Oct 21 17:08:14:373 [2500] Controller: Probe 'sdgtw' FAILED to start, no command specified

Oct 21 17:08:17:062 [main, sdgtw] \*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*[ Booting ]\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*

Oct 21 17:08:17:066 [main, sdgtw] version 2.20

Oct 21 17:08:19:180 [main, sdgtw] \*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*[ Starting ]\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*

Oct 21 17:08:19:180 [main, sdgtw] 2.20

Oct 21 17:08:19:915 [main, sdgtw] ##########Before starting NIM###########

Oct 21 17:08:20:175 [main, sdgtw] Extracting the NIM WAR file

Oct 21 17:08:36:151 [main, sdgtw] NIM Server is running at :http://localhost:58802

Oct 21 17:08:36:166 [main, sdgtw] \*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*Using Rest URL\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*

Oct 21 17:08:36:170 [main, sdgtw] After starting NIM

Oct 21 17:08:36:171 [main, sdgtw] ##########Before starting NIM Configuration###########

Oct 21 17:08:36:177 [main, sdgtw] Skipping service desk instance HPServiceManager configuration as it is not marked active

Oct 21 17:08:36:177 [main, sdgtw] Skipping service desk instance ServiceNow configuration as it is not marked active

Oct 21 17:08:36:177 [main, sdgtw] Skipping service desk instance SFDCServiceCloud configuration as it is not marked active

Oct 21 17:08:36:177 [main, sdgtw] Skipping service desk instance SapSolManagerITSM configuration as it is not marked active

Oct 21 17:08:36:177 [main, sdgtw] Skipping service desk instance ServiceAide configuration as it is not marked active

Oct 21 17:08:36:178 [main, sdgtw] Skipping service desk instance BMCRemedy configuration as it is not marked active

Oct 21 17:08:36:178 [main, sdgtw] Skipping service desk instance CASDM configuration as it is not marked active

Oct 21 17:08:36:178 [main, sdgtw] \*\*\*\*\*\*\*\*\*\*\* DEFAULT SERVICE DESK INSTANCE \*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*

Oct 21 17:08:36:178 [main, sdgtw] NOT Configuring DEFAULT Service desk instance as it is NOT ACTIVE: HPServiceManager

Oct 21 17:08:36:178 [main, sdgtw] \*\*\*\*\*\*\*\*\*\*\*DONE\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*

Oct 21 17:08:36:179 [main, sdgtw] \*\*\*\*\*\*\*\*\*\*\* DEFAULT SERVICE DESK INSTANCE \*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*

Oct 21 17:08:36:179 [main, sdgtw] NOT Configuring DEFAULT Service desk instance as it is NOT ACTIVE: ServiceNow

Oct 21 17:08:36:179 [main, sdgtw] \*\*\*\*\*\*\*\*\*\*\*DONE\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*

Oct 21 17:08:36:179 [main, sdgtw] \*\*\*\*\*\*\*\*\*\*\* DEFAULT SERVICE DESK INSTANCE \*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*

Oct 21 17:08:36:179 [main, sdgtw] NOT Configuring DEFAULT Service desk instance as it is NOT ACTIVE: SFDCServiceCloud

Oct 21 17:08:36:179 [main, sdgtw] \*\*\*\*\*\*\*\*\*\*\*DONE\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*

Oct 21 17:08:36:180 [main, sdgtw] \*\*\*\*\*\*\*\*\*\*\* DEFAULT SERVICE DESK INSTANCE \*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*

Oct 21 17:08:36:180 [main, sdgtw] NOT Configuring DEFAULT Service desk instance as it is NOT ACTIVE: SapSolManagerITSM

Oct 21 17:08:36:180 [main, sdgtw] \*\*\*\*\*\*\*\*\*\*\*DONE\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*

Oct 21 17:08:36:180 [main, sdgtw] \*\*\*\*\*\*\*\*\*\*\* DEFAULT SERVICE DESK INSTANCE \*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*

Oct 21 17:08:36:180 [main, sdgtw] NOT Configuring DEFAULT Service desk instance as it is NOT ACTIVE: ServiceAide

Oct 21 17:08:36:181 [main, sdgtw] \*\*\*\*\*\*\*\*\*\*\*DONE\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*

Oct 21 17:08:36:181 [main, sdgtw] \*\*\*\*\*\*\*\*\*\*\* DEFAULT SERVICE DESK INSTANCE \*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*

Oct 21 17:08:36:181 [main, sdgtw] NOT Configuring DEFAULT Service desk instance as it is NOT ACTIVE: BMCRemedy

Oct 21 17:08:36:181 [main, sdgtw] \*\*\*\*\*\*\*\*\*\*\*DONE\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*

Oct 21 17:08:36:182 [main, sdgtw] \*\*\*\*\*\*\*\*\*\*\* DEFAULT SERVICE DESK INSTANCE \*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*

Oct 21 17:08:36:182 [main, sdgtw] NOT Configuring DEFAULT Service desk instance as it is NOT ACTIVE: CASDM

Oct 21 17:08:36:182 [main, sdgtw] \*\*\*\*\*\*\*\*\*\*\*DONE\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*

Oct 21 17:08:37:911 [main, sdgtw] After configuring NIM

Oct 21 17:08:37:912 [main, sdgtw] Before calling buildProbeInfoCategory() [Probe Config selection]

Oct 21 17:08:37:988 [main, sdgtw] After calling buildProbeInfoCategory() [Probe Config selection]

Oct 21 17:08:37:988 [main, sdgtw] Before calling buildSDSelection() [SD Rule selection]

Oct 21 17:08:37:999 [main, sdgtw] After calling buildSDSelection [SD Rule selection]

Oct 21 17:08:37:999 [main, sdgtw] Before calling buildNIMInfoCategory() [Remote NIM config section]

Oct 21 17:08:38:006 [main, sdgtw] Before calling buildNIMInfoCategory [Remote NIM config section]

Oct 21 17:08:38:043 [main, sdgtw] Error reading cfg key ProxyProtocol in section /servicedesks/HPServiceManager/connection\_details

Oct 21 17:08:38:068 [main, sdgtw] Error reading cfg key useCustomEndpoint in section /servicedesks/ServiceNow/connection\_details

Oct 21 17:08:38:069 [main, sdgtw] Error reading cfg key snCustomEndpoint in section /servicedesks/ServiceNow/connection\_details

Oct 21 17:08:38:115 [main, sdgtw] Error reading cfg key ProxyProtocol in section /servicedesks/ServiceAide/connection\_details

Oct 21 17:08:38:144 [main, sdgtw] Error reading cfg key ProxyProtocol in section /servicedesks/CASDM/connection\_details

Oct 21 17:08:38:662 [Thread-49, sdgtw] nimInitialized true NIM seems to already initialized

Oct 21 17:08:38:662 [Thread-49, sdgtw] Reading the configuration properties

Oct 21 17:08:38:667 [Thread-49, sdgtw] nas Address in UIM:nas

Oct 21 17:08:40:353 [Thread-49, sdgtw] Error while executing the query SELECT nimid,custom\_4 FROM NAS\_ALARMS where custom\_4 is not null(4) not found, Received status (4) on response (for sendRcv) for cmd = 'db\_query' name = 'null'

at com.nimsoft.nimbus.NimSessionBase.sendRcv(NimSessionBase.java:622)

at com.nimsoft.nimbus.NimSessionBase.sendRcv(NimSessionBase.java:573)

at com.nimsoft.nimbus.NimClientSession.send(NimClientSession.java:173)

at com.nimsoft.nimbus.NimRequest.sendImpersonate(NimRequest.java:264)

at com.nimsoft.nimbus.NimRequest.send(NimRequest.java:219)

at com.nimsoft.cet.util.UIMAlarmServerUtils.executeQuery(UIMAlarmServerUtils.java:40)

at com.nimsoft.probe.gateway.sdgtw.SDGtwCache.populateInitialCache(SDGtwCache.java:110)

at com.nimsoft.probe.gateway.sdgtw.config.SDGtwConfig.readConfig(SDGtwConfig.java:1210)

at com.nimsoft.probe.gateway.sdgtw.SDGtwProbe.initializeAndConfigureNim(SDGtwProbe.java:162)

at com.nimsoft.probe.gateway.sdgtw.SDGtwProbe.access$000(SDGtwProbe.java:68)

at com.nimsoft.probe.gateway.sdgtw.SDGtwProbe$1.run(SDGtwProbe.java:129)

at java.lang.Thread.run(Thread.java:745)

Oct 21 17:08:40:354 [Thread-49, sdgtw] Completed reading the configuration properties

Oct 21 17:08:40:354 [Thread-49, sdgtw] Initiating the Alarm Synchronization

Oct 21 17:08:40:354 [Thread-49, sdgtw] Servicedesk connection is not validated as it is NOT ACTIVE: HPServiceManager

Oct 21 17:08:40:355 [Thread-49, sdgtw] Done with HPServiceManager

Oct 21 17:08:40:355 [Thread-49, sdgtw] Servicedesk connection is not validated as it is NOT ACTIVE: ServiceNow

Oct 21 17:08:40:355 [Thread-49, sdgtw] Done with ServiceNow

Oct 21 17:08:40:355 [Thread-49, sdgtw] Servicedesk connection is not validated as it is NOT ACTIVE: SFDCServiceCloud

Oct 21 17:08:40:355 [Thread-49, sdgtw] Done with SFDCServiceCloud

Oct 21 17:08:40:356 [Thread-49, sdgtw] Servicedesk connection is not validated as it is NOT ACTIVE: SapSolManagerITSM

Oct 21 17:08:40:356 [Thread-49, sdgtw] Done with SapSolManagerITSM

Oct 21 17:08:40:357 [Thread-49, sdgtw] Servicedesk connection is not validated as it is NOT ACTIVE: ServiceAide

Oct 21 17:08:40:357 [Thread-49, sdgtw] Done with ServiceAide

Oct 21 17:08:40:357 [Thread-49, sdgtw] Servicedesk connection is not validated as it is NOT ACTIVE: BMCRemedy

Oct 21 17:08:40:357 [Thread-49, sdgtw] Done with BMCRemedy

Oct 21 17:08:40:357 [Thread-49, sdgtw] Servicedesk connection is not validated as it is NOT ACTIVE: CASDM

Oct 21 17:08:40:358 [Thread-49, sdgtw] Done with CASDM

Oct 21 17:08:40:358 [Thread-49, sdgtw] Done with Alarm Synchronization

Oct 21 17:08:40:358 [Thread-49, sdgtw] Queue is NOT SUBSCRIBED as there is no valid Service Desk connection. Please check Service Desk connection details or configure service desk(s)

Oct 21 17:55:18:336 [main, sdgtw] \*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*[ Restart ]\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*

Oct 21 17:55:18:350 [main, sdgtw] ######### shutdownAndRestartCleanup #######false

Oct 21 17:55:18:425 [main, sdgtw] \*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*[ Starting ]\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*

Oct 21 17:55:18:425 [main, sdgtw] 2.20

Oct 21 17:55:18:709 [main, sdgtw] ##########Before starting NIM###########

Oct 21 17:55:18:714 [main, sdgtw] Not Extracting the NIM WAR file

Oct 21 17:55:30:125 [main, sdgtw] NIM Server is running at :http://localhost:55026

Oct 21 17:55:30:127 [main, sdgtw] \*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*Using Rest URL\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*

Oct 21 17:55:30:127 [main, sdgtw] After starting NIM

Oct 21 17:55:30:127 [main, sdgtw] ##########Before starting NIM Configuration###########

Oct 21 17:55:30:127 [main, sdgtw] Skipping service desk instance HPServiceManager configuration as it is not marked active

Oct 21 17:55:30:128 [main, sdgtw] Skipping service desk instance ServiceNow configuration as it is not marked active

Oct 21 17:55:30:128 [main, sdgtw] Skipping service desk instance SFDCServiceCloud configuration as it is not marked active

Oct 21 17:55:30:128 [main, sdgtw] Skipping service desk instance SapSolManagerITSM configuration as it is not marked active

Oct 21 17:55:30:128 [main, sdgtw] Skipping service desk instance ServiceAide configuration as it is not marked active

Oct 21 17:55:30:128 [main, sdgtw] Skipping service desk instance BMCRemedy configuration as it is not marked active

Oct 21 17:55:30:129 [main, sdgtw] Considering service desk instance CASDM for configuration as it is marked as active

Oct 21 17:55:30:129 [main, sdgtw] \*\*\*\*\*\*\*\*\*\*\* DEFAULT SERVICE DESK INSTANCE \*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*

Oct 21 17:55:30:129 [main, sdgtw] NOT Configuring DEFAULT Service desk instance as it is NOT ACTIVE: HPServiceManager

Oct 21 17:55:30:129 [main, sdgtw] \*\*\*\*\*\*\*\*\*\*\*DONE\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*

Oct 21 17:55:30:129 [main, sdgtw] \*\*\*\*\*\*\*\*\*\*\* DEFAULT SERVICE DESK INSTANCE \*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*

Oct 21 17:55:30:129 [main, sdgtw] NOT Configuring DEFAULT Service desk instance as it is NOT ACTIVE: ServiceNow

Oct 21 17:55:30:129 [main, sdgtw] \*\*\*\*\*\*\*\*\*\*\*DONE\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*

Oct 21 17:55:30:129 [main, sdgtw] \*\*\*\*\*\*\*\*\*\*\* DEFAULT SERVICE DESK INSTANCE \*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*

Oct 21 17:55:30:130 [main, sdgtw] NOT Configuring DEFAULT Service desk instance as it is NOT ACTIVE: SFDCServiceCloud

Oct 21 17:55:30:130 [main, sdgtw] \*\*\*\*\*\*\*\*\*\*\*DONE\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*

Oct 21 17:55:30:130 [main, sdgtw] \*\*\*\*\*\*\*\*\*\*\* DEFAULT SERVICE DESK INSTANCE \*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*

Oct 21 17:55:30:130 [main, sdgtw] NOT Configuring DEFAULT Service desk instance as it is NOT ACTIVE: SapSolManagerITSM

Oct 21 17:55:30:130 [main, sdgtw] \*\*\*\*\*\*\*\*\*\*\*DONE\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*

Oct 21 17:55:30:130 [main, sdgtw] \*\*\*\*\*\*\*\*\*\*\* DEFAULT SERVICE DESK INSTANCE \*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*

Oct 21 17:55:30:130 [main, sdgtw] NOT Configuring DEFAULT Service desk instance as it is NOT ACTIVE: ServiceAide

Oct 21 17:55:30:131 [main, sdgtw] \*\*\*\*\*\*\*\*\*\*\*DONE\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*

Oct 21 17:55:30:131 [main, sdgtw] \*\*\*\*\*\*\*\*\*\*\* DEFAULT SERVICE DESK INSTANCE \*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*

Oct 21 17:55:30:131 [main, sdgtw] NOT Configuring DEFAULT Service desk instance as it is NOT ACTIVE: BMCRemedy

Oct 21 17:55:30:131 [main, sdgtw] \*\*\*\*\*\*\*\*\*\*\*DONE\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*

Oct 21 17:55:30:131 [main, sdgtw] \*\*\*\*\*\*\*\*\*\*\* DEFAULT SERVICE DESK INSTANCE \*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*

Oct 21 17:55:30:131 [main, sdgtw] Configuring Service desk instance as it is ACTIVE: CASDM

Oct 21 17:55:36:917 [main, sdgtw] \*\*\*\*\*\*\*\*\*\*\*DONE\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*

Oct 21 17:55:37:407 [main, sdgtw] After configuring NIM

Oct 21 17:55:37:407 [main, sdgtw] Before calling buildProbeInfoCategory() [Probe Config selection]

Oct 21 17:55:37:410 [main, sdgtw] After calling buildProbeInfoCategory() [Probe Config selection]

Oct 21 17:55:37:410 [main, sdgtw] Before calling buildSDSelection() [SD Rule selection]

Oct 21 17:55:37:415 [main, sdgtw] After calling buildSDSelection [SD Rule selection]

Oct 21 17:55:37:416 [main, sdgtw] Before calling buildNIMInfoCategory() [Remote NIM config section]

Oct 21 17:55:37:417 [main, sdgtw] Before calling buildNIMInfoCategory [Remote NIM config section]

Oct 21 17:55:37:421 [main, sdgtw] Error reading cfg key ProxyProtocol in section /servicedesks/HPServiceManager/connection\_details

Oct 21 17:55:37:428 [main, sdgtw] Error reading cfg key useCustomEndpoint in section /servicedesks/ServiceNow/connection\_details

Oct 21 17:55:37:428 [main, sdgtw] Error reading cfg key snCustomEndpoint in section /servicedesks/ServiceNow/connection\_details

Oct 21 17:55:37:439 [main, sdgtw] Error reading cfg key ProxyProtocol in section /servicedesks/ServiceAide/connection\_details

Oct 21 17:55:37:447 [main, sdgtw] Error reading cfg key ProxyProtocol in section /servicedesks/CASDM/connection\_details

Oct 21 17:55:37:454 [Thread-112, sdgtw] nimInitialized true NIM seems to already initialized

Oct 21 17:55:37:454 [Thread-112, sdgtw] Reading the configuration properties

Oct 21 17:55:37:455 [Thread-112, sdgtw] nas Address in UIM:nas

Oct 21 17:55:39:125 [Thread-112, sdgtw] Error while executing the query SELECT nimid,custom\_4 FROM NAS\_ALARMS where custom\_4 is not null(4) not found, Received status (4) on response (for sendRcv) for cmd = 'db\_query' name = 'null'

at com.nimsoft.nimbus.NimSessionBase.sendRcv(NimSessionBase.java:622)

at com.nimsoft.nimbus.NimSessionBase.sendRcv(NimSessionBase.java:573)

at com.nimsoft.nimbus.NimClientSession.send(NimClientSession.java:173)

at com.nimsoft.nimbus.NimRequest.sendImpersonate(NimRequest.java:264)

at com.nimsoft.nimbus.NimRequest.send(NimRequest.java:219)

at com.nimsoft.cet.util.UIMAlarmServerUtils.executeQuery(UIMAlarmServerUtils.java:40)

at com.nimsoft.probe.gateway.sdgtw.SDGtwCache.populateInitialCache(SDGtwCache.java:110)

at com.nimsoft.probe.gateway.sdgtw.config.SDGtwConfig.readConfig(SDGtwConfig.java:1210)

at com.nimsoft.probe.gateway.sdgtw.SDGtwProbe.initializeAndConfigureNim(SDGtwProbe.java:162)

at com.nimsoft.probe.gateway.sdgtw.SDGtwProbe.access$000(SDGtwProbe.java:68)

at com.nimsoft.probe.gateway.sdgtw.SDGtwProbe$1.run(SDGtwProbe.java:129)

at java.lang.Thread.run(Thread.java:745)

Oct 21 17:55:39:126 [Thread-112, sdgtw] Completed reading the configuration properties

Oct 21 17:55:39:126 [Thread-112, sdgtw] Initiating the Alarm Synchronization

Oct 21 17:55:39:128 [Thread-112, sdgtw] Servicedesk connection is not validated as it is NOT ACTIVE: HPServiceManager

Oct 21 17:55:39:128 [Thread-112, sdgtw] Done with HPServiceManager

Oct 21 17:55:39:129 [Thread-112, sdgtw] Servicedesk connection is not validated as it is NOT ACTIVE: ServiceNow

Oct 21 17:55:39:130 [Thread-112, sdgtw] Done with ServiceNow

Oct 21 17:55:39:131 [Thread-112, sdgtw] Servicedesk connection is not validated as it is NOT ACTIVE: SFDCServiceCloud

Oct 21 17:55:39:131 [Thread-112, sdgtw] Done with SFDCServiceCloud

Oct 21 17:55:39:133 [Thread-112, sdgtw] Servicedesk connection is not validated as it is NOT ACTIVE: SapSolManagerITSM

Oct 21 17:55:39:133 [Thread-112, sdgtw] Done with SapSolManagerITSM

Oct 21 17:55:39:134 [Thread-112, sdgtw] Servicedesk connection is not validated as it is NOT ACTIVE: ServiceAide

Oct 21 17:55:39:134 [Thread-112, sdgtw] Done with ServiceAide

Oct 21 17:55:39:135 [Thread-112, sdgtw] Servicedesk connection is not validated as it is NOT ACTIVE: BMCRemedy

Oct 21 17:55:39:136 [Thread-112, sdgtw] Done with BMCRemedy

Oct 21 17:55:39:467 [Thread-112, sdgtw] Connection to MDR CASDM was successful !

