

## Supported\_Alarms\_for\_Prime\_Collaboration

The following table lists the Prime Collaboration supported alarms.

<b>Alarm Code</b>	<b>Alarm Name</b>	<b>Category</b>	<b>Description</b>
10000	Device Unreachable	Endpoint, Network Devices, Service Infrastructure	Unable to reach the device #source#.
10001	Device Inaccessible	Endpoint, Network Devices, Service Infrastructure	Unable to access the device #source#.
10002	Interface Error	Endpoint, Network Devices	Interface #displayName# error on device #source#.
20001	Service Infrastructure Error	Service Infrastructure	Service Infrastructure #source# Error.
20002	CTS Malfunction	Endpoint	CTS #source# malfunction. Telepresence call not work.
20003	Telepresence endpoint Peripheral Error	Endpoint	Telepresence endpoint peripheral #displayName# error on device #source#.
20004	Device Unregistered	Endpoint, Service Infrastructure	Device #displayName# is unregistered.
20005	Resource Low	Endpoint, Network Devices, Service Infrastructure	System resource is low on device #source#.
30001	Call Termination	Session	Call is terminated.
30002	Call Quality - Packet Loss	Session	Call quality alarm, and packet loss above threshold.
30003	Call Quality - Jitter	Session	Call quality alarm, and jitter above threshold.
30004	Call Quality - Latency	Session	Call quality alarm, and latency above threshold.
30005	Cluster replication error	Service Infrastructure	Cluster replication error.
30006	Hardware failure	Service Infrastructure	Hardware failure.
30007	Capacity and license warning	Service Infrastructure	Capacity and license warning.
30008	NTP server warning	Service Infrastructure	NTP server warning.
30009	Failed to load Call Policy file	Service Infrastructure	Failed to load Call Policy file.
30010	Database failure	Service Infrastructure	Database failure.
30011	Uncontrolled shutdown detected		Uncontrolled shutdown detected.

## Supported\_Alarms\_for\_Prime\_Collaboration

		Service Infrastructure	
30012	Application failure	Service Infrastructure	Application failure.
30013	Cluster communication failure	Service Infrastructure	Cluster communication failure.
30014	SNMP service warning	Service Infrastructure	SNMP service warning.
30015	TMS service warning	Service Infrastructure	TMS service warning.
30016	Zone is not active	Service Infrastructure	Zone is not active.
30017	The percentage of CPU load is over the configured percentage.	Service Infrastructure	The percentage of CPU load is over the configured percentage.
30018	The percentage of available virtual memory is lower than the configured value.	Service Infrastructure	The percentage of available virtual memory is lower than the configured value.
30019	The percentage of available active disk space is lower than the configured value.	Service Infrastructure	The percentage of active available disk space is lower than the configured value.
30020	The percentage of available swap disk space is lower than the configured value.	Service Infrastructure	The percentage of swap available disk space is lower than the configured value.
30021	The percentage of available inactive disk space is lower than the configured value.	Service Infrastructure	The percentage of inactive available disk space is lower than the configured value.
30022	The percentage of used disk space in the log partition has exceeded the configured high watermark.	Service Infrastructure	The percentage of used disk space in the log partition has exceeded the configured high watermark.
30023	The percentage of used disk space in the log partition has exceeded the configured low watermark.	Service Infrastructure	The percentage of used disk space in the log partition has exceeded the configured low watermark.
30024	DB replication error.	Service Infrastructure	DB replication error.
30100	Environment error	Service Infrastructure	Environment error.
30200	Operational status warning	Service Infrastructure	Operational status warning.
30201	Blade in critical conditions	Service Infrastructure	Environment error.
30202	Supervisor fan tray problem	Service Infrastructure	Environment error.
30203	Supervisor power shelf fault	Service Infrastructure	Environment error.
30204	Supervisor voltage problem	Service Infrastructure	Environment error.
10004	System reset	Service Infrastructure	#source# reset.
10005	Call terminated by error	Endpoint	Call terminated by error. Device: #source#
100001	ICTCallThrottlingStart	Service Infrastructure	Unified CM stops handling calls for the indicated H.323 device due to heavy traffic or a route overload over the H.323 trunk.

