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 #sou
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 #displayNar 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 threshol
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.

		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 config 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 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 i 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 spac lower than the configured value.
30022	The percentage of used disk space in the log partition has exceeded the configured high water mark.	Service Infrastructure	The percentage of used disk space in the log partition has exceeded the configured high wat mark.
30023	The percentage of used disk space in the log partition has exceeded the configured low water mark.	Service Infrastructure	The percentage of used disk space in the log partition has exceeded the configured low wat mark.
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 indica H.323 device due to heavy traffic or a route lo over the H.323 trunk.

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 decre between two consecutive RTMT polls.
100007	LowAvailableDiskSpace	Service Infrastructure	The percentage of available disk space is lowe than the configured value.
100008	UnknownPublisher	Service Infrastructure	The publisher in the cluster is unknown to Operations Manager.
100009	RTMTDataMissing	Service Infrastructure	This event is based on polling RTMT precann counters, and is raised when Prime Collaborat is not able to collect RTMT data for RTMT po supported devices. RTMT data collection can if there are HTTP communication failures,netw issues, or, the RTMT application on the device issues and is unable to provide the data to Prir Collaboration.
100010	LowAvailableInboxLicenses	Service Infrastructure	Number of available Unity inbox licenses is lo than the configured Unity Inbox License thres Cisco Unity Subscriber Feature - Unity Inbox licenses allow you to enable subscribers for th add-on feature called Unity Inbox. Each subsc enabled for this feature uses one of these licen
100011	Media List Exhausted	Service Infrastructure	All available media resources defined in the m list are busy.
100012	Route List Exhausted	Service Infrastructure	This indicates that all available channels defin the route list are busy.
107006	Authentication Failed	-	Occurs when there is authentication failure in login attempt. This event is generated by monitoring the syslog messages received from 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 betw 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 networ adapter (using the Link threshold and Link Window parameters).
101005	HighBackplaneUtilization	Service Infrastructure	Utilization of the backplane bandwidth exceed Backplane Utilization threshold.
101006	HighBroadcastRate	Service Infrastructure	Reconfigure the Broadcast threshold paramete under Generic Interface/Port Performance sett for the interface groups.
101007	HighBufferMissRate	Service Infrastructure	Rate of buffer misses exceeds the Memory Bu 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 thresh
101010	HighDiscardRate	Service Infrastructure	A HighDiscardRate event occurs when: • The input packet queued rate is greate than the minimum packet rate, and the input packet discard percentage is gre than the discard threshold. The input packet queued rate is the rate of packe received without error. The input pack discard percentage is calculated by dividing the rate of input packets disc by the rate of packets received. • The output packet queued rate is great than the minimum packet rate, and the output packet discard percentage is gr than the discard threshold. The output packet queued rate is the rate of packe sent without error. The output packet discard percentage is calculated by dividing the rate of output packets discarded by the rate of packets sent.
101011	HighErrorRate	Service Infrastructure	A HighErrorRate event occurs for input or out packets when both of the following thresholds exceeded: • Error threshold percentage of packets error. • Error Traffic threshold percentage of bandwidth in use.
101013	HighUtilization	Service Infrastructure	Current utilization exceeds the utilization thre configured for this network adapter or process The most common reason for this event is that or more processes are using excessive CPU sp
101014	InformAlarm	Service Infrastructure	Critical event is generated from processed trap
101015	InsufficientFreeMemory	Service Infrastructure	System is running out of memory resources, o there has been a failure to allocate a buffer du lack of memory.
101018	OperationallyDown	Service Infrastructure	Interface card or network adapter operational 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 time. Device Fault Manager issues this event. does this by monitoring the number of system and warm starts received within the restart