Oct 21 17:55:39:467 [Thread-112, sdgtw] Incident to Alarm Sync not supported for SAP Solution Manager

Oct 21 17:55:39:467 [Thread-112, sdgtw] Done with CASDM

Oct 21 17:55:39:467 [Thread-112, sdgtw] Done with Alarm Synchronization

Oct 21 17:55:39:468 [Thread-112, sdgtw] Queue is NOT SUBSCRIBED. The reason could be connection failure to Default Service Desk or the Default Service Desk is not marked as active and configured

Oct 21 17:56:37:638 [main, sdgtw] \*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*[ Stopped ]\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*

Oct 21 17:56:37:638 [main, sdgtw] ######### shutdownAndRestartCleanup #######true

Oct 21 17:56:39:947 [main, sdgtw] \*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*[ Booting ]\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*

Oct 21 17:56:39:949 [main, sdgtw] version 2.20

Oct 21 17:56:41:782 [main, sdgtw] \*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*[ Starting ]\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*

Oct 21 17:56:41:782 [main, sdgtw] 2.20

Oct 21 17:56:42:570 [main, sdgtw] ##########Before starting NIM###########

Oct 21 17:56:42:748 [main, sdgtw] Not Extracting the NIM WAR file

Oct 21 17:57:01:296 [main, sdgtw] NIM Server is running at :http://localhost:55891

Oct 21 17:57:01:307 [main, sdgtw] \*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*Using Rest URL\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*

Oct 21 17:57:01:315 [main, sdgtw] After starting NIM

Oct 21 17:57:01:315 [main, sdgtw] ##########Before starting NIM Configuration###########

Oct 21 17:57:01:325 [main, sdgtw] Skipping service desk instance HPServiceManager configuration as it is not marked active

Oct 21 17:57:01:326 [main, sdgtw] Skipping service desk instance ServiceNow configuration as it is not marked active

Oct 21 17:57:01:326 [main, sdgtw] Skipping service desk instance SFDCServiceCloud configuration as it is not marked active

Oct 21 17:57:01:326 [main, sdgtw] Skipping service desk instance SapSolManagerITSM configuration as it is not marked active

Oct 21 17:57:01:327 [main, sdgtw] Skipping service desk instance ServiceAide configuration as it is not marked active

Oct 21 17:57:01:327 [main, sdgtw] Skipping service desk instance BMCRemedy configuration as it is not marked active

Oct 21 17:57:01:327 [main, sdgtw] Considering service desk instance CASDM for configuration as it is marked as active

Oct 21 17:57:01:328 [main, sdgtw] \*\*\*\*\*\*\*\*\*\*\* DEFAULT SERVICE DESK INSTANCE \*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*

Oct 21 17:57:01:328 [main, sdgtw] NOT Configuring DEFAULT Service desk instance as it is NOT ACTIVE: HPServiceManager

Oct 21 17:57:01:328 [main, sdgtw] \*\*\*\*\*\*\*\*\*\*\*DONE\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*

Oct 21 17:57:01:329 [main, sdgtw] \*\*\*\*\*\*\*\*\*\*\* DEFAULT SERVICE DESK INSTANCE \*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*

Oct 21 17:57:01:329 [main, sdgtw] NOT Configuring DEFAULT Service desk instance as it is NOT ACTIVE: ServiceNow

Oct 21 17:57:01:329 [main, sdgtw] \*\*\*\*\*\*\*\*\*\*\*DONE\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*

Oct 21 17:57:01:329 [main, sdgtw] \*\*\*\*\*\*\*\*\*\*\* DEFAULT SERVICE DESK INSTANCE \*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*

Oct 21 17:57:01:330 [main, sdgtw] NOT Configuring DEFAULT Service desk instance as it is NOT ACTIVE: SFDCServiceCloud

Oct 21 17:57:01:330 [main, sdgtw] \*\*\*\*\*\*\*\*\*\*\*DONE\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*

Oct 21 17:57:01:330 [main, sdgtw] \*\*\*\*\*\*\*\*\*\*\* DEFAULT SERVICE DESK INSTANCE \*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*

Oct 21 17:57:01:331 [main, sdgtw] NOT Configuring DEFAULT Service desk instance as it is NOT ACTIVE: SapSolManagerITSM

Oct 21 17:57:01:331 [main, sdgtw] \*\*\*\*\*\*\*\*\*\*\*DONE\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*

Oct 21 17:57:01:331 [main, sdgtw] \*\*\*\*\*\*\*\*\*\*\* DEFAULT SERVICE DESK INSTANCE \*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*

Oct 21 17:57:01:332 [main, sdgtw] NOT Configuring DEFAULT Service desk instance as it is NOT ACTIVE: ServiceAide

Oct 21 17:57:01:332 [main, sdgtw] \*\*\*\*\*\*\*\*\*\*\*DONE\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*

Oct 21 17:57:01:332 [main, sdgtw] \*\*\*\*\*\*\*\*\*\*\* DEFAULT SERVICE DESK INSTANCE \*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*

Oct 21 17:57:01:332 [main, sdgtw] NOT Configuring DEFAULT Service desk instance as it is NOT ACTIVE: BMCRemedy

Oct 21 17:57:01:333 [main, sdgtw] \*\*\*\*\*\*\*\*\*\*\*DONE\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*

Oct 21 17:57:01:333 [main, sdgtw] \*\*\*\*\*\*\*\*\*\*\* DEFAULT SERVICE DESK INSTANCE \*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*

Oct 21 17:57:01:333 [main, sdgtw] Configuring Service desk instance as it is ACTIVE: CASDM

Oct 21 17:57:08:720 [main, sdgtw] \*\*\*\*\*\*\*\*\*\*\*DONE\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*

Oct 21 17:57:09:646 [main, sdgtw] After configuring NIM

Oct 21 17:57:09:646 [main, sdgtw] Before calling buildProbeInfoCategory() [Probe Config selection]

Oct 21 17:57:09:702 [main, sdgtw] After calling buildProbeInfoCategory() [Probe Config selection]

Oct 21 17:57:09:702 [main, sdgtw] Before calling buildSDSelection() [SD Rule selection]

Oct 21 17:57:09:708 [main, sdgtw] After calling buildSDSelection [SD Rule selection]

Oct 21 17:57:09:708 [main, sdgtw] Before calling buildNIMInfoCategory() [Remote NIM config section]

Oct 21 17:57:09:714 [main, sdgtw] Before calling buildNIMInfoCategory [Remote NIM config section]

Oct 21 17:57:09:747 [main, sdgtw] Error reading cfg key ProxyProtocol in section /servicedesks/HPServiceManager/connection\_details

Oct 21 17:57:09:764 [main, sdgtw] Error reading cfg key useCustomEndpoint in section /servicedesks/ServiceNow/connection\_details

Oct 21 17:57:09:765 [main, sdgtw] Error reading cfg key snCustomEndpoint in section /servicedesks/ServiceNow/connection\_details

Oct 21 17:57:09:801 [main, sdgtw] Error reading cfg key ProxyProtocol in section /servicedesks/ServiceAide/connection\_details

Oct 21 17:57:09:823 [main, sdgtw] Error reading cfg key ProxyProtocol in section /servicedesks/CASDM/connection\_details

Oct 21 17:57:10:520 [Thread-51, sdgtw] nimInitialized true NIM seems to already initialized

Oct 21 17:57:10:520 [Thread-51, sdgtw] Reading the configuration properties

Oct 21 17:57:10:524 [Thread-51, sdgtw] nas Address in UIM:nas

Oct 21 17:57:12:201 [Thread-51, sdgtw] Error while executing the query SELECT nimid,custom\_4 FROM NAS\_ALARMS where custom\_4 is not null(4) not found, Received status (4) on response (for sendRcv) for cmd = 'db\_query' name = 'null'

at com.nimsoft.nimbus.NimSessionBase.sendRcv(NimSessionBase.java:622)

at com.nimsoft.nimbus.NimSessionBase.sendRcv(NimSessionBase.java:573)

at com.nimsoft.nimbus.NimClientSession.send(NimClientSession.java:173)

at com.nimsoft.nimbus.NimRequest.sendImpersonate(NimRequest.java:264)

at com.nimsoft.nimbus.NimRequest.send(NimRequest.java:219)

at com.nimsoft.cet.util.UIMAlarmServerUtils.executeQuery(UIMAlarmServerUtils.java:40)

at com.nimsoft.probe.gateway.sdgtw.SDGtwCache.populateInitialCache(SDGtwCache.java:110)

at com.nimsoft.probe.gateway.sdgtw.config.SDGtwConfig.readConfig(SDGtwConfig.java:1210)

at com.nimsoft.probe.gateway.sdgtw.SDGtwProbe.initializeAndConfigureNim(SDGtwProbe.java:162)

at com.nimsoft.probe.gateway.sdgtw.SDGtwProbe.access$000(SDGtwProbe.java:68)

at com.nimsoft.probe.gateway.sdgtw.SDGtwProbe$1.run(SDGtwProbe.java:129)

at java.lang.Thread.run(Thread.java:745)

Oct 21 17:57:12:201 [Thread-51, sdgtw] Completed reading the configuration properties

Oct 21 17:57:12:202 [Thread-51, sdgtw] Initiating the Alarm Synchronization

Oct 21 17:57:12:202 [Thread-51, sdgtw] Servicedesk connection is not validated as it is NOT ACTIVE: HPServiceManager

Oct 21 17:57:12:202 [Thread-51, sdgtw] Done with HPServiceManager

Oct 21 17:57:12:202 [Thread-51, sdgtw] Servicedesk connection is not validated as it is NOT ACTIVE: ServiceNow

Oct 21 17:57:12:202 [Thread-51, sdgtw] Done with ServiceNow

Oct 21 17:57:12:202 [Thread-51, sdgtw] Servicedesk connection is not validated as it is NOT ACTIVE: SFDCServiceCloud

Oct 21 17:57:12:203 [Thread-51, sdgtw] Done with SFDCServiceCloud

Oct 21 17:57:12:203 [Thread-51, sdgtw] Servicedesk connection is not validated as it is NOT ACTIVE: SapSolManagerITSM

Oct 21 17:57:12:203 [Thread-51, sdgtw] Done with SapSolManagerITSM

Oct 21 17:57:12:204 [Thread-51, sdgtw] Servicedesk connection is not validated as it is NOT ACTIVE: ServiceAide

Oct 21 17:57:12:204 [Thread-51, sdgtw] Done with ServiceAide

Oct 21 17:57:12:204 [Thread-51, sdgtw] Servicedesk connection is not validated as it is NOT ACTIVE: BMCRemedy

Oct 21 17:57:12:204 [Thread-51, sdgtw] Done with BMCRemedy

Oct 21 17:57:12:599 [Thread-51, sdgtw] Connection to MDR CASDM was successful !

Oct 21 17:57:12:599 [Thread-51, sdgtw] Incident to Alarm Sync not supported for SAP Solution Manager

Oct 21 17:57:12:599 [Thread-51, sdgtw] Done with CASDM

Oct 21 17:57:12:599 [Thread-51, sdgtw] Done with Alarm Synchronization

Oct 21 17:57:12:600 [Thread-51, sdgtw] Queue is NOT SUBSCRIBED. The reason could be connection failure to Default Service Desk or the Default Service Desk is not marked as active and configured

Oct 21 18:03:31:514 [main, sdgtw] \*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*[ Restart ]\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*

Oct 21 18:03:31:535 [main, sdgtw] ######### shutdownAndRestartCleanup #######false

Oct 21 18:03:31:585 [main, sdgtw] \*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*[ Starting ]\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*

Oct 21 18:03:31:585 [main, sdgtw] 2.20

Oct 21 18:03:31:748 [main, sdgtw] ##########Before starting NIM###########

Oct 21 18:03:31:753 [main, sdgtw] Not Extracting the NIM WAR file

Oct 21 18:03:43:686 [main, sdgtw] NIM Server is running at :http://localhost:58056

Oct 21 18:03:43:688 [main, sdgtw] \*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*Using Rest URL\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*

Oct 21 18:03:43:688 [main, sdgtw] After starting NIM

Oct 21 18:03:43:688 [main, sdgtw] ##########Before starting NIM Configuration###########

Oct 21 18:03:43:689 [main, sdgtw] Skipping service desk instance HPServiceManager configuration as it is not marked active

Oct 21 18:03:43:689 [main, sdgtw] Skipping service desk instance ServiceNow configuration as it is not marked active

Oct 21 18:03:43:689 [main, sdgtw] Skipping service desk instance SFDCServiceCloud configuration as it is not marked active

Oct 21 18:03:43:689 [main, sdgtw] Skipping service desk instance SapSolManagerITSM configuration as it is not marked active

Oct 21 18:03:43:689 [main, sdgtw] Skipping service desk instance ServiceAide configuration as it is not marked active

Oct 21 18:03:43:689 [main, sdgtw] Skipping service desk instance BMCRemedy configuration as it is not marked active

Oct 21 18:03:43:689 [main, sdgtw] Considering service desk instance CASDM for configuration as it is marked as active

Oct 21 18:03:43:689 [main, sdgtw] \*\*\*\*\*\*\*\*\*\*\* DEFAULT SERVICE DESK INSTANCE \*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*

Oct 21 18:03:43:689 [main, sdgtw] NOT Configuring DEFAULT Service desk instance as it is NOT ACTIVE: HPServiceManager

Oct 21 18:03:43:690 [main, sdgtw] \*\*\*\*\*\*\*\*\*\*\*DONE\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*

Oct 21 18:03:43:690 [main, sdgtw] \*\*\*\*\*\*\*\*\*\*\* DEFAULT SERVICE DESK INSTANCE \*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*

Oct 21 18:03:43:690 [main, sdgtw] NOT Configuring DEFAULT Service desk instance as it is NOT ACTIVE: ServiceNow

Oct 21 18:03:43:690 [main, sdgtw] \*\*\*\*\*\*\*\*\*\*\*DONE\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*

Oct 21 18:03:43:690 [main, sdgtw] \*\*\*\*\*\*\*\*\*\*\* DEFAULT SERVICE DESK INSTANCE \*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*

Oct 21 18:03:43:690 [main, sdgtw] NOT Configuring DEFAULT Service desk instance as it is NOT ACTIVE: SFDCServiceCloud

Oct 21 18:03:43:690 [main, sdgtw] \*\*\*\*\*\*\*\*\*\*\*DONE\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*

Oct 21 18:03:43:690 [main, sdgtw] \*\*\*\*\*\*\*\*\*\*\* DEFAULT SERVICE DESK INSTANCE \*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*

Oct 21 18:03:43:690 [main, sdgtw] NOT Configuring DEFAULT Service desk instance as it is NOT ACTIVE: SapSolManagerITSM

Oct 21 18:03:43:690 [main, sdgtw] \*\*\*\*\*\*\*\*\*\*\*DONE\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*

Oct 21 18:03:43:690 [main, sdgtw] \*\*\*\*\*\*\*\*\*\*\* DEFAULT SERVICE DESK INSTANCE \*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*

Oct 21 18:03:43:691 [main, sdgtw] NOT Configuring DEFAULT Service desk instance as it is NOT ACTIVE: ServiceAide

Oct 21 18:03:43:691 [main, sdgtw] \*\*\*\*\*\*\*\*\*\*\*DONE\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*

Oct 21 18:03:43:691 [main, sdgtw] \*\*\*\*\*\*\*\*\*\*\* DEFAULT SERVICE DESK INSTANCE \*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*

Oct 21 18:03:43:691 [main, sdgtw] NOT Configuring DEFAULT Service desk instance as it is NOT ACTIVE: BMCRemedy

Oct 21 18:03:43:691 [main, sdgtw] \*\*\*\*\*\*\*\*\*\*\*DONE\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*

Oct 21 18:03:43:691 [main, sdgtw] \*\*\*\*\*\*\*\*\*\*\* DEFAULT SERVICE DESK INSTANCE \*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*

Oct 21 18:03:43:691 [main, sdgtw] Configuring Service desk instance as it is ACTIVE: CASDM

Oct 21 18:03:49:016 [main, sdgtw] \*\*\*\*\*\*\*\*\*\*\*DONE\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*

Oct 21 18:03:49:333 [main, sdgtw] After configuring NIM

Oct 21 18:03:49:334 [main, sdgtw] Before calling buildProbeInfoCategory() [Probe Config selection]

Oct 21 18:03:49:337 [main, sdgtw] After calling buildProbeInfoCategory() [Probe Config selection]

Oct 21 18:03:49:337 [main, sdgtw] Before calling buildSDSelection() [SD Rule selection]

Oct 21 18:03:49:344 [main, sdgtw] After calling buildSDSelection [SD Rule selection]

Oct 21 18:03:49:344 [main, sdgtw] Before calling buildNIMInfoCategory() [Remote NIM config section]

Oct 21 18:03:49:345 [main, sdgtw] Before calling buildNIMInfoCategory [Remote NIM config section]

Oct 21 18:03:49:348 [main, sdgtw] Error reading cfg key ProxyProtocol in section /servicedesks/HPServiceManager/connection\_details

Oct 21 18:03:49:355 [main, sdgtw] Error reading cfg key useCustomEndpoint in section /servicedesks/ServiceNow/connection\_details

Oct 21 18:03:49:355 [main, sdgtw] Error reading cfg key snCustomEndpoint in section /servicedesks/ServiceNow/connection\_details

Oct 21 18:03:49:377 [main, sdgtw] Error reading cfg key ProxyProtocol in section /servicedesks/ServiceAide/connection\_details

Oct 21 18:03:49:394 [main, sdgtw] Error reading cfg key ProxyProtocol in section /servicedesks/CASDM/connection\_details

Oct 21 18:03:49:406 [Thread-114, sdgtw] nimInitialized true NIM seems to already initialized

Oct 21 18:03:49:406 [Thread-114, sdgtw] Reading the configuration properties

Oct 21 18:03:49:407 [Thread-114, sdgtw] nas Address in UIM:nas

Oct 21 18:03:51:215 [Thread-114, sdgtw] Completed reading the configuration properties

Oct 21 18:03:51:215 [Thread-114, sdgtw] Initiating the Alarm Synchronization

Oct 21 18:03:51:216 [Thread-114, sdgtw] Servicedesk connection is not validated as it is NOT ACTIVE: HPServiceManager

Oct 21 18:03:51:216 [Thread-114, sdgtw] Done with HPServiceManager

Oct 21 18:03:51:217 [Thread-114, sdgtw] Servicedesk connection is not validated as it is NOT ACTIVE: ServiceNow

Oct 21 18:03:51:217 [Thread-114, sdgtw] Done with ServiceNow

Oct 21 18:03:51:218 [Thread-114, sdgtw] Servicedesk connection is not validated as it is NOT ACTIVE: SFDCServiceCloud

Oct 21 18:03:51:218 [Thread-114, sdgtw] Done with SFDCServiceCloud

Oct 21 18:03:51:218 [Thread-114, sdgtw] Servicedesk connection is not validated as it is NOT ACTIVE: SapSolManagerITSM

Oct 21 18:03:51:218 [Thread-114, sdgtw] Done with SapSolManagerITSM

Oct 21 18:03:51:219 [Thread-114, sdgtw] Servicedesk connection is not validated as it is NOT ACTIVE: ServiceAide

Oct 21 18:03:51:219 [Thread-114, sdgtw] Done with ServiceAide

Oct 21 18:03:51:221 [Thread-114, sdgtw] Servicedesk connection is not validated as it is NOT ACTIVE: BMCRemedy

Oct 21 18:03:51:222 [Thread-114, sdgtw] Done with BMCRemedy

Oct 21 18:03:51:517 [Thread-114, sdgtw] Connection to MDR CASDM was successful !