## Supported\_Alarms\_for\_Prime\_Collaboration

100002	Number Of Registered Gateways Increased	Service Infrastructure	Number of registered gateways has increased between two consecutive RTMT polls.
100003	Number Of Registered Gateways Decreased	Service Infrastructure	Number of registered gateways has decreased between two consecutive RTMT polls.
100006	SystemVersionMismatched	Service Infrastructure	Number of registered Media devices has decreased between two consecutive RTMT polls.
100007	LowAvailableDiskSpace	Service Infrastructure	The percentage of available disk space is lower than the configured value.
100008	UnknownPublisher	Service Infrastructure	The publisher in the cluster is unknown to Operations Manager.  This event is based on polling RTMT precanned counters, and is raised when Prime Collaboration is not able to collect RTMT data for RTMT supported devices. RTMT data collection can fail if there are HTTP communication failures, network issues, or, the RTMT application on the device has issues and is unable to provide the data to Prime Collaboration.
100009	RTMTDataMissing	Service Infrastructure	
100010	LowAvailableInboxLicenses	Service Infrastructure	Number of available Unity inbox licenses is lower than the configured Unity Inbox License threshold. Cisco Unity Subscriber Feature - Unity Inbox licenses allow you to enable subscribers for the add-on feature called Unity Inbox. Each subscriber enabled for this feature uses one of these licenses.
100011	Media List Exhausted	Service Infrastructure	All available media resources defined in the media list are busy.
100012	Route List Exhausted	Service Infrastructure	This indicates that all available channels defined in the route list are busy.
107006	Authentication Failed	-	Occurs when there is authentication failure in a login attempt. This event is generated by monitoring the syslog messages received from the Unified Communications Manager.
101001	Duplicate IP Address	Service Infrastructure	Same IP address is configured on multiple managed systems.
101003	ExcessiveFragmentation	Service Infrastructure	System memory is highly fragmented.
101004	Flapping	Service Infrastructure	Port or interface is repeatedly alternating between up and down states over a short period of time. Prime Collaboration issues this event by monitoring the number of link downs received within the link window for a particular network adapter (using the Link threshold and Link Window parameters).
101005	HighBackplaneUtilization	Service Infrastructure	Utilization of the backplane bandwidth exceeds the Backplane Utilization threshold.
101006	HighBroadcastRate	Service Infrastructure	Reconfigure the Broadcast threshold parameter under Generic Interface/Port Performance settings for the interface groups.
101007	HighBufferMissRate	Service Infrastructure	Rate of buffer misses exceeds the Memory Buffer Miss threshold.

## Supported\_Alarms\_for\_Prime\_Collaboration

101008	HighBufferUtilization	Service Infrastructure	Number of buffers used exceeds the Memory Buffer Utilization threshold.
101009	HighCollisionRate	Service Infrastructure	Rate of collisions exceeds the Collision threshold.  A HighDiscardRate event occurs when: <ul style="list-style-type: none"> <li>• The input packet queued rate is greater than the minimum packet rate, and the input packet discard percentage is greater than the discard threshold. The input packet queued rate is the rate of packets received without error. The input packet discard percentage is calculated by dividing the rate of input packets discarded by the rate of packets received.</li> <li>• The output packet queued rate is greater than the minimum packet rate, and the output packet discard percentage is greater than the discard threshold. The output packet queued rate is the rate of packets sent without error. The output packet discard percentage is calculated by dividing the rate of output packets discarded by the rate of packets sent.</li> </ul>
101010	HighDiscardRate	Service Infrastructure	A HighErrorRate event occurs for input or output packets when both of the following thresholds are exceeded: <ul style="list-style-type: none"> <li>• Error threshold percentage of packets in error.</li> <li>• Error Traffic threshold percentage of bandwidth in use.</li> </ul>
101011	HighErrorRate	Service Infrastructure	Current utilization exceeds the utilization threshold configured for this network adapter or process.
101013	HighUtilization	Service Infrastructure	The most common reason for this event is that one or more processes are using excessive CPU space.
101014	InformAlarm	Service Infrastructure	Critical event is generated from processed trap.
101015	InsufficientFreeMemory	Service Infrastructure	System is running out of memory resources, or there has been a failure to allocate a buffer due to lack of memory.
101018	OperationallyDown	Service Infrastructure	Interface card or network adapter operational status is not normal.
101019	OutofRange	Service Infrastructure	Device temperature or voltage is outside the normal operating range. When an OutofRange event is generated, you will normally also see power supply, or temperature events.
101020	RepeatedRestarts	Service Infrastructure	System repeatedly restarts over a short period of time. Device Fault Manager issues this event. It does this by monitoring the number of system and warm starts received within the restart

## Supported\_Alarms\_for\_Prime\_Collaboration

101022 Unresponsive	Service Infrastructure	<p>window.</p> <p>Device does not respond to ICMP or SNMP requests. Probable causes are:</p> <ul style="list-style-type: none"> <li>• On a system, ICMP ping requests and SNMP queries to the device timeout and receive no response.</li> <li>• On an SNMP Agent, device ICMP ping requests are successful, but SNMP requests time out with no response.</li> <li>• A system might also be reported as unresponsive if the only link (for example an interface) to the system goes down.</li> </ul>
102007 ServiceDown	Service Infrastructure	<p>Prime Collaboration performs root cause analysis for any unresponsive events. If Prime Collaboration receives a device unresponsive event, it will clear any interface unresponsive events from that device until the device is recognized as responsive.</p> <p>One of the critical services (any of the services in the Detailed Device View) is not running. The problem may be due to someone manually stopping the service (not applicable for Unified CM). If you intend to stop the service for a long period of time, disabling monitoring for the service is highly recommended, and is required to avoid this event.</p> <p>HTTP service cannot be used to communicate with all Unified CMs in the cluster. This might be due to one or both of the following:</p>
102009 HTTPInaccessible	Service Infrastructure	<ul style="list-style-type: none"> <li>• The Web Services for all Unified CMs in the cluster is down.</li> <li>• The credentials (HTTP username, password) for at least one of the running Web Services were not found or are incorrect.</li> </ul>
102011 SyntheticTestFailed	Service Infrastructure	<p>Synthetic tests are CPU intensive. There is a threshold set for high-CPU utilization which ensures that tests will not run when system CPU utilization is more than 80%. When the high-CPU Utilization threshold of 80% is reached, synthetic tests are stopped and a SyntheticTestFailed event is created. This signifies a failure in execution of the synthetic test due to high CPU, and not a failure in its result. This event is also raised when the synthetic test fails for other reasons.</p>
102013 DPAPortCallManagerLinkDown	Service Infrastructure	<p>Indicates that the physical port connection to the Unified CM is down. This is not applicable to DPA ports connected to the digital PBX system.</p>

