Alarm and Events

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Unity Connection SRSV Alarms and Events

The Table 7-1 lists the types of alarms and events reported by Unity Connection SRSV. The table also provides the explanation for the alarms and the recommended actions to prevent the occurence of similar events.

Cisco Unity Connection SRSV Alarms and Events

Alarm Name	Severity	Description	Route To	Explanation	
BranchNotReachable	ERROR_ALARM	Branch[name=%1, address=%2] is not reachable	Event Log, Alert Log	There is an issue with the connectivity between the central Unity Connection server and the specified branch.	If there is no connectivity between the central Unity Connection server and the branch office, see the "Error Message Appears When Testing the Connectivity of Unity Connection with Branch" section of the "Troubleshooting Unity Connection SRSV" chapter in the Troubleshooting Guide for Cisco Unity Connection, Release 11.x, available at https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/connection/11x/troubleshooting/guide/b_11xcuctsg.html. If the problem is not resolved then please contact Cisco TAC.

Alarm Name	Severity	Description	Route To	Explanation	
EvBranchProvisioned	INFORMATIONAL_ALARM	The branch[name=%1, address=%2] has been successfully provisioned	Event Log, Alert Log	The branch has been successfully associated with the central Unity Connection server.	NONE
EvBranchProvisioningFailed	WARNING_ALARM	Provisioning for branch[name=%1, address=%2] has failed	Event Log, Alert Log	The provisioning of branch has been failed.	If there is no connectivity between the central Unity Connection server and the branch office, see the "Error Message Appears When Testing the Connectivity of Unity Connection with Branch" section of the "Troubleshooting Unity Connection SRSV" chapter in the Troubleshooting Guide for Cisco Unity Connection, Release 11.x, available at https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/connection/11x/troubleshooting/guide/b_11xcuctsg.html. If the problem is not resolved then please contact Cisco TAC.

Alarm Name	Severity	Description	Route To	Explanation	
EvProvFailedMaxRt	ERROR_ALARM	Provisioning for branch[name= %1, address= %2] has failed after maximum %3 retries	Event Log, Alert Log	Provisioning for a branch has failed in all the retries.	If there is no connectivity between the central Unity Connection server and the branch office, see the "Error Message Appears When Testing the Connectivity of Unity Connection with Branch" section of the "Troubleshooting Unity Connection SRSV" chapter in the Troubleshooting Guide for Cisco Unity Connection, Release 11.x, available at https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/connection/11x/troubleshooting/guide/b_11xcuctsg.html. If the problem is not resolved then please contact Cisco TAC.
EvProvFailedMaxWt	ERROR_ALARM	A provisioning completion notification was not received for branch[name= %1, address= %2] within the maximum wait time of %3 minutes	Event Log, Alert Log	Provisioning for a branch has failed because the branch did not return the provisioning completion status within the defined timeframe.	If there is no connectivity between the central Unity Connection server and the branch office, see the "Error Message Appears When Testing the Connectivity of Unity Connection with Branch" section of the "Troubleshooting Unity Connection SRSV" chapter in the Troubleshooting Guide for Cisco Unity Connection, Release 11.x, available at https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/connection/11x/troubleshooting/guide/b_11xcuctsg.html. If the problem is not resolved then please contact Cisco TAC.

Alarm Name	Severity	Description	Route To	Explanation	
EBranchVMUpload INFORMATIONAL_ALARM	Voice mail upload for branch[name=%1, address=%2] completed successfully. %3 messages were uploaded	Event Log	Voicemails from branch are uploaded on the central Unity Connection server.	NONE	
EBranchVMUpload ERROR_ALARM	Voice mail upload for branch[name=%1, address=%2] has failed	Event Log	No voicemail could be uploaded from the branch to the central Unity Connection server.	If there is no connectivity between the central Unity Connection server and the branch office, see the "Error Message Appears When Testing the Connectivity of Unity Connection with Branch" section of the "Troubleshooting Unity Connection SRSV" chapter in the Troubleshooting Guide for Cisco Unity Connection, Release 11.x, available at https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/connection/11x/troubleshooting/guide/b_11xcuctsg.html. If the problem is not resolved then please contact Cisco TAC.	

Alarm Name	Severity	Description	Route To	Explanation	
EvBranchVoiceMailUploadPartial	WARNING_ALARM	Voice mail upload for branch[name= %1, address= %2] partially completed. %3 messages out of %4 were uploaded	Event Log	All the voicemails could not be uploaded from branch to the central Unity Connection server.	If there is no connectivity between the central Unity Connection server and the branch office, see the "Error Message Appears When Testing the Connectivity of Unity Connection with Branch" section of the "Troubleshooting Unity Connection SRSV" chapter in the Troubleshooting Guide for Cisco Unity Connection, Release 11.x, available at https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/connection/11x/troubleshooting/guide/b_11xcuctsg.html. If the problem is not resolved then please contact Cisco TAC.
EvCentralNotReachable	ERROR_ALARM	Central Unity Connection[address= %1] is not reachable	Event Log, Alert Log	There is an issue with the connectivity between the central Unity Connection server and the specified branch.	If there is no connectivity between the central Unity Connection server and the branch office, see the "Error Message Appears When Testing the Connectivity of Unity Connection with Branch" section of the "Troubleshooting Unity Connection SRSV" chapter in the Troubleshooting Guide for Cisco Unity Connection, Release 11.x, available at https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/connection/11x/troubleshooting/guide/b_11xcuctsg.html. If the problem is not resolved then please contact Cisco TAC.