Configured compression bitrate outside valid range
Logo insertion failed	logo_insertion_failed	major	Failed to insert the chosen logo
No Genlock reference	no_genlock_reference	major	Genlock configured but no reference signal detected
Slate insertion failed	slate_insertion_failed	major	Failed to insert the chosen slate
Video alignment: not locked	videoAlignment_not_locked	major	Video alignment: not locked
Video out of alignment	video_not_in_alignment	major	Video is not in alignment with its master
Genlock framerate mismatch	wrong_genlock_config	major	Configured framerate does not match the Genlock reference signal
High density deinterlacing	high_density_deinterlacing	warning	Using field expansion - consider reserving a deinterlacer in the profile for a higher quality deinterlacing
Errors playing out frames in time	playout_timing_issues	warning	Some frames are not being played out in time
Slate insertion is active	slate_insertion_active	notice	A slate trigger is active and has replaced the incoming video with the configured slate.

3 Events

3.1 System Events

Events related to system

Namespace: **events/system/**

Name	ID	Severity	Description
Card login	card_login	event	Card logged in
Card logout	card_logout	event	Card logged out
MMI booted	mmi_boot	event	MMI booted and the system is ready
System service login	system_service_login	event	System service logged in
System service logout	system_service_logout	event	System service logged out
User login	user_login	event	User logged in
User login failed	user_login_failed	event	User failed login, incorrect user-name or password
User logged out	user_logout	event	User logged out
User management	user_management	event	User management action performed

4 Interface

Namespace: **interface/**

Name	ID	Severity	Description
Interface carrier down	interface_carrier_down	critical	Interface cannot be brought up due to carrier failure. Card re-boot required.
An interface in use is disabled	interface_disabled	critical	An interface with configured flows is disabled or configured to block flows in either RX or TX direction. Check your interface configuration setup or remove active flows on this interface..
Interface mode mismatch	interface_mode_mismatch	critical	Connector attached to interface is configured in a different mode than interface
Bitrate on interface has exceeded limit	interface_rate_exceeded	critical	Bitrate on interface has exceeded limit
No input lock	no_input_lock	critical	No lock on input signal
No SDI output	no_sdi_output	critical	SDI output loss on the port
High BER	ber_error	major	Too high BER on input
Interface not configured	interface_not_configured	major	The interface in use is not configured - check network setup
No link	no_link	major	No link on dataport
High PER	per_error	major	Too high PER on input
Unsupported sampling mode	sampling_mode	major	The sampling mode on the selected source is unsupported
SRT dropped packet	srt_dropped_packet	major	SRT connection was not able to recover all packets
DHCPv4 client failed to obtain a lease	dhcpv4_failed	warning	The DHCPv4 client has failed to obtain a lease, and has generated a IPV4 Link Local (IPV4LL) address as a fallback solution.
IGMP join failed	igmp_join_failed	warning	The system was unable to bind to the requested listen address, maximum number of sockets has been reached, or setting the socket option failed
Switched interface	l2_bonding_switched_interface	warning	Interface in use for L2 bonding has switched
Low RX power on SFP	low_power_rx	warning	RX power level on SFP below threshold value
Low TX power on SFP	low_power_tx	warning	TX power level on SFP below threshold value
OSPF neighbor missing	ospf_neighbor_missing	warning	OSPF has been enabled, but no valid OSPF neighbor could be found.
Output format mismatch	output_format_mismatch	warning	Output format does not match the configuration
LLDP neighbor discovered	lldp_discovered	notice	The LLDP enabled interface has received an LLDP packet from an LLDP neighbor
LLDP neighbor missing	lldp_missing	notice	The LLDP enabled interface has not received an LLDP packet from an LLDP neighbor within the TTL interval

4.1 Nmos Alarms

Alarms related to NMOS configuration

Namespace: **interface/nmos/**

Name	ID	Severity	Description
No NMOS registry connection	nmos_no_registry_connection	warning	Unable to connect to a NMOS Registry Server

4.2 S2X Alarms

Alarms related to satellite modulation/demodulation

Namespace: **interface/s2x/**

Name	ID	Severity	Description
AGC output power failure	agc_output_power_failure	critical	The actual AGC output power level does not match the target level, or the target level is invalid.
Output CBR is too low	cbr_too_low	critical	Output TS bitrate capacity exceeded. Payload packets are dropped.
Sum of bandwidths too large	chip_bandwidth_exceeded	critical	The sum of the bandwidths exceeds the allowed maximum for this chip
ISI configured but input is not multistream	isi_in_sis_mode	critical	Input is not MIS
Symbolrate too large	symbolrate_too_large	critical	The configured symbolrate exceeds the allowed maximum symbolrate for this constellation and number of demodulators
Dejitter lock failure	dejitter_lock_failure	major	CBR dejitter is not locked