## Supported\_Alarms\_for\_Prime\_Collaboration

102014	DPAPortTelephonyLinkDown	Service Infrastructure	Indicates that the physical ports connected to voicemail systems or digital PBX systems are down.
102015	FanDegraded	Service Infrastructure	This event indicates that an optional fan is not operating correctly. The event is based on polling or processing the SNMP trap cpqHeThermalSystemFanDegraded received from monitored Unified CMs .
102016	FanDown	Service Infrastructure	Indicates that a required fan is not operating correctly. The event is based on processing the SNMP trap cpqHeThermalSystemFanFailed received from monitored Cisco Unified Communications Managers.
102020	InsufficientFreeHardDisk	Service Infrastructure	Free Hard Disk Memory available is insufficient. This may degrade the performance of the device.
102021	LowInactivePartitionAvailableDiskSpace	Service Infrastructure	The percentage of available disk space of the inactive partition is lower than the configured value. This event is based on polling RTMT precanned counters.
102024	LowActivePartitionAvailableDiskSpace	Service Infrastructure	The percentage of available disk space of the active partition is lower than the configured value. This event is based on polling RTMT precanned counters.
102022	InsufficientFreeVirtualMemory	Service Infrastructure	System is running out of virtual memory resources. This may degrade the performance of the device.
102023	LowAvailableVirtualMemory	Service Infrastructure	The percentage of available virtual memory is lower than the configured value. This event indicates that the available Virtual Memory is running low.
102026	PowerSupplyDegraded	Service Infrastructure	Power supply state is degraded.
102027	PowerSupplyDown	Service Infrastructure	Power supply state is down.
102029	TemperatureHigh	Service Infrastructure	Current temperature of temperature sensor exceeds the Relative Temperature threshold.
102030	TemperatureSensorDegraded	Service Infrastructure	The server temperature is outside of the normal operating range. The event is based on polling or processing the cpqHeThermalTempDegraded SNMP traps received from monitored Unified CMs.
102031	TemperatureSensorDown	Service Infrastructure	Indicates that the server temperature is outside normal operating range and the system will be down. The event is based on processing the cpqHeThermalTempFailed SNMP trap received from monitored Unified CMs. Fault Condition Event Details.
102036	EndPointLostContact	Service Infrastructure	This event is raised on a cluster. Active event indicates that an endpoint got unregistered with cluster. End Point could be MGCP Trunk, Voice Mail Port, CTI Port, and CTI Route Point, or a

## Supported\_Alarms\_for\_Prime\_Collaboration

Alarm ID	Alarm Name	Category	Description
102037	VoicePortOperationallyDown	Service Infrastructure	<p>Media Resource.</p> <p>Voice port's operational state is not normal.</p> <p>Indicates that the telephony configuration is disabled on the Cisco Communications Manager Express (now referred to as Unified Communications Manager Express or UCM Express). In this case, no SCCP-based calls go through the UCM Express.</p>
102038	CCMEDown	Service Infrastructure	<p>A component within Cisco Unified Contact Center what used to be referred to as IPCC is down. There are different Contact Center components: Router, Logger, CG, and Distributor. Each individual component is affected differently:</p> <ul style="list-style-type: none"> <li>• Router down-Call Center call routing will be impacted.</li> <li>• Logger down-Copying configuration to Administrative workstation will be impacted.</li> <li>• CG down-Computer Telephony Integration (CTI) Gateway down would impact CTI integration with agent desktop and contact center servers.</li> <li>• Distributor down-Contact Center administration through web view is impacted.</li> </ul>
102039	ComponentDown	Service Infrastructure	<ul style="list-style-type: none"> <li>• Router down-Call Center call routing will be impacted.</li> <li>• Logger down-Copying configuration to Administrative workstation will be impacted.</li> <li>• CG down-Computer Telephony Integration (CTI) Gateway down would impact CTI integration with agent desktop and contact center servers.</li> <li>• Distributor down-Contact Center administration through web view is impacted.</li> </ul>
102040	NicDown	Service Infrastructure	<p>A Network Interface Controller on a Cisco Unified Contact Center system is down. This impacts all telephony services.</p>
102041	PimDown	Service Infrastructure	<p>Cisco Unified Contact Center Peripheral Interface Manager (PIM) module acts as a gateway to a peripheral device (Communications Manager/IVR/CTI Agents). This event indicates that the PIM is down on the Cisco Unified Contact Center device and connectivity to these peripheral devices is lost.</p>
102047	TotalTimeUsedThresholdExceeded	Service Infrastructure	<p>Indicates that the Cisco Unity Express has reached the maximum allocated voicemail capacity. This impacts the voicemail features for users serviced by the Unity Express.</p>
102048	Code Red	Service Infrastructure	<p>Indicates that Unified CM has remained in a Code Yellow state for an extended period and cannot recover. This event is generated by monitoring syslog messages received from Unified CM.</p>
102049	Code Yellow	Service Infrastructure	<p>This event is generated when Unified CM has entered a Code Yellow state (call throttling) due to an unacceptably high delay in handling incoming calls. This event is generated by monitoring the syslog messages received from Unified CM.</p>
102060	DataPhysicalDiskDown		

