As the system administrator, you must detect system hardware and software malfunctions, unauthorized access, toll fraud, and other error conditions in the Cisco Unified MeetingPlace system. This section describes the Alarm Table and how to use it.

When a problem occurs, you are notified in the following ways:

- The Alarm Table in the MeetingTime System tab reports abnormal events that occur in the Cisco Unified MeetingPlace system.
- The Alarm indicator LEDs on the front of the Cisco Unified MeetingPlace 8106 and 8112 are red when a problem has occurred (see the Interpreting LEDs on the Cisco Unified MeetingPlace 8106 and the Interpreting Alarm LEDs on the Cisco Unified MeetingPlace 8112).
- Cisco Unified MeetingPlace can be configured to call you when an alarm occurs. You can configure this feature from the Configure tab in the Usage Parameters window.

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Understanding the Alarm Table

In addition to reporting abnormal events, the Alarm Table shows you how many times the alarm condition occurred, the date of its first and last occurrences, the server number where the alarm occurred, and a brief description of the alarm condition.

When an alarm occurs, Cisco Unified MeetingPlace assigns it an alarm code that identifies the type of alarm. If you want to be notified in case of an alarm, configure the system to outdial to a specific destination.

The Alarm Table reports five types of alarms:

- Repeated unsuccessful attempts to log in (locked profile)
- Trunk malfunction (T1 failure)
- Integration malfunction (IP failure)
- Hardware or software failures
- System outages

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

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, gateway unit number, or the available disk space on a Web Server. These values may differ for all alarms that are combined into one table entry, but only the values for the first alarm are displayed. To view all alarm occurrences, view the Exception Log.

As the system administrator, you deal directly with only some of the first two alarm types. Other alarm types require assistance from a Cisco Network Consulting Engineer (NCE).

We recommend that you check the Alarm Table weekly. You can save the information from the Alarm Table in a file for future reference, and then clear the alarms in the table. If the alarms are not cleared, the table overflows and you cannot view new alarm entries.

Caution! Report immediately any alarm condition that you do not understand to a Cisco NCE representative.

Table: Alarms describes various alarms you might see.

Table: Alarms

Alarm	Description
Code[40728] Too many attempts to log in to profile	A login error alarm that means a user tried unsuccessfully to log in more than the number of attempts specified in the Usage Parameters. The Alarm Table reports the last user who unsuccessfully attempted login since you last cleared the alarm. (For information on clearing alarms, see the Viewing the Alarm Table (Cisco Unified MeetingPlace 8106 and Cisco Unified MeetingPlace 8112).)
Code[4916105] Red Alarm detected on this T1 span	A failure alarm that appears when a T1 line is down, such as during a power failure. Call your telephony service provider for reactivation.

IP failure alarm	Server-related IP failures can cause an alarm or generate a log. If the H.323/SIP Gateway fails, see information at Cisco Unified MeetingPlace H.323/SIP IP Gateway.
Code [1048593] DB disk backup is disabled. Run `save' to enable	A minor alarm that is posted when, during a system restart, the system detects that the internal disk-to-disk database backup is disabled. The disk-to-disk database backup is disabled by several maintenance procedures, notably any software upgrade. To prevent this alarm condition, system administrators can run the *save* command, making the upgrade permanent.

System administrators can allow attendants to view alarms but not clear them. For more information on configuring this function, see the About Help Desk Privileges for Attendants.

Note: Additional alarm information is provided in the Alarm and Exception Code Reference document: http://www.cisco.com/en/US/docs/voice_ip_comm/meetingplace/7x/english/technical_references/alarm_list.xls

Viewing the Alarm Table (Cisco Unified MeetingPlace 8106 and Cisco Unified MeetingPlace 8112)

To Check the Alarm Table in MeetingTime

1. Select the **Alarm Tables** topic, and click **Execute** .
   You can also check the Alarm Table by choosing **Administration** menu **> View Alarms** . The Alarm Viewer window shows the alarm table. Each alarm is listed by server with a corresponding alarm number.
2. You can do the following in the Alarm Viewer. (For more information, see the Important Alarm Codes.)