Oct 21 18:03:51:517 [Thread-114, sdgtw] Incident to Alarm Sync not supported for SAP Solution Manager

Oct 21 18:03:51:518 [Thread-114, sdgtw] Done with CASDM

Oct 21 18:03:51:518 [Thread-114, sdgtw] Done with Alarm Synchronization

Oct 21 18:03:51:518 [Thread-114, sdgtw] One or more Valid SD connection exists. Also able to connect to default Service Desk instanceCASDM

Oct 21 18:03:53:218 [Thread-114, sdgtw] Exception reprocessing the 'In Progress' events. Details - (4) not found, Received status (4) on response (for sendRcv) for cmd = 'db\_query' name = 'null'

at com.nimsoft.nimbus.NimSessionBase.sendRcv(NimSessionBase.java:622)

at com.nimsoft.nimbus.NimSessionBase.sendRcv(NimSessionBase.java:573)

at com.nimsoft.nimbus.NimClientSession.send(NimClientSession.java:173)

at com.nimsoft.nimbus.NimRequest.sendImpersonate(NimRequest.java:264)

at com.nimsoft.nimbus.NimRequest.send(NimRequest.java:219)

at com.nimsoft.cet.util.UIMAlarmServerUtils.executeQuery(UIMAlarmServerUtils.java:40)

at com.nimsoft.probe.gateway.sdgtw.SDGtwProbe.getInProgressAlarms(SDGtwProbe.java:1563)

at com.nimsoft.probe.gateway.sdgtw.SDGtwProbe.doit(SDGtwProbe.java:971)

at com.nimsoft.probe.gateway.sdgtw.SDGtwProbe.initializeAndConfigureNim(SDGtwProbe.java:194)

at com.nimsoft.probe.gateway.sdgtw.SDGtwProbe.access$000(SDGtwProbe.java:68)

at com.nimsoft.probe.gateway.sdgtw.SDGtwProbe$1.run(SDGtwProbe.java:129)

at java.lang.Thread.run(Thread.java:745)

Oct 21 18:03:54:160 [Thread-114, sdgtw] Created Queue tickets

Oct 21 18:03:54:161 [Thread-114, sdgtw] subscribe to queue hub address is hub

Oct 21 18:08:15:371 [pool-13-thread-1, sdgtw] Error while connecting AlarmService API Reason: (4) not found, Received status (4) on response (for sendRcv) for cmd = 'nametoip' name = '/SMR-UIMP1dom/SMR-UIMP1hub/SMR-UIMP1/trellis' ST:

Oct 21 18:08:18:237 [pool-13-thread-1, sdgtw] Error while calling the createIncident of 'nimClient'java.lang.Exception: {"Error":{"ErrorCode":154,"ErrorMessage":"Exception occurred during operation Get Objects Using Filter","DetailErrorMessage":"Error fetching: AHD03053:Bad where clause: Parse error at : \"name='172.17.117.180' and tenant.name=''\" (Attr not found or not atomic)","HTTPResponseCode":"INTERNAL\_SERVER\_ERROR","HTTPResponseCodeValue":500}}

at com.ca.integration.normalization.client.HttpRequestHandler.parseResponse(HttpRequestHandler.java:182)

at com.ca.integration.normalization.client.HttpRequestHandler.submit(HttpRequestHandler.java:93)

at com.ca.integration.normalization.client.HttpRequestHandler.post(HttpRequestHandler.java:75)

at com.ca.integration.normalization.client.NIMRestClient.create(NIMRestClient.java:106)

at com.ca.integration.normalization.client.NIMRestClient.createIncident(NIMRestClient.java:223)

at com.nimsoft.probe.gateway.sdgtw.AlarmEventProcessor.processAlarmEvent(AlarmEventProcessor.java:229)

at com.nimsoft.probe.gateway.sdgtw.AlarmEventProcessor.run(AlarmEventProcessor.java:116)

at java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1142)

at java.util.concurrent.ThreadPoolExecutor$Worker.run(ThreadPoolExecutor.java:617)

at java.lang.Thread.run(Thread.java:745)

.Retrying create incident

Oct 21 18:08:24:646 [pool-13-thread-1, sdgtw] Error while calling the createIncident of 'nimClient'java.lang.Exception: {"Error":{"ErrorCode":154,"ErrorMessage":"Exception occurred during operation Get Objects Using Filter","DetailErrorMessage":"Error fetching: AHD03053:Bad where clause: Parse error at : \"name='172.17.117.180' and tenant.name=''\" (Attr not found or not atomic)","HTTPResponseCode":"INTERNAL\_SERVER\_ERROR","HTTPResponseCodeValue":500}}

at com.ca.integration.normalization.client.HttpRequestHandler.parseResponse(HttpRequestHandler.java:182)

at com.ca.integration.normalization.client.HttpRequestHandler.submit(HttpRequestHandler.java:93)

at com.ca.integration.normalization.client.HttpRequestHandler.post(HttpRequestHandler.java:75)

at com.ca.integration.normalization.client.NIMRestClient.create(NIMRestClient.java:106)

at com.ca.integration.normalization.client.NIMRestClient.createIncident(NIMRestClient.java:223)

at com.nimsoft.probe.gateway.sdgtw.AlarmEventProcessor.processAlarmEvent(AlarmEventProcessor.java:229)

at com.nimsoft.probe.gateway.sdgtw.AlarmEventProcessor.run(AlarmEventProcessor.java:116)

at java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1142)

at java.util.concurrent.ThreadPoolExecutor$Worker.run(ThreadPoolExecutor.java:617)

at java.lang.Thread.run(Thread.java:745)

.Retrying create incident

Oct 21 18:08:31:148 [pool-13-thread-1, sdgtw] Error while calling the createIncident for Alarm [KB57559336-91898] java.lang.Exception: {"Error":{"ErrorCode":154,"ErrorMessage":"Exception occurred during operation Get Objects Using Filter","DetailErrorMessage":"Error fetching: AHD03053:Bad where clause: Parse error at : \"name='172.17.117.180' and tenant.name=''\" (Attr not found or not atomic)","HTTPResponseCode":"INTERNAL\_SERVER\_ERROR","HTTPResponseCodeValue":500}}

at com.ca.integration.normalization.client.HttpRequestHandler.parseResponse(HttpRequestHandler.java:182)

at com.ca.integration.normalization.client.HttpRequestHandler.submit(HttpRequestHandler.java:93)

at com.ca.integration.normalization.client.HttpRequestHandler.post(HttpRequestHandler.java:75)

at com.ca.integration.normalization.client.NIMRestClient.create(NIMRestClient.java:106)

at com.ca.integration.normalization.client.NIMRestClient.createIncident(NIMRestClient.java:223)

at com.nimsoft.probe.gateway.sdgtw.AlarmEventProcessor.processAlarmEvent(AlarmEventProcessor.java:229)

at com.nimsoft.probe.gateway.sdgtw.AlarmEventProcessor.run(AlarmEventProcessor.java:116)

at java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1142)

at java.util.concurrent.ThreadPoolExecutor$Worker.run(ThreadPoolExecutor.java:617)

at java.lang.Thread.run(Thread.java:745)

Oct 21 18:08:35:150 [pool-13-thread-1, sdgtw] incidentObj is null

Oct 21 18:11:58:606 [pool-13-thread-2, sdgtw] Error while connecting AlarmService API Reason: (4) not found, Received status (4) on response (for sendRcv) for cmd = 'nametoip' name = '/SMR-UIMP1dom/SMR-UIMP1hub/SMR-UIMP1/trellis' ST:

Oct 21 18:12:00:893 [pool-13-thread-2, sdgtw] Error while calling the createIncident of 'nimClient'java.lang.Exception: {"Error":{"ErrorCode":154,"ErrorMessage":"Exception occurred during operation Get Objects Using Filter","DetailErrorMessage":"Error fetching: AHD03053:Bad where clause: Parse error at : \"name='172.17.117.180' and tenant.name=''\" (Attr not found or not atomic)","HTTPResponseCode":"INTERNAL\_SERVER\_ERROR","HTTPResponseCodeValue":500}}

at com.ca.integration.normalization.client.HttpRequestHandler.parseResponse(HttpRequestHandler.java:182)

at com.ca.integration.normalization.client.HttpRequestHandler.submit(HttpRequestHandler.java:93)

at com.ca.integration.normalization.client.HttpRequestHandler.post(HttpRequestHandler.java:75)

at com.ca.integration.normalization.client.NIMRestClient.create(NIMRestClient.java:106)

at com.ca.integration.normalization.client.NIMRestClient.createIncident(NIMRestClient.java:223)

at com.nimsoft.probe.gateway.sdgtw.AlarmEventProcessor.processAlarmEvent(AlarmEventProcessor.java:229)

at com.nimsoft.probe.gateway.sdgtw.AlarmEventProcessor.run(AlarmEventProcessor.java:116)

at java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1142)

at java.util.concurrent.ThreadPoolExecutor$Worker.run(ThreadPoolExecutor.java:617)

at java.lang.Thread.run(Thread.java:745)

.Retrying create incident

Oct 21 18:12:07:207 [pool-13-thread-2, sdgtw] Error while calling the createIncident of 'nimClient'java.lang.Exception: {"Error":{"ErrorCode":154,"ErrorMessage":"Exception occurred during operation Get Objects Using Filter","DetailErrorMessage":"Error fetching: AHD03053:Bad where clause: Parse error at : \"name='172.17.117.180' and tenant.name=''\" (Attr not found or not atomic)","HTTPResponseCode":"INTERNAL\_SERVER\_ERROR","HTTPResponseCodeValue":500}}

at com.ca.integration.normalization.client.HttpRequestHandler.parseResponse(HttpRequestHandler.java:182)

at com.ca.integration.normalization.client.HttpRequestHandler.submit(HttpRequestHandler.java:93)

at com.ca.integration.normalization.client.HttpRequestHandler.post(HttpRequestHandler.java:75)

at com.ca.integration.normalization.client.NIMRestClient.create(NIMRestClient.java:106)

at com.ca.integration.normalization.client.NIMRestClient.createIncident(NIMRestClient.java:223)

at com.nimsoft.probe.gateway.sdgtw.AlarmEventProcessor.processAlarmEvent(AlarmEventProcessor.java:229)

at com.nimsoft.probe.gateway.sdgtw.AlarmEventProcessor.run(AlarmEventProcessor.java:116)

at java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1142)

at java.util.concurrent.ThreadPoolExecutor$Worker.run(ThreadPoolExecutor.java:617)

at java.lang.Thread.run(Thread.java:745)

.Retrying create incident

Oct 21 18:12:13:484 [pool-13-thread-2, sdgtw] Error while calling the createIncident for Alarm [KB57559336-93013] java.lang.Exception: {"Error":{"ErrorCode":154,"ErrorMessage":"Exception occurred during operation Get Objects Using Filter","DetailErrorMessage":"Error fetching: AHD03053:Bad where clause: Parse error at : \"name='172.17.117.180' and tenant.name=''\" (Attr not found or not atomic)","HTTPResponseCode":"INTERNAL\_SERVER\_ERROR","HTTPResponseCodeValue":500}}

at com.ca.integration.normalization.client.HttpRequestHandler.parseResponse(HttpRequestHandler.java:182)

at com.ca.integration.normalization.client.HttpRequestHandler.submit(HttpRequestHandler.java:93)

at com.ca.integration.normalization.client.HttpRequestHandler.post(HttpRequestHandler.java:75)

at com.ca.integration.normalization.client.NIMRestClient.create(NIMRestClient.java:106)

at com.ca.integration.normalization.client.NIMRestClient.createIncident(NIMRestClient.java:223)

at com.nimsoft.probe.gateway.sdgtw.AlarmEventProcessor.processAlarmEvent(AlarmEventProcessor.java:229)

at com.nimsoft.probe.gateway.sdgtw.AlarmEventProcessor.run(AlarmEventProcessor.java:116)

at java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1142)

at java.util.concurrent.ThreadPoolExecutor$Worker.run(ThreadPoolExecutor.java:617)

at java.lang.Thread.run(Thread.java:745)

Oct 21 18:12:17:485 [pool-13-thread-2, sdgtw] incidentObj is null

Oct 21 18:18:49:694 [main, sdgtw] \*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*[ Stopped ]\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*

Oct 21 18:18:49:694 [main, sdgtw] ######### shutdownAndRestartCleanup #######true

Oct 21 18:18:52:718 [main, sdgtw] \*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*[ Booting ]\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*

Oct 21 18:18:52:721 [main, sdgtw] version 2.20

Oct 21 18:18:54:482 [main, sdgtw] \*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*[ Starting ]\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*

Oct 21 18:18:54:483 [main, sdgtw] 2.20

Oct 21 18:18:55:593 [main, sdgtw] ##########Before starting NIM###########

Oct 21 18:18:55:876 [main, sdgtw] Not Extracting the NIM WAR file

Oct 21 18:19:11:513 [main, sdgtw] NIM Server is running at :http://localhost:62946

Oct 21 18:19:11:521 [main, sdgtw] \*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*Using Rest URL\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*

Oct 21 18:19:11:525 [main, sdgtw] After starting NIM

Oct 21 18:19:11:525 [main, sdgtw] ##########Before starting NIM Configuration###########

Oct 21 18:19:11:529 [main, sdgtw] Skipping service desk instance HPServiceManager configuration as it is not marked active

Oct 21 18:19:11:530 [main, sdgtw] Skipping service desk instance ServiceNow configuration as it is not marked active

Oct 21 18:19:11:530 [main, sdgtw] Skipping service desk instance SFDCServiceCloud configuration as it is not marked active

Oct 21 18:19:11:530 [main, sdgtw] Skipping service desk instance SapSolManagerITSM configuration as it is not marked active

Oct 21 18:19:11:530 [main, sdgtw] Skipping service desk instance ServiceAide configuration as it is not marked active

Oct 21 18:19:11:530 [main, sdgtw] Skipping service desk instance BMCRemedy configuration as it is not marked active

Oct 21 18:19:11:530 [main, sdgtw] Considering service desk instance CASDM for configuration as it is marked as active

Oct 21 18:19:11:530 [main, sdgtw] \*\*\*\*\*\*\*\*\*\*\* DEFAULT SERVICE DESK INSTANCE \*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*

Oct 21 18:19:11:531 [main, sdgtw] NOT Configuring DEFAULT Service desk instance as it is NOT ACTIVE: HPServiceManager

Oct 21 18:19:11:531 [main, sdgtw] \*\*\*\*\*\*\*\*\*\*\*DONE\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*

Oct 21 18:19:11:531 [main, sdgtw] \*\*\*\*\*\*\*\*\*\*\* DEFAULT SERVICE DESK INSTANCE \*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*

Oct 21 18:19:11:531 [main, sdgtw] NOT Configuring DEFAULT Service desk instance as it is NOT ACTIVE: ServiceNow

Oct 21 18:19:11:531 [main, sdgtw] \*\*\*\*\*\*\*\*\*\*\*DONE\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*

Oct 21 18:19:11:531 [main, sdgtw] \*\*\*\*\*\*\*\*\*\*\* DEFAULT SERVICE DESK INSTANCE \*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*

Oct 21 18:19:11:532 [main, sdgtw] NOT Configuring DEFAULT Service desk instance as it is NOT ACTIVE: SFDCServiceCloud

Oct 21 18:19:11:532 [main, sdgtw] \*\*\*\*\*\*\*\*\*\*\*DONE\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*

Oct 21 18:19:11:532 [main, sdgtw] \*\*\*\*\*\*\*\*\*\*\* DEFAULT SERVICE DESK INSTANCE \*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*

Oct 21 18:19:11:532 [main, sdgtw] NOT Configuring DEFAULT Service desk instance as it is NOT ACTIVE: SapSolManagerITSM

Oct 21 18:19:11:532 [main, sdgtw] \*\*\*\*\*\*\*\*\*\*\*DONE\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*

Oct 21 18:19:11:532 [main, sdgtw] \*\*\*\*\*\*\*\*\*\*\* DEFAULT SERVICE DESK INSTANCE \*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*

Oct 21 18:19:11:532 [main, sdgtw] NOT Configuring DEFAULT Service desk instance as it is NOT ACTIVE: ServiceAide

Oct 21 18:19:11:532 [main, sdgtw] \*\*\*\*\*\*\*\*\*\*\*DONE\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*

Oct 21 18:19:11:533 [main, sdgtw] \*\*\*\*\*\*\*\*\*\*\* DEFAULT SERVICE DESK INSTANCE \*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*

Oct 21 18:19:11:533 [main, sdgtw] NOT Configuring DEFAULT Service desk instance as it is NOT ACTIVE: BMCRemedy

Oct 21 18:19:11:533 [main, sdgtw] \*\*\*\*\*\*\*\*\*\*\*DONE\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*

Oct 21 18:19:11:533 [main, sdgtw] \*\*\*\*\*\*\*\*\*\*\* DEFAULT SERVICE DESK INSTANCE \*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*

Oct 21 18:19:11:533 [main, sdgtw] Configuring Service desk instance as it is ACTIVE: CASDM

Oct 21 18:19:17:926 [main, sdgtw] \*\*\*\*\*\*\*\*\*\*\*DONE\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*

Oct 21 18:19:18:837 [main, sdgtw] After configuring NIM

Oct 21 18:19:18:838 [main, sdgtw] Before calling buildProbeInfoCategory() [Probe Config selection]

Oct 21 18:19:18:873 [main, sdgtw] After calling buildProbeInfoCategory() [Probe Config selection]

Oct 21 18:19:18:873 [main, sdgtw] Before calling buildSDSelection() [SD Rule selection]

Oct 21 18:19:18:878 [main, sdgtw] After calling buildSDSelection [SD Rule selection]

Oct 21 18:19:18:879 [main, sdgtw] Before calling buildNIMInfoCategory() [Remote NIM config section]

Oct 21 18:19:18:882 [main, sdgtw] Before calling buildNIMInfoCategory [Remote NIM config section]

Oct 21 18:19:18:901 [main, sdgtw] Error reading cfg key ProxyProtocol in section /servicedesks/HPServiceManager/connection\_details

Oct 21 18:19:18:908 [main, sdgtw] Error reading cfg key useCustomEndpoint in section /servicedesks/ServiceNow/connection\_details

Oct 21 18:19:18:908 [main, sdgtw] Error reading cfg key snCustomEndpoint in section /servicedesks/ServiceNow/connection\_details

Oct 21 18:19:18:926 [main, sdgtw] Error reading cfg key ProxyProtocol in section /servicedesks/ServiceAide/connection\_details

Oct 21 18:19:18:941 [main, sdgtw] Error reading cfg key ProxyProtocol in section /servicedesks/CASDM/connection\_details

Oct 21 18:19:19:471 [Thread-51, sdgtw] nimInitialized true NIM seems to already initialized

Oct 21 18:19:19:471 [Thread-51, sdgtw] Reading the configuration properties

Oct 21 18:19:19:473 [Thread-51, sdgtw] nas Address in UIM:nas

Oct 21 18:19:21:274 [Thread-51, sdgtw] Completed reading the configuration properties

Oct 21 18:19:21:275 [Thread-51, sdgtw] Initiating the Alarm Synchronization

Oct 21 18:19:21:275 [Thread-51, sdgtw] Servicedesk connection is not validated as it is NOT ACTIVE: HPServiceManager

Oct 21 18:19:21:276 [Thread-51, sdgtw] Done with HPServiceManager

Oct 21 18:19:21:276 [Thread-51, sdgtw] Servicedesk connection is not validated as it is NOT ACTIVE: ServiceNow

Oct 21 18:19:21:276 [Thread-51, sdgtw] Done with ServiceNow

Oct 21 18:19:21:277 [Thread-51, sdgtw] Servicedesk connection is not validated as it is NOT ACTIVE: SFDCServiceCloud

Oct 21 18:19:21:277 [Thread-51, sdgtw] Done with SFDCServiceCloud

Oct 21 18:19:21:277 [Thread-51, sdgtw] Servicedesk connection is not validated as it is NOT ACTIVE: SapSolManagerITSM

Oct 21 18:19:21:278 [Thread-51, sdgtw] Done with SapSolManagerITSM

Oct 21 18:19:21:278 [Thread-51, sdgtw] Servicedesk connection is not validated as it is NOT ACTIVE: ServiceAide

Oct 21 18:19:21:278 [Thread-51, sdgtw] Done with ServiceAide

Oct 21 18:19:21:279 [Thread-51, sdgtw] Servicedesk connection is not validated as it is NOT ACTIVE: BMCRemedy

Oct 21 18:19:21:279 [Thread-51, sdgtw] Done with BMCRemedy

Oct 21 18:19:21:714 [Thread-51, sdgtw] Connection to MDR CASDM was successful !