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			window.
			Device does not respond to ICMP or SNMP requests. Probable causes are:
101022	Unresponsive	Service Infrastructure	• On a system, ICMP ping requests and SNMP queries to the device timeout a receive no response. • On an SNMP Agent, device ICMP pi requests are successful, but SNMP requests time out with no response. • A system might also be reported as unresponsive if the only link (for exam an interface) to the system goes down
			Prime Collaboration performs root cause anal 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.
102007	ServiceDown	Service Infrastructure	One of the critical services (any of the service the Detailed Device View) is not running. The problem may be due to someone manually stopping the service (not applicable for Unifie CM). If you intend to stop the service for a lo period of time, disabling monitoring for the se is highly recommended, and is required to avo this event.
			HTTP service cannot be used to communicate all Unified CMs in the cluster. This might be to one or both of the following:
102009	HTTPInaccessible	Service Infrastructure	• The Web Services for all Unified CM the cluster is down. • The credentials (HTTP username, password) for at least one of the runni Web Services were not found or are incorrect.
102011	SyntheticTestFailed	Service Infrastructure	Synthetic tests are CPU intensive. There is a threshold set for high-CPU utilization which ensures that tests will not run when system CP utilization is more than 80%. When the high-C Utilization threshold of 80% is reached, synth tests are stopped and a SyntheticTestFailed ev is created. This signifies a failure in execution the synthetic text due to high CPU, and not a failure in its result. This event is also raised w the synthetic test fails for other reasons.
102013	DPAPortCallManagerLinkDown	Service Infrastructure	Indicates that the physical port connection to t Unified CM is down. This is not applicable to DPA ports connected to the digital PBX syste

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102014	DPAPortTelephonyLinkDown	Service Infrastructure	Indicates that the physical ports connected to C 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 poll or processing the SNMP trap cpqHeThermalSystemFanDegraded received f 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 insufficie This may degrade the performance of the devi
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 va This event is based on polling RTMT precann counters.
102022	InsufficientFreeVirtualMemory	Service Infrastructure	System is running out of virtual memory resou This may degrade the performance of the devi
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 exc the Relative Temperature threshold.
102030	TemperatureSensorDegraded	Service Infrastructure	The server temperature is outside of the norma operating range. The event is based on polling 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 receive 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 wit cluster. End Point could be MGCP Trunk, Voi Mail Port, CTI Port, and CTI Route Point, or a

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			Media Resource.
102037	VoicePortOperationallyDown	Service Infrastructure	Voice port's operational state is not normal.
102038	CCMEDown	Service Infrastructure	Indicates that the telephony configuration is disabled on the Cisco Communications Manag Express (now referred to as Unified Communications Manager Express or UCM Express). In this case, no SCCP-based calls go though the UCM Express.
102039	ComponentDown	Service Infrastructure	A component within Cisco Unified Contact Ce what used to be referred to as IPCC is down. T are different Contact Center components: Rou Logger, CG, and Distributor. Each individual component is affected differently: • Router down-Call Center call routing be impacted. • Logger down-Copying configuration t Administrative workstation will be impacted. • CG down-Computer Telephony Integration (CTI) Gateway down wou impact CTI integration with agent des 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 Un Contact Center system is down. This impacts telephony services.
102041	PimDown	Service Infrastructure	Cisco Unified Contact Center Peripheral Inter Manager (PIM) module acts as a gateway to a peripheral device (Communications Manager/IVR/CTI Agents). This event indicat that the PIM is down on the Cisco Unified Co Center device and connectivity to these periph devices is lost.
102047	TotalTimeUsedThresholdExceeded	Service Infrastructure	Indicates that the Cisco Unity Express has rea the maximum allocated voicemail capacity. Th impacts the voicemail features for users servic by the Unity Express.
102048	Code Red	Service Infrastructure	Indicates that Unified CM has remained in a C Yellow state for an extended period and canno 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) d an unacceptably high delay in handling incom calls. This event is generated by monitoring th 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 dow
102063	CUEApplicationStatusChange	Service Infrastructure	An application on Cisco Unity Express has co online or gone offline.
102065	CUEStorageIssue	Service Infrastructure	Cisco Unity Express has degradation issues w the Flash storage.
102066	CUECallAgentConnectionLost	Service Infrastructure	Connection to the Unified CM is lost. Unified is integrated with Unity Express through JTAI voicemail and auto-attendant functionality. If connection to the Unified CM is lost, playing greeting, leaving a message, or interacting wit system through dual tone multifrequency (DT tones may be impacted.
102067	CUEResourceExhausted	Service Infrastructure	Notification indicates that the Unity Express h run out of a certain type of resource. For exam when all JTAPI or SIP ports are used and new incoming calls cannot be made, this notificatio generated.
102068	CUEBackupFailed	Service Infrastructure	Cisco Unity Express voicemail backup failed.
102069	CUENTPIssue	Service Infrastructure	Cisco Unity Express clock is managed entirely NTP. If NTP has an issue, many Unity Expres features, such as voicemail envelope informati and trace logging are affected.
102070	IPCCDualStateNotification	Service Infrastructure	The Unified Contact Center sent a notification with a value of cccaEventState in the trap deta
102070	IPCCSingleStateNotification	Service Infrastructure	The Unified Contact Center sent a notification with a value of singleStateRaise for ccaEventS in the trap details.
102071	SRSTRouterFailure	Service Infrastructure	There is a SRST router failure. This trap come with a notification reason (csrstSysNotifReaso which describes the failure. The SRST feature probably not work on the branch site when thi condition occurs.
102072	CCMEStatusChange	Service Infrastructure	Cisco UCM Express enabled state has change
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		