To	Do This in the Alarm Viewer Window
See the alarm type and its description	Click a log code.
To remove an alarm entry from the Alarm Viewer window	Select the alarm number then click **Clear Alarm** . To clear all alarms, click **Clear All** . Clearing an alarm does not resolve the problem that caused it. For example, if you clear an alarm on Too Many Attempts to Log In to Profile, the user profile is still locked by the system.
Save alarm table information to a file	Click **Save to File** . Enter a filename that identifies the alarm table. For example, AT608.TXT could be the file name for the Alarm Table saved on June 8. Then click **OK** .

3. Click **OK** to close the window.

Important Alarm Codes

Table: Important Alarm Codes shows ranges of alarm codes that represent unusual conditions in the system. Report any of these codes to a Cisco NCE representative.

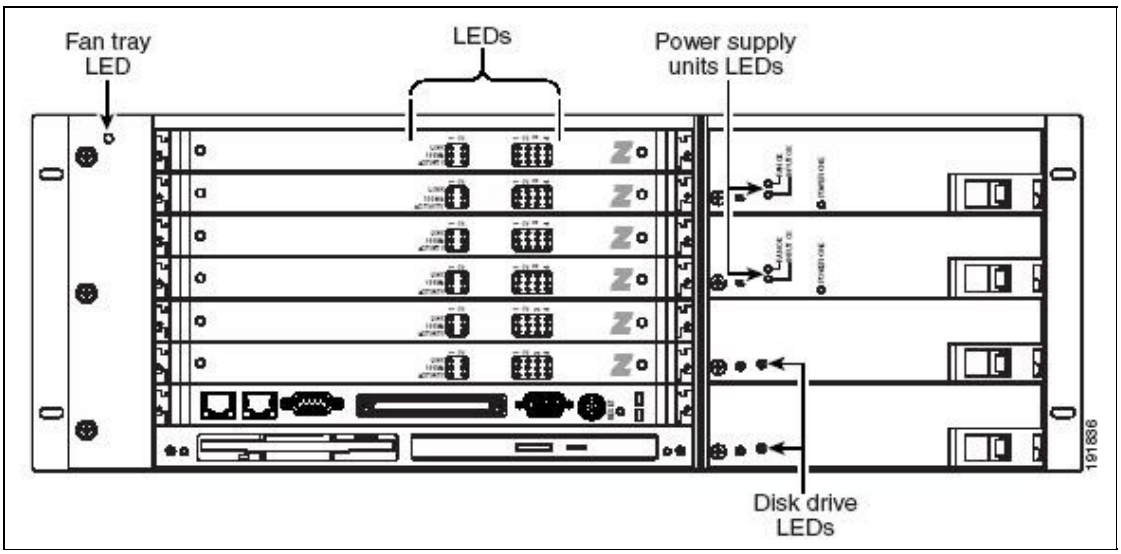
Table: Important Alarm Codes

Code	Description
050000-05FFFF-Conference Scheduler	This failure affects the writing or reading of a single database record.
060000-06FFFF-Workstation Server Failure	This failure affects one workstation's connection to MeetingTime.
080000-08FFFF-Voice User Interface	An error in the VUI module typically affects a single caller.
090000-09FFFF-Data Base Failure	This failure can affect a single phone call or the entire system.

Interpreting LEDs on the Cisco Unified MeetingPlace 8106

The Cisco Unified MeetingPlace 8106 has three types of LEDs, as shown in Figure: LEDs on Front of Cisco Unified MeetingPlace 8106.

Figure: LEDs on Front of Cisco Unified MeetingPlace 8106



The LEDs are described in Table: LEDs on Cisco Unified MeetingPlace 8106.