4.3 Sdi Alarms

Alarms related to SDI

Namespace: **interface/sdi/**

Name	ID	Severity	Description
Test signal generator is active	test_generator_active	critical	Test signal generator is active. The SDI content of the port is replaced with a generated test signal

4.4 Srt Alarms

Alarms related to SRT transport

Namespace: **interface/srt/**

Name	ID	Severity	Description
No SRT connection	srt_no_connection	critical	No SRT connection established.

Name	ID	Severity	Description
SRT latency too low	srt_latency_too_low_major	major	SRT latency too low. Retransmits are not possible.
SRT handshake failure	srt_handshake_failure	warning	Failed to establish one or more additional connections.
SRT latency low	srt_latency_too_low_warning	warning	SRT latency lower than recommended. Retransmit performance is reduced.
No SRT connection warning	srt_no_connection_warning	warning	No SRT connection established.

4.5 Uncompressed Alarms

Alarms related to uncompressed signals

Namespace: **interface/uncompressed/**

Name	ID	Severity	Description
Freeze frame detected	freeze_frame_detected	warning	Freeze frame detected in input signal
Quad mode inputs are not locked	quad_mode_lock_lost	warning	The skew between the four input signals is too high
Quad mode inputs format mismatch	quad_mode_not_correct_format	warning	The format for each quad input should be 1080p
Timecode source missing	timecode_source_missing	warning	The timecode source is missing

4.6 Zixi Alarms

Alarms related to Zixi transport

Namespace: **interface/zixi/**

Name	ID	Severity	Description
No Zixi connection	zixi_no_connection	critical	No Zixi connection
No Zixi connection warning	zixi_no_connection_warning	warning	No Zixi connection warning

5 License

Namespace: **license/**

Name	ID	Severity	Description
License missing	license_missing	critical	License missing
Missing NMOS license	nmos	critical	Card license for NMOS functionality is missing
Missing license for number of services	num_services	critical	Exceeded number of licensed services
Missing JPEG XS decoder license	number_of_jpeg_xs_decoder	critical	Exceeded number of licensed JPEG XS Decoders
Missing JPEG XS encoder license	number_of_jpeg_xs_encoder	critical	Exceeded number of licensed JPEG XS Encoders
Missing JPEG XS UHD decoder license	number_of_jpeg_xs_uhd_decoder	critical	Exceeded number of licensed JPEG XS UHD Decoders
Missing JPEG XS UHD encoder license	number_of_jpeg_xs_uhd_encoder	critical	Exceeded number of licensed JPEG XS UHD Encoders
Missing SCTE license	scte	critical	Card license for SCTE functionality is missing

5.1 Ca

License alarms specific to CA

Namespace: **license/ca/**

Name	ID	Severity	Description
Missing descrambler card license	descrambler	critical	Card license for descrambler card missing
Missing license for ECMG	num_ecmgs	critical	Exceeded number of licensed ECM generators
Missing license for PES in clear	pes_header_in_clear	critical	License required to enable feature 'PES header in clear' on scrambler
Missing scrambler card license	scrambler	critical	Card license for scrambler card missing
Missing Verimatrix card license	verimatrix	critical	Card license for Verimatrix card missing

5.2 Gateway

License alarms specific to Gateway

Namespace: **license/gateway/**

Name	ID	Severity	Description
Missing ASI I/O license	asi_io	critical	Card license for basic ASI input/output missing
Missing Decoder license	hip_decoder	critical	Card license for basic Decoder missing
Missing Encoder license	hip_encoder	critical	Card license for basic Encoder missing