		Service Infrastructure	The state of an ephone registered to UCM Exp 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 ephon with respect to UCM Express.
102081	DeviceRestarted	Service Infrastructure	Indicates the current SysUpTime value is less 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 t Cisco Personal Assistant (CPA) exceeds the threshold value.
102087	CPATransferFailedThresholdExceeded	Service Infrastructure	Attempts by Cisco Personal Assistant to transf 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 fai
102092	IDS Replication Failure	Service Infrastructure	A subscriber in a Unified CM cluster experien a failure while replicating the data to the publi database. This event needs to be manually clea to delete it.
102094	LocationBWOutOfResources	Service Infrastructure	A call through a Unified CM location failed du lack of bandwidth in the cluster. Polling must enabled for Voice Utilization settings to monit this event.
102096	CTILinkDown	Service Infrastructure	Unified CM performance counter CcmLinkAc indicates that the total number of active links f a CTI Manager to all active Unified CMs in th cluster is zero. This event indicates that the CT Manager has lost communication with all Uni CMs in the cluster.
102101	SCSIControllerDown	Service Infrastructure	Indicates that the bridge between a hard disk drive's low-level interface and a host compute which needed to read blocks of data, is down.
102104	LowAvailableSubscriberLicenses	Service Infrastructure	Number of available Unity licenses is lower th the threshold. Cisco Unity Subscriber licenses allow you to add basic voicemail subscribers t system. Each subscriber uses one license.
102105	UnityFailOverOrRestart	Service Infrastructure	One of the following has occurred:

- 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 clear
after 30 minutes. Clearing this event does not
indicate that failback has occurred. When failb
does occur from secondary to primary, you wi
see the UnityFailOverOrRestart event on the
primary Unity server.

102106	UMRCommunicationError	Service Infrastructure	This event is based on WMI. It indicates that t Cisco Unity Message Repository (UMR) cann communicate with the Partner Mail Server to deliver messages. Messages are held in the temporary store until the mail server is availab
102112	ExpertAdvisorSystemDown	Service Infrastructure	Any of the subsystems of the Expert Advisor a down. Sub-systems are Contact Manager, Med Platform Adapter, Business rule engine, and s
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 credent
102117	HardDiskError	Service Infrastructure	Unity server hard disk has encountered an err condition.
102118	ExchangeLoginFailed	Service Infrastructure	One or more of Unity components failed to lo to the Exchange server.
102121	LowSwapPartitionAvailableDiskSpace	Service Infrastructure	The percentage of available disk space of the s partition is lower than the configured value. T swap partition is part of the virtual memory. Therefore, low available swap partition disk sp 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 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-wa mark.
102134	ctpPeripheralCableError	Service Infrastructure	Cisco Telepresence System (CTS) peripheral l 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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			• The projector rs232 serial cable is not plugged into the port 1 of the ACU. • The camera cable is loose or unplugge
102135	ctpPeripheralPowerError	Service Infrastructure	The expected peripheral device has a power is
102136	ctpPeripheralLinkError	Service Infrastructure	This error is generated because of one of the following reasons: • A peripheral which requires an Ethern connection is not connected. • The expected peripheral device has a level link issue. • The TS_LEFT or TS_RIGHT codec cannot be reached using SSH.
102137	ctpPeripheralConfigError	Service Infrastructure	The expected peripheral device has a communications management system configuration issue or is connected, but not configured.
102138	ctpPeripheralDeviceError	Service Infrastructure	This error is generated because of one of the following reasons: • The phone cannot be reached using th CURL command, or the phone load is lower than 8.2.2. • The camera cannot be reached using t telnet command, or the camera clock i bad. • The main display's serial number and cannot be obtained using belSil comm • The projector bulb is blown or the bul has exceeded 2,000 hours.
102139	ctpPeripheralInError	Service Infrastructure	Raised when a ctpPeripheralErrorNotification is sent indicating a CTS peripheral error due t of the following reasons: • The TelePresence device is not manag in Prime Collaboration. • The CTS component is not discovered Prime Collaboration.
102140	ctpPeripheralSystemError	Service Infrastructure	Telepresence system error.
102141	SoftwareAlarm	Service Infrastructure	Event indicates alarm is generated from Wind Event Log trap processing.
102142	DSPFailure	Service Infrastructure	This event is generated when the Digital Signa Processor (DSP) on the router experiences fail Event attributes specify which DSP is affected well as the operational state of the DSP (such failed, and shutdown). At any given hour, ther only one DSPFailure event on a DSP (even if DSP fails multiple times during that hour).
104000	NodeToNodeTestFailed		