Table: LEDs on Cisco Unified MeetingPlace 8106

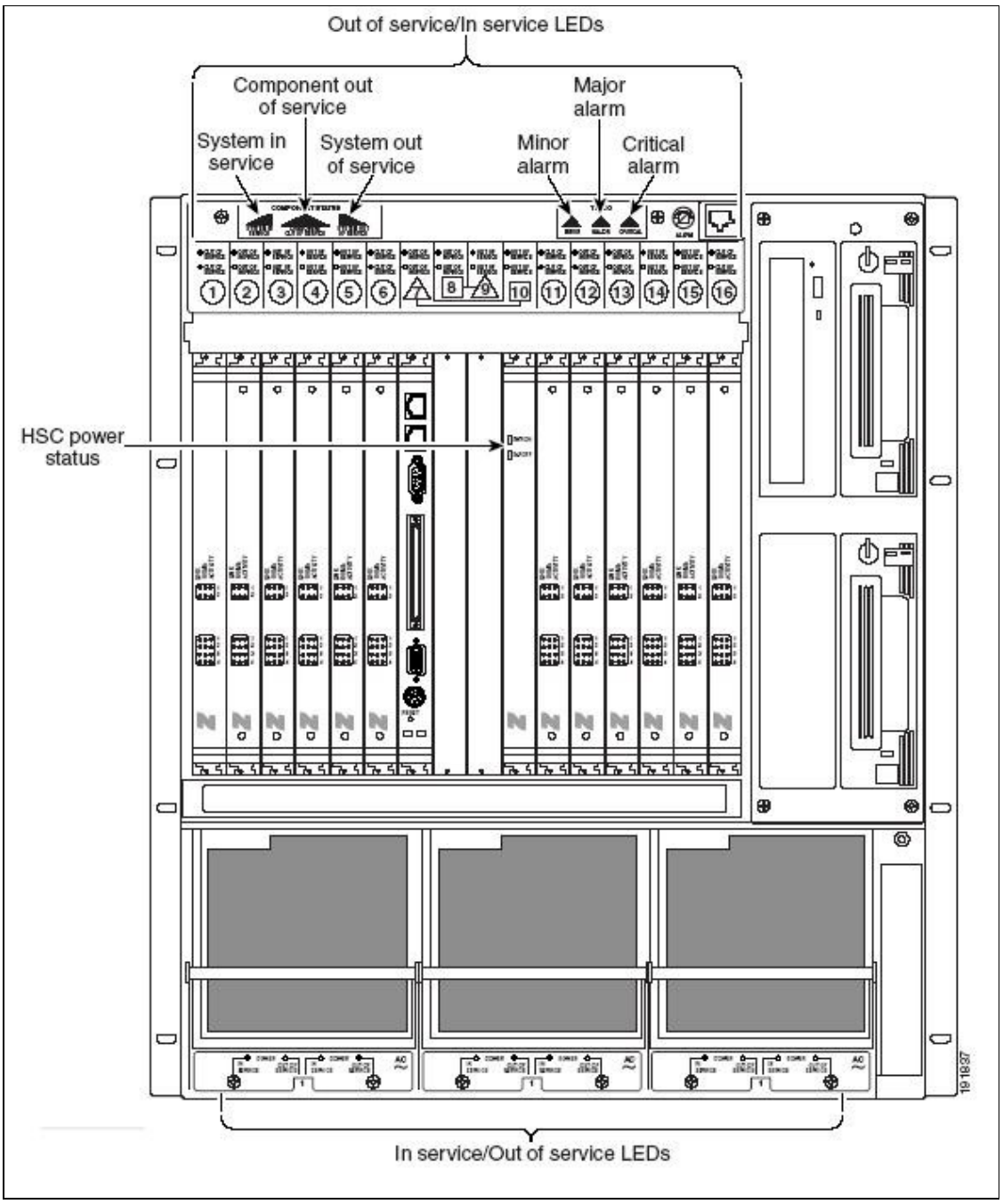
Component (Cisco Unified MeetingPlace 8106)	Color	Description
None	Fan tray is working properly or is not properly inserted.	
Red	Fan tray is not working properly.	
Green on both	Power supply units are working properly.	
Red on both	Neither power supply unit is working properly. Shut off the server as soon as possible and remove all cards, the floppy drive and CD-ROM drive housing unit, and the disk drives.	
None on both	Either the server is powered off or the power supply units are not properly inserted.	
Green on one, red on other	One power supply unit is working properly and the other is either bad or not properly inserted.	
Green on one, none on other	One power supply unit is working properly and the other is either bad or not properly inserted.	
Red on one, none on other	One power supply unit is bad and the other is not properly inserted.	
Green	Server is accessing the disk drive.	
None	Server is not accessing the disk drive.	

