

**Main page:** [Cisco Unified MeetingPlace, Release 7.0](#)

**Up one level:** [Maintenance Page](#)

Alarms are caused by network connectivity failures and are usually software-related. They can also occur when there is a surge of activity on the network, or when the system detects a configuration issue, such as not having conferencing licenses installed.

When the system generates an alarm:

- Similar alarms are aggregated into the [Alarm Table](#).
- The alarm is captured in the [Exception Log](#).
- If SNMP is configured, a notification is sent to any registered management stations.

In general, you can use the [Alarm Table](#) to check for any problems, and then look in the [Exception Log](#) for details.

## Contents

- [1 Related Topics](#)
- [2 Alarm Severity Levels](#)
  - ◆ [2.1 Related Topics](#)
- [3 Alarm Table](#)
  - ◆ [3.1 Related Topics](#)
- [4 Exception Log](#)
  - ◆ [4.1 Related Topics](#)
- [5 Module Numbers](#)
  - ◆ [5.1 Table: Module Numbers](#)
- [6 Core Files](#)
  - ◆ [6.1 Related Topics](#)

### Related Topics

- [Configuring SNMP on Cisco Unified MeetingPlace](#)
- [Viewing the Alarm Table and Clearing Alarms in the Administration Center](#)
- [Alarm Severity Levels](#)

- [Module Numbers](#)
- *Alarm and Exception Code Reference for Cisco Unified MeetingPlace* at [http://www.cisco.com/en/US/products/sw/ps5664/ps5669/prod\\_technical\\_reference\\_list.html](http://www.cisco.com/en/US/products/sw/ps5664/ps5669/prod_technical_reference_list.html)

## Alarm Severity Levels

| Alarm Severity Level | Description   |
|----------------------|---|
| MAJOR                | <p>Action must be taken immediately. A system error occurred that requires manual intervention. You will likely need to contact Cisco TAC.</p> <p>Examples:</p> <ul style="list-style-type: none"> <li>• Less than 50% of a major resource (audio, video, or web) is functional.</li> <li>• A major feature (such as Microsoft Outlook integration) is nonfunctional or may soon become nonfunctional.</li> <li>• A server is about to run out of disk space.</li> </ul>  |
| MINOR                | <p>Investigate the issue to determine if immediate action is needed. An error occurred that does not impact the ability of the system to continue to function. Nevertheless, some corrective action is required. Depending on the issue, you may need assistance from Cisco TAC.</p> <p>Examples:</p> <ul style="list-style-type: none"> <li>• A server has exceeded the recommended threshold of disk space.</li> <li>• A blade failure causes less than 50% of a resource capacity to be lost.</li> <li>• A configuration error prevents dial-out calls.</li> </ul> |

### Related Topics

- *Alarm and Exception Code Reference for Cisco Unified MeetingPlace* at [http://www.cisco.com/en/US/products/sw/ps5664/ps5669/prod\\_technical\\_reference\\_list.html](http://www.cisco.com/en/US/products/sw/ps5664/ps5669/prod_technical_reference_list.html)

## Alarm Table

The alarm table can be viewed:

- On the [Alarms Page](#) in the Administration Center
- By entering the `alarm` command
- In the "Alarms" log in the System Information Capture (Infocap) log

The alarm table combines multiple alarms into a single table entry when the following values are the same:

### Related Topics

- [Code](#)
- [Unit](#)
- [Software Module](#)

The brief description in an alarm table entry may contain values that are specific to one alarm occurrence, such as an IP address or the available disk space on a Web Server. These values may differ for all alarms that are combined into one table entry. In Release 7.0.0 - 7.0.2, only the values for the first alarm are displayed. In Release 7.0.3, only the values for the most *recent* alarm are displayed. To view all alarm occurrences, view the [Exception Log](#).

Entries remain in the alarm table until you clear them. Therefore, the alarm table may display very old information. In contrast, only the alarms generated during a specified time period are displayed in the "ExLog error logs" or "ExLog detailed logs" in the System Information Capture (Infocap) log.

We recommend that you regularly clear the alarm table, so that:

- You can tell at a glance whether any new alarms have been generated since the last time you looked.
- You can distinguish between individual alarms, because there will be fewer counts per table entry.

### Related Topics

- [How to View the Alarm Table and Clear Alarms](#)
- [Obtaining and Viewing the System Information Capture \(Infocap\) Log](#)
- [Alarm and Exception Code Reference for Cisco Unified MeetingPlace at \[http://www.cisco.com/en/US/products/sw/ps5664/ps5669/prod\\\_technical\\\_reference\\\_list.html\]\(http://www.cisco.com/en/US/products/sw/ps5664/ps5669/prod\_technical\_reference\_list.html\)](#)

## Exception Log

The exception log contains alarm and error messages. Clearing alarms in the [Alarm Table](#) does not clear alarms in the exception log.

You can view the exception log:

- By entering the [errorlog](#) command or the [viewexlog](#) command.
- In the "ExLog error logs" or "ExLog detailed logs" in the System Information Capture (Infocap) log.

### Related Topics

- [Using the Command-Line Interface \(CLI\) in Cisco Unified MeetingPlace](#)
- [Obtaining and Viewing the System Information Capture \(Infocap\) Log](#)
- [Alarm and Exception Code Reference for Cisco Unified MeetingPlace at \[http://www.cisco.com/en/US/products/sw/ps5664/ps5669/prod\\\_technical\\\_reference\\\_list.html\]\(http://www.cisco.com/en/US/products/sw/ps5664/ps5669/prod\_technical\_reference\_list.html\)](#)

## Module Numbers

Use [Table: Module Numbers](#) to determine which system component corresponds to each module number that may appear in the [Alarm Table](#) or [Exception Log](#).

