

## Supported\_Events\_for\_Prime\_Collaboration

Cisco Prime Collaboration supported events are tabulated as follows.

<b>Code</b>	<b>Name</b>	<b>Category</b>	<b>Description</b>
10002	Manual Clear	User	User manually clears an alarm.
10003	Auto Clear	System	Automatically clears the alarm after #par# hours of inactivity.
999999	Correlation Clear	Service Infrastructure	Cleared by correlation engine.
20001	Unreachable	Endpoint, Network Devices	Device is unreachable.
20002	Reachable	Endpoint, Network Devices, Service Infrastructure	Device is reachable.
20003	Inaccessible	Endpoint, Network Devices	Device is inaccessible.
20004	Accessible	Endpoint, Network Devices, Service Infrastructure	Device is accessible.
20100	System reset	Service Infrastructure	System reset.
20101	Call terminated by error	Endpoint	Call is terminated by error.
20005	Interface Administrative Status Down	Endpoint, Network Devices	Interface administrative status is down.
20006	Interface Administrative Status Up	Endpoint, Network Devices	Interface administrative status is up.
20007	Interface Operational Status Down	Endpoint, Network Devices	Interface operational status is down.
20008	Interface Operational Status Up	Endpoint, Network Devices	Interface operational status is up.
20009	Interface Error	Endpoint, Network Devices	Interface error is detected.
20010	Interface Error Cleared	Endpoint, Network Devices	Interface error is cleared.
20011	Interface Discard Error	Endpoint, Network	Interface discard error is detected.

## Supported\_Events\_for\_Prime\_Collaboration

20012	Interface Discard Error Cleared	Endpoint, Network Devices	Interface discard error is cleared.
20013	Interface Drop Error	Endpoint, Network Devices	Interface drop error is detected.
20014	Interface Drop Error Cleared	Endpoint, Network Devices	Interface drop error is cleared.
20015	Interface Utilization High Error	Endpoint, Network Devices	Interface utilization is higher than 50%.
20016	Interface Utilization High Error Cleared	Endpoint, Network Devices	Interface utilization is back to normal.
20017	Unreachable	Service Infrastructure	Device is unreachable.
20018	Inaccessible	Service Infrastructure	Device is inaccessible.
40001	Call started	Session	Call has started.
40002	Call ended	Session	Call has ended. Clear call quality alarm for session #session_id#.
40003	Call terminated	Session	Call has terminated.
40004	Packet loss	Session	Packet loss is detected.
40005	Packet loss cleared	Session	Packet loss is cleared.
40006	Jitter	Session	Jitter is detected.
40007	Jitter cleared	Session	Jitter is cleared.
40008	Latency	Session	Latency is detected.
40009	Latency cleared	Session	Latency is cleared.
40010	TPServiceDown	Service Infrastructure	Service is down.
40011	Service up	Endpoint, Service Infrastructure	Service is up.
40012	Resource low	Service Infrastructure	Resource is low.
40013	Resource normal	Service Infrastructure	Resource is normal.
40014	Zone is not active	Service Infrastructure	Zone is not active.
40015	Zone is active	Service Infrastructure	Zone is active.
40016	TPServiceDown	Endpoint	Service is down.
40018			

