

Operations Analytics - Predictive Insights 1.3.2  
Document Revision R2E1

## *Error Messages Guide*



**Note**

Before using this information and the product it supports, read the information in "Notices" on page 3.

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## Preface

The purpose of this guide is to provide further information on Operations Analytics - Predictive Insights error messages so you can understand the system state and respond correctly.

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## Audience

The audience for this manual is the network administrator or operations specialist responsible for maintaining the Operations Analytics - Predictive Insights product suite.

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## Components

IBM® Operations Analytics - Predictive Insights consists of four main components.

The IBM Operations Analytics - Predictive Insights components are:

- **The Database component:** is used to store configuration data, metadata and metric data.
- **The Analytic component:** performs data mediation and processes incoming data to discover any anomalies that are present.
- **The UI component:** presents any discovered anomalies through the IBM Dashboard Application Services Hub application or the IBM Tivoli Integrated Portal application.
- **The Mediation tool:** is used to configure a data source and the data model that Operations Analytics - Predictive Insights will monitor.

Operations Analytics - Predictive Insights documentation includes the following guides:

- Release notes
- Installation Guide
- Upgrade Guide
- Administration Guide
- Error Messages Guide



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**GYMVB10001E** An error has occurred while trying to retrieve anomaly information for anomaly.

**Explanation:** The anomaly you are searching for is either: in the system and is corrupt, or you are not able to connect to the database containing the anomaly information.

**User response:** Confirm that the database is working and available when connecting from the server running the UI component. Any further UI error information is available in your TIP or DASH log files.

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**GYMVB10002E** No anomaly can be found for anomaly id.

**Explanation:** The anomaly you are searching for does not exist. There is no record of this anomaly in the Predictive Insights database.

**User response:** You may be searching for an anomaly that has been removed from the Predictive Insights database. Confirm if your system has recently undergone cleanup, or if the anomaly you are searching for is older than the maximum retention period for anomaly information. The metric retention period is set using the configuration property `metric.retention.days`.

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**GYMVB10003E** The list of metrics could not be retrieved.

**Explanation:** The database is no longer available or the metric information is incorrectly formatted.

**User response:** Confirm that the database is available. If the database is available, then you have encountered an issue with metric information format. Contact your system administrator.

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**GYMVB10004E** The selected anomaly is invalid

**Explanation:** The anomaly you are searching for is either: in the system and is corrupt, or you are not able to connect to the database containing the anomaly information.

**User response:** Confirm that the database is working and available when connecting from the server running the UI component. Any further UI error information is available in your TIP or DASH log files.

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**GYMVB10005E Properties for the visualization cannot be retrieved.**

**Explanation:** You cannot connect to the database.

**User response:** Check if your database is up and running, if a network path exists between the UI server and the database, and make sure you have the correct database credentials. The password may have expired and have been reset.

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**GYMVB10007E The start and end times of a tag need to be within those of the chart.**

**Explanation:** You have attempted to create a tag containing times that are not within the visualization period.

**User response:** Limit the tag to the times that are available within the visualization period.

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**GYMVB10009E The chart is showing only the target metrics from the top {0} child alarms, ordered by Last Occurrence and Severity, of this consolidated alarm. Use the 'Related Metrics' tab in the bottom pane to modify the metrics that are displayed.**

**Explanation:** You have opened a consolidated alarm that has more than six child alarms. By default Predictive Insights only displays the first six child alarms.

**User response:** Use the Related Metrics tab to include those metrics you want to display.

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**GYMVB9010E KPI Count did not find any matching data.**

**Explanation:** The KPI count is output after the model is deployed and is displayed with a breakdown of metrics, resources, and time period the estimate was based upon. The file system data you used as a data source may not have had sufficient data to allow for an accurate KPI count.

**User response:** The Mediation Tool calculates the KPI Count from a sample of the source data. When using a file system data source, ensure that this sample is representative of the complete data set by having at least one full day of data available to the Mediation Tool. If the Mediation Tool is running on a separate server to the Analytics component, you must copy the sample data to the Mediation Tool server.

After KPI Count has completed the eclipse workspace logs contain details of KPI Count, such as, periods searched, resources matching and not matching filtering. Search these logs for the text "Group ". This logging information will give detailed information on the KPI Count.



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