Interpreting Alarm LEDs on the Cisco Unified MeetingPlace 8112

The Cisco Unified MeetingPlace 8112 has System Status and Alarm LEDs on the upper part of the front panel. It also has System Status LEDs on each Smart Blade, and System Status LEDs on the Hot Swap Controller (HSC).

Figure: LEDs on Front of Cisco Unified MeetingPlace 8112 shows the location of specific LEDs on the front of the Cisco Unified MeetingPlace 8112.

Figure: LEDs on Front of Cisco Unified MeetingPlace 8112



When the Cisco Unified MeetingPlace Audio Server system is functioning properly, the LEDs on the Cisco Unified MeetingPlace 8112 are green. When the system detects a problem, one or more LEDs are either red or yellow. For assistance, see the Understanding the Alarm Table.

Table: Alarm LEDs on the Fronts of Cisco Unified MeetingPlace 8112 describes each alarm LED on the Cisco Unified MeetingPlace 8112.

Table: Alarm LEDs on the Fronts of Cisco Unified MeetingPlace 8112

Alarm LED (Cisco Unified MeetingPlace 8112)	Color	Description
System In Service	Green	The system is fully in service.

Figure: LEDs on Front of Cisco Unified MeetingPlace 8112

Component Out of Service	Yellow	Something is wrong with a server component, such as a disk drive or disk. For assistance, see Troubleshooting the Cisco Unified MeetingPlace Audio Server System Installation, or contact Cisco NCE.
System Out of Service	Red	The system is out of service. For assistance, see Troubleshooting the Cisco Unified MeetingPlace Audio Server System Installation, or contact Cisco NCE.
Minor Alarm	Yellow	A problem has occurred in the system that is not affecting the system functions. (Although this condition might not affect system operation immediately, address it quickly.) For information about alarms,

		see the Understanding the Alarm Table.
Major Alarm	Red	A serious problem exists with the system. Because this kind of condition usually interrupts system operations, you should address it immediately. For assistance, see Troubleshooting the Cisco Unified MeetingPlace Audio Server System Installation, , or contact Cisco NCE.
Critical Alarm	-	Disregard this LED; it is currently not in use.
Hot Swap Controller (HSC) power LED (For information about replacing the HSC, see the *Hot Swap Controller Replacement Procedure for the Cisco Unified MeetingPlace 8112* , at http://www.cisco.com/en/US/products/sw/ps5664/ps5669/prod_maintenance_guides_list.html.)	Green on one, none on the other	There is power to the board, which means there is power to the system. The HSC board has two LEDs, one for power (PWR) and the other errors (ERROR). To indicate normal operation, the PWR LED is green and the ERROR LED is not lit. Any

		other combination of LED status indicates an HSC board malfunction. (For assistance, see Troubleshooting the Cisco Unified MeetingPlace Audio Server System Installation, or contact Cisco NCE.) In case of HSC malfunction, you can perform a system power cycle to clear the problem. If power cycling the system does not clear the HSC problem, replace the HSC as soon as possible. **Caution!** A malfunctioning HSC can cause communication to other boards in the chassis to be broken and, consequently, a general Cisco Unified MeetingPlace system failure.