Oct 21 18:19:21:714 [Thread-51, sdgtw] Incident to Alarm Sync not supported for SAP Solution Manager

Oct 21 18:19:21:715 [Thread-51, sdgtw] Done with CASDM

Oct 21 18:19:21:715 [Thread-51, sdgtw] Done with Alarm Synchronization

Oct 21 18:19:21:716 [Thread-51, sdgtw] One or more Valid SD connection exists. Also able to connect to default Service Desk instanceCASDM

Oct 21 18:19:23:437 [pool-7-thread-2, sdgtw] Unable to extract string i18n\_data from pds - Wrong type, the element type is String (7)

Oct 21 18:19:23:437 [pool-7-thread-1, sdgtw] Unable to extract string i18n\_data from pds - Wrong type, the element type is String (7)

Oct 21 18:19:23:445 [pool-7-thread-1, sdgtw] Exception occured in creating the IncidentObject :null

Oct 21 18:19:23:445 [pool-7-thread-2, sdgtw] Exception occured in creating the IncidentObject :null

Oct 21 18:19:23:566 [Thread-51, sdgtw] subscribe to queue hub address is hub

Oct 21 18:21:37:572 [main, sdgtw] \*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*[ Restart ]\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*

Oct 21 18:21:37:598 [main, sdgtw] ######### shutdownAndRestartCleanup #######false

Oct 21 18:21:38:147 [main, sdgtw] \*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*[ Starting ]\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*

Oct 21 18:21:38:148 [main, sdgtw] 2.20

Oct 21 18:21:38:181 [main, sdgtw] ##########Before starting NIM###########

Oct 21 18:21:38:184 [main, sdgtw] Not Extracting the NIM WAR file

Oct 21 18:21:48:271 [main, sdgtw] NIM Server is running at :http://localhost:64085

Oct 21 18:21:48:272 [main, sdgtw] \*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*Using Rest URL\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*

Oct 21 18:21:48:272 [main, sdgtw] After starting NIM

Oct 21 18:21:48:272 [main, sdgtw] ##########Before starting NIM Configuration###########

Oct 21 18:21:48:273 [main, sdgtw] Skipping service desk instance HPServiceManager configuration as it is not marked active

Oct 21 18:21:48:273 [main, sdgtw] Skipping service desk instance ServiceNow configuration as it is not marked active

Oct 21 18:21:48:273 [main, sdgtw] Skipping service desk instance SFDCServiceCloud configuration as it is not marked active

Oct 21 18:21:48:273 [main, sdgtw] Skipping service desk instance SapSolManagerITSM configuration as it is not marked active

Oct 21 18:21:48:273 [main, sdgtw] Skipping service desk instance ServiceAide configuration as it is not marked active

Oct 21 18:21:48:273 [main, sdgtw] Skipping service desk instance BMCRemedy configuration as it is not marked active

Oct 21 18:21:48:273 [main, sdgtw] Considering service desk instance CASDM for configuration as it is marked as active

Oct 21 18:21:48:273 [main, sdgtw] \*\*\*\*\*\*\*\*\*\*\* DEFAULT SERVICE DESK INSTANCE \*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*

Oct 21 18:21:48:273 [main, sdgtw] NOT Configuring DEFAULT Service desk instance as it is NOT ACTIVE: HPServiceManager

Oct 21 18:21:48:273 [main, sdgtw] \*\*\*\*\*\*\*\*\*\*\*DONE\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*

Oct 21 18:21:48:274 [main, sdgtw] \*\*\*\*\*\*\*\*\*\*\* DEFAULT SERVICE DESK INSTANCE \*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*

Oct 21 18:21:48:274 [main, sdgtw] NOT Configuring DEFAULT Service desk instance as it is NOT ACTIVE: ServiceNow

Oct 21 18:21:48:274 [main, sdgtw] \*\*\*\*\*\*\*\*\*\*\*DONE\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*

Oct 21 18:21:48:274 [main, sdgtw] \*\*\*\*\*\*\*\*\*\*\* DEFAULT SERVICE DESK INSTANCE \*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*

Oct 21 18:21:48:274 [main, sdgtw] NOT Configuring DEFAULT Service desk instance as it is NOT ACTIVE: SFDCServiceCloud

Oct 21 18:21:48:274 [main, sdgtw] \*\*\*\*\*\*\*\*\*\*\*DONE\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*

Oct 21 18:21:48:274 [main, sdgtw] \*\*\*\*\*\*\*\*\*\*\* DEFAULT SERVICE DESK INSTANCE \*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*

Oct 21 18:21:48:274 [main, sdgtw] NOT Configuring DEFAULT Service desk instance as it is NOT ACTIVE: SapSolManagerITSM

Oct 21 18:21:48:274 [main, sdgtw] \*\*\*\*\*\*\*\*\*\*\*DONE\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*

Oct 21 18:21:48:274 [main, sdgtw] \*\*\*\*\*\*\*\*\*\*\* DEFAULT SERVICE DESK INSTANCE \*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*

Oct 21 18:21:48:274 [main, sdgtw] NOT Configuring DEFAULT Service desk instance as it is NOT ACTIVE: ServiceAide

Oct 21 18:21:48:274 [main, sdgtw] \*\*\*\*\*\*\*\*\*\*\*DONE\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*

Oct 21 18:21:48:274 [main, sdgtw] \*\*\*\*\*\*\*\*\*\*\* DEFAULT SERVICE DESK INSTANCE \*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*

Oct 21 18:21:48:275 [main, sdgtw] NOT Configuring DEFAULT Service desk instance as it is NOT ACTIVE: BMCRemedy

Oct 21 18:21:48:275 [main, sdgtw] \*\*\*\*\*\*\*\*\*\*\*DONE\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*

Oct 21 18:21:48:275 [main, sdgtw] \*\*\*\*\*\*\*\*\*\*\* DEFAULT SERVICE DESK INSTANCE \*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*

Oct 21 18:21:48:275 [main, sdgtw] Configuring Service desk instance as it is ACTIVE: CASDM

Oct 21 18:21:54:204 [main, sdgtw] \*\*\*\*\*\*\*\*\*\*\*DONE\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*

Oct 21 18:21:59:666 [main, sdgtw] After configuring NIM

Oct 21 18:21:59:667 [main, sdgtw] Before calling buildProbeInfoCategory() [Probe Config selection]

Oct 21 18:21:59:672 [main, sdgtw] After calling buildProbeInfoCategory() [Probe Config selection]

Oct 21 18:21:59:672 [main, sdgtw] Before calling buildSDSelection() [SD Rule selection]

Oct 21 18:21:59:675 [main, sdgtw] After calling buildSDSelection [SD Rule selection]

Oct 21 18:21:59:675 [main, sdgtw] Before calling buildNIMInfoCategory() [Remote NIM config section]

Oct 21 18:21:59:675 [main, sdgtw] Before calling buildNIMInfoCategory [Remote NIM config section]

Oct 21 18:21:59:679 [main, sdgtw] Error reading cfg key ProxyProtocol in section /servicedesks/HPServiceManager/connection\_details

Oct 21 18:21:59:685 [main, sdgtw] Error reading cfg key useCustomEndpoint in section /servicedesks/ServiceNow/connection\_details

Oct 21 18:21:59:685 [main, sdgtw] Error reading cfg key snCustomEndpoint in section /servicedesks/ServiceNow/connection\_details

Oct 21 18:21:59:702 [main, sdgtw] Error reading cfg key ProxyProtocol in section /servicedesks/ServiceAide/connection\_details

Oct 21 18:21:59:715 [main, sdgtw] Error reading cfg key ProxyProtocol in section /servicedesks/CASDM/connection\_details

Oct 21 18:21:59:726 [Thread-125, sdgtw] nimInitialized true NIM seems to already initialized

Oct 21 18:21:59:726 [Thread-125, sdgtw] Reading the configuration properties

Oct 21 18:21:59:727 [Thread-125, sdgtw] nas Address in UIM:nas

Oct 21 18:22:01:517 [Thread-125, sdgtw] Completed reading the configuration properties

Oct 21 18:22:01:518 [Thread-125, sdgtw] Initiating the Alarm Synchronization

Oct 21 18:22:01:519 [Thread-125, sdgtw] Servicedesk connection is not validated as it is NOT ACTIVE: HPServiceManager

Oct 21 18:22:01:519 [Thread-125, sdgtw] Done with HPServiceManager

Oct 21 18:22:01:521 [Thread-125, sdgtw] Servicedesk connection is not validated as it is NOT ACTIVE: ServiceNow

Oct 21 18:22:01:521 [Thread-125, sdgtw] Done with ServiceNow

Oct 21 18:22:01:521 [Thread-125, sdgtw] Servicedesk connection is not validated as it is NOT ACTIVE: SFDCServiceCloud

Oct 21 18:22:01:522 [Thread-125, sdgtw] Done with SFDCServiceCloud

Oct 21 18:22:01:522 [Thread-125, sdgtw] Servicedesk connection is not validated as it is NOT ACTIVE: SapSolManagerITSM

Oct 21 18:22:01:522 [Thread-125, sdgtw] Done with SapSolManagerITSM

Oct 21 18:22:01:524 [Thread-125, sdgtw] Servicedesk connection is not validated as it is NOT ACTIVE: ServiceAide

Oct 21 18:22:01:524 [Thread-125, sdgtw] Done with ServiceAide

Oct 21 18:22:01:524 [Thread-125, sdgtw] Servicedesk connection is not validated as it is NOT ACTIVE: BMCRemedy

Oct 21 18:22:01:524 [Thread-125, sdgtw] Done with BMCRemedy

Oct 21 18:22:01:878 [Thread-125, sdgtw] Connection to MDR CASDM was successful !

Oct 21 18:22:01:878 [Thread-125, sdgtw] Incident to Alarm Sync not supported for SAP Solution Manager

Oct 21 18:22:01:878 [Thread-125, sdgtw] Done with CASDM

Oct 21 18:22:01:878 [Thread-125, sdgtw] Done with Alarm Synchronization

Oct 21 18:22:01:879 [Thread-125, sdgtw] One or more Valid SD connection exists. Also able to connect to default Service Desk instanceCASDM

Oct 21 18:22:03:698 [pool-14-thread-2, sdgtw] Unable to extract string i18n\_data from pds - Wrong type, the element type is String (7)

Oct 21 18:22:03:698 [pool-14-thread-2, sdgtw] Exception occured in creating the IncidentObject :null

Oct 21 18:22:03:700 [pool-14-thread-1, sdgtw] Unable to extract string i18n\_data from pds - Wrong type, the element type is String (7)

Oct 21 18:22:03:701 [pool-14-thread-1, sdgtw] Exception occured in creating the IncidentObject :null

Oct 21 18:22:03:721 [Thread-125, sdgtw] subscribe to queue hub address is hub

Oct 21 18:27:00:601 [pool-14-thread-3, sdgtw] Error while connecting AlarmService API Reason: (4) not found, Received status (4) on response (for sendRcv) for cmd = 'nametoip' name = '/SMR-UIMP1dom/SMR-UIMP1hub/SMR-UIMP1/trellis' ST:

Oct 21 18:27:03:224 [pool-14-thread-3, sdgtw] Error while calling the createIncident of 'nimClient'java.lang.Exception: {"Error":{"ErrorCode":154,"ErrorMessage":"Exception occurred during operation Get Objects Using Filter","DetailErrorMessage":"Error fetching: AHD03053:Bad where clause: Parse error at : \"name='' and tenant.name=''\" (Attr not found or not atomic)","HTTPResponseCode":"INTERNAL\_SERVER\_ERROR","HTTPResponseCodeValue":500}}

at com.ca.integration.normalization.client.HttpRequestHandler.parseResponse(HttpRequestHandler.java:182)

at com.ca.integration.normalization.client.HttpRequestHandler.submit(HttpRequestHandler.java:93)

at com.ca.integration.normalization.client.HttpRequestHandler.post(HttpRequestHandler.java:75)

at com.ca.integration.normalization.client.NIMRestClient.create(NIMRestClient.java:106)

at com.ca.integration.normalization.client.NIMRestClient.createIncident(NIMRestClient.java:223)

at com.nimsoft.probe.gateway.sdgtw.AlarmEventProcessor.processAlarmEvent(AlarmEventProcessor.java:229)

at com.nimsoft.probe.gateway.sdgtw.AlarmEventProcessor.run(AlarmEventProcessor.java:116)

at java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1142)

at java.util.concurrent.ThreadPoolExecutor$Worker.run(ThreadPoolExecutor.java:617)

at java.lang.Thread.run(Thread.java:745)

.Retrying create incident

Oct 21 18:27:09:504 [pool-14-thread-3, sdgtw] Error while calling the createIncident of 'nimClient'java.lang.Exception: {"Error":{"ErrorCode":154,"ErrorMessage":"Exception occurred during operation Get Objects Using Filter","DetailErrorMessage":"Error fetching: AHD03053:Bad where clause: Parse error at : \"name='' and tenant.name=''\" (Attr not found or not atomic)","HTTPResponseCode":"INTERNAL\_SERVER\_ERROR","HTTPResponseCodeValue":500}}

at com.ca.integration.normalization.client.HttpRequestHandler.parseResponse(HttpRequestHandler.java:182)

at com.ca.integration.normalization.client.HttpRequestHandler.submit(HttpRequestHandler.java:93)

at com.ca.integration.normalization.client.HttpRequestHandler.post(HttpRequestHandler.java:75)

at com.ca.integration.normalization.client.NIMRestClient.create(NIMRestClient.java:106)

at com.ca.integration.normalization.client.NIMRestClient.createIncident(NIMRestClient.java:223)

at com.nimsoft.probe.gateway.sdgtw.AlarmEventProcessor.processAlarmEvent(AlarmEventProcessor.java:229)

at com.nimsoft.probe.gateway.sdgtw.AlarmEventProcessor.run(AlarmEventProcessor.java:116)

at java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1142)

at java.util.concurrent.ThreadPoolExecutor$Worker.run(ThreadPoolExecutor.java:617)

at java.lang.Thread.run(Thread.java:745)

.Retrying create incident

Oct 21 18:27:15:770 [pool-14-thread-3, sdgtw] Error while calling the createIncident for Alarm [KB57559336-96398] java.lang.Exception: {"Error":{"ErrorCode":154,"ErrorMessage":"Exception occurred during operation Get Objects Using Filter","DetailErrorMessage":"Error fetching: AHD03053:Bad where clause: Parse error at : \"name='' and tenant.name=''\" (Attr not found or not atomic)","HTTPResponseCode":"INTERNAL\_SERVER\_ERROR","HTTPResponseCodeValue":500}}

at com.ca.integration.normalization.client.HttpRequestHandler.parseResponse(HttpRequestHandler.java:182)

at com.ca.integration.normalization.client.HttpRequestHandler.submit(HttpRequestHandler.java:93)

at com.ca.integration.normalization.client.HttpRequestHandler.post(HttpRequestHandler.java:75)

at com.ca.integration.normalization.client.NIMRestClient.create(NIMRestClient.java:106)

at com.ca.integration.normalization.client.NIMRestClient.createIncident(NIMRestClient.java:223)

at com.nimsoft.probe.gateway.sdgtw.AlarmEventProcessor.processAlarmEvent(AlarmEventProcessor.java:229)

at com.nimsoft.probe.gateway.sdgtw.AlarmEventProcessor.run(AlarmEventProcessor.java:116)

at java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1142)

at java.util.concurrent.ThreadPoolExecutor$Worker.run(ThreadPoolExecutor.java:617)

at java.lang.Thread.run(Thread.java:745)

Oct 21 18:27:19:770 [pool-14-thread-3, sdgtw] incidentObj is null

Oct 21 18:28:12:173 [pool-14-thread-4, sdgtw] Error while connecting AlarmService API Reason: (4) not found, Received status (4) on response (for sendRcv) for cmd = 'nametoip' name = '/SMR-UIMP1dom/SMR-UIMP1hub/SMR-UIMP1/trellis' ST:

Oct 21 18:28:14:520 [pool-14-thread-4, sdgtw] Error while calling the createIncident of 'nimClient'java.lang.Exception: {"Error":{"ErrorCode":154,"ErrorMessage":"Exception occurred during operation Get Objects Using Filter","DetailErrorMessage":"Error fetching: AHD03053:Bad where clause: Parse error at : \"name='' and tenant.name=''\" (Attr not found or not atomic)","HTTPResponseCode":"INTERNAL\_SERVER\_ERROR","HTTPResponseCodeValue":500}}

at com.ca.integration.normalization.client.HttpRequestHandler.parseResponse(HttpRequestHandler.java:182)

at com.ca.integration.normalization.client.HttpRequestHandler.submit(HttpRequestHandler.java:93)

at com.ca.integration.normalization.client.HttpRequestHandler.post(HttpRequestHandler.java:75)

at com.ca.integration.normalization.client.NIMRestClient.create(NIMRestClient.java:106)

at com.ca.integration.normalization.client.NIMRestClient.createIncident(NIMRestClient.java:223)

at com.nimsoft.probe.gateway.sdgtw.AlarmEventProcessor.processAlarmEvent(AlarmEventProcessor.java:229)

at com.nimsoft.probe.gateway.sdgtw.AlarmEventProcessor.run(AlarmEventProcessor.java:116)

at java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1142)

at java.util.concurrent.ThreadPoolExecutor$Worker.run(ThreadPoolExecutor.java:617)

at java.lang.Thread.run(Thread.java:745)

.Retrying create incident

Oct 21 18:28:20:788 [pool-14-thread-4, sdgtw] Error while calling the createIncident of 'nimClient'java.lang.Exception: {"Error":{"ErrorCode":154,"ErrorMessage":"Exception occurred during operation Get Objects Using Filter","DetailErrorMessage":"Error fetching: AHD03053:Bad where clause: Parse error at : \"name='' and tenant.name=''\" (Attr not found or not atomic)","HTTPResponseCode":"INTERNAL\_SERVER\_ERROR","HTTPResponseCodeValue":500}}

at com.ca.integration.normalization.client.HttpRequestHandler.parseResponse(HttpRequestHandler.java:182)

at com.ca.integration.normalization.client.HttpRequestHandler.submit(HttpRequestHandler.java:93)

at com.ca.integration.normalization.client.HttpRequestHandler.post(HttpRequestHandler.java:75)

at com.ca.integration.normalization.client.NIMRestClient.create(NIMRestClient.java:106)

at com.ca.integration.normalization.client.NIMRestClient.createIncident(NIMRestClient.java:223)

at com.nimsoft.probe.gateway.sdgtw.AlarmEventProcessor.processAlarmEvent(AlarmEventProcessor.java:229)

at com.nimsoft.probe.gateway.sdgtw.AlarmEventProcessor.run(AlarmEventProcessor.java:116)

at java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1142)

at java.util.concurrent.ThreadPoolExecutor$Worker.run(ThreadPoolExecutor.java:617)

at java.lang.Thread.run(Thread.java:745)

.Retrying create incident

Oct 21 18:28:27:073 [pool-14-thread-4, sdgtw] Error while calling the createIncident for Alarm [KB57559336-96399] java.lang.Exception: {"Error":{"ErrorCode":154,"ErrorMessage":"Exception occurred during operation Get Objects Using Filter","DetailErrorMessage":"Error fetching: AHD03053:Bad where clause: Parse error at : \"name='' and tenant.name=''\" (Attr not found or not atomic)","HTTPResponseCode":"INTERNAL\_SERVER\_ERROR","HTTPResponseCodeValue":500}}

at com.ca.integration.normalization.client.HttpRequestHandler.parseResponse(HttpRequestHandler.java:182)

at com.ca.integration.normalization.client.HttpRequestHandler.submit(HttpRequestHandler.java:93)

at com.ca.integration.normalization.client.HttpRequestHandler.post(HttpRequestHandler.java:75)

at com.ca.integration.normalization.client.NIMRestClient.create(NIMRestClient.java:106)

at com.ca.integration.normalization.client.NIMRestClient.createIncident(NIMRestClient.java:223)

at com.nimsoft.probe.gateway.sdgtw.AlarmEventProcessor.processAlarmEvent(AlarmEventProcessor.java:229)

at com.nimsoft.probe.gateway.sdgtw.AlarmEventProcessor.run(AlarmEventProcessor.java:116)

at java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1142)

at java.util.concurrent.ThreadPoolExecutor$Worker.run(ThreadPoolExecutor.java:617)

at java.lang.Thread.run(Thread.java:745)

Oct 21 18:28:31:073 [pool-14-thread-4, sdgtw] incidentObj is null

Oct 21 18:33:26:584 [main, sdgtw] \*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*[ Restart ]\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*

Oct 21 18:33:26:596 [main, sdgtw] ######### shutdownAndRestartCleanup #######false

Oct 21 18:33:27:127 [main, sdgtw] \*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*[ Starting ]\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*

Oct 21 18:33:27:127 [main, sdgtw] 2.20

Oct 21 18:33:27:188 [main, sdgtw] ##########Before starting NIM###########

Oct 21 18:33:27:193 [main, sdgtw] Not Extracting the NIM WAR file

Oct 21 18:33:35:757 [main, sdgtw] NIM Server is running at :http://localhost:51530

Oct 21 18:33:35:758 [main, sdgtw] \*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*Using Rest URL\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*

Oct 21 18:33:35:758 [main, sdgtw] After starting NIM

Oct 21 18:33:35:758 [main, sdgtw] ##########Before starting NIM Configuration###########

Oct 21 18:33:35:759 [main, sdgtw] Skipping service desk instance HPServiceManager configuration as it is not marked active

Oct 21 18:33:35:759 [main, sdgtw] Skipping service desk instance ServiceNow configuration as it is not marked active

Oct 21 18:33:35:759 [main, sdgtw] Skipping service desk instance SFDCServiceCloud configuration as it is not marked active

Oct 21 18:33:35:759 [main, sdgtw] Skipping service desk instance SapSolManagerITSM configuration as it is not marked active

Oct 21 18:33:35:759 [main, sdgtw] Skipping service desk instance ServiceAide configuration as it is not marked active

Oct 21 18:33:35:760 [main, sdgtw] Skipping service desk instance BMCRemedy configuration as it is not marked active

Oct 21 18:33:35:760 [main, sdgtw] Considering service desk instance CASDM for configuration as it is marked as active

Oct 21 18:33:35:760 [main, sdgtw] \*\*\*\*\*\*\*\*\*\*\* DEFAULT SERVICE DESK INSTANCE \*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*

Oct 21 18:33:35:760 [main, sdgtw] NOT Configuring DEFAULT Service desk instance as it is NOT ACTIVE: HPServiceManager

Oct 21 18:33:35:760 [main, sdgtw] \*\*\*\*\*\*\*\*\*\*\*DONE\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*

