Using Alarms

Understanding Alarms

Cisco Unity Connection Serviceability alarms provide information on runtime status and the state of the system, so you can troubleshoot problems that are associated with the system. For example, you can use alarms to determine whether there are any ports enabled to set MWIs. Alarm information includes the catalog, name, severity, explanation, recommended action, routing list, and parameters.

You can enable or disable alarms to appear as syslog messages on the local server or on a remote server that you specify. You can also set the severity level that you want to appear.

You use the trace and log central option in the Real-Time Monitoring Tool (RTMT) to collect alarms. You use the SysLog Viewer in RTMT to view alarms.

Alarm Definitions

Alarm definitions describe alarm messages—what they mean and how to recover from them.

You search the Alarm Message Definitions page for alarm information. When you select an alarm, a description of the alarm information and a recommended action appears on the Alarm Information page. To help with troubleshooting, the definitions include the alarm name, description, severity, explanation, recommended action, routing list, and parameters.

Viewing Alarm Definitions

User can search for and view alarm definitions in *Alarm Message Definitions for Cisco Unity Connection Release 15* available at link https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/connection/15/alarm_messages/15cucalrmmsgdef.html

Alarm Configurations

This section describes how to enable and disable alarms.

Enabling Alarm

Step 1   In Cisco Unity Connection Serviceability, select **Alarm** > **Configurations**.

Step 2   In the Alarm Configurations window:

- To enable the system to log the alarms in the application logs area in the SysLog Viewer, under Local Syslogs, check the **Enable Alarm** check box.

Step 3   Under the syslog for which you have enabled alarms, in the Alarm Event Level field, select the severity level that you want.

Step 4   Select **Save**.

Disabling Alarms

Step 1   In Cisco Unity Connection Serviceability, select **Alarm** > **Configurations**.

Step 2   In the Alarm Configurations window, uncheck the applicable **Enable Alarm** check box.

Step 3   Select **Save**.