## Supported\_Alarms\_for\_Prime\_Collaboration

		Service Infrastructure	Hard drive failure event detected on Compaq boxes.
102061	SCSIDriveDown	Service Infrastructure	Compaq SCSI hard disk drive is down. SCSI controller may be unable to communicate with device hard disk.
102062	IdeAtaDiskDown	Service Infrastructure	The Compaq IDE/ATA hard disk drive is down.
102063	CUEApplicationStatusChange	Service Infrastructure	An application on Cisco Unity Express has come online or gone offline.
102065	CUEStorageIssue	Service Infrastructure	Cisco Unity Express has degradation issues with the Flash storage.
102066	CUECallAgentConnectionLost	Service Infrastructure	Connection to the Unified CM is lost. Unified CM is integrated with Unity Express through JTAPI for voicemail and auto-attendant functionality. If connection to the Unified CM is lost, playing greetings, leaving a message, or interacting with the system through dual tone multifrequency (DTMF) tones may be impacted.
102067	CUEResourceExhausted	Service Infrastructure	Notification indicates that the Unity Express has run out of a certain type of resource. For example, when all JTAPI or SIP ports are used and new incoming calls cannot be made, this notification is generated.
102068	CUEBackupFailed	Service Infrastructure	Cisco Unity Express voicemail backup failed.
102069	CUENTPIssue	Service Infrastructure	Cisco Unity Express clock is managed entirely by NTP. If NTP has an issue, many Unity Express features, such as voicemail envelope information and trace logging are affected.
102070	IPCCDualStateNotification	Service Infrastructure	The Unified Contact Center sent a notification with a value of cccaEventState in the trap details.
102070	IPCCSingleStateNotification	Service Infrastructure	The Unified Contact Center sent a notification with a value of singleStateRaise for ccaEventState in the trap details.
102071	SRSTRouterFailure	Service Infrastructure	There is a SRST router failure. This trap comes with a notification reason (csrstSysNotifReason) which describes the failure. The SRST features probably not work on the branch site when this condition occurs.
102072	CCMEStatusChange	Service Infrastructure	Cisco UCM Express enabled state has changed.
102073	CCMEMaximumConferencesExceeded	Service Infrastructure	Maximum number of simultaneous three-party conferences supported was exceeded on UCM Express.
102074	CCMELivefeedMOHFailed	Service Infrastructure	Music on hold (MOH) live feed failed on UCM Express.
102075	CCMEEphoneUnregistrationsExceeded	Service Infrastructure	Number of ephones unregistered to UCM Express has exceeded.
102076	CCMEEphoneDeceased		

## Supported\_Alarms\_for\_Prime\_Collaboration

		Service Infrastructure	The state of an ephone registered to UCM Express has changed to deceased.
102077	CCMEEphoneRegistrationFailed	Service Infrastructure	An ephone attempt to register with Cisco UCM Express has failed.
102078	CCMEEphoneLoginFailed	Service Infrastructure	Login through the web or TAPI, to the UCM Express has failed. Trigger: Processed trap
102079	CCMENightServiceChange	Service Infrastructure	Night service status change UCM Express.
102080	CCMEKeyEphoneRegistrationChange	Service Infrastructure	Registration status changed for a key IP ephone with respect to UCM Express.
102081	DeviceRestarted	Service Infrastructure	Indicates the current SysUpTime value is less than the previously polled value. There is no corresponding clearing event for this event.
102085	CPUUtilizationExceeded	Service Infrastructure	CPU utilization of individual voice services (Unity/CPA) or the whole system exceeds the threshold value.
102086	CPALoginFailureThresholdExceeded	Service Infrastructure	The attempts to log in to the web interface of the Cisco Personal Assistant (CPA) exceeds the threshold value.
102087	CPATransferFailedThresholdExceeded	Service Infrastructure	Attempts by Cisco Personal Assistant to transfer the call has exceeded the threshold.
102088	CPAVoicemailThresholdExceeded	Service Infrastructure	Attempts to log in to voicemail exceed the threshold.
102091	DBReplicationFailure	Service Infrastructure	There is a Unified CM database replication failure.
102092	IDS Replication Failure	Service Infrastructure	A subscriber in a Unified CM cluster experienced a failure while replicating the data to the public database. This event needs to be manually cleared to delete it.
102094	LocationBWOutOfResources	Service Infrastructure	A call through a Unified CM location failed due to lack of bandwidth in the cluster. Polling must be enabled for Voice Utilization settings to monitor this event.
102096	CTILinkDown	Service Infrastructure	Unified CM performance counter CcmLinkActive indicates that the total number of active links from a CTI Manager to all active Unified CMs in the cluster is zero. This event indicates that the CTI Manager has lost communication with all Unified CMs in the cluster.
102101	SCSIControllerDown	Service Infrastructure	Indicates that the bridge between a hard disk drive's low-level interface and a host computer, which needed to read blocks of data, is down.
102104	LowAvailableSubscriberLicenses	Service Infrastructure	Number of available Unity licenses is lower than the threshold. Cisco Unity Subscriber licenses allow you to add basic voicemail subscribers to the system. Each subscriber uses one license.
102105	UnityFailOverOrRestart	Service Infrastructure	One of the following has occurred:

## Supported\_Alarms\_for\_Prime\_Collaboration

- In a standalone Cisco Unity configuration, the Cisco Unity system restarted.
- In Cisco Unity failover configuration, failover between the primary and secondary Unity servers has occurred.