Oct 21 18:33:35:760 [main, sdgtw] \*\*\*\*\*\*\*\*\*\*\* DEFAULT SERVICE DESK INSTANCE \*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*

Oct 21 18:33:35:760 [main, sdgtw] NOT Configuring DEFAULT Service desk instance as it is NOT ACTIVE: ServiceNow

Oct 21 18:33:35:760 [main, sdgtw] \*\*\*\*\*\*\*\*\*\*\*DONE\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*

Oct 21 18:33:35:760 [main, sdgtw] \*\*\*\*\*\*\*\*\*\*\* DEFAULT SERVICE DESK INSTANCE \*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*

Oct 21 18:33:35:760 [main, sdgtw] NOT Configuring DEFAULT Service desk instance as it is NOT ACTIVE: SFDCServiceCloud

Oct 21 18:33:35:760 [main, sdgtw] \*\*\*\*\*\*\*\*\*\*\*DONE\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*

Oct 21 18:33:35:760 [main, sdgtw] \*\*\*\*\*\*\*\*\*\*\* DEFAULT SERVICE DESK INSTANCE \*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*

Oct 21 18:33:35:761 [main, sdgtw] NOT Configuring DEFAULT Service desk instance as it is NOT ACTIVE: SapSolManagerITSM

Oct 21 18:33:35:761 [main, sdgtw] \*\*\*\*\*\*\*\*\*\*\*DONE\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*

Oct 21 18:33:35:761 [main, sdgtw] \*\*\*\*\*\*\*\*\*\*\* DEFAULT SERVICE DESK INSTANCE \*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*

Oct 21 18:33:35:761 [main, sdgtw] NOT Configuring DEFAULT Service desk instance as it is NOT ACTIVE: ServiceAide

Oct 21 18:33:35:761 [main, sdgtw] \*\*\*\*\*\*\*\*\*\*\*DONE\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*

Oct 21 18:33:35:761 [main, sdgtw] \*\*\*\*\*\*\*\*\*\*\* DEFAULT SERVICE DESK INSTANCE \*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*

Oct 21 18:33:35:761 [main, sdgtw] NOT Configuring DEFAULT Service desk instance as it is NOT ACTIVE: BMCRemedy

Oct 21 18:33:35:761 [main, sdgtw] \*\*\*\*\*\*\*\*\*\*\*DONE\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*

Oct 21 18:33:35:761 [main, sdgtw] \*\*\*\*\*\*\*\*\*\*\* DEFAULT SERVICE DESK INSTANCE \*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*

Oct 21 18:33:35:761 [main, sdgtw] Configuring Service desk instance as it is ACTIVE: CASDM

Oct 21 18:33:41:379 [main, sdgtw] \*\*\*\*\*\*\*\*\*\*\*DONE\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*

Oct 21 18:33:41:749 [main, sdgtw] After configuring NIM

Oct 21 18:33:41:749 [main, sdgtw] Before calling buildProbeInfoCategory() [Probe Config selection]

Oct 21 18:33:41:752 [main, sdgtw] After calling buildProbeInfoCategory() [Probe Config selection]

Oct 21 18:33:41:752 [main, sdgtw] Before calling buildSDSelection() [SD Rule selection]

Oct 21 18:33:41:754 [main, sdgtw] After calling buildSDSelection [SD Rule selection]

Oct 21 18:33:41:754 [main, sdgtw] Before calling buildNIMInfoCategory() [Remote NIM config section]

Oct 21 18:33:41:757 [main, sdgtw] Before calling buildNIMInfoCategory [Remote NIM config section]

Oct 21 18:33:41:759 [main, sdgtw] Error reading cfg key ProxyProtocol in section /servicedesks/HPServiceManager/connection\_details

Oct 21 18:33:41:765 [main, sdgtw] Error reading cfg key useCustomEndpoint in section /servicedesks/ServiceNow/connection\_details

Oct 21 18:33:41:765 [main, sdgtw] Error reading cfg key snCustomEndpoint in section /servicedesks/ServiceNow/connection\_details

Oct 21 18:33:41:780 [main, sdgtw] Error reading cfg key ProxyProtocol in section /servicedesks/ServiceAide/connection\_details

Oct 21 18:33:41:790 [main, sdgtw] Error reading cfg key ProxyProtocol in section /servicedesks/CASDM/connection\_details

Oct 21 18:33:41:801 [Thread-194, sdgtw] nimInitialized true NIM seems to already initialized

Oct 21 18:33:41:801 [Thread-194, sdgtw] Reading the configuration properties

Oct 21 18:33:41:803 [Thread-194, sdgtw] nas Address in UIM:nas

Oct 21 18:33:43:488 [Thread-194, sdgtw] Completed reading the configuration properties

Oct 21 18:33:43:489 [Thread-194, sdgtw] Initiating the Alarm Synchronization

Oct 21 18:33:43:491 [Thread-194, sdgtw] Servicedesk connection is not validated as it is NOT ACTIVE: HPServiceManager

Oct 21 18:33:43:491 [Thread-194, sdgtw] Done with HPServiceManager

Oct 21 18:33:43:492 [Thread-194, sdgtw] Servicedesk connection is not validated as it is NOT ACTIVE: ServiceNow

Oct 21 18:33:43:492 [Thread-194, sdgtw] Done with ServiceNow

Oct 21 18:33:43:492 [Thread-194, sdgtw] Servicedesk connection is not validated as it is NOT ACTIVE: SFDCServiceCloud

Oct 21 18:33:43:492 [Thread-194, sdgtw] Done with SFDCServiceCloud

Oct 21 18:33:43:493 [Thread-194, sdgtw] Servicedesk connection is not validated as it is NOT ACTIVE: SapSolManagerITSM

Oct 21 18:33:43:493 [Thread-194, sdgtw] Done with SapSolManagerITSM

Oct 21 18:33:43:494 [Thread-194, sdgtw] Servicedesk connection is not validated as it is NOT ACTIVE: ServiceAide

Oct 21 18:33:43:494 [Thread-194, sdgtw] Done with ServiceAide

Oct 21 18:33:43:495 [Thread-194, sdgtw] Servicedesk connection is not validated as it is NOT ACTIVE: BMCRemedy

Oct 21 18:33:43:495 [Thread-194, sdgtw] Done with BMCRemedy

Oct 21 18:33:43:851 [Thread-194, sdgtw] Connection to MDR CASDM was successful !

Oct 21 18:33:43:851 [Thread-194, sdgtw] Incident to Alarm Sync not supported for SAP Solution Manager

Oct 21 18:33:43:851 [Thread-194, sdgtw] Done with CASDM

Oct 21 18:33:43:852 [Thread-194, sdgtw] Done with Alarm Synchronization

Oct 21 18:33:43:852 [Thread-194, sdgtw] One or more Valid SD connection exists. Also able to connect to default Service Desk instanceCASDM

Oct 21 18:33:45:538 [pool-21-thread-1, sdgtw] Unable to extract string i18n\_data from pds - Wrong type, the element type is String (7)

Oct 21 18:33:45:539 [pool-21-thread-2, sdgtw] Unable to extract string i18n\_data from pds - Wrong type, the element type is String (7)

Oct 21 18:33:45:539 [pool-21-thread-1, sdgtw] Exception occured in creating the IncidentObject :null

Oct 21 18:33:45:539 [pool-21-thread-2, sdgtw] Exception occured in creating the IncidentObject :null

Oct 21 18:33:45:548 [Thread-194, sdgtw] subscribe to queue hub address is hub

Oct 21 18:36:31:545 [main, sdgtw] \*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*[ Restart ]\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*

Oct 21 18:36:31:549 [main, sdgtw] ######### shutdownAndRestartCleanup #######false

Oct 21 18:36:32:073 [main, sdgtw] \*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*[ Starting ]\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*

Oct 21 18:36:32:073 [main, sdgtw] 2.20

Oct 21 18:36:32:135 [main, sdgtw] ##########Before starting NIM###########

Oct 21 18:36:32:140 [main, sdgtw] Not Extracting the NIM WAR file

Oct 21 18:36:42:345 [main, sdgtw] NIM Server is running at :http://localhost:53844

Oct 21 18:36:42:346 [main, sdgtw] \*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*Using Rest URL\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*

Oct 21 18:36:42:346 [main, sdgtw] After starting NIM

Oct 21 18:36:42:346 [main, sdgtw] ##########Before starting NIM Configuration###########

Oct 21 18:36:42:346 [main, sdgtw] Skipping service desk instance HPServiceManager configuration as it is not marked active

Oct 21 18:36:42:346 [main, sdgtw] Skipping service desk instance ServiceNow configuration as it is not marked active

Oct 21 18:36:42:346 [main, sdgtw] Skipping service desk instance SFDCServiceCloud configuration as it is not marked active

Oct 21 18:36:42:346 [main, sdgtw] Skipping service desk instance SapSolManagerITSM configuration as it is not marked active

Oct 21 18:36:42:347 [main, sdgtw] Skipping service desk instance ServiceAide configuration as it is not marked active

Oct 21 18:36:42:347 [main, sdgtw] Skipping service desk instance BMCRemedy configuration as it is not marked active

Oct 21 18:36:42:347 [main, sdgtw] Considering service desk instance CASDM for configuration as it is marked as active

Oct 21 18:36:42:347 [main, sdgtw] \*\*\*\*\*\*\*\*\*\*\* DEFAULT SERVICE DESK INSTANCE \*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*

Oct 21 18:36:42:347 [main, sdgtw] NOT Configuring DEFAULT Service desk instance as it is NOT ACTIVE: HPServiceManager

Oct 21 18:36:42:347 [main, sdgtw] \*\*\*\*\*\*\*\*\*\*\*DONE\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*

Oct 21 18:36:42:347 [main, sdgtw] \*\*\*\*\*\*\*\*\*\*\* DEFAULT SERVICE DESK INSTANCE \*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*

Oct 21 18:36:42:347 [main, sdgtw] NOT Configuring DEFAULT Service desk instance as it is NOT ACTIVE: ServiceNow

Oct 21 18:36:42:347 [main, sdgtw] \*\*\*\*\*\*\*\*\*\*\*DONE\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*

Oct 21 18:36:42:347 [main, sdgtw] \*\*\*\*\*\*\*\*\*\*\* DEFAULT SERVICE DESK INSTANCE \*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*

Oct 21 18:36:42:347 [main, sdgtw] NOT Configuring DEFAULT Service desk instance as it is NOT ACTIVE: SFDCServiceCloud

Oct 21 18:36:42:347 [main, sdgtw] \*\*\*\*\*\*\*\*\*\*\*DONE\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*

Oct 21 18:36:42:347 [main, sdgtw] \*\*\*\*\*\*\*\*\*\*\* DEFAULT SERVICE DESK INSTANCE \*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*

Oct 21 18:36:42:347 [main, sdgtw] NOT Configuring DEFAULT Service desk instance as it is NOT ACTIVE: SapSolManagerITSM

Oct 21 18:36:42:347 [main, sdgtw] \*\*\*\*\*\*\*\*\*\*\*DONE\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*

Oct 21 18:36:42:347 [main, sdgtw] \*\*\*\*\*\*\*\*\*\*\* DEFAULT SERVICE DESK INSTANCE \*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*

Oct 21 18:36:42:347 [main, sdgtw] NOT Configuring DEFAULT Service desk instance as it is NOT ACTIVE: ServiceAide

Oct 21 18:36:42:347 [main, sdgtw] \*\*\*\*\*\*\*\*\*\*\*DONE\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*

Oct 21 18:36:42:348 [main, sdgtw] \*\*\*\*\*\*\*\*\*\*\* DEFAULT SERVICE DESK INSTANCE \*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*

Oct 21 18:36:42:348 [main, sdgtw] NOT Configuring DEFAULT Service desk instance as it is NOT ACTIVE: BMCRemedy

Oct 21 18:36:42:348 [main, sdgtw] \*\*\*\*\*\*\*\*\*\*\*DONE\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*

Oct 21 18:36:42:348 [main, sdgtw] \*\*\*\*\*\*\*\*\*\*\* DEFAULT SERVICE DESK INSTANCE \*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*

Oct 21 18:36:42:348 [main, sdgtw] Configuring Service desk instance as it is ACTIVE: CASDM

Oct 21 18:36:46:984 [main, sdgtw] \*\*\*\*\*\*\*\*\*\*\*DONE\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*

Oct 21 18:36:47:170 [main, sdgtw] After configuring NIM

Oct 21 18:36:47:170 [main, sdgtw] Before calling buildProbeInfoCategory() [Probe Config selection]

Oct 21 18:36:47:172 [main, sdgtw] After calling buildProbeInfoCategory() [Probe Config selection]

Oct 21 18:36:47:172 [main, sdgtw] Before calling buildSDSelection() [SD Rule selection]

Oct 21 18:36:47:173 [main, sdgtw] After calling buildSDSelection [SD Rule selection]

Oct 21 18:36:47:173 [main, sdgtw] Before calling buildNIMInfoCategory() [Remote NIM config section]

Oct 21 18:36:47:174 [main, sdgtw] Before calling buildNIMInfoCategory [Remote NIM config section]

Oct 21 18:36:47:177 [main, sdgtw] Error reading cfg key ProxyProtocol in section /servicedesks/HPServiceManager/connection\_details

Oct 21 18:36:47:183 [main, sdgtw] Error reading cfg key useCustomEndpoint in section /servicedesks/ServiceNow/connection\_details

Oct 21 18:36:47:183 [main, sdgtw] Error reading cfg key snCustomEndpoint in section /servicedesks/ServiceNow/connection\_details

Oct 21 18:36:47:200 [main, sdgtw] Error reading cfg key ProxyProtocol in section /servicedesks/ServiceAide/connection\_details

Oct 21 18:36:47:214 [main, sdgtw] Error reading cfg key ProxyProtocol in section /servicedesks/CASDM/connection\_details

Oct 21 18:36:47:224 [Thread-263, sdgtw] nimInitialized true NIM seems to already initialized

Oct 21 18:36:47:225 [Thread-263, sdgtw] Reading the configuration properties

Oct 21 18:36:47:226 [Thread-263, sdgtw] nas Address in UIM:nas

Oct 21 18:36:48:930 [Thread-263, sdgtw] Completed reading the configuration properties

Oct 21 18:36:48:930 [Thread-263, sdgtw] Initiating the Alarm Synchronization

Oct 21 18:36:48:933 [Thread-263, sdgtw] Servicedesk connection is not validated as it is NOT ACTIVE: HPServiceManager

Oct 21 18:36:48:933 [Thread-263, sdgtw] Done with HPServiceManager

Oct 21 18:36:48:934 [Thread-263, sdgtw] Servicedesk connection is not validated as it is NOT ACTIVE: ServiceNow

Oct 21 18:36:48:934 [Thread-263, sdgtw] Done with ServiceNow

Oct 21 18:36:48:935 [Thread-263, sdgtw] Servicedesk connection is not validated as it is NOT ACTIVE: SFDCServiceCloud

Oct 21 18:36:48:935 [Thread-263, sdgtw] Done with SFDCServiceCloud

Oct 21 18:36:48:936 [Thread-263, sdgtw] Servicedesk connection is not validated as it is NOT ACTIVE: SapSolManagerITSM

Oct 21 18:36:48:936 [Thread-263, sdgtw] Done with SapSolManagerITSM

Oct 21 18:36:48:937 [Thread-263, sdgtw] Servicedesk connection is not validated as it is NOT ACTIVE: ServiceAide

Oct 21 18:36:48:937 [Thread-263, sdgtw] Done with ServiceAide

Oct 21 18:36:48:938 [Thread-263, sdgtw] Servicedesk connection is not validated as it is NOT ACTIVE: BMCRemedy

Oct 21 18:36:48:938 [Thread-263, sdgtw] Done with BMCRemedy

Oct 21 18:36:49:263 [Thread-263, sdgtw] Connection to MDR CASDM was successful !

Oct 21 18:36:49:263 [Thread-263, sdgtw] Incident to Alarm Sync not supported for SAP Solution Manager

Oct 21 18:36:49:263 [Thread-263, sdgtw] Done with CASDM

Oct 21 18:36:49:263 [Thread-263, sdgtw] Done with Alarm Synchronization

Oct 21 18:36:49:263 [Thread-263, sdgtw] One or more Valid SD connection exists. Also able to connect to default Service Desk instanceCASDM

Oct 21 18:36:50:960 [pool-28-thread-1, sdgtw] Unable to extract string i18n\_data from pds - Wrong type, the element type is String (7)

Oct 21 18:36:50:962 [pool-28-thread-1, sdgtw] Exception occured in creating the IncidentObject :null

Oct 21 18:36:50:978 [pool-28-thread-2, sdgtw] Unable to extract string i18n\_data from pds - Wrong type, the element type is String (7)

Oct 21 18:36:50:979 [pool-28-thread-2, sdgtw] Exception occured in creating the IncidentObject :null

Oct 21 18:36:51:097 [Thread-263, sdgtw] subscribe to queue hub address is hub

Oct 21 18:38:05:539 [main, sdgtw] \*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*[ Restart ]\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*

Oct 21 18:38:05:543 [main, sdgtw] ######### shutdownAndRestartCleanup #######false

Oct 21 18:38:05:717 [main, sdgtw] \*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*[ Starting ]\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*

Oct 21 18:38:05:717 [main, sdgtw] 2.20

Oct 21 18:38:05:893 [main, sdgtw] ##########Before starting NIM###########

Oct 21 18:38:05:896 [main, sdgtw] Not Extracting the NIM WAR file

Oct 21 18:38:16:095 [main, sdgtw] NIM Server is running at :http://localhost:54462

Oct 21 18:38:16:096 [main, sdgtw] \*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*Using Rest URL\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*

Oct 21 18:38:16:096 [main, sdgtw] After starting NIM

Oct 21 18:38:16:096 [main, sdgtw] ##########Before starting NIM Configuration###########

Oct 21 18:38:16:096 [main, sdgtw] Skipping service desk instance HPServiceManager configuration as it is not marked active

Oct 21 18:38:16:096 [main, sdgtw] Skipping service desk instance ServiceNow configuration as it is not marked active

Oct 21 18:38:16:096 [main, sdgtw] Skipping service desk instance SFDCServiceCloud configuration as it is not marked active

Oct 21 18:38:16:096 [main, sdgtw] Skipping service desk instance SapSolManagerITSM configuration as it is not marked active

Oct 21 18:38:16:096 [main, sdgtw] Skipping service desk instance ServiceAide configuration as it is not marked active

Oct 21 18:38:16:096 [main, sdgtw] Skipping service desk instance BMCRemedy configuration as it is not marked active

Oct 21 18:38:16:096 [main, sdgtw] Considering service desk instance CASDM for configuration as it is marked as active

Oct 21 18:38:16:096 [main, sdgtw] \*\*\*\*\*\*\*\*\*\*\* DEFAULT SERVICE DESK INSTANCE \*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*

Oct 21 18:38:16:096 [main, sdgtw] NOT Configuring DEFAULT Service desk instance as it is NOT ACTIVE: HPServiceManager

Oct 21 18:38:16:097 [main, sdgtw] \*\*\*\*\*\*\*\*\*\*\*DONE\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*

Oct 21 18:38:16:097 [main, sdgtw] \*\*\*\*\*\*\*\*\*\*\* DEFAULT SERVICE DESK INSTANCE \*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*

Oct 21 18:38:16:097 [main, sdgtw] NOT Configuring DEFAULT Service desk instance as it is NOT ACTIVE: ServiceNow

Oct 21 18:38:16:097 [main, sdgtw] \*\*\*\*\*\*\*\*\*\*\*DONE\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*

Oct 21 18:38:16:097 [main, sdgtw] \*\*\*\*\*\*\*\*\*\*\* DEFAULT SERVICE DESK INSTANCE \*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*

Oct 21 18:38:16:097 [main, sdgtw] NOT Configuring DEFAULT Service desk instance as it is NOT ACTIVE: SFDCServiceCloud

Oct 21 18:38:16:097 [main, sdgtw] \*\*\*\*\*\*\*\*\*\*\*DONE\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*

Oct 21 18:38:16:097 [main, sdgtw] \*\*\*\*\*\*\*\*\*\*\* DEFAULT SERVICE DESK INSTANCE \*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*

Oct 21 18:38:16:097 [main, sdgtw] NOT Configuring DEFAULT Service desk instance as it is NOT ACTIVE: SapSolManagerITSM

Oct 21 18:38:16:097 [main, sdgtw] \*\*\*\*\*\*\*\*\*\*\*DONE\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*

Oct 21 18:38:16:097 [main, sdgtw] \*\*\*\*\*\*\*\*\*\*\* DEFAULT SERVICE DESK INSTANCE \*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*

Oct 21 18:38:16:097 [main, sdgtw] NOT Configuring DEFAULT Service desk instance as it is NOT ACTIVE: ServiceAide