## Supported\_Events\_for\_Prime\_Collaboration

	The percentage of CPU load is over the configured percentage.	Service Infrastructure	The percentage of CPU load is over the configured percentage.
40019	The percentage of CPU load is under the configured percentage.	Service Infrastructure	The percentage of CPU load is under the configured percentage.
40020	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.
40021	The percentage of available virtual memory is higher than the configured value.	Service Infrastructure	The percentage of available virtual memory is higher than the configured value.
40022	The percentage of available active disk space is lower than the configured value.	Service Infrastructure	The percentage of available active disk space is lower than the configured value.
40023	The percentage of available active disk space is higher than the configured value.	Service Infrastructure	The percentage of available active disk space is higher than the configured value.
40024	The percentage of available swap disk space is lower than the configured value.	Service Infrastructure	The percentage of available swap disk space is lower than the configured value.
40025	The percentage of available swap disk space is higher than the configured value.	Service Infrastructure	The percentage of available swap disk space is higher than the configured value.
40026	The percentage of available inactive disk space is lower than the configured value.	Service Infrastructure	The percentage of available inactive disk space is lower than the configured value.
40027	The percentage of available inactive disk space is higher than the configured value.	Service Infrastructure	The percentage of available inactive disk space is higher than the configured value.
40028	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 water mark.
40029	The percentage of used disk space in the log partition is less than the configured high water mark.	Service Infrastructure	The percentage of used disk space in the log partition is less than the configured high water mark.
40030	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 water mark.
40031	The percentage of used disk space in the log partition is less than the configured low water mark.	Service Infrastructure	The percentage of used disk space in the log partition is less than the configured low water mark.
40032	DB replication error.	Service Infrastructure	DB replication error.
40033	DB replication error clears.	Service Infrastructure	DB replication error clears.
30001	Initialization error	Endpoint	CTS fails to initialize.
30002	Initialization error cleared	Endpoint	Initialization error is cleared.
30003	Not registered	Endpoint	Endpoint is not registered.
30004	Registered	Endpoint, Service Infrastructure	Device is registered.
30005	Primary Camera Error	Endpoint	Unable to detect primary camera. Camera is unplugged or not working.
30006	Camera Resetting	Endpoint	Camera is resetting, call cannot be made or received.
30007	Camera In Good Status	Endpoint	Camera is in good status.

## Supported\_Events\_for\_Prime\_Collaboration

30008	Codec Error - Left	Endpoint	Left Codec error is detected.
30009	Codec Error Cleared	Endpoint	Codec is in good status.
30010	Primary Display Error	Endpoint	Display error detected.
30011	Display Error Cleared	Endpoint	Display is in good status.
30012	Phone Error	Endpoint	Phone error is detected.
30013	Phone Error Cleared	Endpoint	Phone is in good status.
30030	Touch Error	Endpoint	Touch error is detected.
30031	Touch Error Cleared	Endpoint	Touch is in good status.
30014	Microphone Error	Endpoint	Microphone error is detected.
30015	Microphone Error Cleared	Endpoint	Microphone is in good status.
30016	Peripheral Error	Endpoint	Peripheral error is detected.
30017	Peripheral Error Cleared	Endpoint	Peripheral is in good status.
30018	Secondary Camera Error - Left	Endpoint	Unable to detect secondary left camera. Camera unplugged or not working.
30019	Secondary Camera Error - Right	Endpoint	Unable to detect right camera. Camera is unplugged or not working.
30020	Presentation Camera Error	Endpoint	Unable to detect presentation camera. Camera unplugged or not working.
30021	Auxiliary Camera Error	Endpoint	Unable to detect auxiliary camera. Camera is unplugged or not working.
30022	Codec Error - Right	Endpoint	Right codec error is detected.
30023	Presentation Codec Error	Endpoint	Presentation codec error is detected.
30024	Secondary Display Error - Left	Endpoint	Secondary left display error is detected.
30025	Secondary Display Error - Right	Endpoint	Secondary right display error is detected.
30026	Presentation Display Error	Endpoint	Presentation display error is detected.
30027	Auxiliary Display Error	Endpoint	Auxiliary display error is detected.
30028	Not registered	Service Infrastructure	Server is not registered.
50001	Cluster Replication Error 01	Service Infrastructure	Cluster replication error.
50002	Cluster Replication Error 01 Cleared	Service Infrastructure	Cluster replication error is cleared.
50003	Cluster Replication Error 02	Service Infrastructure	Cluster replication error.
50004	Cluster Replication Error 02 Cleared	Service Infrastructure	Cluster replication error is cleared.
50005	Cluster Replication Error 03		Cluster replication error.