Name	ID	Severity	Description
Missing IP I/O license	ip_io	critical	Card license for basic IP input/output missing
Missing license for FEC on input	mpeg_ts_fec_input	critical	Card license does not permit FEC on inputs
Missing license for FEC on output	mpeg_ts_fec_output	critical	Card license does not permit FEC on outputs
Missing license for number of MPEG or DVB inputs	number_of_mpeg_inputs	critical	Exceeded number of licensed inputs
Missing license for number of MPEG mux outputs	number_of_mux_outputs	critical	Exceeded number of licensed MPEG muxed outputs
Missing license for number of SRT streams	number_of_srt_streams	critical	Exceeded number of licensed SRT streams
Missing license for number of Zixi streams	number_of_zixi_streams	critical	Exceeded number of licensed Zixi streams
Missing license for OSPF	ospf_output_redundancy	critical	Card license does not allow OSPF output redundancy
Missing license for seamless input	seamless_in	critical	Card license does not allow seamless input

5.3 S2X

License alarms specific to S2X

Namespace: **license/s2x/**

Name	ID	Severity	Description
Missing license for 10MHz and 24V output	buc_reference_output	critical	License does not permit 10MHz and 24V output
Missing license for carrier ID	carrier_id	critical	License does not permit sending of carrier ID
Missing license for DVB-S demodulation	demodulation_s1	critical	Exceeded number of licensed DVB-S demodulated signals
Missing license for DVB-S2 demodulation	demodulation_s2	critical	Exceeded number of licensed DVB-S2 demodulated signals
Missing license for DVB-S2X demodulation	demodulation_s2x	critical	Exceeded number of licensed DVB-S2X demodulated signals
Missing license for dynamic key descrambling	descrambling_dynamic_key	critical	License does not permit dynamic key descrambling of the output
Missing license for fixed key descrambling	descrambling_fixed_key	critical	License does not permit fixed key descrambling of the output
Missing license for DVB-S modulation	modulation_s1	critical	Exceeded number of licensed DVB-S modulated outputs
Missing license for DVB-S2 modulation	modulation_s2	critical	Exceeded number of licensed DVB-S2 modulated outputs
Missing license for s2x modulation	modulation_s2x	critical	Exceeded number of licensed DVB-S2x modulated outputs

Name	ID	Severity	Description
Missing license for automatic output redundancy control	output_redundancy	critical	License does not permit automatic output redundancy control
Missing license for precorrection	precorrection	critical	License does not permit precorrection
Missing s2x-in card license	s2x_in	critical	Card license for s2x-in card missing
Missing s2x-out card license	s2x_out	critical	Card license for s2x-out card missing
Missing license for dynamic-key scrambling	scrambling_dynamic_key	critical	License does not permit dynamic-key scrambling of the output
Missing license for fixed-key scrambling	scrambling_fixed_key	critical	License does not permit fixed-key scrambling of the output

5.4 Sdi

License alarms specific to SDI

Namespace: **license/sdi/**

Name	ID	Severity	Description
Missing license for JPEG2000 HD decoding	number_of_jpg2k_hd_decoders	critical	Exceeded number of licensed JPEG2000 HD decoded services
Missing license for JPEG2000 HD encoding	number_of_jpg2k_hd_encoders	critical	Exceeded number of licensed JPEG2000 HD encoded services
Missing license for JPEG2000 UHD decoding	number_of_jpg2k_uhd_decoders	critical	Exceeded number of licensed JPEG2000 UHD decoded services
Missing license for JPEG2000 UHD encoding	number_of_jpg2k_uhd_encoders	critical	Exceeded number of licensed JPEG2000 UHD encoded services
Missing license for TICO HD decoding	number_of_tico_hd_decoders	critical	Exceeded number of licensed TICO HD decoded services
Missing license for TICO HD encoding	number_of_tico_hd_encoders	critical	Exceeded number of licensed TICO HD encoded services
Missing license for TICO UHD decoding	number_of_tico_uhd_decoders	critical	Exceeded number of licensed TICO UHD decoded services
Missing license for TICO UHD encoding	number_of_tico_uhd_encoders	critical	Exceeded number of licensed TICO UHD encoded services
Missing SDI I/O license	sdi_io	critical	Card license for basic SDI input/output missing

6 Processing

Namespace: **processing/**

Name	ID	Severity	Description
Unsupported mapping mode	mapping_mode	major	The mapping mode on the selected source is unsupported

