Troubleshoot StarOs Management Server unable to display Bulk Statistics data recived from StarOs node

Contents

[Introduction](#)
[Prerequisites](#)
[Requirements](#)
[Components Used](#)
[Problem](#)
[Symptoms](#)
[Resolution](#)
[Related Information](#)

Introduction

This document describes how to troubleshoot StarOs node regarding loss of bulkstats on Network Management System (NMS).

Contributed by Tariq Habibullah, Cisco Solutions Architect.

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- StarOs software

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.

Problem

Cisco StarOS platforms is designed to transfer only the configured amount of Bulk Statistics data (bulkstats) to repositories such as Cisco PRIME server, Cisco Web Element Manager server (WEM) and Cisco Mobility Unified Reporting and Analytics server (MURAL). If the configured bulkstats file size limit is smaller than the actual bulkstats file then the StarOS skips some of the

schema that is sent to the northbound repository server. This causes loss of bulkstat data storage and prevents the repository servers from displaying all the Key Performance Indicator (KPI) for the StarOS Node.

Symptoms

Cisco management servers may not able to display all the bulkstats KPI data from StarOS nodes. In such a case, the Simple Network Management Protocol (SNMP) trap is displayed.

SNMP Trap:

```
Fri Mar 04 22:15:01 2016 Internal trap notification 1312 (StatFilesizeExceeded) Bulkstat
filesize threshold limit 4915200  measured value 6142481
```

This issue arises from a small bulkstats file size limit configuration as shown in this example:

```
******** show bulkstats *******
Friday March 04 22:45:24 UTC 2016
Bulk Statistics Server Configuration:
  Server State:                  Enabled
  File Limit:                    4800 KB
  Sample Interval:               15 minutes (0D 0H 15M)
  Transfer Interval:             15 minutes (0D 0H 15M)
  Receiver Mode:                 Secondary-on-failure
  Historical Data Collection:    Disabled
```

Resolution

To resolve this issue configure the file size limit according to the number of schemas you have configured in the StarOS platform. Monitor SNMP trap and make sure that bulkstats file size limit is not exceeded.

Note that the SNMP trap prints value is Bytes. However, the configuration takes values in KB (Kilo Bytes).

In the example, the configuration shows file size limit of set of 6000.

```
config
bulkstats collection no bulkstats historical collection bulkstats mode limit 6000
    sample-interval 15
    transfer-interval 15
    gather-on-standby
```

Related Information

- ASR 5500 System Administration Guide
- Technical Support & Documentation - Cisco Systems
- Statistics and Counters Reference - Bulkstatistic Descriptions, StarOS Release