Oct 21 18:38:16:097 [main, sdgtw] \*\*\*\*\*\*\*\*\*\*\*DONE\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*

Oct 21 18:38:16:097 [main, sdgtw] \*\*\*\*\*\*\*\*\*\*\* DEFAULT SERVICE DESK INSTANCE \*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*

Oct 21 18:38:16:097 [main, sdgtw] NOT Configuring DEFAULT Service desk instance as it is NOT ACTIVE: BMCRemedy

Oct 21 18:38:16:097 [main, sdgtw] \*\*\*\*\*\*\*\*\*\*\*DONE\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*

Oct 21 18:38:16:097 [main, sdgtw] \*\*\*\*\*\*\*\*\*\*\* DEFAULT SERVICE DESK INSTANCE \*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*

Oct 21 18:38:16:098 [main, sdgtw] Configuring Service desk instance as it is ACTIVE: CASDM

Oct 21 18:38:23:492 [main, sdgtw] \*\*\*\*\*\*\*\*\*\*\*DONE\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*

Oct 21 18:38:23:831 [main, sdgtw] After configuring NIM

Oct 21 18:38:23:832 [main, sdgtw] Before calling buildProbeInfoCategory() [Probe Config selection]

Oct 21 18:38:23:834 [main, sdgtw] After calling buildProbeInfoCategory() [Probe Config selection]

Oct 21 18:38:23:835 [main, sdgtw] Before calling buildSDSelection() [SD Rule selection]

Oct 21 18:38:23:836 [main, sdgtw] After calling buildSDSelection [SD Rule selection]

Oct 21 18:38:23:836 [main, sdgtw] Before calling buildNIMInfoCategory() [Remote NIM config section]

Oct 21 18:38:23:837 [main, sdgtw] Before calling buildNIMInfoCategory [Remote NIM config section]

Oct 21 18:38:23:840 [main, sdgtw] Error reading cfg key ProxyProtocol in section /servicedesks/HPServiceManager/connection\_details

Oct 21 18:38:23:847 [main, sdgtw] Error reading cfg key useCustomEndpoint in section /servicedesks/ServiceNow/connection\_details

Oct 21 18:38:23:847 [main, sdgtw] Error reading cfg key snCustomEndpoint in section /servicedesks/ServiceNow/connection\_details

Oct 21 18:38:23:871 [main, sdgtw] Error reading cfg key ProxyProtocol in section /servicedesks/ServiceAide/connection\_details

Oct 21 18:38:23:893 [main, sdgtw] Error reading cfg key ProxyProtocol in section /servicedesks/CASDM/connection\_details

Oct 21 18:38:23:913 [Thread-328, sdgtw] nimInitialized true NIM seems to already initialized

Oct 21 18:38:23:914 [Thread-328, sdgtw] Reading the configuration properties

Oct 21 18:38:23:916 [Thread-328, sdgtw] nas Address in UIM:nas

Oct 21 18:38:25:626 [Thread-328, sdgtw] Completed reading the configuration properties

Oct 21 18:38:25:627 [Thread-328, sdgtw] Initiating the Alarm Synchronization

Oct 21 18:38:25:628 [Thread-328, sdgtw] Servicedesk connection is not validated as it is NOT ACTIVE: HPServiceManager

Oct 21 18:38:25:628 [Thread-328, sdgtw] Done with HPServiceManager

Oct 21 18:38:25:628 [Thread-328, sdgtw] Servicedesk connection is not validated as it is NOT ACTIVE: ServiceNow

Oct 21 18:38:25:629 [Thread-328, sdgtw] Done with ServiceNow

Oct 21 18:38:25:630 [Thread-328, sdgtw] Servicedesk connection is not validated as it is NOT ACTIVE: SFDCServiceCloud

Oct 21 18:38:25:630 [Thread-328, sdgtw] Done with SFDCServiceCloud

Oct 21 18:38:25:630 [Thread-328, sdgtw] Servicedesk connection is not validated as it is NOT ACTIVE: SapSolManagerITSM

Oct 21 18:38:25:631 [Thread-328, sdgtw] Done with SapSolManagerITSM

Oct 21 18:38:25:631 [Thread-328, sdgtw] Servicedesk connection is not validated as it is NOT ACTIVE: ServiceAide

Oct 21 18:38:25:631 [Thread-328, sdgtw] Done with ServiceAide

Oct 21 18:38:25:633 [Thread-328, sdgtw] Servicedesk connection is not validated as it is NOT ACTIVE: BMCRemedy

Oct 21 18:38:25:633 [Thread-328, sdgtw] Done with BMCRemedy

Oct 21 18:38:25:873 [Thread-328, sdgtw] Connection to MDR CASDM was successful !

Oct 21 18:38:25:874 [Thread-328, sdgtw] Incident to Alarm Sync not supported for SAP Solution Manager

Oct 21 18:38:25:874 [Thread-328, sdgtw] Done with CASDM

Oct 21 18:38:25:874 [Thread-328, sdgtw] Done with Alarm Synchronization

Oct 21 18:38:25:874 [Thread-328, sdgtw] One or more Valid SD connection exists. Also able to connect to default Service Desk instanceCASDM

Oct 21 18:38:27:561 [pool-35-thread-1, sdgtw] Unable to extract string i18n\_data from pds - Wrong type, the element type is String (7)

Oct 21 18:38:27:561 [pool-35-thread-2, sdgtw] Unable to extract string i18n\_data from pds - Wrong type, the element type is String (7)

Oct 21 18:38:27:561 [pool-35-thread-1, sdgtw] Exception occured in creating the IncidentObject :null

Oct 21 18:38:27:562 [pool-35-thread-2, sdgtw] Exception occured in creating the IncidentObject :null

Oct 21 18:38:27:574 [Thread-328, sdgtw] subscribe to queue hub address is hub

Oct 21 18:40:09:590 [main, sdgtw] \*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*[ Restart ]\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*

Oct 21 18:40:09:593 [main, sdgtw] ######### shutdownAndRestartCleanup #######false

Oct 21 18:40:10:171 [main, sdgtw] \*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*[ Starting ]\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*

Oct 21 18:40:10:171 [main, sdgtw] 2.20

Oct 21 18:40:10:697 [main, sdgtw] ##########Before starting NIM###########

Oct 21 18:40:10:703 [main, sdgtw] Not Extracting the NIM WAR file

Oct 21 18:40:22:087 [main, sdgtw] NIM Server is running at :http://localhost:55334

Oct 21 18:40:22:088 [main, sdgtw] \*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*Using Rest URL\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*

Oct 21 18:40:22:088 [main, sdgtw] After starting NIM

Oct 21 18:40:22:088 [main, sdgtw] ##########Before starting NIM Configuration###########

Oct 21 18:40:22:088 [main, sdgtw] Skipping service desk instance HPServiceManager configuration as it is not marked active

Oct 21 18:40:22:088 [main, sdgtw] Skipping service desk instance ServiceNow configuration as it is not marked active

Oct 21 18:40:22:089 [main, sdgtw] Skipping service desk instance SFDCServiceCloud configuration as it is not marked active

Oct 21 18:40:22:089 [main, sdgtw] Skipping service desk instance SapSolManagerITSM configuration as it is not marked active

Oct 21 18:40:22:089 [main, sdgtw] Skipping service desk instance ServiceAide configuration as it is not marked active

Oct 21 18:40:22:089 [main, sdgtw] Skipping service desk instance BMCRemedy configuration as it is not marked active

Oct 21 18:40:22:089 [main, sdgtw] Considering service desk instance CASDM for configuration as it is marked as active

Oct 21 18:40:22:089 [main, sdgtw] \*\*\*\*\*\*\*\*\*\*\* DEFAULT SERVICE DESK INSTANCE \*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*

Oct 21 18:40:22:089 [main, sdgtw] NOT Configuring DEFAULT Service desk instance as it is NOT ACTIVE: HPServiceManager

Oct 21 18:40:22:089 [main, sdgtw] \*\*\*\*\*\*\*\*\*\*\*DONE\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*

Oct 21 18:40:22:089 [main, sdgtw] \*\*\*\*\*\*\*\*\*\*\* DEFAULT SERVICE DESK INSTANCE \*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*

Oct 21 18:40:22:089 [main, sdgtw] NOT Configuring DEFAULT Service desk instance as it is NOT ACTIVE: ServiceNow

Oct 21 18:40:22:089 [main, sdgtw] \*\*\*\*\*\*\*\*\*\*\*DONE\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*

Oct 21 18:40:22:089 [main, sdgtw] \*\*\*\*\*\*\*\*\*\*\* DEFAULT SERVICE DESK INSTANCE \*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*

Oct 21 18:40:22:090 [main, sdgtw] NOT Configuring DEFAULT Service desk instance as it is NOT ACTIVE: SFDCServiceCloud

Oct 21 18:40:22:090 [main, sdgtw] \*\*\*\*\*\*\*\*\*\*\*DONE\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*

Oct 21 18:40:22:090 [main, sdgtw] \*\*\*\*\*\*\*\*\*\*\* DEFAULT SERVICE DESK INSTANCE \*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*

Oct 21 18:40:22:090 [main, sdgtw] NOT Configuring DEFAULT Service desk instance as it is NOT ACTIVE: SapSolManagerITSM

Oct 21 18:40:22:090 [main, sdgtw] \*\*\*\*\*\*\*\*\*\*\*DONE\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*

Oct 21 18:40:22:090 [main, sdgtw] \*\*\*\*\*\*\*\*\*\*\* DEFAULT SERVICE DESK INSTANCE \*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*

Oct 21 18:40:22:090 [main, sdgtw] NOT Configuring DEFAULT Service desk instance as it is NOT ACTIVE: ServiceAide

Oct 21 18:40:22:090 [main, sdgtw] \*\*\*\*\*\*\*\*\*\*\*DONE\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*

Oct 21 18:40:22:090 [main, sdgtw] \*\*\*\*\*\*\*\*\*\*\* DEFAULT SERVICE DESK INSTANCE \*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*

Oct 21 18:40:22:090 [main, sdgtw] NOT Configuring DEFAULT Service desk instance as it is NOT ACTIVE: BMCRemedy

Oct 21 18:40:22:090 [main, sdgtw] \*\*\*\*\*\*\*\*\*\*\*DONE\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*

Oct 21 18:40:22:091 [main, sdgtw] \*\*\*\*\*\*\*\*\*\*\* DEFAULT SERVICE DESK INSTANCE \*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*

Oct 21 18:40:22:091 [main, sdgtw] Configuring Service desk instance as it is ACTIVE: CASDM

Oct 21 18:40:27:490 [main, sdgtw] \*\*\*\*\*\*\*\*\*\*\*DONE\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*

Oct 21 18:40:27:747 [main, sdgtw] After configuring NIM

Oct 21 18:40:27:747 [main, sdgtw] Before calling buildProbeInfoCategory() [Probe Config selection]

Oct 21 18:40:27:749 [main, sdgtw] After calling buildProbeInfoCategory() [Probe Config selection]

Oct 21 18:40:27:749 [main, sdgtw] Before calling buildSDSelection() [SD Rule selection]

Oct 21 18:40:27:750 [main, sdgtw] After calling buildSDSelection [SD Rule selection]

Oct 21 18:40:27:750 [main, sdgtw] Before calling buildNIMInfoCategory() [Remote NIM config section]

Oct 21 18:40:27:751 [main, sdgtw] Before calling buildNIMInfoCategory [Remote NIM config section]

Oct 21 18:40:27:753 [main, sdgtw] Error reading cfg key ProxyProtocol in section /servicedesks/HPServiceManager/connection\_details

Oct 21 18:40:27:756 [main, sdgtw] Error reading cfg key useCustomEndpoint in section /servicedesks/ServiceNow/connection\_details

Oct 21 18:40:27:757 [main, sdgtw] Error reading cfg key snCustomEndpoint in section /servicedesks/ServiceNow/connection\_details

Oct 21 18:40:27:767 [main, sdgtw] Error reading cfg key ProxyProtocol in section /servicedesks/ServiceAide/connection\_details

Oct 21 18:40:27:775 [main, sdgtw] Error reading cfg key ProxyProtocol in section /servicedesks/CASDM/connection\_details

Oct 21 18:40:27:782 [Thread-396, sdgtw] nimInitialized true NIM seems to already initialized

Oct 21 18:40:27:782 [Thread-396, sdgtw] Reading the configuration properties

Oct 21 18:40:27:783 [Thread-396, sdgtw] nas Address in UIM:nas

Oct 21 18:40:29:576 [Thread-396, sdgtw] Completed reading the configuration properties

Oct 21 18:40:29:576 [Thread-396, sdgtw] Initiating the Alarm Synchronization

Oct 21 18:40:29:578 [Thread-396, sdgtw] Servicedesk connection is not validated as it is NOT ACTIVE: HPServiceManager

Oct 21 18:40:29:578 [Thread-396, sdgtw] Done with HPServiceManager

Oct 21 18:40:29:578 [Thread-396, sdgtw] Servicedesk connection is not validated as it is NOT ACTIVE: ServiceNow

Oct 21 18:40:29:578 [Thread-396, sdgtw] Done with ServiceNow

Oct 21 18:40:29:579 [Thread-396, sdgtw] Servicedesk connection is not validated as it is NOT ACTIVE: SFDCServiceCloud

Oct 21 18:40:29:579 [Thread-396, sdgtw] Done with SFDCServiceCloud

Oct 21 18:40:29:580 [Thread-396, sdgtw] Servicedesk connection is not validated as it is NOT ACTIVE: SapSolManagerITSM

Oct 21 18:40:29:580 [Thread-396, sdgtw] Done with SapSolManagerITSM

Oct 21 18:40:29:580 [Thread-396, sdgtw] Servicedesk connection is not validated as it is NOT ACTIVE: ServiceAide

Oct 21 18:40:29:581 [Thread-396, sdgtw] Done with ServiceAide

Oct 21 18:40:29:581 [Thread-396, sdgtw] Servicedesk connection is not validated as it is NOT ACTIVE: BMCRemedy

Oct 21 18:40:29:581 [Thread-396, sdgtw] Done with BMCRemedy

Oct 21 18:40:29:902 [Thread-396, sdgtw] Connection to MDR CASDM was successful !

Oct 21 18:40:29:903 [Thread-396, sdgtw] Incident to Alarm Sync not supported for SAP Solution Manager

Oct 21 18:40:29:903 [Thread-396, sdgtw] Done with CASDM

Oct 21 18:40:29:903 [Thread-396, sdgtw] Done with Alarm Synchronization

Oct 21 18:40:29:903 [Thread-396, sdgtw] One or more Valid SD connection exists. Also able to connect to default Service Desk instanceCASDM

Oct 21 18:40:31:586 [Thread-396, sdgtw] Exception reprocessing the 'In Progress' events. Details - (4) not found, Received status (4) on response (for sendRcv) for cmd = 'db\_query' name = 'null'

at com.nimsoft.nimbus.NimSessionBase.sendRcv(NimSessionBase.java:622)

at com.nimsoft.nimbus.NimSessionBase.sendRcv(NimSessionBase.java:573)

at com.nimsoft.nimbus.NimClientSession.send(NimClientSession.java:173)

at com.nimsoft.nimbus.NimRequest.sendImpersonate(NimRequest.java:264)

at com.nimsoft.nimbus.NimRequest.send(NimRequest.java:219)

at com.nimsoft.cet.util.UIMAlarmServerUtils.executeQuery(UIMAlarmServerUtils.java:40)

at com.nimsoft.probe.gateway.sdgtw.SDGtwProbe.getInProgressAlarms(SDGtwProbe.java:1563)

at com.nimsoft.probe.gateway.sdgtw.SDGtwProbe.doit(SDGtwProbe.java:971)

at com.nimsoft.probe.gateway.sdgtw.SDGtwProbe.initializeAndConfigureNim(SDGtwProbe.java:194)

at com.nimsoft.probe.gateway.sdgtw.SDGtwProbe.access$000(SDGtwProbe.java:68)

at com.nimsoft.probe.gateway.sdgtw.SDGtwProbe$1.run(SDGtwProbe.java:129)

at java.lang.Thread.run(Thread.java:745)

Oct 21 18:40:31:604 [Thread-396, sdgtw] subscribe to queue hub address is hub

Oct 21 18:41:58:886 [pool-42-thread-1, sdgtw] Error while connecting AlarmService API Reason: (4) not found, Received status (4) on response (for sendRcv) for cmd = 'nametoip' name = '/SMR-UIMP1dom/SMR-UIMP1hub/SMR-UIMP1/trellis' ST:

Oct 21 18:42:01:386 [pool-42-thread-1, sdgtw] Error while calling the createIncident of 'nimClient'java.lang.Exception: {"Error":{"ErrorCode":154,"ErrorMessage":"Exception occurred during operation Get Objects Using Filter","DetailErrorMessage":"Error fetching: AHD03053:Bad where clause: Parse error at : \"name='' and tenant.name=''\" (Attr not found or not atomic)","HTTPResponseCode":"INTERNAL\_SERVER\_ERROR","HTTPResponseCodeValue":500}}

at com.ca.integration.normalization.client.HttpRequestHandler.parseResponse(HttpRequestHandler.java:182)

at com.ca.integration.normalization.client.HttpRequestHandler.submit(HttpRequestHandler.java:93)

at com.ca.integration.normalization.client.HttpRequestHandler.post(HttpRequestHandler.java:75)

at com.ca.integration.normalization.client.NIMRestClient.create(NIMRestClient.java:106)

at com.ca.integration.normalization.client.NIMRestClient.createIncident(NIMRestClient.java:223)

at com.nimsoft.probe.gateway.sdgtw.AlarmEventProcessor.processAlarmEvent(AlarmEventProcessor.java:229)

at com.nimsoft.probe.gateway.sdgtw.AlarmEventProcessor.run(AlarmEventProcessor.java:116)

at java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1142)

at java.util.concurrent.ThreadPoolExecutor$Worker.run(ThreadPoolExecutor.java:617)

at java.lang.Thread.run(Thread.java:745)

.Retrying create incident

Oct 21 18:42:07:605 [pool-42-thread-1, sdgtw] Error while calling the createIncident of 'nimClient'java.lang.Exception: {"Error":{"ErrorCode":154,"ErrorMessage":"Exception occurred during operation Get Objects Using Filter","DetailErrorMessage":"Error fetching: AHD03053:Bad where clause: Parse error at : \"name='' and tenant.name=''\" (Attr not found or not atomic)","HTTPResponseCode":"INTERNAL\_SERVER\_ERROR","HTTPResponseCodeValue":500}}

at com.ca.integration.normalization.client.HttpRequestHandler.parseResponse(HttpRequestHandler.java:182)

at com.ca.integration.normalization.client.HttpRequestHandler.submit(HttpRequestHandler.java:93)

at com.ca.integration.normalization.client.HttpRequestHandler.post(HttpRequestHandler.java:75)

at com.ca.integration.normalization.client.NIMRestClient.create(NIMRestClient.java:106)

at com.ca.integration.normalization.client.NIMRestClient.createIncident(NIMRestClient.java:223)

at com.nimsoft.probe.gateway.sdgtw.AlarmEventProcessor.processAlarmEvent(AlarmEventProcessor.java:229)

at com.nimsoft.probe.gateway.sdgtw.AlarmEventProcessor.run(AlarmEventProcessor.java:116)

at java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1142)

at java.util.concurrent.ThreadPoolExecutor$Worker.run(ThreadPoolExecutor.java:617)

at java.lang.Thread.run(Thread.java:745)

.Retrying create incident

Oct 21 18:42:13:883 [pool-42-thread-1, sdgtw] Error while calling the createIncident for Alarm [KB57559336-99767] java.lang.Exception: {"Error":{"ErrorCode":154,"ErrorMessage":"Exception occurred during operation Get Objects Using Filter","DetailErrorMessage":"Error fetching: AHD03053:Bad where clause: Parse error at : \"name='' and tenant.name=''\" (Attr not found or not atomic)","HTTPResponseCode":"INTERNAL\_SERVER\_ERROR","HTTPResponseCodeValue":500}}

at com.ca.integration.normalization.client.HttpRequestHandler.parseResponse(HttpRequestHandler.java:182)

at com.ca.integration.normalization.client.HttpRequestHandler.submit(HttpRequestHandler.java:93)

at com.ca.integration.normalization.client.HttpRequestHandler.post(HttpRequestHandler.java:75)

at com.ca.integration.normalization.client.NIMRestClient.create(NIMRestClient.java:106)

at com.ca.integration.normalization.client.NIMRestClient.createIncident(NIMRestClient.java:223)

at com.nimsoft.probe.gateway.sdgtw.AlarmEventProcessor.processAlarmEvent(AlarmEventProcessor.java:229)

at com.nimsoft.probe.gateway.sdgtw.AlarmEventProcessor.run(AlarmEventProcessor.java:116)

at java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1142)

at java.util.concurrent.ThreadPoolExecutor$Worker.run(ThreadPoolExecutor.java:617)

at java.lang.Thread.run(Thread.java:745)