UnityFailOverOrRestart is automatically cleared after 30 minutes. Clearing this event does not indicate that failback has occurred. When failback does occur from secondary to primary, you will see the UnityFailOverOrRestart event on the primary Unity server.

This event is based on WMI. It indicates that the Cisco Unity Message Repository (UMR) cannot communicate with the Partner Mail Server to deliver messages. Messages are held in the temporary store until the mail server is available.

102106 UMRCommunicationError

Service  
Infrastructure

102112 ExpertAdvisorSystemDown

Service  
Infrastructure

Any of the subsystems of the Expert Advisor are down. Sub-systems are Contact Manager, MeetingPlace Platform Adapter, Business rule engine, and so on.

102113 MeetingPlaceMajorSwAlarm

Service  
Infrastructure

Major Alarms reported by the MeetingPlace Enterprise application.

102116 MeetingPlaceMinorSwAlarm

Service  
Infrastructure

Minor Alarms reported by the MeetingPlace Enterprise application.

102114 OutOfDiskSpace

Service  
Infrastructure

Unity is running out of disk space.

102115 DevicePartiallyMonitored

Service  
Infrastructure

Occurs during discovery or rediscovery of the device due to incorrect HTTP or WMI credentials.

102117 HardDiskError

Service  
Infrastructure

Unity server hard disk has encountered an error condition.

102118 ExchangeLoginFailed

Service  
Infrastructure

One or more of Unity components failed to log on to the Exchange server.

102121 LowSwapPartitionAvailableDiskSpace

Service  
Infrastructure

The percentage of available disk space of the swap partition is lower than the configured value. The swap partition is part of the virtual memory. Therefore, low available swap partition disk space also means low virtual memory.

102131 LogPartitionLowWaterMarkExceeded

Service  
Infrastructure

Free disk space is low. The percentage of used disk space in the log partition has exceeded the configured low water mark. There are no files purged under such a situation.

102132 LogPartitionHighWaterMarkExceeded

Service  
Infrastructure

The percentage of used disk space in the log partition has exceeded the configured high-water mark.

102134 ctpPeripheralCableError

Service  
Infrastructure

Cisco Telepresence System (CTS) peripheral cable error problem. cableError indicates that a peripheral which requires a HDMI cable connection is not connected. Some possible reasons for this error include:

## Supported\_Alarms\_for\_Prime\_Collaboration

			<ul style="list-style-type: none"> <li>• The projector rs232 serial cable is not plugged into the port 1 of the ACU.</li> <li>• The camera cable is loose or unplugged.</li> </ul>
102135	ctpPeripheralPowerError	Service Infrastructure	<p>The expected peripheral device has a power issue.</p> <p>This error is generated because of one of the following reasons:</p>
102136	ctpPeripheralLinkError	Service Infrastructure	<ul style="list-style-type: none"> <li>• A peripheral which requires an Ethernet connection is not connected.</li> <li>• The expected peripheral device has a physical level link issue.</li> <li>• The TS_LEFT or TS_RIGHT codec cannot be reached using SSH.</li> </ul> <p>The expected peripheral device has a communications management system configuration issue or is connected, but not configured.</p> <p>This error is generated because of one of the following reasons:</p>
102137	ctpPeripheralConfigError	Service Infrastructure	<p>The expected peripheral device has a communications management system configuration issue or is connected, but not configured.</p> <p>This error is generated because of one of the following reasons:</p>
102138	ctpPeripheralDeviceError	Service Infrastructure	<ul style="list-style-type: none"> <li>• The phone cannot be reached using the telnet command, or the phone load is lower than 8.2.2.</li> <li>• The camera cannot be reached using the telnet command, or the camera clock is bad.</li> <li>• The main display's serial number and model cannot be obtained using belSil command.</li> <li>• The projector bulb is blown or the bulb life has exceeded 2,000 hours.</li> </ul> <p>Raised when a ctpPeripheralErrorNotification is sent indicating a CTS peripheral error due to one of the following reasons:</p>
102139	ctpPeripheralInError	Service Infrastructure	<ul style="list-style-type: none"> <li>• The TelePresence device is not managed in Prime Collaboration.</li> <li>• The CTS component is not discovered in Prime Collaboration.</li> </ul>
102140	ctpPeripheralSystemError	Service Infrastructure	Telepresence system error.
102141	SoftwareAlarm	Service Infrastructure	<p>Event indicates alarm is generated from Windchill Event Log trap processing.</p> <p>This event is generated when the Digital Signal Processor (DSP) on the router experiences failure. Event attributes specify which DSP is affected as well as the operational state of the DSP (such as failed, and shutdown). At any given hour, there is only one DSPFailure event on a DSP (even if the DSP fails multiple times during that hour).</p>
102142	DSPFailure	Service Infrastructure	<p>Event attributes specify which DSP is affected as well as the operational state of the DSP (such as failed, and shutdown). At any given hour, there is only one DSPFailure event on a DSP (even if the DSP fails multiple times during that hour).</p>
104000	NodeToNodeTestFailed		

