

Troubleshoot An Application Fault Occurred No module named DLP

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Introduction

This document describes and resolves, the Application Fault **No module named DLP**.

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Prerequisites

- Basic understanding of the Cisco Secure Email Gateway or Cisco Secure Email Cloud Gateway

Components Used

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

An alert is received after a process has crashed.

Identify

Usually, the administrator receives an email containing the application fault.

Here is an example:

```
Critical: An application fault occurred: ('monitor/message_tracking.py __call__|500', "<type 'exception.  
' [util/Aquarium.py screenLoop|413] [util/InternalLibrary.py inverseExtend|328] [util/InternalLibrary.py  
[util/InternalLibrary.py __call__|769] [screen/CommonController.py __call__|66] [util/InternalLibrary.py  
[util/InternalLibrary.py __call__|771] [monitor/message_tracking.py __call__|500]')
```

If an email containing the alert is not received, administrators can use the **displayalerts** command to reveal any recent application faults.

Resolving

Most application faults are self-resolving and are safe to ignore; however, there are a select few that require intervention in order to bring the device back to normal operation.

For example. Aquarium.py screenLoop application faults are usually indicative of too many clicks within a short-span inside the GUI, and are safe to ignore; however, if the application fault has something like No module named DLP within it, then it would require Cisco TAC to assist with providing a solution.

If you are noticing strange behavior or other impact after receiving the error, then please proceed to open up a Cisco TAC case so that we can assist.

- [Cisco Support Case Manager](#)

Related Information

- [Cisco Secure Email Cloud Gateway End-User Guides](#)
- [Cisco Secure Email Gateway End-User Guides](#)