Oct 21 18:42:17:883 [pool-42-thread-1, sdgtw] incidentObj is null

Oct 21 18:42:45:907 [main, sdgtw] \*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*[ Restart ]\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*

Oct 21 18:42:45:911 [main, sdgtw] ######### shutdownAndRestartCleanup #######false

Oct 21 18:42:46:458 [main, sdgtw] \*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*[ Starting ]\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*

Oct 21 18:42:46:458 [main, sdgtw] 2.20

Oct 21 18:42:46:731 [main, sdgtw] ##########Before starting NIM###########

Oct 21 18:42:46:734 [main, sdgtw] Not Extracting the NIM WAR file

Oct 21 18:42:57:679 [main, sdgtw] NIM Server is running at :http://localhost:56677

Oct 21 18:42:57:680 [main, sdgtw] \*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*Using Rest URL\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*

Oct 21 18:42:57:680 [main, sdgtw] After starting NIM

Oct 21 18:42:57:680 [main, sdgtw] ##########Before starting NIM Configuration###########

Oct 21 18:42:57:681 [main, sdgtw] Skipping service desk instance HPServiceManager configuration as it is not marked active

Oct 21 18:42:57:681 [main, sdgtw] Skipping service desk instance ServiceNow configuration as it is not marked active

Oct 21 18:42:57:681 [main, sdgtw] Skipping service desk instance SFDCServiceCloud configuration as it is not marked active

Oct 21 18:42:57:681 [main, sdgtw] Skipping service desk instance SapSolManagerITSM configuration as it is not marked active

Oct 21 18:42:57:681 [main, sdgtw] Skipping service desk instance ServiceAide configuration as it is not marked active

Oct 21 18:42:57:681 [main, sdgtw] Skipping service desk instance BMCRemedy configuration as it is not marked active

Oct 21 18:42:57:681 [main, sdgtw] Considering service desk instance CASDM for configuration as it is marked as active

Oct 21 18:42:57:681 [main, sdgtw] \*\*\*\*\*\*\*\*\*\*\* DEFAULT SERVICE DESK INSTANCE \*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*

Oct 21 18:42:57:681 [main, sdgtw] NOT Configuring DEFAULT Service desk instance as it is NOT ACTIVE: HPServiceManager

Oct 21 18:42:57:681 [main, sdgtw] \*\*\*\*\*\*\*\*\*\*\*DONE\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*

Oct 21 18:42:57:681 [main, sdgtw] \*\*\*\*\*\*\*\*\*\*\* DEFAULT SERVICE DESK INSTANCE \*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*

Oct 21 18:42:57:682 [main, sdgtw] NOT Configuring DEFAULT Service desk instance as it is NOT ACTIVE: ServiceNow

Oct 21 18:42:57:682 [main, sdgtw] \*\*\*\*\*\*\*\*\*\*\*DONE\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*

Oct 21 18:42:57:682 [main, sdgtw] \*\*\*\*\*\*\*\*\*\*\* DEFAULT SERVICE DESK INSTANCE \*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*

Oct 21 18:42:57:682 [main, sdgtw] NOT Configuring DEFAULT Service desk instance as it is NOT ACTIVE: SFDCServiceCloud

Oct 21 18:42:57:682 [main, sdgtw] \*\*\*\*\*\*\*\*\*\*\*DONE\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*

Oct 21 18:42:57:682 [main, sdgtw] \*\*\*\*\*\*\*\*\*\*\* DEFAULT SERVICE DESK INSTANCE \*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*

Oct 21 18:42:57:682 [main, sdgtw] NOT Configuring DEFAULT Service desk instance as it is NOT ACTIVE: SapSolManagerITSM

Oct 21 18:42:57:682 [main, sdgtw] \*\*\*\*\*\*\*\*\*\*\*DONE\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*

Oct 21 18:42:57:682 [main, sdgtw] \*\*\*\*\*\*\*\*\*\*\* DEFAULT SERVICE DESK INSTANCE \*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*

Oct 21 18:42:57:682 [main, sdgtw] NOT Configuring DEFAULT Service desk instance as it is NOT ACTIVE: ServiceAide

Oct 21 18:42:57:682 [main, sdgtw] \*\*\*\*\*\*\*\*\*\*\*DONE\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*

Oct 21 18:42:57:682 [main, sdgtw] \*\*\*\*\*\*\*\*\*\*\* DEFAULT SERVICE DESK INSTANCE \*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*

Oct 21 18:42:57:682 [main, sdgtw] NOT Configuring DEFAULT Service desk instance as it is NOT ACTIVE: BMCRemedy

Oct 21 18:42:57:682 [main, sdgtw] \*\*\*\*\*\*\*\*\*\*\*DONE\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*

Oct 21 18:42:57:683 [main, sdgtw] \*\*\*\*\*\*\*\*\*\*\* DEFAULT SERVICE DESK INSTANCE \*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*

Oct 21 18:42:57:683 [main, sdgtw] Configuring Service desk instance as it is ACTIVE: CASDM

Oct 21 18:43:02:131 [main, sdgtw] \*\*\*\*\*\*\*\*\*\*\*DONE\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*

Oct 21 18:43:02:367 [main, sdgtw] After configuring NIM

Oct 21 18:43:02:367 [main, sdgtw] Before calling buildProbeInfoCategory() [Probe Config selection]

Oct 21 18:43:02:368 [main, sdgtw] After calling buildProbeInfoCategory() [Probe Config selection]

Oct 21 18:43:02:368 [main, sdgtw] Before calling buildSDSelection() [SD Rule selection]

Oct 21 18:43:02:370 [main, sdgtw] After calling buildSDSelection [SD Rule selection]

Oct 21 18:43:02:370 [main, sdgtw] Before calling buildNIMInfoCategory() [Remote NIM config section]

Oct 21 18:43:02:371 [main, sdgtw] Before calling buildNIMInfoCategory [Remote NIM config section]

Oct 21 18:43:02:373 [main, sdgtw] Error reading cfg key ProxyProtocol in section /servicedesks/HPServiceManager/connection\_details

Oct 21 18:43:02:377 [main, sdgtw] Error reading cfg key useCustomEndpoint in section /servicedesks/ServiceNow/connection\_details

Oct 21 18:43:02:377 [main, sdgtw] Error reading cfg key snCustomEndpoint in section /servicedesks/ServiceNow/connection\_details

Oct 21 18:43:02:388 [main, sdgtw] Error reading cfg key ProxyProtocol in section /servicedesks/ServiceAide/connection\_details

Oct 21 18:43:02:397 [main, sdgtw] Error reading cfg key ProxyProtocol in section /servicedesks/CASDM/connection\_details

Oct 21 18:43:02:403 [Thread-460, sdgtw] nimInitialized true NIM seems to already initialized

Oct 21 18:43:02:403 [Thread-460, sdgtw] Reading the configuration properties

Oct 21 18:43:02:404 [Thread-460, sdgtw] nas Address in UIM:nas

Oct 21 18:43:04:094 [Thread-460, sdgtw] Completed reading the configuration properties

Oct 21 18:43:04:094 [Thread-460, sdgtw] Initiating the Alarm Synchronization

Oct 21 18:43:04:095 [Thread-460, sdgtw] Servicedesk connection is not validated as it is NOT ACTIVE: HPServiceManager

Oct 21 18:43:04:095 [Thread-460, sdgtw] Done with HPServiceManager

Oct 21 18:43:04:096 [Thread-460, sdgtw] Servicedesk connection is not validated as it is NOT ACTIVE: ServiceNow

Oct 21 18:43:04:096 [Thread-460, sdgtw] Done with ServiceNow

Oct 21 18:43:04:097 [Thread-460, sdgtw] Servicedesk connection is not validated as it is NOT ACTIVE: SFDCServiceCloud

Oct 21 18:43:04:097 [Thread-460, sdgtw] Done with SFDCServiceCloud

Oct 21 18:43:04:098 [Thread-460, sdgtw] Servicedesk connection is not validated as it is NOT ACTIVE: SapSolManagerITSM

Oct 21 18:43:04:098 [Thread-460, sdgtw] Done with SapSolManagerITSM

Oct 21 18:43:04:098 [Thread-460, sdgtw] Servicedesk connection is not validated as it is NOT ACTIVE: ServiceAide

Oct 21 18:43:04:098 [Thread-460, sdgtw] Done with ServiceAide

Oct 21 18:43:04:099 [Thread-460, sdgtw] Servicedesk connection is not validated as it is NOT ACTIVE: BMCRemedy

Oct 21 18:43:04:099 [Thread-460, sdgtw] Done with BMCRemedy

Oct 21 18:43:04:358 [Thread-460, sdgtw] Connection to MDR CASDM was successful !

Oct 21 18:43:04:358 [Thread-460, sdgtw] Incident to Alarm Sync not supported for SAP Solution Manager

Oct 21 18:43:04:358 [Thread-460, sdgtw] Done with CASDM

Oct 21 18:43:04:358 [Thread-460, sdgtw] Done with Alarm Synchronization

Oct 21 18:43:04:358 [Thread-460, sdgtw] One or more Valid SD connection exists. Also able to connect to default Service Desk instanceCASDM

Oct 21 18:43:06:052 [pool-49-thread-1, sdgtw] Unable to extract string i18n\_data from pds - Wrong type, the element type is String (7)

Oct 21 18:43:06:053 [pool-49-thread-1, sdgtw] Exception occured in creating the IncidentObject :null

Oct 21 18:43:06:059 [Thread-460, sdgtw] subscribe to queue hub address is hub

Oct 21 18:43:14:530 [pool-49-thread-2, sdgtw] Error while connecting AlarmService API Reason: (4) not found, Received status (4) on response (for sendRcv) for cmd = 'nametoip' name = '/SMR-UIMP1dom/SMR-UIMP1hub/SMR-UIMP1/trellis' ST:

Oct 21 18:43:17:136 [pool-49-thread-2, sdgtw] Error while calling the createIncident of 'nimClient'java.lang.Exception: {"Error":{"ErrorCode":154,"ErrorMessage":"Exception occurred during operation Get Objects Using Filter","DetailErrorMessage":"Error fetching: AHD03053:Bad where clause: Parse error at : \"name='' and tenant.name=''\" (Attr not found or not atomic)","HTTPResponseCode":"INTERNAL\_SERVER\_ERROR","HTTPResponseCodeValue":500}}

at com.ca.integration.normalization.client.HttpRequestHandler.parseResponse(HttpRequestHandler.java:182)

at com.ca.integration.normalization.client.HttpRequestHandler.submit(HttpRequestHandler.java:93)

at com.ca.integration.normalization.client.HttpRequestHandler.post(HttpRequestHandler.java:75)

at com.ca.integration.normalization.client.NIMRestClient.create(NIMRestClient.java:106)

at com.ca.integration.normalization.client.NIMRestClient.createIncident(NIMRestClient.java:223)

at com.nimsoft.probe.gateway.sdgtw.AlarmEventProcessor.processAlarmEvent(AlarmEventProcessor.java:229)

at com.nimsoft.probe.gateway.sdgtw.AlarmEventProcessor.run(AlarmEventProcessor.java:116)

at java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1142)

at java.util.concurrent.ThreadPoolExecutor$Worker.run(ThreadPoolExecutor.java:617)

at java.lang.Thread.run(Thread.java:745)

.Retrying create incident

Oct 21 18:43:23:463 [pool-49-thread-2, sdgtw] Error while calling the createIncident of 'nimClient'java.lang.Exception: {"Error":{"ErrorCode":154,"ErrorMessage":"Exception occurred during operation Get Objects Using Filter","DetailErrorMessage":"Error fetching: AHD03053:Bad where clause: Parse error at : \"name='' and tenant.name=''\" (Attr not found or not atomic)","HTTPResponseCode":"INTERNAL\_SERVER\_ERROR","HTTPResponseCodeValue":500}}

at com.ca.integration.normalization.client.HttpRequestHandler.parseResponse(HttpRequestHandler.java:182)

at com.ca.integration.normalization.client.HttpRequestHandler.submit(HttpRequestHandler.java:93)

at com.ca.integration.normalization.client.HttpRequestHandler.post(HttpRequestHandler.java:75)

at com.ca.integration.normalization.client.NIMRestClient.create(NIMRestClient.java:106)

at com.ca.integration.normalization.client.NIMRestClient.createIncident(NIMRestClient.java:223)

at com.nimsoft.probe.gateway.sdgtw.AlarmEventProcessor.processAlarmEvent(AlarmEventProcessor.java:229)

at com.nimsoft.probe.gateway.sdgtw.AlarmEventProcessor.run(AlarmEventProcessor.java:116)

at java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1142)

at java.util.concurrent.ThreadPoolExecutor$Worker.run(ThreadPoolExecutor.java:617)

at java.lang.Thread.run(Thread.java:745)

.Retrying create incident

Oct 21 18:43:29:720 [pool-49-thread-2, sdgtw] Error while calling the createIncident for Alarm [KB57559336-99768] java.lang.Exception: {"Error":{"ErrorCode":154,"ErrorMessage":"Exception occurred during operation Get Objects Using Filter","DetailErrorMessage":"Error fetching: AHD03053:Bad where clause: Parse error at : \"name='' and tenant.name=''\" (Attr not found or not atomic)","HTTPResponseCode":"INTERNAL\_SERVER\_ERROR","HTTPResponseCodeValue":500}}

at com.ca.integration.normalization.client.HttpRequestHandler.parseResponse(HttpRequestHandler.java:182)

at com.ca.integration.normalization.client.HttpRequestHandler.submit(HttpRequestHandler.java:93)

at com.ca.integration.normalization.client.HttpRequestHandler.post(HttpRequestHandler.java:75)

at com.ca.integration.normalization.client.NIMRestClient.create(NIMRestClient.java:106)

at com.ca.integration.normalization.client.NIMRestClient.createIncident(NIMRestClient.java:223)

at com.nimsoft.probe.gateway.sdgtw.AlarmEventProcessor.processAlarmEvent(AlarmEventProcessor.java:229)

at com.nimsoft.probe.gateway.sdgtw.AlarmEventProcessor.run(AlarmEventProcessor.java:116)

at java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1142)

at java.util.concurrent.ThreadPoolExecutor$Worker.run(ThreadPoolExecutor.java:617)

at java.lang.Thread.run(Thread.java:745)

Oct 21 18:43:33:721 [pool-49-thread-2, sdgtw] incidentObj is null

Oct 21 18:47:02:512 [pool-49-thread-3, sdgtw] Error while connecting AlarmService API Reason: (4) not found, Received status (4) on response (for sendRcv) for cmd = 'nametoip' name = '/SMR-UIMP1dom/SMR-UIMP1hub/SMR-UIMP1/trellis' ST:

Oct 21 18:47:04:843 [pool-49-thread-3, sdgtw] Error while calling the createIncident of 'nimClient'java.lang.Exception: {"Error":{"ErrorCode":154,"ErrorMessage":"Exception occurred during operation Get Objects Using Filter","DetailErrorMessage":"Error fetching: AHD03053:Bad where clause: Parse error at : \"name='' and tenant.name=''\" (Attr not found or not atomic)","HTTPResponseCode":"INTERNAL\_SERVER\_ERROR","HTTPResponseCodeValue":500}}

at com.ca.integration.normalization.client.HttpRequestHandler.parseResponse(HttpRequestHandler.java:182)

at com.ca.integration.normalization.client.HttpRequestHandler.submit(HttpRequestHandler.java:93)

at com.ca.integration.normalization.client.HttpRequestHandler.post(HttpRequestHandler.java:75)

at com.ca.integration.normalization.client.NIMRestClient.create(NIMRestClient.java:106)

at com.ca.integration.normalization.client.NIMRestClient.createIncident(NIMRestClient.java:223)

at com.nimsoft.probe.gateway.sdgtw.AlarmEventProcessor.processAlarmEvent(AlarmEventProcessor.java:229)

at com.nimsoft.probe.gateway.sdgtw.AlarmEventProcessor.run(AlarmEventProcessor.java:116)

at java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1142)

at java.util.concurrent.ThreadPoolExecutor$Worker.run(ThreadPoolExecutor.java:617)

at java.lang.Thread.run(Thread.java:745)

.Retrying create incident

Oct 21 18:47:11:069 [pool-49-thread-3, sdgtw] Error while calling the createIncident of 'nimClient'java.lang.Exception: {"Error":{"ErrorCode":154,"ErrorMessage":"Exception occurred during operation Get Objects Using Filter","DetailErrorMessage":"Error fetching: AHD03053:Bad where clause: Parse error at : \"name='' and tenant.name=''\" (Attr not found or not atomic)","HTTPResponseCode":"INTERNAL\_SERVER\_ERROR","HTTPResponseCodeValue":500}}

at com.ca.integration.normalization.client.HttpRequestHandler.parseResponse(HttpRequestHandler.java:182)

at com.ca.integration.normalization.client.HttpRequestHandler.submit(HttpRequestHandler.java:93)

at com.ca.integration.normalization.client.HttpRequestHandler.post(HttpRequestHandler.java:75)

at com.ca.integration.normalization.client.NIMRestClient.create(NIMRestClient.java:106)

at com.ca.integration.normalization.client.NIMRestClient.createIncident(NIMRestClient.java:223)

at com.nimsoft.probe.gateway.sdgtw.AlarmEventProcessor.processAlarmEvent(AlarmEventProcessor.java:229)

at com.nimsoft.probe.gateway.sdgtw.AlarmEventProcessor.run(AlarmEventProcessor.java:116)

at java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1142)

at java.util.concurrent.ThreadPoolExecutor$Worker.run(ThreadPoolExecutor.java:617)

at java.lang.Thread.run(Thread.java:745)

.Retrying create incident

Oct 21 18:47:17:250 [pool-49-thread-3, sdgtw] Error while calling the createIncident for Alarm [HL28472602-00936] java.lang.Exception: {"Error":{"ErrorCode":154,"ErrorMessage":"Exception occurred during operation Get Objects Using Filter","DetailErrorMessage":"Error fetching: AHD03053:Bad where clause: Parse error at : \"name='' and tenant.name=''\" (Attr not found or not atomic)","HTTPResponseCode":"INTERNAL\_SERVER\_ERROR","HTTPResponseCodeValue":500}}

at com.ca.integration.normalization.client.HttpRequestHandler.parseResponse(HttpRequestHandler.java:182)

at com.ca.integration.normalization.client.HttpRequestHandler.submit(HttpRequestHandler.java:93)

at com.ca.integration.normalization.client.HttpRequestHandler.post(HttpRequestHandler.java:75)

at com.ca.integration.normalization.client.NIMRestClient.create(NIMRestClient.java:106)

at com.ca.integration.normalization.client.NIMRestClient.createIncident(NIMRestClient.java:223)

at com.nimsoft.probe.gateway.sdgtw.AlarmEventProcessor.processAlarmEvent(AlarmEventProcessor.java:229)

at com.nimsoft.probe.gateway.sdgtw.AlarmEventProcessor.run(AlarmEventProcessor.java:116)

at java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1142)

at java.util.concurrent.ThreadPoolExecutor$Worker.run(ThreadPoolExecutor.java:617)

at java.lang.Thread.run(Thread.java:745)

Oct 21 18:47:21:250 [pool-49-thread-3, sdgtw] incidentObj is null

Oct 21 18:48:18:049 [pool-49-thread-4, sdgtw] Error while connecting AlarmService API Reason: (4) not found, Received status (4) on response (for sendRcv) for cmd = 'nametoip' name = '/SMR-UIMP1dom/SMR-UIMP1hub/SMR-UIMP1/trellis' ST:

Oct 21 18:48:20:530 [pool-49-thread-4, sdgtw] Error while calling the createIncident of 'nimClient'java.lang.Exception: {"Error":{"ErrorCode":154,"ErrorMessage":"Exception occurred during operation Get Objects Using Filter","DetailErrorMessage":"Error fetching: AHD03053:Bad where clause: Parse error at : \"name='' and tenant.name=''\" (Attr not found or not atomic)","HTTPResponseCode":"INTERNAL\_SERVER\_ERROR","HTTPResponseCodeValue":500}}

at com.ca.integration.normalization.client.HttpRequestHandler.parseResponse(HttpRequestHandler.java:182)

at com.ca.integration.normalization.client.HttpRequestHandler.submit(HttpRequestHandler.java:93)

at com.ca.integration.normalization.client.HttpRequestHandler.post(HttpRequestHandler.java:75)

at com.ca.integration.normalization.client.NIMRestClient.create(NIMRestClient.java:106)

at com.ca.integration.normalization.client.NIMRestClient.createIncident(NIMRestClient.java:223)

at com.nimsoft.probe.gateway.sdgtw.AlarmEventProcessor.processAlarmEvent(AlarmEventProcessor.java:229)

at com.nimsoft.probe.gateway.sdgtw.AlarmEventProcessor.run(AlarmEventProcessor.java:116)

at java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1142)

at java.util.concurrent.ThreadPoolExecutor$Worker.run(ThreadPoolExecutor.java:617)

at java.lang.Thread.run(Thread.java:745)