## Supported Alarms for Prime Collaboration

		Service Infrastructure	The configured IPSLA test has failed on the service device. The reason for failure is indicated based on the error code.
104001	RoundTripResponseTime_ThresholdExceeded	Service Infrastructure	Round-trip response time has fallen below the node-to-node test threshold.
104002	RingBackResponseTime_ThresholdExceeded	Service Infrastructure	Ring-back response time exceeds the node-to-node test threshold.
104003	RegistrationResponseTime_ThresholdExceeded	Service Infrastructure	The registration response time threshold configured as part of the gatekeeper registration test has been violated. The endpoints trying to register with the gatekeeper may experience a delay which results in some voice calls not being established properly.
104004	AverageLatency_ThresholdExceeded	Service Infrastructure	There is a violation in the latency threshold for node-to-node UDP Jitter for a VoIP test that the user has configured. This will result in poor voice quality.
104005	PacketLossDS_ThresholdExceeded	Service Infrastructure	The configured value for the PacketLossDS threshold is violated. This results in poor voice quality. This may be a result of any node in the path being heavily loaded or crashed.
104007	PacketLossSD_ThresholdExceeded	Service Infrastructure	The configured value for the PacketLossSD threshold is violated. This results in poor voice quality. This may be a result of any node in the path being heavily loaded or crashed.
104006	JitterSD_ThresholdExceeded	Service Infrastructure	There is a violation in the JitterSD threshold. This results in poor voice quality.
104009	Quality Dropped Below Threshold	Service Infrastructure	The voice quality expectation defined by the MOS score has not been met. This results in poor voice quality. The voice quality expectations are based on delay, latency, packet loss, and jitter in the network.
104010	IAJitterDS_ThresholdExceeded	Service Infrastructure	The voice quality expectation defined by the MOS score has not been met. This results in poor voice quality based on delay, latency, packet loss, and jitter in the network.
104011	RFactorDS_ThresholdExceeded	Service Infrastructure	The configured value for RFactorDS threshold is violated. This results in poor voice quality.
104012	MosCQDS_ThresholdExceeded	Service Infrastructure	There is a violation in the configured MosCQDS threshold. This results in poor voice quality. This may be a result of any node in the path being heavily loaded or experiencing a failure.
104013	MosLQDS_ThresholdExceeded	Service Infrastructure	There is a violation in the configured MosLQDS threshold. This results in poor voice quality. This may be a result of any node in the path being heavily loaded or experiencing a failure.
104014	RTPPacketLossDS_ThresholdExceeded	Service Infrastructure	The configured value for the RTPPacketLossDS threshold was violated. This results in poor voice quality.
104100	HighAnalogPortUtilization	Service Infrastructure	Percentage utilization of an analog port has exceeded one of the following:

## Supported\_Alarms\_for\_Prime\_Collaboration

		<ul style="list-style-type: none"> <li>• Cisco Unified Communications Manager Analog Port Utilization               <ul style="list-style-type: none"> <li>&gt; FXS Port Utilization threshold</li> <li>&gt; FXO Port Utilization threshold</li> </ul> </li> <li>• MGCP Gateway Analog Port Utilization               <ul style="list-style-type: none"> <li>&gt; FXS Port Utilization threshold</li> <li>&gt; FXO Port Utilization threshold</li> </ul> </li> <li>• H323 Gateway Analog Port Utilization               <ul style="list-style-type: none"> <li>&gt; FXS Port Utilization threshold</li> <li>&gt; FXO Port Utilization threshold</li> <li>&gt; EM Port Utilization threshold</li> </ul> </li> </ul>
		You must enable polling for Voice Utilization settings to monitor this event.
104101	HighDigitalPortUtilization	Service Infrastructure Percentage utilization of a digital port has exceeded the threshold.
104102	HighPortUtilization	Service Infrastructure Percentage of port utilization exceeds a threshold. You must enable polling for Voice Utilization settings to monitor this event.
104103	HighResourceUtilization	Service Infrastructure A hardware resource threshold has been exceeded.
104108	PerformancePollingStopped	Service Infrastructure Occurs when the GSU data collection for a device has an issue. The probable reason can be found in the alarm details.
		Number of unregistered phones within a device pool of a cluster or a Unified Communications Manager Express that has exceeded the threshold set. The count does not include soft phones when calculating the unregistered threshold.
105000	PhoneUnregThresholdExceeded	Service Infrastructure Phones unregistered due to Energywise Power Save Plus mode are not an issue, and are not accounted for when calculating the threshold for PhoneUnregThresholdExceeded event at the device pool level.
107002	SDL Link Out Of Service	Service Infrastructure This event indicates that the local Unified CM lost communication with the remote Unified CM.
107007	Cisco DRF Failure	Service Infrastructure The DRF backup or restore process has encountered errors. Trigger: Syslog.
107008	CDR Maximum Disk Space Exceeded	Service Infrastructure The CDR files disk usage exceeded the maximum allocation. Some undelivered files have been deleted.
107009	Core Dump File Found	Service Infrastructure A core dump file has been found in the system which indicates a service crash.
107010	CDR Agent Send File Failed	Service Infrastructure The CDR Agent cannot send CDR files from a Unified CM node to the CDR Repository node.