		Service Infrastructure	The configured IPSLA test has failed on the s device. The reason for failure is indicated base 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- test threshold.
104003	RegistrationResponseTime_ThresholdExceeded	Service Infrastructure	The registration response time threshold configured as part of the gatekeeper registratic test has been violated. The endpoints trying to register with the gatekeeper may experience a delay which results in some voice calls not bei established properly.
104004	AverageLatency_ThresholdExceeded	Service Infrastructure	There is a violation in the latency threshold fo node-to-node UDP Jitter for a VoIP test that t user has configured. This will result in poor vo quality.
104005	PacketLossDS_ThresholdExceeded	Service Infrastructure	The configured value for the PacketLossDS threshold is violated. This results in poor voic quality. This may be a result of any node in th path being heavily loaded or crashed.
104007	PacketLossSD_ThresholdExceeded	Service Infrastructure	The configured value for the PacketLossSD threshold is violated. This results in poor voic quality. This may be a result of any node in th path being heavily loaded or crashed.
104006	JitterSD_ThresholdExceeded	Service Infrastructure	There is a violation in the JitterSD threshold. results in poor voice quality.
104009	Quality Dropped Below Threshold	Service Infrastructure	The voice quality expectation defined by the N score has not been met. This results in poor vo quality are based on delay, latency, packet los and jitter in the network.
104010	IAJitterDS_ThresholdExceeded	Service Infrastructure	The voice quality expectation defined by the N score has not been met. This results in poor vo quality based on delay, latency, packet loss, ar jitter in the network.
104011	RFactorDS_ThresholdExceeded	Service Infrastructure	The configured value for RFactorDS threshold violated. This results in poor voice quality.
104012	MosCQDS_ThresholdExceeded	Service Infrastructure	There is a violation in the configured MosCQI threshold. This results in poor voice quality. T 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 MosLQI threshold. This results in poor voice quality. T 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 RTPPacketLossI was violated. This results in poor voice qualit
104100	HighAnalogPortUtilization	Service Infrastructure	Percentage utilization of an analog port has exceeded one of the following:

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- Cisco Unified Communications Mana
  Analog Port Utilization

  > FXS Port Utilization threshold
  > FXO Port Utilization threshold

  - MGCP Gateway Analog Port Utilizat

  > FXS Port Utilization threshold
  > FXO Port Utilization threshold

  - H323 Gateway Analog Port Utilizatio

  > 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 thresh You must enable polling for Voice Utilization settings to monitor this event.
104103	HighResourceUtilization	Service Infrastructure	A hardware resource threshold has been excee
104108	PerformancePollingStopped	Service Infrastructure	Occurs when the GSU data collection for a de has an issue. The probable reason can be foun the alarm details.
105000	PhoneUnregThresholdExceeded	Service Infrastructure	Number of unregistered phones within a devic pool of a cluster or a Unified Communications Manager Express that has exceeded the thresh set. The count does not include soft phones wl calculating the unregistered threshold. Phones unregistered due to Energywise Power Save Plus mode are not an issue, and are not accounted for when calculating the threshold 1 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 C
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 maxin 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

