

# Explanation of messages in FIXEdge logs

- Introduction
- ERROR
  - Tag not defined for this message type
  - Message cannot be sent
  - The connection association got dropped by a network device (NAT/router/switch)
  - New incoming connection was rejected
  - Error during processing Logon message
- DEBUG
  - No OnActionFail is specified for rule
- WARN
  - The telecommunication link error was detected
  - "MessageStorageType storageType" parameter is deprecated
  - Session was created in danger mode
  - Garbled message
- INFO
  - Active session was closed non-gracefully
  - Reject task finished

## Introduction

In this article you can find description of errors, warning, debug and information messages which may be spotted in FIXEdge log files.

## ERROR

- Tag not defined for this message type

```
<Timestamp> ERROR [Engine] Session <Session_Name>; Parse Error : Tag not defined for this message type. Parsing stopped at column: *** [RefSeqNum: **, RefTagID: **, RefMsgType: **].
```

**Description:** It means that FIXEdge received a FIX message that contains a tag [RefTagID], which is not described in FIX dictionaries for this type of messages. Also it may mean that tag [RefTagID] is outside the repeating group while in the dictionary this tag is inside the repeating group, or vice versa. The exact message can be identified by its sequence number [RefSeqNum].

**Troubleshooting steps:** Get the FIX message itself from *<session>.in* file (use RefSeqNum value for assistance). Check the corresponding FIX dictionary to validate correctness of the error. Contact counter-party to resolve the issue or describe this custom tag in corresponding FIX dictionary.

- Message cannot be sent

```
<Timestamp> ERROR [CC_Layer] LayerImpl::sendMessage2ClientId() has failed: Message cannot be sent: client TestSMTPClient is not logged in.
```

**Description:** This message occurs when there is attempt to send a message to a not initialized ("logged in") Client of [Transport Adapter](#) (TA). The disclosed in log record "client" name represents the name of TA Client in *FIXEdge.properties*.



Depending on TA type, Client may be also referred as "Session". For example, Clients of SMTP TA are listed under *TransportLayer.SmtpTA.SMTPSessions* parameter.

The reason for this is that specific TA, to which the Client belongs, is not added to the list of enabled adapters *TransportLayer.TransportAdapters* in *FIXEdge.properties*. Once added, you will see in log (after FIXEdge restart) record like

```
<Timestamp> INFO [CC_Layer] Client TestSMTPClient has logged in
```

**Troubleshooting steps:** 1. First of all, review *BL\_Config.xml* file for the *Rule*, that routes messages to mentioned Client, and check if it is correct and does what is required by your system. Remove the *Rule* if there is no need in it.

For instance, the *ERROR* in this specific example was caused by default BL Rule which was left unintentionally in place:

```

<Rule>
  <Source>
    <FixSession SenderCompID=".*" TargetCompID=".*"/>
  </Source>
  <Condition>
    <EqualField Field="35" Value="C"/>
  </Condition>
  <Action>
    <Send>
      <Client Name="TestSMTPClient"/>
    </Send>
  </Action>
</Rule>

```

2. Check that corresponding TA client was successfully started and connected. Check *FIXEdge.properties* for correctness, especially that TA is added to *TransportLayer.TransportAdapters* list.

- **The connection association got dropped by a network device (NAT/router/switch)**

```

<Timestamp>      ERROR      [Engine] <Thread ID> New incoming connection from :0 was rejected because of the
error during processing: getpeername. Transport endpoint is not connected. (Error code = 107)

```

*Description:* The record means that there had been connection attempt from a counterparty, and when FIX Engine was trying to detect its source ip/port with [getpeername](#) function, the connection association got dropped by a network device (NAT/router/switch).

*Troubleshooting steps:* reconnect the session.

- **New incoming connection was rejected**

```

<Timestamp>      ERROR      [Engine] New incoming connection from xxx.xxx.xxx.x:xxxxx was rejected because
of the error during processing: Connection::receive(), EOF from xxx.xxx.xxx.x:xxxxx

```

*Description:* This error occurs when a network device drops connection association, or there is a code issue resulting FIX connection to be terminated unexpectedly without Logouts exchange.

*Troubleshooting steps:* Contact your counter-party for explanation from their side and related events that make bring more light on the root cause.

- **Error during processing Logon message**

```

<Timestamp>      ERROR      [Engine] Session <Session_Name> : Error during processing Logon message from xx.
xxx.x.xx:xxxxx: Incoming connection is rejected by application: Cannot create session. Reason:
Authentication is failed or session is not configured to accept connection

```

*Description:* This is related to setup with [LDAP authentication](#). Authentication is performed against Session identifier (SenderCompID and TargetCompID) and LDAP using the Username (tag 553) and Password (tag 554) from FIX Logon message.