## Supported\_Alarms\_for\_Prime\_Collaboration

107011	CDR File Delivery Failed	Service Infrastructure	within the Unified CM cluster. The FTP delivery of CDR files to the outside billing server has failed.
107014	CDR High Water Mark Exceeded	Service Infrastructure	The high water mark for CDR files has been reached, and some successfully delivered CDR files have been deleted.
107016	Number Of Registered Phones Dropped	Service Infrastructure	Number of registered phones in the cluster has dropped more than the configured percent between the consecutive polls.
107017	Number Of Registered MediaDevices Increased	Service Infrastructure	A registered media device count increases between two consecutive RTMT polls.
107018	Number Of Registered MediaDevices Decreased	Service Infrastructure	A registered media device count decreases between two consecutive RTMT polls.
107021	D Channel Out of Service	Service Infrastructure	Indicates that the MGCP D Channel is out of service. This event is generated by monitoring syslog messages received from the Unified CM.
107022	Hardware Failure	Service Infrastructure	Indicates that a hardware failure has occurred on the Unified CM. This event is generated by monitoring the syslog messages received from the Unified CM. By default this event is not enabled.
107023	Thread Counter Update Stopped	Service Infrastructure	Total number of processes and/or threads has exceeded the maximum number of tasks. This situation could indicate that some process or thread is leaking. System Access must stop thread counter update to avoid CPU pegging, and only provide process counter information up to the maximum number of processes.
107024	Replication Stopped	Service Infrastructure	Replication between redundant servers has stopped.  The automatic failover has failed due to one of the following reasons:
107025	AutoFailoverFailed	Service Infrastructure	<ul style="list-style-type: none"> <li>• Loss of network connectivity between servers.</li> <li>• The secondary server is not ready or inactive.</li> </ul>
107026	NoConnectionToPeer	Service Infrastructure	Lost communication with the peer server in the cluster due to heartbeat not being received for at least 30 seconds.
107027	LicenseExpired	Service Infrastructure	The license file has expired and the system will run in license violation mode for 30 days.
107028	LicenseExpirationWarning	Service Infrastructure	A license tag in the license file has expired.
107029	SIP Trunk Out Of Service	Service Infrastructure	All remote peers are out of service, and unable to handle calls for this SIP trunk.
107030	SIP Trunk Partially In Service	Service Infrastructure	Some of the remote peers are not available to handle calls for this SIP trunk. This event provides a list of available remote peers, and a list of unavailable remote peers along with the reason code received by the SIP trunk in response to

## Supported\_Alarms\_for\_Prime\_Collaboration

			Options request sent to that remote peer.
			Each peer in the list is separated by semi-colon. This event is based on incoming SIPTrunkPartiallyISV syslog.
			An insufficient license violation has occurred on subscribers. For details, open the Licensing section on the Cisco Unity Connection administration pages.
107031	Subscriber License Violated	Service Infrastructure	You cannot add new subscribers until you resolve the violation. If the licensing violation has not been resolved, system operation will be suspended for the number of day(s) indicated.  The automatic failover was successful. The possible reasons for the failover include:
107032	AutoFailoverSucceeded	Service Infrastructure	<ul style="list-style-type: none"> <li>• Loss of network connectivity to the primary server.</li> <li>• Critical service is down on the primary server.</li> </ul>
107033	AutoFailbackSucceeded	Service Infrastructure	The automatic failback was successful. The automatic failback is only attempted if the failure was caused by the reboot of the primary server.
			The automatic failback has failed. The possible reasons for the failure include:
107034	AutoFailbackFailed	Service Infrastructure	<ul style="list-style-type: none"> <li>• Loss of network connectivity between servers.</li> <li>• the original primary server is not reachable or inactive.</li> </ul>
108001	Service Quality Issue	Service Infrastructure	Prime Collaboration has received a MOS violation trap from Service Monitor. This indicates that MOS has dropped below a threshold that is set in Service Monitor.
			This event is a result of Service Quality Aggregation. Service quality event aggregation is performed on service quality events coming from phones that belong to a device pool or CME. An active ServiceQualityThresholdCrossed event is generated when the impacted endpoints, (for example, phones experiencing service quality issues) reach the configured threshold for the device pool or CME. The event is cleared when impacted endpoints go below the configured threshold for the device pool or CME.
108003	ServiceQualityThresholdCrossed	Service Infrastructure	A Cisco 1040 or NAM has stopped responding to keepalives from Service Monitor. This event appears on the Event Details page and can be generated only when you have a licensed copy of the Service Monitor.
108004	Sensor Down	Service Infrastructure	