## Supported\_Events\_for\_Prime\_Collaboration

Event ID	Event Description	Service	Infrastructure	Event Description
50006	Cluster Replication Error 03 Cleared	Service	Infrastructure	Cluster replication error is cleared.
50007	Cluster Replication Error 04	Service	Infrastructure	Cluster replication error.
50008	Cluster Replication Error 04 Cleared	Service	Infrastructure	Cluster replication error is cleared.
50009	Cluster Replication Error 05	Service	Infrastructure	Cluster replication error.
50010	Cluster Replication Error 05 Cleared	Service	Infrastructure	Cluster replication error is cleared.
50011	Cluster Replication Error 06	Service	Infrastructure	Cluster replication error.
50012	Cluster Replication Error 06 Cleared	Service	Infrastructure	Cluster replication error is cleared.
50013	Cluster Replication Error 07	Service	Infrastructure	Cluster replication error.
50014	Cluster Replication Error 07 Cleared	Service	Infrastructure	Cluster replication error is cleared.
50015	Cluster Replication Error 08	Service	Infrastructure	Cluster replication error.
50016	Cluster Replication Error 08 Cleared	Service	Infrastructure	Cluster replication error is cleared.
50017	Cluster Replication Error 09	Service	Infrastructure	Cluster replication error.
50018	Cluster Replication Error 09 Cleared	Service	Infrastructure	Cluster replication error is cleared.
50019	Cluster Replication Error 10	Service	Infrastructure	Cluster replication error.
50020	Cluster Replication Error 10 Cleared	Service	Infrastructure	Cluster replication error is cleared.
50021	Hardware Failure 01	Service	Infrastructure	Hardware failure.
50022	Hardware Failure 01 Cleared	Service	Infrastructure	Hardware failure is cleared.
50023	Hardware Failure 02	Service	Infrastructure	Hardware failure.
50024	Hardware Failure 02 Cleared	Service	Infrastructure	Hardware failure is cleared.
50025	Hardware Failure 03	Service	Infrastructure	Hardware failure.
50026	Hardware Failure 03 Cleared	Service	Infrastructure	Hardware failure is cleared.
50027	Hardware Failure 04	Service	Infrastructure	Hardware failure.
50028	Hardware Failure 04 Cleared	Service	Infrastructure	Hardware failure is cleared.

## Supported\_Events\_for\_Prime\_Collaboration

50029	Capacity License Warning 01	Service Infrastructure	Capacity and license warning.
50030	Capacity License warning 01 Cleared	Service Infrastructure	Capacity and license warning is cleared.
50031	Capacity License warning 02	Service Infrastructure	Capacity and license warning.
50032	Capacity License warning 02 Cleared	Service Infrastructure	Capacity and license warning is cleared.
50033	Capacity License warning 03	Service Infrastructure	Capacity and license warning.
50034	Capacity License warning 03 Cleared	Service Infrastructure	Capacity and license warning is cleared.
50035	Capacity License warning 04	Service Infrastructure	Capacity and license warning.
50036	Capacity License warning 04 Cleared	Service Infrastructure	Capacity and license warning is cleared.
50037	Capacity License warning 05	Service Infrastructure	Capacity and license warning.
50038	Capacity License warning 05 Cleared	Service Infrastructure	Capacity and license warning is cleared.
50039	Capacity License warning 06	Service Infrastructure	Capacity and license warning.
50040	Capacity License warning 06 Cleared	Service Infrastructure	Capacity and license warning is cleared.
50041	Capacity License warning 07	Service Infrastructure	Capacity and license warning.
50042	Capacity License warning 07 Cleared	Service Infrastructure	Capacity and license warning is cleared.
50043	NTP Server warning	Service Infrastructure	NTP server warning.
50044	NTP Server warning Cleared	Service Infrastructure	NTP server warning is cleared.
50045	Call Policy File	Service Infrastructure	Failed to load Call Policy file.
50046	Call Policy File Cleared	Service Infrastructure	Failed to load Call Policy file - cleared.
50047	Cluster Communication Failure	Service Infrastructure	Cluster communication failure.
50048	Cluster Communication Failure Cleared	Service Infrastructure	Cluster communication failure is cleared.
50049	Database Failure 01	Service Infrastructure	Database failure.
50050	Database Failure 01 Cleared	Service Infrastructure	Database failure is cleared.
50051	Database Failure 02	Service Infrastructure	Database failure.
50052	Database Failure 02 Cleared	Service Infrastructure	Database failure is cleared.