**Table: Module Numbers**

| Internal Error Number | System Component      | Module Number | Description   |
|-----------------------|-----------------------|---------------|---|
| 0                     | IMC_CLASS_NULL        | 0             | Command line utility  |
| 1024                  | IMC_CLASS_COMMON      | 1             | Common functions  |
| 2048                  | IMC_CLASS_SIM         | 2             | System Integrity Manager (SIM)  |
| 3072                  | IMC_CLASS_CP          | 3             | Call Processing-Media Control Protocol (CPMCP), which is a proxy for the Media Server |
| 4096                  | IMC_CLASS_SM          | 4             | Switch manager  |
| 5120                  | IMC_CLASS_CS          | 5             | Conference scheduler (ConfSchd)   |
| 6144                  | IMC_CLASS_WS          | 6             | Workstation server  |
| 7168                  | IMC_CLASS_EXC         | 7             | Exception handler (in SIM)  |
| 8192                  | IMC_CLASS_VUI         | 8             | Telephone user interface (TUI)  |
| 9216                  | IMC_CLASS_DB          | 9             | The database server   |
| 10240                 | IMC_CLASS_VUI_TESTER  | 10            | TUI tester program  |
| 11264                 | IMC_CLASS_TRACE       | 11            | SIM trace server  |
| 12288                 | IMC_CLASS_WF          | 12            | Workstation front end   |
| 13312                 | IMC_CLASS_UTIL        | 13            | Any command line utility  |
| 14336                 | IMC_CLASS_LSH         | 14            | Shell facility  |
| 15360                 | IMC_CLASS_DBQ         | 15            | Database query server   |
| 16384                 | IMC_CLASS_EMAIL_MSG   | 16            | Class to support an error range   |
| 17408                 | IMC_CLASS_SNMPD       | 17            | Class to support SNMP daemon control  |
| 18432                 | IMC_CLASS_PO          | 18            | Post office server  |
| 19456                 | IMC_CLASS_PO_TESTER   | 19            | Post office server tester program   |
| 20480                 | IMC_CLASS_SIM_MU      | 20            | Multi-unit SIM session control  |
| 21504                 | IMC_CLASS_FAXGW       | 21            | Fax gateway   |
| 22528                 | IMC_CLASS_WEBGW       | 22            | Web publisher (overlaps with pegs)  |
| 22528                 | IMC_CLASS_PEGS        | 22            | Peg server (part of SIM)  |
| 23552                 | IMC_CLASS_SDBS        | 23            | Shadow database server  |
| 24576                 | IMC_CLASS_SDBS_TESTER | 24            | Shadow database server tester program   |
| 25600                 | IMC_CLASS_GWSIMGR     | 25            |   |
| 26624                 | IMC_CLASS_GWSIMAGENT  | 26            |   |
| 27648                 | IMC_CLASS_STREAMGW    | 27            | Streaming gateway   |
| 28672                 | IMC_CLASS_CCA         | 28            | Call control agent  |
| 29696                 | IMC_CLASS_MPDIRSVC    | 29            | Directory services  |
| 30720                 | IMC_CLASS_MERGED      | 30            | PCI conversion/merge daemon   |

|       |                    |    |                       |
|-------|--------------------|----|-----------------------|
| 31744 | IMC_CLASS_GSCOPE   | 31 | Gyroscope application |
| 32768 | IMC_CLASS_NMPAGENT | 32 | NMPAgent              |
| 33792 | IMC_CLASS_TWATCH   | 33 | Trigger watch         |
| 34816 | IMC_CLASS_POCLIENT | 34 | Post office client    |

## Core Files

Core files are useful for determining what state a program was in before it terminated. In Release 7.0.3 (MR2) a new utility called **checkcores** reports new cores found, raises an alarm (EX\_CORESPACE), and compresses/archives the cores to /mpx-record/cores.

**Note:** Unless the cause of the core file is already known, all core files should be escalated to Cisco TAC.

During startup, if new cores are found, the following message is echoed to the session after "Starting MeetingPlace application":

```
NOTE: new core files found in /var
See /mpx-record/cores/checkcores.log for more information
[ OK ]
```

If no cores are found, the utility does not log anything. If run interactively, the utility either echoes the two lines shown above if cores are found, or echoes "no cores found".

A maximum of 10 core files are saved to this location. The approximate total max space required for compressed core images is 200MB. If there is insufficient space in /mpx-record, an alarm is raised:

```
346) MAJ 10006c    4 Mar 22 05:58  Mar 22 06:00    0 SW MODULE=0
insufficient space in /mpx-record filesystem to manage cores
```

A logfile, "/mpx-record/cores/checkcores.log" is maintained in /mpx-record/cores. If this logfile grows beyond 100K, it is backed up to "checkcores.log.old" and a new log is started (only one backup is maintained).

Cores are archived in the form:

yymmddhhmmss-path1-path2-path3-core.pid.datetime.gz

- **yymmddhhmmss** is the current date/timestamp
- **path1-path2-path3** is the full path translated to hyphen-separated names, e.g., /var/mp/nmpagent is translated to var-mp-nmpagent
- **pid** is the process id of the aborted process
- **datetime** is the date/timestamp of the core file creation as displayed by "ls -l", but in a compressed form (e.g. Mar2-14:52, Jan22-09:15).

**Related Topics**

- *Alarm and Exception Code Reference for Cisco Unified MeetingPlace* at [http://www.cisco.com/en/US/products/sw/ps5664/ps5669/prod\\_technical\\_reference\\_list.html](http://www.cisco.com/en/US/products/sw/ps5664/ps5669/prod_technical_reference_list.html)