## Supported\_Alarms\_for\_Prime\_Collaboration

109000	SRSTEntered	Service Infrastructure	An IP telephony router is functioning in Survivable Remote Site Telephony (SRST) mode, performing call management for phones in place of the central Unified CM. The event is generated when a WAN link is down, preventing IP phones from receiving TCP keepalive messages from reaching the Unified CM.
109001	SRSTSuspected	Service Infrastructure	IP Phone Information facility reports that all phones associated with the SRST router are unregistered, but the WAN link between phone and the central Cisco Unified CM is up.
109002	PhoneReachabilityTestFailed	Service Infrastructure	Prime Collaboration cannot reach an IP phone. The IP phone has not responded to three or more successive pings from Prime Collaboration or the IP SLA device.  Raised when a synthetic test exceeds some threshold value. The following are thresholds based on the type of synthetic tests:
109003	SyntheticTestThresholdExceeded	Service Infrastructure	<ul style="list-style-type: none"> <li>• RegistrationTimeThreshold - Time limit for phone registration has exceeded.</li> <li>• DialtoneTimeThreshold - Time limit for dial-tone test has exceeded.</li> <li>• EndToEndCallSetupTimeThreshold - Time limit for setting up an end-to-end call has exceeded.</li> </ul>
109007	JitterDS_ThresholdExceeded	Service Infrastructure	There is a violation in the JitterDS threshold. This results in poor voice quality.
102064	CUESecurityIssue	Service Infrastructure	A security violation has occurred in accessing the Unity Express administration page. This can be due to a login or PIN security alert.
101016	MajorAlarm	Service Infrastructure	Critical event is generated from processed trap.
107035	HighTrunkUtilization	Service Infrastructure	Trunk utilization is high and has exceeded its configured threshold. This event is for T1/E1 or PRI only.
101017	MinorAlarm	Service Infrastructure	A trivial event is generated from processed trap.
103024	MWIONTimeExceeded	Service Infrastructure	This threshold is related to Message Wait Indicator (MWI) synthetic test and provides information about the VoiceMail lamp of the phone. MWIONTime threshold is the difference between the timestamp when MWI (voicemail) message is left and timestamp when the MWI light goes ON. If the time taken is more than this threshold, then the MWIONTime event is raised.
103025	IBMDiskTrapEvent	Service Infrastructure	The IBM RAID Drive failure on the device or disk is removed from the slot.
103026	StateNotNormal	Service Infrastructure	A fan, power supply, temperature sensor, or voltage sensor is not acting normally. When an

## Supported\_Alarms\_for\_Prime\_Collaboration

			OutOfRange event is generated, you will also see a fan, power supply, or a temperature event.
103027	MOSCQEReachedMajorThreshold	Service Infrastructure	MOSCQEReachedMajorThreshold
103028	SLAViolation	Service Infrastructure	SLAViolation
103029	DynamicBlackList	Service Infrastructure	DynamicBlackList
103030	ServiceCardOffline	Service Infrastructure	ServiceCardOffline
103031	ExcessiveDAFaults	Service Infrastructure	ExcessiveDAFaults
103032	H248ControllerDetached	Service Infrastructure	H248ControllerDetached
103033	Critical Service Quality Issue	Service Infrastructure	H248ControllerDetached
103035	CPUCongestion	Service Infrastructure	CPUCongestion
103036	MemoryCongestion	Service Infrastructure	MemoryCongestion
103037	HighGroupRouteUtilization	Service Infrastructure	HighGroupRouteUtilization
103038	ServiceCardStandby	Service Infrastructure	ServiceCardStandby
103039	SourceAlert	Service Infrastructure	SourceAlert
103040	MOSCQEReachedCriticalThreshold	Service Infrastructure	MOSCQEReachedCriticalThreshold
103041	MOSCQEReachedMinorThreshold	Service Infrastructure	MOSCQEReachedMinorThreshold
103042	ServiceStopped	Service Infrastructure	This event is raised when one of the critical services (any of the services in the Detailed D View) is stopped by the administrator. This event is applicable only for Cisco Unified Communications Manager, Cisco Unified Communications Manager Business edition, Cisco Unified Presence Server, and Cisco Unity Connection.
103043	CPUPegging	Service Infrastructure	The percentage of CPU load is over the configured percentage.
103044	EvtLicCucExpiredError1	Service Infrastructure	EvtLicCucExpiredError1
103045	EvtLicCucDemoModeToExpiredModeError	Service Infrastructure	EvtLicCucDemoModeToExpiredModeError
103046	EvtLicCucComplianceModeToExpiredModeError	Service Infrastructure	EvtLicCucComplianceModeToExpiredModeError
103047	EvtLicCucViolationModeToExpiredModeError	Service Infrastructure	EvtLicCucViolationModeToExpiredModeError

## Supported\_Alarms\_for\_Prime\_Collaboration

103048	CiscoSystemSecurityMismatch	Service Infrastructure	CiscoSystemSecurityMismatch
103049	CiscoNoProvisionTimeout	Service Infrastructure	CiscoNoProvisionTimeout
103050	CiscoElmNotConnected	Service Infrastructure	CiscoElmNotConnected
103051	CiscoSystemInOverage	Service Infrastructure	CiscoSystemInOverage
103052	MaliciousCallAlert	Service Infrastructure	MaliciousCallAlert
103053	TextConferenceRoomsExceeded	Service Infrastructure	TextConferenceRoomsExceeded
999990	CPU and Memory Utilization High	Service Infrastructure	CPU and Memory utilization is high.
999991	Too many CPU Spikes Detected	Service Infrastructure	The percentage of CPU load is over the configured percentage repeatedly.
999992	Repeated Location Bandwidth Out Of Resource	Service Infrastructure	Multiple calls through a location have failed due to insufficient allocated bandwidth.
999993	Interface Flapping	Service Infrastructure	Interface card or network adapter operational status is alternately up and down.
999994	Prolonged Low Memory Condition Detected	Service Infrastructure	The percentage of available virtual memory is lower than the configured value for a prolonged time. This event indicates that the available virtual memory is running low.
999995	WAN Link Outage Detected	Service Infrastructure	Multiple devices behind the WAN link do not respond to ICMP or SNMP requests.
999996	Repeated Authentication Failure	Service Infrastructure	This event is raised when there is repeated authentication failure in a login attempt. This event is generated by monitoring the syslog messages received from the Unified CM.
999997	Call Throttling Detected	Service Infrastructure	This event is generated when Unified Communications Manager has entered a Code Yellow state (call throttling) due to an unacceptably high delay in handling incoming calls or the percentage of CPU load is over the configured percentage.