.Retrying create incident

Oct 21 18:48:26:824 [pool-49-thread-4, sdgtw] Error while calling the createIncident of 'nimClient'java.lang.Exception: {"Error":{"ErrorCode":154,"ErrorMessage":"Exception occurred during operation Get Objects Using Filter","DetailErrorMessage":"Error fetching: AHD03053:Bad where clause: Parse error at : \"name='' and tenant.name=''\" (Attr not found or not atomic)","HTTPResponseCode":"INTERNAL\_SERVER\_ERROR","HTTPResponseCodeValue":500}}

at com.ca.integration.normalization.client.HttpRequestHandler.parseResponse(HttpRequestHandler.java:182)

at com.ca.integration.normalization.client.HttpRequestHandler.submit(HttpRequestHandler.java:93)

at com.ca.integration.normalization.client.HttpRequestHandler.post(HttpRequestHandler.java:75)

at com.ca.integration.normalization.client.NIMRestClient.create(NIMRestClient.java:106)

at com.ca.integration.normalization.client.NIMRestClient.createIncident(NIMRestClient.java:223)

at com.nimsoft.probe.gateway.sdgtw.AlarmEventProcessor.processAlarmEvent(AlarmEventProcessor.java:229)

at com.nimsoft.probe.gateway.sdgtw.AlarmEventProcessor.run(AlarmEventProcessor.java:116)

at java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1142)

at java.util.concurrent.ThreadPoolExecutor$Worker.run(ThreadPoolExecutor.java:617)

at java.lang.Thread.run(Thread.java:745)

.Retrying create incident

Oct 21 18:48:33:119 [pool-49-thread-4, sdgtw] Error while calling the createIncident for Alarm [HL28472602-00937] java.lang.Exception: {"Error":{"ErrorCode":154,"ErrorMessage":"Exception occurred during operation Get Objects Using Filter","DetailErrorMessage":"Error fetching: AHD03053:Bad where clause: Parse error at : \"name='' and tenant.name=''\" (Attr not found or not atomic)","HTTPResponseCode":"INTERNAL\_SERVER\_ERROR","HTTPResponseCodeValue":500}}

at com.ca.integration.normalization.client.HttpRequestHandler.parseResponse(HttpRequestHandler.java:182)

at com.ca.integration.normalization.client.HttpRequestHandler.submit(HttpRequestHandler.java:93)

at com.ca.integration.normalization.client.HttpRequestHandler.post(HttpRequestHandler.java:75)

at com.ca.integration.normalization.client.NIMRestClient.create(NIMRestClient.java:106)

at com.ca.integration.normalization.client.NIMRestClient.createIncident(NIMRestClient.java:223)

at com.nimsoft.probe.gateway.sdgtw.AlarmEventProcessor.processAlarmEvent(AlarmEventProcessor.java:229)

at com.nimsoft.probe.gateway.sdgtw.AlarmEventProcessor.run(AlarmEventProcessor.java:116)

at java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1142)

at java.util.concurrent.ThreadPoolExecutor$Worker.run(ThreadPoolExecutor.java:617)

at java.lang.Thread.run(Thread.java:745)

Oct 21 18:48:37:121 [pool-49-thread-4, sdgtw] incidentObj is null

Oct 21 19:01:59:422 [pool-49-thread-5, sdgtw] Error while connecting AlarmService API Reason: (4) not found, Received status (4) on response (for sendRcv) for cmd = 'nametoip' name = '/SMR-UIMP1dom/SMR-UIMP1hub/SMR-UIMP1/trellis' ST:

Oct 21 19:02:01:632 [pool-49-thread-5, sdgtw] Error while calling the createIncident of 'nimClient'java.lang.Exception: {"Error":{"ErrorCode":154,"ErrorMessage":"Exception occurred during operation Get Objects Using Filter","DetailErrorMessage":"Error fetching: AHD03053:Bad where clause: Parse error at : \"name='' and tenant.name=''\" (Attr not found or not atomic)","HTTPResponseCode":"INTERNAL\_SERVER\_ERROR","HTTPResponseCodeValue":500}}

at com.ca.integration.normalization.client.HttpRequestHandler.parseResponse(HttpRequestHandler.java:182)

at com.ca.integration.normalization.client.HttpRequestHandler.submit(HttpRequestHandler.java:93)

at com.ca.integration.normalization.client.HttpRequestHandler.post(HttpRequestHandler.java:75)

at com.ca.integration.normalization.client.NIMRestClient.create(NIMRestClient.java:106)

at com.ca.integration.normalization.client.NIMRestClient.createIncident(NIMRestClient.java:223)

at com.nimsoft.probe.gateway.sdgtw.AlarmEventProcessor.processAlarmEvent(AlarmEventProcessor.java:229)

at com.nimsoft.probe.gateway.sdgtw.AlarmEventProcessor.run(AlarmEventProcessor.java:116)

at java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1142)

at java.util.concurrent.ThreadPoolExecutor$Worker.run(ThreadPoolExecutor.java:617)

at java.lang.Thread.run(Thread.java:745)

.Retrying create incident

Oct 21 19:02:07:948 [pool-49-thread-5, sdgtw] Error while calling the createIncident of 'nimClient'java.lang.Exception: {"Error":{"ErrorCode":154,"ErrorMessage":"Exception occurred during operation Get Objects Using Filter","DetailErrorMessage":"Error fetching: AHD03053:Bad where clause: Parse error at : \"name='' and tenant.name=''\" (Attr not found or not atomic)","HTTPResponseCode":"INTERNAL\_SERVER\_ERROR","HTTPResponseCodeValue":500}}

at com.ca.integration.normalization.client.HttpRequestHandler.parseResponse(HttpRequestHandler.java:182)

at com.ca.integration.normalization.client.HttpRequestHandler.submit(HttpRequestHandler.java:93)

at com.ca.integration.normalization.client.HttpRequestHandler.post(HttpRequestHandler.java:75)

at com.ca.integration.normalization.client.NIMRestClient.create(NIMRestClient.java:106)

at com.ca.integration.normalization.client.NIMRestClient.createIncident(NIMRestClient.java:223)

at com.nimsoft.probe.gateway.sdgtw.AlarmEventProcessor.processAlarmEvent(AlarmEventProcessor.java:229)

at com.nimsoft.probe.gateway.sdgtw.AlarmEventProcessor.run(AlarmEventProcessor.java:116)

at java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1142)

at java.util.concurrent.ThreadPoolExecutor$Worker.run(ThreadPoolExecutor.java:617)

at java.lang.Thread.run(Thread.java:745)

.Retrying create incident

Oct 21 19:02:14:251 [pool-49-thread-5, sdgtw] Error while calling the createIncident for Alarm [HL28472602-03160] java.lang.Exception: {"Error":{"ErrorCode":154,"ErrorMessage":"Exception occurred during operation Get Objects Using Filter","DetailErrorMessage":"Error fetching: AHD03053:Bad where clause: Parse error at : \"name='' and tenant.name=''\" (Attr not found or not atomic)","HTTPResponseCode":"INTERNAL\_SERVER\_ERROR","HTTPResponseCodeValue":500}}

at com.ca.integration.normalization.client.HttpRequestHandler.parseResponse(HttpRequestHandler.java:182)

at com.ca.integration.normalization.client.HttpRequestHandler.submit(HttpRequestHandler.java:93)

at com.ca.integration.normalization.client.HttpRequestHandler.post(HttpRequestHandler.java:75)

at com.ca.integration.normalization.client.NIMRestClient.create(NIMRestClient.java:106)

at com.ca.integration.normalization.client.NIMRestClient.createIncident(NIMRestClient.java:223)

at com.nimsoft.probe.gateway.sdgtw.AlarmEventProcessor.processAlarmEvent(AlarmEventProcessor.java:229)

at com.nimsoft.probe.gateway.sdgtw.AlarmEventProcessor.run(AlarmEventProcessor.java:116)

at java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1142)

at java.util.concurrent.ThreadPoolExecutor$Worker.run(ThreadPoolExecutor.java:617)

at java.lang.Thread.run(Thread.java:745)

Oct 21 19:02:18:251 [pool-49-thread-5, sdgtw] incidentObj is null

Oct 21 19:02:26:343 [main, sdgtw] \*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*[ Restart ]\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*

Oct 21 19:02:26:345 [main, sdgtw] ######### shutdownAndRestartCleanup #######false

Oct 21 19:02:26:892 [main, sdgtw] \*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*[ Starting ]\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*

Oct 21 19:02:26:892 [main, sdgtw] 2.20

Oct 21 19:02:27:409 [main, sdgtw] ##########Before starting NIM###########

Oct 21 19:02:27:414 [main, sdgtw] Not Extracting the NIM WAR file

Oct 21 19:02:35:355 [main, sdgtw] NIM Server is running at :http://localhost:63217

Oct 21 19:02:35:355 [main, sdgtw] \*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*Using Rest URL\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*

Oct 21 19:02:35:356 [main, sdgtw] After starting NIM

Oct 21 19:02:35:356 [main, sdgtw] ##########Before starting NIM Configuration###########

Oct 21 19:02:35:356 [main, sdgtw] Skipping service desk instance HPServiceManager configuration as it is not marked active

Oct 21 19:02:35:356 [main, sdgtw] Skipping service desk instance ServiceNow configuration as it is not marked active

Oct 21 19:02:35:356 [main, sdgtw] Skipping service desk instance SFDCServiceCloud configuration as it is not marked active

Oct 21 19:02:35:356 [main, sdgtw] Skipping service desk instance SapSolManagerITSM configuration as it is not marked active

Oct 21 19:02:35:356 [main, sdgtw] Skipping service desk instance ServiceAide configuration as it is not marked active

Oct 21 19:02:35:356 [main, sdgtw] Skipping service desk instance BMCRemedy configuration as it is not marked active

Oct 21 19:02:35:356 [main, sdgtw] Considering service desk instance CASDM for configuration as it is marked as active

Oct 21 19:02:35:356 [main, sdgtw] \*\*\*\*\*\*\*\*\*\*\* DEFAULT SERVICE DESK INSTANCE \*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*

Oct 21 19:02:35:356 [main, sdgtw] NOT Configuring DEFAULT Service desk instance as it is NOT ACTIVE: HPServiceManager

Oct 21 19:02:35:356 [main, sdgtw] \*\*\*\*\*\*\*\*\*\*\*DONE\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*

Oct 21 19:02:35:356 [main, sdgtw] \*\*\*\*\*\*\*\*\*\*\* DEFAULT SERVICE DESK INSTANCE \*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*

Oct 21 19:02:35:356 [main, sdgtw] NOT Configuring DEFAULT Service desk instance as it is NOT ACTIVE: ServiceNow

Oct 21 19:02:35:357 [main, sdgtw] \*\*\*\*\*\*\*\*\*\*\*DONE\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*

Oct 21 19:02:35:357 [main, sdgtw] \*\*\*\*\*\*\*\*\*\*\* DEFAULT SERVICE DESK INSTANCE \*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*

Oct 21 19:02:35:357 [main, sdgtw] NOT Configuring DEFAULT Service desk instance as it is NOT ACTIVE: SFDCServiceCloud

Oct 21 19:02:35:357 [main, sdgtw] \*\*\*\*\*\*\*\*\*\*\*DONE\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*

Oct 21 19:02:35:357 [main, sdgtw] \*\*\*\*\*\*\*\*\*\*\* DEFAULT SERVICE DESK INSTANCE \*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*

Oct 21 19:02:35:357 [main, sdgtw] NOT Configuring DEFAULT Service desk instance as it is NOT ACTIVE: SapSolManagerITSM

Oct 21 19:02:35:357 [main, sdgtw] \*\*\*\*\*\*\*\*\*\*\*DONE\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*

Oct 21 19:02:35:357 [main, sdgtw] \*\*\*\*\*\*\*\*\*\*\* DEFAULT SERVICE DESK INSTANCE \*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*

Oct 21 19:02:35:357 [main, sdgtw] NOT Configuring DEFAULT Service desk instance as it is NOT ACTIVE: ServiceAide

Oct 21 19:02:35:357 [main, sdgtw] \*\*\*\*\*\*\*\*\*\*\*DONE\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*

Oct 21 19:02:35:357 [main, sdgtw] \*\*\*\*\*\*\*\*\*\*\* DEFAULT SERVICE DESK INSTANCE \*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*

Oct 21 19:02:35:357 [main, sdgtw] NOT Configuring DEFAULT Service desk instance as it is NOT ACTIVE: BMCRemedy

Oct 21 19:02:35:357 [main, sdgtw] \*\*\*\*\*\*\*\*\*\*\*DONE\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*

Oct 21 19:02:35:357 [main, sdgtw] \*\*\*\*\*\*\*\*\*\*\* DEFAULT SERVICE DESK INSTANCE \*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*

Oct 21 19:02:35:357 [main, sdgtw] Configuring Service desk instance as it is ACTIVE: CASDM

Oct 21 19:02:38:939 [main, sdgtw] \*\*\*\*\*\*\*\*\*\*\*DONE\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*

Oct 21 19:02:41:338 [main, sdgtw] Unable to fetch CASDM SD Fields for incident, Reason: java.lang.Exception: {"Error":{"ErrorCode":151,"ErrorMessage":"Please check the configuration for CA Service Desk Manager(CASDM)","HTTPResponseCode":"BAD\_REQUEST","HTTPResponseCodeValue":500}}

at com.ca.integration.normalization.client.HttpRequestHandler.parseResponse(HttpRequestHandler.java:182)

at com.ca.integration.normalization.client.HttpRequestHandler.get(HttpRequestHandler.java:70)

at com.ca.integration.normalization.client.NIMRestClient.get(NIMRestClient.java:136)

at com.ca.integration.normalization.client.NIMRestClient.getCIProperties(NIMRestClient.java:485)

at com.nimsoft.probe.gateway.sdgtw.config.SDGtwConfig.populateSDFields(SDGtwConfig.java:1379)

at com.nimsoft.probe.gateway.sdgtw.SDGtwProbe.configureNIM(SDGtwProbe.java:644)

at com.nimsoft.probe.gateway.sdgtw.SDGtwProbe.addDefaultProbeConfigurationToGraph(SDGtwProbe.java:1609)

at com.nimsoft.probe.framework.genprobe.GenProbeBase.initializeGraph(GenProbeBase.java:412)

at com.nimsoft.probe.framework.genprobe.GenProbeBase.init(GenProbeBase.java:313)

at com.nimsoft.vm.BaseProbe.initOnTimer(BaseProbe.java:392)

at com.nimsoft.nimbus.NimProbe.doForever(NimProbe.java:418)

at com.nimsoft.vm.BaseProbe.execute(BaseProbe.java:302)

at com.nimsoft.probe.gateway.sdgtw.SDGtwProbe.main(SDGtwProbe.java:946)

Oct 21 19:02:41:338 [main, sdgtw] After configuring NIM

Oct 21 19:02:41:338 [main, sdgtw] Before calling buildProbeInfoCategory() [Probe Config selection]

Oct 21 19:02:41:339 [main, sdgtw] After calling buildProbeInfoCategory() [Probe Config selection]

Oct 21 19:02:41:339 [main, sdgtw] Before calling buildSDSelection() [SD Rule selection]

Oct 21 19:02:41:340 [main, sdgtw] After calling buildSDSelection [SD Rule selection]

Oct 21 19:02:41:340 [main, sdgtw] Before calling buildNIMInfoCategory() [Remote NIM config section]

Oct 21 19:02:41:341 [main, sdgtw] Before calling buildNIMInfoCategory [Remote NIM config section]

Oct 21 19:02:41:342 [main, sdgtw] Error reading cfg key ProxyProtocol in section /servicedesks/HPServiceManager/connection\_details

Oct 21 19:02:41:345 [main, sdgtw] Error reading cfg key useCustomEndpoint in section /servicedesks/ServiceNow/connection\_details

Oct 21 19:02:41:345 [main, sdgtw] Error reading cfg key snCustomEndpoint in section /servicedesks/ServiceNow/connection\_details

Oct 21 19:02:41:350 [main, sdgtw] Error reading cfg key ProxyProtocol in section /servicedesks/ServiceAide/connection\_details

Oct 21 19:02:41:355 [main, sdgtw] Error reading cfg key ProxyProtocol in section /servicedesks/CASDM/connection\_details

Oct 21 19:02:41:360 [Thread-525, sdgtw] nimInitialized true NIM seems to already initialized

Oct 21 19:02:41:360 [Thread-525, sdgtw] Reading the configuration properties

Oct 21 19:02:41:361 [Thread-525, sdgtw] nas Address in UIM:nas

Oct 21 19:02:43:138 [Thread-525, sdgtw] Completed reading the configuration properties

Oct 21 19:02:43:138 [Thread-525, sdgtw] Initiating the Alarm Synchronization

Oct 21 19:02:43:139 [Thread-525, sdgtw] Servicedesk connection is not validated as it is NOT ACTIVE: HPServiceManager

Oct 21 19:02:43:139 [Thread-525, sdgtw] Done with HPServiceManager

Oct 21 19:02:43:139 [Thread-525, sdgtw] Servicedesk connection is not validated as it is NOT ACTIVE: ServiceNow

Oct 21 19:02:43:139 [Thread-525, sdgtw] Done with ServiceNow

Oct 21 19:02:43:140 [Thread-525, sdgtw] Servicedesk connection is not validated as it is NOT ACTIVE: SFDCServiceCloud

Oct 21 19:02:43:140 [Thread-525, sdgtw] Done with SFDCServiceCloud

Oct 21 19:02:43:141 [Thread-525, sdgtw] Servicedesk connection is not validated as it is NOT ACTIVE: SapSolManagerITSM

Oct 21 19:02:43:141 [Thread-525, sdgtw] Done with SapSolManagerITSM

Oct 21 19:02:43:141 [Thread-525, sdgtw] Servicedesk connection is not validated as it is NOT ACTIVE: ServiceAide

Oct 21 19:02:43:141 [Thread-525, sdgtw] Done with ServiceAide

Oct 21 19:02:43:142 [Thread-525, sdgtw] Servicedesk connection is not validated as it is NOT ACTIVE: BMCRemedy

Oct 21 19:02:43:142 [Thread-525, sdgtw] Done with BMCRemedy

Oct 21 19:02:45:307 [Thread-525, sdgtw] Exception in making the connection to MDR:java.lang.NullPointerException

at com.nimsoft.probe.gateway.sdgtw.SDGtwProbe.initiateAlarmSynchronizer(SDGtwProbe.java:269)

at com.nimsoft.probe.gateway.sdgtw.SDGtwProbe.initializeAndConfigureNim(SDGtwProbe.java:169)

at com.nimsoft.probe.gateway.sdgtw.SDGtwProbe.access$000(SDGtwProbe.java:68)

at com.nimsoft.probe.gateway.sdgtw.SDGtwProbe$1.run(SDGtwProbe.java:129)

at java.lang.Thread.run(Thread.java:745)

Oct 21 19:02:45:307 [Thread-525, sdgtw] Done with CASDM

Oct 21 19:02:45:307 [Thread-525, sdgtw] Done with Alarm Synchronization

Oct 21 19:02:45:307 [Thread-525, sdgtw] Queue is NOT SUBSCRIBED as there is no valid Service Desk connection. Please check Service Desk connection details or configure service desk(s)

Oct 21 19:03:10:944 [attach\_socket, sdgtw] Exception in making the connection to MDR:java.lang.NullPointerException

at com.nimsoft.probe.gateway.sdgtw.SDGtwProbe.validateConnectionDetailsWithoutUpdating(SDGtwProbe.java:1695)

at com.nimsoft.probe.gateway.sdgtw.SDGtwCallbackHandler.validateSDConnection(SDGtwCallbackHandler.java:168)

at com.nimsoft.probe.gateway.sdgtw.SDGtwCallbackHandler.handleCtdCallback(SDGtwCallbackHandler.java:99)

at com.nimsoft.probe.common.ctd.AbstractCtdProbeCallbackHandler.cbHandleCtdCallback(AbstractCtdProbeCallbackHandler.java:809)

at sun.reflect.NativeMethodAccessorImpl.invoke0(Native Method)

at sun.reflect.NativeMethodAccessorImpl.invoke(NativeMethodAccessorImpl.java:62)

at sun.reflect.DelegatingMethodAccessorImpl.invoke(DelegatingMethodAccessorImpl.java:43)

at java.lang.reflect.Method.invoke(Method.java:498)

at com.nimsoft.nimbus.NimServerSession$NimServerSessionThread.performCallback(NimServerSession.java:225)

at com.nimsoft.nimbus.NimServerSession$NimServerSessionThread.handleMessage(NimServerSession.java:178)

at com.nimsoft.nimbus.NimServerSession$NimServerSessionThread.run(NimServerSession.java:123)