## Supported\_Events\_for\_Prime\_Collaboration

50053	Database Failure 03	Service Infrastructure	Database failure.
50054	Database Failure 03 Cleared	Service Infrastructure	Database failure is cleared.
50055	Uncontrolled Shutdown	Service Infrastructure	Uncontrolled shutdown is detected.
50056	Uncontrolled Shutdown Cleared	Service Infrastructure	Uncontrolled shutdown detected is cleared.
50057	Application Failure 01	Service Infrastructure	Application failure.
50058	Application Failure 01 Cleared	Service Infrastructure	Application failure is cleared.
50059	Application Failure 02	Service Infrastructure	Application failure.
50060	Application Failure 02 Cleared	Service Infrastructure	Application failure is cleared.
50061	Application Failure 03	Service Infrastructure	Application failure.
50062	Application Failure 03 Cleared	Service Infrastructure	Application failure is cleared.
40101	Fan status error	Service Infrastructure	Fan status error.
40102	Fan status ok	Service Infrastructure	Fan status ok.
40103	Battery status error	Service Infrastructure	Battery status error.
40104	Battery status ok	Service Infrastructure	Battery status ok.
40105	Temperature status error	Service Infrastructure	Temperature status error.
40106	Temperature status ok	Service Infrastructure	Temperature status ok.
40107	Voltages status error	Service Infrastructure	Voltages status error.
40108	Voltages status ok	Service Infrastructure	Voltages status ok.
40109	Operational status warning	Service Infrastructure	Operational status warning.
40110	Operational status ok	Service Infrastructure	Operational status ok.
60101	Blade in Critical conditions	Service Infrastructure	Blade is in critical conditions.
60102	Blade status ok	Service Infrastructure	Blade status ok.
60103	Supervisor fan tray problem	Service Infrastructure	Supervisor fan tray problem.
60104	Supervisor fan tray OK	Service Infrastructure	Supervisor fan tray status ok.

## Supported\_Events\_for\_Prime\_Collaboration

60105	Supervisor power shelf fault	Service Infrastructure	Supervisor power shelf fault.
60106	Supervisor power shelf status ok	Service Infrastructure	Supervisor Power shelf status ok.
60107	Supervisor voltage problem	Service Infrastructure	Supervisor voltage problem.
60108	Supervisor voltage status ok	Service Infrastructure	Supervisor voltage status ok.
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.
100002	Number Of Registered Gateways Increased	Service Infrastructure	Number of registered gateways increases between two consecutive RTMT polls.
100003	Number Of Registered Gateways Decreased	Service Infrastructure	Number of registered gateways decreases between two consecutive RTMT polls.
100006	SystemVersionMismatched	Service Infrastructure	There is a mismatch in the system version among all servers in the clusters.
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 Prime Collaboration.  This event is based on polling RTMT precanned counters, and is raised when Prime Collaboration is not able to collect RTMT data for RTMT polls on supported devices. RTMT data collection can fail if there are HTTP communication failures or network issues, or if the RTMT application on the device has issues, and is unable to provide 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	Service Infrastructure	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.



## Supported\_Events\_for\_Prime\_Collaboration

		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 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 missed exceeds the Memory Buffer Miss Threshold.
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 exceeded: <ul style="list-style-type: none"> <li>• Error Threshold Percentage of packets 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	

## Supported\_Events\_for\_Prime\_Collaboration

	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 see fan, power supply, or temperature events also.
101020	RepeatedRestarts	Service Infrastructure	System repeatedly restarts over a short period of time. Device Fault Manager issues this event. Device Fault Manager does this by monitoring the number of system reboots and warm starts received within the restart window.
101022	Unresponsive	Service Infrastructure	Device does not respond to ICMP or SNMP requests. Probable causes are: <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> <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 shown 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>
102007	ServiceDown	Service Infrastructure	<ul style="list-style-type: none"> <li>• The Web Services for all Communication Managers 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>
102009	HTTPInaccessible	Service Infrastructure	<ul style="list-style-type: none"> <li>• The Web Services for all Communication Managers 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>

## Supported\_Events\_for\_Prime\_Collaboration

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 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 text due to high CPU, and not a failure in its result. This event is also raised when the synthetic test fails for other reasons.
102013	DPAPortCallManagerLinkDown	Service Infrastructure	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.
102014	DPAPortTelephonyLinkDown	Service Infrastructure	Indicates that the physical ports connected to the 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 Unified CMs.
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 the normal operating range. The event is based on polling or processing the cpqHeThermalTempDegraded