7 Redundancy

Namespace: **redundancy/**

Name	ID	Severity	Description
Backup is not available	backup_not_available	critical	Unable to move service
Preferred path not in use	seamless_preferred_path	major	Near-seamless input is not locked to preferred path.
Seamless sync lost, input now in near-seamless mode	seamless_sync_lost	major	The input sources are no longer RTP synchronized
Broadcast bonding paths are not synchronized	broadcast_bonding_paths_not_synchronized	warning	The system has detected that the bonded broadcast paths are receiving data with inconsistent timing or sequence. This may cause packet loss, jitter, or stream instability.
Consuming N+M overhead	consuming_n_plus_m_overhead	warning	The system does not have enough free resources to provide the configured redundancy.
Max offset too small	hot_redundancy_buffer_too_small	warning	Maximal buffer size for hot input redundancy with identical sources is too small
Non-identical sources detected	hot_redundancy_nonidentical_sources_detected	warning	Hot input redundancy with identical sources mode selected but the inputs are not identical
Input redundancy locked to source	input_redundancy_locked_to_source	warning	Input redundancy is locked to a selected source and the automatic redundancy is disabled
Seamless relative delay too large	seamless_relative_delay_too_large	warning	The relative delay of the input paths is too large and prevents a clean switch. Next switch will reset buffers to be within the legal range
2022-7 sources are not synchronized	seamless_sources_not_synchronized	warning	An input is configured to expect 2022-7 sources, but they are not synchronized
Synchronized seamless sources detected	seamless_sources_synchronized	warning	A seamless 2022-7 source is detected, but the configuration is set NOT to expect 2022-7
Near-seamless switch occurred	seamless_switch_of_not_synced_sources	warning	A switch occurred for a near-seamless source

7.1 Input

Alarms related specific to input redundancy

Namespace: **redundancy/input/**

Name	ID	Severity	Description
Input switched to backup	input_switched	warning	Input has been switched to backup
AB failover switch	seamless_ab_input_switched	warning	Switched input on A/B redundancy

Name	ID	Severity	Description
Seamless flow outside legal range	seamless_flow_outside_legal_range	warning	The state of the seamless buffer prevents a clean switch.
2110 redundancy buffer not equal	st2110_redundancy_buffer_not_equal	warning	It is recommended to use same buffer size on all essences in a 2110 group

7.2 Output

Alarms related specific to output redundancy

Namespace: **redundancy/output/**

Name	ID	Severity	Description
Backup source is missing	active_backup_missing	critical	Source is set to backup, but backup is missing
Output is faulty and backup is missing	output_faulty_backup_missing	critical	Redundancy has triggered switch to backup while backup is missing, switch has not been performed
Redundancy disabled due to missing backup	backup_missing	major	Redundancy set up while backup is missing, redundancy feature disabled
Flow outside legal range	flow_outside_legal_range	warning	The state of the input redundancy prevents a clean switch. Next switch will reset buffers to be within the legal range.
Mute on error misconfigured	mute_on_error_misconfiguration	warning	The current mute on error configuration might yield undesired results
Output faulty	output_faulty	warning	Output unavailable due to redundancy switch
Output switched	output_switched	warning	Output has been switched

8 Stream Analysis

Namespace: **stream_analysis/**

Name	ID	Severity	Description
Backplane buffer overflow	backplane_buffer_overflow	critical	Packets may be dropped due to buffer overflow
Decoder reset triggered	decoder_reset	critical	Decoder reset triggered due to codestream being stopped
Failed to descramble	descrambling_failure	critical	Failed to descramble
Missing ECM in stream	ecm_not_found	critical	No compatible ECM found in input stream
Input is dropping packets	input_dropping_packets	critical	This could be due to a general bitrate overload of the interface. Raised when packets are lost and the TS input rate is above 7.5 Gbps, or 9.2 Gbps if all flows are defined as RTP (excluding Ethernet/IP/UDP headers)
Multiple input sources detected	multiple_input_sources	critical	The same multicast stream arrives to the unit from different sources. Make sure the source network contains single sources only.
Mux configuration failed	mux_config_failed	critical	Unable to perform mux configuration
No input bitrate	no_bitrate	critical	No input bitrate
PAT missing	pat_missing	critical	PAT missing on input
PMT missing	pmt_missing	critical	PMT missing on input
RTP excessive loss	rtp_excessive_loss	critical	Excessive RTP loss on input
Essence skew too high	skew_too_high	critical	Packets are dropped
Source missing	source_missing	critical	A configured source is no longer available
Errors in stream	stream_error	critical	Error detected in stream
Test signal generator active	test_generator	critical	Stream is stuffed with NULL packets as test signal
Too low source bitrate	too_low_source_bitrate	critical	Too low source bitrate for the mapped flow output, packet drops may occur
Traffic policing active	traffic_policing	critical	Traffic policing took down the stream, due to allowed bitrate being exceeded
Unsupported component type	unsupported_component_type	critical	Codec is not supported
Audio channel overlaps	audio_channel_overlaps_err	major	Audio channels overlaps
Audio not synced to the video	audio_channel_sync_err	major	Audio not synced to the video
Audio PID missing	audio_pid_missing	major	Audio PID missing on input
Unable to lock to CBR input	cbr_lock_error	major	The dejitter module is unable to lock to the incoming rate, could be due to a VBR source or excessive jitter / packet loss.
2022-6 dejitter buffer reset due to lock loss	dejitter_buffer_reset_2022_6	major	Increase dejitter buffer size to prevent high jitter.

