

Supported_Alarms_for_Prime_Collaboration

The following table lists the Prime Collaboration supported alarms.

| Alarm Code | Alarm Name | Category | Description |
|-------------------|--|---|--|
| 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. |

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| | | 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 load over the H.323 trunk. |

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| 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. |

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| 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"> • 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. • 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. |
| 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"> • Error threshold percentage of packets in error. • Error Traffic threshold percentage of bandwidth in use. |
| 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 |

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| 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"> • On a system, ICMP ping requests and SNMP queries to the device timeout and receive no response. • On an SNMP Agent, device ICMP ping requests are successful, but SNMP requests time out with no response. • A system might also be reported as unresponsive if the only link (for example an interface) to the system goes down. |
| 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"> • The Web Services for all Unified CMs in the cluster is down. • The credentials (HTTP username, password) for at least one of the running Web Services were not found or are incorrect. |
| 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> |

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| 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 |

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| Alarm ID | Alarm Name | Category | Description |
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| 102037 | VoicePortOperationallyDown | Service Infrastructure | Media Resource. Voice port's operational state is not normal. |
| 102038 | CCMEDown | Service Infrastructure | 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. 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: |
| 102039 | ComponentDown | Service Infrastructure | <ul style="list-style-type: none"> • Router down-Call Center call routing will be impacted. • Logger down-Copying configuration to Administrative workstation will be impacted. • CG down-Computer Telephony Integration (CTI) Gateway down would impact CTI integration with agent desktop and contact center servers. • Distributor down-Contact Center administration through web view is impacted. |
| 102040 | NicDown | Service Infrastructure | A Network Interface Controller on a Cisco Unified Contact Center system is down. This impacts all telephony services. |
| 102041 | PimDown | Service Infrastructure | Cisco Unified Contact Center Peripheral Interconnect 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. |
| 102047 | TotalTimeUsedThresholdExceeded | Service Infrastructure | 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. |
| 102048 | Code Red | Service Infrastructure | 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. |
| 102049 | Code Yellow | Service Infrastructure | 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. |
| 102060 | DataPhysicalDiskDown | | |

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| | | 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 | | |

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| | | 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: |

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- 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 space in the log partition has exceeded the configured low water mark. There are no files to be 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 peripheral which requires a HDMI cable connection is not connected. Some possible reasons for this error include:

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| | | | <ul style="list-style-type: none"> • The projector rs232 serial cable is not plugged into the port 1 of the ACU. • The camera cable is loose or unplugged. |
| 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"> • A peripheral which requires an Ethernet connection is not connected. • The expected peripheral device has a physical level link issue. • The TS_LEFT or TS_RIGHT codec cannot be reached using SSH. <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"> • The phone cannot be reached using the telnet command, or the phone load is lower than 8.2.2. • The camera cannot be reached using the telnet command, or the camera clock is bad. • The main display's serial number and model cannot be obtained using belSil command. • The projector bulb is blown or the bulb life has exceeded 2,000 hours. <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"> • The TelePresence device is not managed in Prime Collaboration. • The CTS component is not discovered in Prime Collaboration. |
| 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 | | |

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| | | 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. 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. |
| 104003 | RegistrationResponseTime_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. |
| 104004 | AverageLatency_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. |
| 104005 | PacketLossDS_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. |
| 104007 | PacketLossSD_ThresholdExceeded | Service Infrastructure | There is a violation in the JitterSD threshold. This results in poor voice quality. |
| 104006 | JitterSD_ThresholdExceeded | 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. |
| 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 based on delay, latency, packet loss, and jitter in the network. |
| 104010 | IAJitterDS_ThresholdExceeded | Service Infrastructure | The configured value for RFactorDS threshold is violated. This results in poor voice quality. |
| 104011 | RFactorDS_ThresholdExceeded | Service Infrastructure | There is a violation in the configured MosCQ 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. |
| 104012 | MosCQDS_ThresholdExceeded | Service Infrastructure | There is a violation in the configured MosLQ 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 | The configured value for the RTPPacketLossSD threshold was violated. This results in poor voice quality. |
| 104014 | RTPPacketLossDS_ThresholdExceeded | Service Infrastructure | Percentage utilization of an analog port has exceeded one of the following: |
| 104100 | HighAnalogPortUtilization | Service Infrastructure | |

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| | | <ul style="list-style-type: none"> • Cisco Unified Communications Manager Analog Port Utilization <ul style="list-style-type: none"> > FXS Port Utilization threshold > FXO Port Utilization threshold • MGCP Gateway Analog Port Utilization <ul style="list-style-type: none"> > FXS Port Utilization threshold > FXO Port Utilization threshold • H323 Gateway Analog Port Utilization <ul style="list-style-type: none"> > FXS Port Utilization threshold > FXO Port Utilization threshold > EM Port Utilization threshold |
| | | 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 the PhoneUnregThresholdExceeded event at the device pool level. |
| 107002 | SDL Link Out Of Service | Service Infrastructure This event indicates that the local Unified CM node has lost communication with the remote Unified CM node. |
| 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. |

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| 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"> • Loss of network connectivity between servers. • The secondary server is not ready or inactive. |
| 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 the |

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| | | | 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. |
| 107031 | Subscriber License Violated | Service Infrastructure | An insufficient license violation has occurred on subscribers. For details, open the Licensing section on the Cisco Unity Connection administration pages. 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"> • Loss of network connectivity to the primary server. • Critical service is down on the primary server. |
| 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. |
| 107034 | AutoFailbackFailed | Service Infrastructure | The automatic failback has failed. The possible reasons for the failure include: <ul style="list-style-type: none"> • Loss of network connectivity between servers. • the original primary server is not reachable or inactive. |
| 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 | |

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| 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"> • RegistrationTimeThreshold - Time limit for phone registration has exceeded. • DialtoneTimeThreshold - Time limit for dial-tone test has exceeded. • EndToEndCallSetupTimeThreshold - Time limit for setting up an end-to-end call has exceeded. |
| 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 |

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| | | | 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 |

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| 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. |