## Supported\_Events\_for\_Prime\_Collaboration

			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 shut 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. Endpoint could be an MGCP Trunk, Voice Mail Port, CTI Port, CTI Route Point or a 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 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"> <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	A Network Interface Controller on a Cisco Unified Contact Center system is down. This impacts telephony services.
102041	PimDown	Service Infrastructure	Cisco Unified Contact Center Peripheral Interactions 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 maximum allocated voicemail capacity. This

## Supported\_Events\_for\_Prime\_Collaboration

102048	Code Red	Service Infrastructure	impacts the voicemail features for users serviced by this Unity Express. Indicates that Cisco Unified Communications Manager has remained in a Code Yellow state for an extended period and cannot recover. This event is generated by monitoring the syslog messages received from Unified Communications Manager. This event is generated when Communications Manager 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 Communications Manager.
102049	Code Yellow	Service Infrastructure	Hard drive failure event detected on Compaq boxes.
102060	DataPhysicalDiskDown	Service Infrastructure	Compaq SCSI hard disk drive is down. SCSI controller may be unable to communicate with device hard disk.
102061	SCSIDriveDown	Service Infrastructure	The Compaq IDE/ATA hard disk drive is down.
102062	IdeAtaDiskDown	Service Infrastructure	An application on Cisco Unity Express has come online or gone offline.
102063	CUEApplicationStatusChange	Service Infrastructure	Cisco Unity Express has degradation issues with the Flash storage.
102065	CUEStorageIssue	Service Infrastructure	Connection to the Communications Manager is lost. Communications Manager is integrated with Unity Express through JTAPI for voicemail and auto-attendant functionality. If a connection to Communications Manager is lost, playing a greeting, leaving a message, or interacting with the system through dual tone multifrequency (DTMF) tones may be impacted.
102066	CUECallAgentConnectionLost	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 in used and no incoming calls cannot be made, this notification is generated.
102067	CUEResourceExhausted	Service Infrastructure	Cisco Unity Express voicemail backup has failed.
102068	CUEBackupFailed	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.
102069	CUENTPIssue	Service Infrastructure	The Unified Contact Center has sent a notification with a value of cccaEventState in the trap details.
102070	IPCCDualStateNotification	Service Infrastructure	The Unified Contact Center has sent a notification with a value of singleStateRaise for ccaEventState in the trap details.
102070	IPCCSingleStateNotification	Service Infrastructure	There is an SRST router failure. This trap comes with a notification reason (csrstSysNotifReason).
102071	SRSTRouterFailure	Service Infrastructure	

## Supported\_Events\_for\_Prime\_Collaboration

			which describes the failure. The SRST feature 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 was exceeded.
102076	CCMEEphoneDeceased	Service Infrastructure	The state of an ephone registered to UCM Express changed to deceased.
102077	CCMEEphoneRegistrationFailed	Service Infrastructure	An ephone attempt to register with Cisco UCM Express failed.
102078	CCMEEphoneLoginFailed	Service Infrastructure	Login through the web or TAPI to the UCM Express 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 clear 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	Cisco Personal Assistant fails to transfer the call after many attempts and has exceeded the threshold.
102088	CPAVoicemailThresholdExceeded	Service Infrastructure	Attempts to log in to voicemail exceed the threshold value.
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 for CTI Manager to all active Cisco Unified

## Supported\_Events\_for\_Prime\_Collaboration

			Communications Managers in the cluster is zero. This event indicates that 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 needs 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. One of the following has occurred: <ul style="list-style-type: none"> <li>• In standalone Cisco Unity configuration, the Cisco Unity system has restarted.</li> <li>• In Cisco Unity failover configuration, a failover between the primary and secondary Unity servers has occurred.</li> </ul>
102105	UnityFailOverOrRestart	Service Infrastructure	UnityFailOverOrRestart is automatically cleared after 30 minutes. Clearing of 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.
102106	UMRCommunicationError	Service Infrastructure	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 will be held in the temporary store until the mail server is available.
102112	ExpertAdvisorSystemDown	Service Infrastructure	Any of the subsystems of Expert Advisor are down. Sub-systems are Contact Manager, MeetingPlace Platform Adapter, Business rule engine, and so on.
102113	MeetingPlaceMajorSwAlarm	Service Infrastructure	Major Alarms are reported by the MeetingPlace Enterprise application.
102116	MeetingPlaceMinorSwAlarm	Service Infrastructure	Minor Alarms are 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 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 virtual memory. Therefore, low available swap partition disk space also means low virtual memory.