Name	ID	Severity	Description
2022-6 dejitter lost lock	dejitter_lost_lock_2022_6	major	Due to too much jitter, RTP Timestamp missing, wrong timestamp frequency or excessive packet loss.
Invalid PCR in stream	invalid_pcr_in_stream	major	PCR dejittering is not possible for the given stream. The PCR could be missing or not within the specification or the rate of the input is higher than 3.0 Gbps.
No sync	no_asl_ts_sync	major	No TS sync on ASI input port
PID missing	pid_missing	major	PID missing on input
Error detected in PSI/SI table	psi_error	major	Error detected in PSI/SI table
RTP loss	rtp_loss	major	RTP loss on the input signal
RTP packet loss	rtp_packet_loss	major	RTP packet loss on the input signal
RTP packet loss (Ancillary)	rtp_packet_loss_anc	major	RTP packet loss on the input signal ancillary stream
RTP packet loss (Audio)	rtp_packet_loss_audio	major	RTP packet loss on the input signal audio stream
RTP packet loss (Video)	rtp_packet_loss_video	major	RTP packet loss on the input signal video stream
RTP parsing error	rtp_parsing_err	major	Invalid element in RTP packet
Input scrambled	scrambled_stream	major	The stream data is scrambled
CRC error detected	table_crc_err	major	CRC error in PSI/SI Table
Time mode changed while deskew active	time_epoch_changed	major	Deskew configuration must be reapplied to achieve correct deskew relative to new EPOCH
Unknown audio format	unknown_audio_format	major	The format of the audio essence is not recognized.
Video PID missing	video_pid_missing	major	Video PID missing on input
CRC error in stream	aes_crc_error	warning	AES checksum was not correct in stream
Backplane bitrate exceeded	backplane_bitrate_exceeded	warning	Backplane bitrate exceeded
Backplane has dropped frames	bp_dropped_frames	warning	Backplane dropped frames destined to CPU and/or flow
CBR lock calibrating	cbr_lock_warning	warning	CBR lock calibrating. The output is not fully dejittered.
Continuity counter error	cc_error	warning	packet loss on PID
CC errors threshold exceeded	cc_errors_threshold_exceeded	warning	The CC error count of the input is larger than the configured threshold
Data errors in stream	data_error	warning	Data error detected in stream
Dejitter buffer error	dejitter_buffer_error	warning	The dejitter algorithm is working outside its boundaries which will cause jitter on output, and packet loss may occur. Possible causes could be jitter, input bursts or packet gaps. Changes of the input buffer size by an operator may also affect the buffers.
Deskew buffer too small	deskew_buffer_too_small	warning	Packets will be played out without delay

