Troubleshoot Secure Email Alert Message

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Introduction

This document describes identifying, troubleshooting, and resolving the "An application fault occurred" error.

Prerequisites

Requirements

Cisco recommends that you have a basic understanding of the Cisco Secure Email Gateway or Cisco Secure Email Cloud Gateway.

Components Used

This document is not restricted to specific software and hardware versions.

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, ensure that you understand the potential impact of any command.

Background Information

This document also provides a more detailed overview of some common application faults.

An alert is received after a process crashes.

Note: Most application faults are self-resolving and are safe to ignore; however, there are a few that require intervention in order to bring the device back to normal operation. For example, the Aquarium.py screenLoop application faults are usually indicative of too many clicks within a short span inside the GUI and are safe to ignore. If you are noticing strange behavior or other impact after receiving the error, then proceed to open up a Cisco TAC case for assistance using the Cisco Support Case Manager.

Common Application Faults

An additional context surrounding some existing application faults has been provided and the list is kept updated. If you believe that something can be added, then let us know.

[ENH] Option to suppress alert Critical: An application fault occurred Network communication error: Connection refused:

```
Critical: An application fault occurred: ('egg/command_client.py connect|145', "<class 'Commandment.Com
```

Application fault triggered by uppercase recipient address matching alias table domain context Cisco bug ID CSCws09183:

```
Critical: An application fault occurred: ('egg/alias.py get|205', "<type 'exceptions.KeyError'>", "'NoR
```

Related Information

- Cisco Secure Email Cloud Gateway End-User Guides
- Cisco Secure Email Gateway End-User Guides
- Cisco Technical Support & Downloads