*Troubleshooting steps:*

1. Work with counter-party to make sure that that supplied in Logon credentials are correct.
2. Check if credentials are correct in LDAP and any other issues with LDAP itself.
3. Review and check **LDAPAuthenticate** section in *BL\_Config.xml* file.

## DEBUG

- **No OnActionFail is specified for rule**

```

<Timestamp>      DEBUG      [BL_RoutingTable] No OnActionFail is specified for rule for 'Rule_Name'.

```

*Description:* These messages usually indicate that you have a routing Rule, but haven't specified what will happen if the Rule fails.

*Troubleshooting steps:* These are not errors, just indications that *<OnActionFail>* condition might be also set up.

## WARN

- **The telecommunication link error was detected**

```
<Timestamp>    WARN    [Engine] Session <Session_Name> : the telecommunication link error was detected
(Connection::receive(), EOF).
```

*Description:* It means that the TCP connection was terminated unexpectedly by counter-party, without Logouts exchange.

*Troubleshooting steps:* Contact counter-party and query them for sanity of their FIX adaptor/engine.

- **"MessageStorageType storageType" parameter is deprecated**

```
<Timestamp>    WARN    [Engine] Session <Session_Name> : FixEngine::CreateSession(...)
"MessageStorageType storageType" parameter is deprecated. Please use SessionExtraParameters::storageType
instead.
```

*Description:* We improve the API of our products continuously and some parameters were left for backward compatibility. Such a message can appear in the log file in case of using non-default values for such parameters but if the value passes all checks then there is just such a record in the log file and it doesn't affect anything.

*Troubleshooting steps:* You can ignore these messages.

- **Session was created in danger mode**

```
<Timestamp>    WARN    [Engine] Session <Session_Name> : session was created in danger mode - it does
not use persistent message storage.
```

*Description:* It means that a session uses the transient storage, i.e. no log files with FIX messages will be created.

*Troubleshooting steps:* In FIXEdge.properties file you can turn on logging for a session by setting 'FixLayer.FixEngine.Session.<SessionName>.StorageType = persistentMM' (or persistent). For Admin Session (a session between FIXEdge and FIXICC Agent) you need to change the property Monitoring.AdminSession.AdminClient.StorageType (which is in engine.properties file) accordingly, but we don't recommend to do this for Admin Session - there will be quite a lot of messages.

- **Garbled message**

```
<Timestamp>    WARN    [Engine] Garbled message: <FIX_Message>
```

*Description:* The FIX Protocol takes the optimistic view; it presumes that a garbled message is received due to a transmission error rather than a FIX system problem. Therefore, if a Resend Request is sent the garbled message will be re-transmitted correctly. If a message is not considered garbled then it is recommended that a session level Reject message be sent.

What constitutes a garbled message:

- BeginString (tag #8) is not the first tag in a message or is not of the format 8=FIX.n.m.
- BodyLength (tag #9) is not the second tag in a message or does not contain the correct byte count.

*Troubleshooting steps:* Make sure that the FIX message was re-transmitted correctly. If not, contact your counter-party regarding malformed messages from their side.

## INFO

- **Active session was closed non-gracefully**

```
<Timestamp>    INFO    [Engine] Session <Session_Name> : Change state: old state=Established new
state=NonGracefullyTerminated
<Timestamp>    INFO    [Engine] Session <Session_Name> : active session was closed non-gracefully (The
confirming Logout message was received from the counterparty.).
```

*Description:* This message appears when session was terminated by Logout and *IntradayLogoutTolerance* mode is enabled. This mode means that during next session start the same set of logs will be used and next Logon will be sent with sequence number previous+1 (unless you use *ForceSeqNumReset=ALWAYS*. See [matrix of possible IntradayLogoutTolerance+ForceSeqNumReset combinations](#)).

*Troubleshooting steps:* This doesn't indicate an issue, just informs that session was disconnected correctly and sequence numbers were preserved.

- **Reject task finished**

```
<Timestamp>    INFO    [Engine] Session <Session_Name> : Reject task finished.
```

Description: In FIXEdge there is [an option to reject messages](#) that should be routed into the session, which exists, but currently isn't available. This message appears when all such messages were rejected.

Troubleshooting steps: This doesn't indicate an issue, just informs that the task was finished.