			within the Unified CM cluster.
107011	CDR File Delivery Failed	Service Infrastructure	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 theconsecutive polls.
107017	Number Of Registered MediaDevices Increased	Service Infrastructure	A registered media device count increases bet 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 the Unified CM. This event is generated by monitoring the syslog messages received from Unified CM. By default this event is not enabl
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 t is leaking. System Access must stop thread co update to avoid CPU pegging, and only provic process counter information up to the maximu number of processes.
107024	ReplicationStopped	Service Infrastructure	Replication between redundant servers has stopped.
107025	AutoFailoverFailed	Service Infrastructure	The automatic failover has failed due to one o following reasons: • 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 th cluster due to heartbeat not being received for least 30 seconds.
107027	LicenseExpired	Service Infrastructure	The license file has expired and the system wi 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 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 prov 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

			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 for subscribers. For details, open the Licensing screen 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.
107032	AutoFailoverSucceeded	Service Infrastructure	The automatic failover was successful. The possible reasons for the failover include: • 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 failover 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: • Loss of network connectivity between servers. • the original primary server is not reachable/inactive.
108001	Service Quality Issue	Service Infrastructure	Prime Collaboration has received a MOS violation trap from Service Monitor. This indicates that the MOS has dropped below a threshold that is set on Service Monitor.
108003	ServiceQualityThresholdCrossed	Service Infrastructure	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.
108004	Sensor Down	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.

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109000	SRSTEntered	Service Infrastructure	An IP telephony router is functioning in Survivable Remote Site Telephony (SRST) me performing call management for phones in pla the central Unified CM. The event is generate when a WAN link is down, preventing IP pho 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 phon and the central Cisco Unified CM is up.
109002	PhoneReachabilityTestFailed	Service Infrastructure	Prime Collaboration cannot reach an IP phone IP phone has not responded to three or more successive pings from Prime Collaboration or IP SLA device.
109003	SyntheticTestThresholdExceeded	Service Infrastructure	Raised when a synthetic test exceeds some threshold value. The following are thresholds based on the type of synthetic tests: • RegistrationTimeThreshold - Time lir for phone registration has exceeded. • DialtoneTimeThreshold - Time limit f dial-tone test has exceeded. • EndToEndCallSetupTimeThreshold - Time limit for setting up an end-to-en call has exceeded.
109007	JitterDS_ThresholdExceeded	Service Infrastructure	There is a violation in the JitterDS threshold. T results in poor voice quality.
102064	CUESecurityIssue	Service Infrastructure	A security violation has occurred in accessing Unity Express administration page. This can b 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 tra
103024	MWIOnTimeExceeded	Service Infrastructure	This threshold is related to Message Wait Indi (MWI) synthetic test and provides informatior the VoiceMail lamp of the phone. MWIOnTin threshold is the difference between the timesta when MWI (voicemail) message is left and timestamp when the MWI light goes ON. If th time taken is more than this threshold, then th 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 ar

			OutofRange event is generated, you will also s 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 ev is applicable only for Cisco Unified Communications Manager, Cisco Unified Communications Manager Business edition, C Unified Presence Server, and Cisco Unity Connection.
103043	CPUPegging	Service Infrastructure	The percentage of CPU load is over the config percentage.
103044	EvtLicCucExpiredError1	Service Infrastructure	EvtLicCucExpiredError1
103045	EvtLicCucDemoModeToExpiredModeError	Service Infrastructure	EvtLicCucDemoModeToExpiredModeError
103046	EvtLicCucComplianceModeToExpiredModeError	Service Infrastructure	EvtLicCucComplianceModeToExpiredModeE
103047	EvtLicCucViolationModeToExpiredModeError	Service Infrastructure	EvtLicCucViolationModeToExpiredModeErr

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 config percentage repeatedly.
999992	Repeated Location Bandwidth Out Of Resource	Service Infrastructure	Multiple calls through a location have failed d insufficient allocated bandwidth.
999993	Interface Flapping	Service Infrastructure	Interface card or network adapter operational 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 prolonge time. This event indicates that the available vi 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 is generated by monitoring the syslog message 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.