Name	ID	Severity	Description
Deskew buffer delay too high	deskew_delay_too_high	warning	Packets will be played out with incorrect delay
Dropped output frames	dropped_output_frames	warning	A buffer receiving from the backplane dropped packets. This could be due to congestion or out-of-order packets
Dropped too old frames	dropped_too_old_frames	warning	Total TS rate or total max rate exceeded for this output module
Skew between essences too high	essences_skew_too_high	warning	Essences out of sync
TSR flywheel is active	flywheel_running	warning	TSR flywheel is active
Selected framesync mode is not supported	framesync_invalid_mode	warning	Selected framesync mode is not supported
Framesync signal not connected or mismatch between video format and PAL/NTSC	framesync_invalid_sync	warning	Framesync signal not connected or mismatch between video format and PAL/NTSC
Framesync on UHD signal is not supported	framesync_uhd_not_supported	warning	Framesync on UHD signal is not supported
High input rate detected	high_input_rate	warning	The input rate is close to maximum capacity of the input path
Inactive source missing	inactive_source_missing	warning	A configured source, that is not currently active, is no longer available
Input bitrate too high	input_bitrate_exceeded	warning	The input bitrate for the service exceeds the maximum allowed bitrate
Input buffer error	input_buffer_error	warning	The input buffer restarted
Input format mismatch	input_format_mismatch	warning	Input format does not match the configuration
Input jitter too high	input_jitter_too_high	warning	The input service has too high jitter, please verify the dejitter settings on the input card
Input path data buffer read error	input_path_data_buffer_read_error	warning	A corrupt packet detected in the data buffer
Input buffer too small for FEC	low_fec_input_buffer	warning	Input buffer too small for FEC packet recovery
No input bitrate warning	no_bitrate_warning	warning	No input bitrate warning
Too low output bitrate	output_bitrate_too_low	warning	Use TS/IP = 1 to achieve lower bitrates than 2Mbps. Otherwise the output will stuff with NULL packets up to 2Mbps
Output buffer overflow	output_buffer_overflow	warning	Will occur if the rate exceeds CBR rate. Or if the total rate on the dataport is too high
Output congested	output_congested	warning	Output is dropping packets. Can be caused by the output port being overloaded or the CBR being too low.
Output dropping packets	output_dropping_packets	warning	The output is dropping packets due to RTP sequence errors

Name	ID	Severity	Description
Monitor-in-out activated	output_mio_activated	warning	The output is playing because the monitored main source has disappeared
Overallocation: packet dropped	overallocation_packet_dropped	warning	The backplane bitrate has been exceeded between two cards and one or more packets have been dropped
PCR dejitter regulator event	pcr_dejitter_regulator_event	warning	The PCR dejitter algorithm is restarted and may lead to packet loss. Could be lack of buffer, invalid PCR frequency or too much jitter. Increasing the PCR dejitter buffer may help in some use-cases.
RTP header error	rtp_header_error	warning	RTP packets were dropped due to unsupported RTP header
RTP payload type error	rtp_payload_type_error	warning	RTP packets were dropped due to non supported payload type
Input overflow on ethernet link	rx_dropped_full	warning	Received frames dropped because of no available buffer on ethernet link
Seamless buffer error	seamless_buffer_error	warning	Frames dropped due to seamless buffer error
Seamless delay error	seamless_delay_error	warning	Seamless buffer is too small
Source frame rate undetected	source_frame_rate_undetected	warning	Unable to detect the source frame rate. Enable the Traffic Policer to reduce jitter.
Sync byte error	sync_byte_error	warning	Incorrect sync byte on TS input
No PTP lock on 2110 card	tico_ptp_sync_lost	warning	No PTP lock on 2110 card
Traffic policing zero	traffic_policing_zero	warning	The traffic policing setting is set to ZERO which will mute the stream
TS error (TEI) error	ts_error	warning	TS error (TEI) bit is set
Max total TS rate exceeded	ts_rate_exceeded	warning	Total TS rate or total max rate exceeded for this input module
UDP length error	udp_length_error	warning	UDP packets were dropped due to mismatch in length fields
UDP TS-sync byte missing	udp_ts_sync_error	warning	UDP packets were dropped due to missing TS sync byte
Unable to align video output	unable_to_align_video_output	warning	Unable to frame align video output
Unreferenced PID detected	unreferenced_pid	warning	Unreferenced PID detected on input