## Supported\_Events\_for\_Prime\_Collaboration

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-water mark.
102134	ctpPeripheralCableError	Service Infrastructure	<p>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:</p> <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. This error is generated because of one of the following reasons:</p> <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 power level link issue.</li> <li>• A possible cause may be that the TS_LEFT or TS_RIGHT codec cannot be reached using SSH.</li> </ul>
102136	ctpPeripheralLinkError	Service Infrastructure	<p>The expected peripheral device has a communications management system configuration issue or is connected, but not configured. This error is generated because of one of the following reasons:</p> <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>
102137	ctpPeripheralConfigError	Service Infrastructure	<p>The expected peripheral device has a communications management system configuration issue or is connected, but not configured. This error is generated because of one of the following reasons:</p> <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>
102138	ctpPeripheralDeviceError	Service Infrastructure	<p>The expected peripheral device has a communications management system configuration issue or is connected, but not configured. This error is generated because of one of the following reasons:</p> <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>
102139	ctpPeripheralInError	Service Infrastructure	<p>Raised when a ctpPeripheralErrorNotification is sent indicating a CTS peripheral error due to one of the following reasons:</p> <ul style="list-style-type: none"> <li>• The TelePresence device is not managed in Prime Collaboration.</li> </ul>



## Supported\_Events\_for\_Prime\_Collaboration

			<ul style="list-style-type: none"> <li>• The CTS component is not discovered in Prime Collaboration.</li> </ul>
102140	ctpPeripheralSystemError	Service Infrastructure	Telepresence system error.
102141	SoftwareAlarm	Service Infrastructure	Event indicates alarm generated from Windows Event Log trap processing.
102142	DSPFailure	Service Infrastructure	Generated when the digital signaling processor (DSP) on the router experiences failure. Event attributes specify which DSP is affected as well as the operational state of the DSP (failed, shutdown and so on). At any given hour, there is only one DSPFailure event on a DSP (even if DSP failed multiple times during that hour).
104000	NodeToNodeTestFailed	Service Infrastructure	The configured IPSLA test has failed on the source device. The reason for failure is indicated based on the error code.
104001	RoundTripResponseTime_ThresholdExceeded	Service Infrastructure	Round-trip response time 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 was 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 was 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 based on the 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 the delay, latency, packet loss and jitter in the network.
104011	RFactorDS_ThresholdExceeded	Service Infrastructure	The configured value for RFactorDS threshold was violated. This results in poor voice quality.

## Supported\_Events\_for\_Prime\_Collaboration

104012	MosCQDS_ThresholdExceeded	Service Infrastructure	<p>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.</p>
104013	MosLQDS_ThresholdExceeded	Service Infrastructure	<p>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.</p>
104014	RTPPacketLossDS_ThresholdExceeded	Service Infrastructure	<p>The configured value for the RTPPacketLossDS was violated. This results in poor voice quality.</p> <p>Percentage utilization of an analog port has exceeded one of the following:</p> <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> </ul>
104100	HighAnalogPortUtilization	Service Infrastructure	<ul style="list-style-type: none"> <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> <p>You must enable polling for Voice Utilization settings to monitor this event.</p>
104101	HighDigitalPortUtilization	Service Infrastructure	<p>Percentage utilization of a digital port has exceeded the threshold.</p>
104102	HighPortUtilization	Service Infrastructure	<p>Percentage of port utilization exceeds a threshold. You must enable polling for Voice Utilization Settings to monitor this event.</p>
104103	HighResourceUtilization	Service Infrastructure	<p>A hardware resource threshold has been exceeded.</p>
104108	PerformancePollingStopped	Service Infrastructure	<p>Occurs when the GSU data collection for a device has an issue. The probable reason can be found in the event properties.</p>
105000	PhoneUnregThresholdExceeded	Service Infrastructure	<p>Number of unregistered phones within a device pool of a cluster or a Unified Communications Manager Express has exceeded the threshold settings. The count does not include soft phones when calculating the unregistered threshold. Phones unregistered due to Energywise Power Save Mode are not an issue, and are not accounted for when calculating the threshold for PhoneUnregThresholdExceeded Event at the device pool level.</p>