9 System

Namespace: **system/**

Name	ID	Severity	Description
Card blocked	card_blocked	critical	Card is blocked from logging in
Card mismatch	card_mismatch	critical	The card inserted to the slot does not match the card type that is expected.
Card missing	card_missing	critical	A previously registered module is not present in the chassis.
Controlport IP address does not match the configuration database	ctrl_conf_db_mismatch	critical	This is likely to happen when moving a switch card from one unit to another, or when importing a configuration. Please review the network settings of the affected card, then press save to resolve.
Failsafe mode	fail_safe_mode	critical	MMI is currently in failsafe mode. All other cards are barred from logging in. The system must be rebooted to exit fail safe mode.
Invalid EEPROM	invalid_eeprom	critical	Invalid EEPROM detected, please contact support.
Product mismatch	product_mismatch	critical	Installed software does not match hardware.
X.509 Certificate expired	x509_certificate_expired	critical	A X.509 certificate has expired
Calibration failure	calibration_failure	major	Calibration data is missing or cannot be applied.
Possible system service dataloss	chassis_service_version_dataloss	major	An older service version is logged in and may overwrite data created by a newer version
FPGA capacity exceeded	fpga_capacity_exceeded	major	FPGA capacity exceeded
Invalid configuration	invalid_config	major	Invalid configuration
X.509 Certificate will expire soon.	x509_certificate_expires_soon	warning	A X.509 certificate is about to expire
Setting boot image failed	partition_switch_failed	event	Setting next boot image unsuccessful.
Boot image set	partition_switch_succeeded	event	Next boot image is set.
Reboot to active partition	reboot_to_active_partition	event	Reboot command issued. Booting from the active partition.
Reboot to inactive partition	reboot_to_inactive_partition	event	Reboot command issued. Booting from the inactive partition.
Upgrade failed	upgrade_failed	event	The upgrade failed during the upgrade process.
Upgrade finished	upgrade_finished	event	The upgrade process finished successfully.
Upgrade started	upgrade_started	event	Upgrade process started.

9.1 Configuration

Alarms used to indicate configuration issues and state

Namespace: **system/configuration/**

Name	ID	Severity	Description
Over-allocation	over_allocation	critical	Allocation exceeds available resources
Configuration export failure	remote_config_export_failure	warning	Remote export configuration failed
Processing configuration	processing_config	notice	Processing configuration
Remote configuration exported	remote_config_export_performed	event	Remote configuration exported

9.2 Debug Alarms

Internal alarms used to indicate internal issues and state

Namespace: **system/debug/**

Name	ID	Severity	Description
FPGA debug status	fpga_debug_status	major	An FPGA debug probe triggered
Abandoned node	abandoned_node	warning	Orphan node, yet somebody depends on it.

9.3 Hardware Alarms

Alarms to indicated errors associated with hardware issues

Namespace: **system/hardware/**

Name	ID	Severity	Description
Demodulator failure	demodulator_failure	critical	Error setting up or configuring one or more demodulator chips.
Hardware issue	hardware_issue	major	A hardware issue has been detected on the card. Please contact support.
Power adapter error	power_adapter_error	major	A power adapter is not operational. Possible causes: malfunction, loss of power cord connection or removal of power adapter
Sub-optimal PCI speed configuration	sub_optimal_pci_speed	major	PCI speed is set to less than its capacity
Sub-optimal PCI width configuration	sub_optimal_pci_width	major	PCI width is configured to less than its capacity
Control port dip switch active	dip_switch_controlport_reset	warning	Control port IP address has been forced to 192.168.1.100 by the physical DIP switch (2)! Remember to set it back to OFF after the control port configuration has been updated.

Name	ID	Severity	Description
Sub-optimal DSP speed configuration	sub_optimal_dsp_speed	warning	DSP speed is set to less than its capacity. Contact support for relevant upgrade image.

9.4 Internal Communications

Alarms to indicate internal errors regarding communication problems

Namespace: **system/internal/**

Name	ID	Severity	Description
Internal system error	internal_error	major	Internal system error

9.5 Temperature Control

Alarms regarding chassis temperature control

Namespace: **system/temperature/**

Name	ID	Severity	Description
Fan malfunction	fan_malfunction	major	Fan malfunction detected
Temperature exceeds maximum	temperature_max	major	Card reports temperatures above specified maximum threshold (system will shut down if critical temperature is reached)
Missing temperature thresholds	threshold_missing	major	Card failed to report maximum/critical temperature thresholds.

9.6 System Time Events

Events related to system time

Namespace: **system/time/**

Name	ID	Severity	Description
External 10MHz reference not detected	clock_10mhz_not_detected	major	External 10MHz reference not detected using internal clock instead
NTP sync lost	ntp_sync_lost	major	NTP lost sync to server
PTP sync lost	ptp_sync_lost	major	PTP lost sync to grand master
NTP status failed	ntp_status_failed	warning	Failed to get NTP status
PTP status failed	ptp_status_failed	warning	Failed to get PTP status
NTP started	ntp_started	event	NTP client started
NTP stopped	ntp_stopped	event	NTP client stopped
NTP synced	ntp_synced	event	NTP synced to server
PTP started	ptp_started	event	PTP client started
PTP stopped	ptp_stopped	event	PTP client stopped
PTP synced	ptp_synced	event	PTP synced to grand master