## Supported\_Events\_for\_Prime\_Collaboration

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 exceeds 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 Communications Manager node to the CDR Repository node within the Communication Manager cluster.
107011	CDR File Delivery Failed	Service Infrastructure	The FTP delivery of CDR files outside the bil 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 percentage between consecutive polls.
107017	Number Of Registered MediaDevices Increased	Service Infrastructure	A registered media device count has increased between two consecutive RTMT polls.
107018	Number Of Registered MediaDevices Decreased	Service Infrastructure	A registered media device count has decreased 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 Unified Communications Manager.
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 enabled.
107023	Thread Counter Update Stopped	Service Infrastructure	Total number of processes and/or threads exceeded the maximum number of tasks. This situation could indicate that some process is leaking or thread leaking. System Access must stop thread counter update to avoid CPU pegging, and only provide process counter information for the maximum number of processes.
107024	ReplicationStopped	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		

## Supported\_Events\_for\_Prime\_Collaboration

	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 call 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 Options request sent to that remote peer. Each entry in the list is separated by a semi-colon. This event is based on the incoming SIPTrunkPartiallyInService 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 your licensing violation has not been resolved, system operation will be suspended in 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 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.
107034 AutoFailbackFailed	Service Infrastructure	The automatic failback has failed. The possible reasons for the failure include: <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 the MOS has dropped below a threshold that is set in 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.

## Supported\_Events\_for\_Prime\_Collaboration

108004	Sensor Down	Service Infrastructure	<p>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.</p> <p>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 Service Monitor.</p>
109000	SRSTEntered	Service Infrastructure	<p>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 phone TCP keepalive messages from reaching the Unified CM.</p>
109001	SRSTSuspected	Service Infrastructure	<p>IP Phone Information Facility reports that all phones associated with the SRST router are unregistered, but the WAN link between phone and the central Unified CM is up.</p>
109002	PhoneReachabilityTestFailed	Service Infrastructure	<p>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.</p>
109003	SyntheticTestThresholdExceeded	Service Infrastructure	<p>Raised when a synthetic test exceeds some threshold value. The following are thresholds based on the type of synthetic tests:</p> <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	<p>There is a violation in the JitterDS threshold. This results in poor voice quality.</p>
102064	CUESecurityIssue	Service Infrastructure	<p>A security violation has occurred in accessing the Unity Express administration page. This can be due to a login or PIN security alert.</p>
101016	MajorAlarm	Service Infrastructure	<p>A critical event is generated from the processed traps.</p>
107035	HighTrunkUtilization	Service Infrastructure	<p>Trunk utilization is high, and has exceeded its configured threshold. This event is for T1/E1 or PRI only.</p>
101017	MinorAlarm	Service Infrastructure	<p>A trivial event is generated from processed traps.</p>

## Supported\_Events\_for\_Prime\_Collaboration

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. MWIONTimeExceeded 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 OutofRange event is generated, you will also see a fan, power supply, or 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
103034	AdjacencyDetached	Service Infrastructure	AdjacencyDetached
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 Device View) is stopped by the administrator. This event is applicable only for Cisco Unified Communications Manager, Cisco Unified

## Supported\_Events\_for\_Prime\_Collaboration

Event ID	Event Name	Category	Description
			Communications Manager Business edition, Cisco Unified Presence Server, and Cisco Unity Connection.
103043	CPU PEGGING	Service Infrastructure	The percentage of CPU load is higher than the configured percentage.
103052	MaliciousCallAlert	Service Infrastructure	MaliciousCallAlert
103053	TextConferenceRoomsExceeded	Service Infrastructure	TextConferenceRoomsExceeded
200001	ICTCallThrottlingStart cleared	Service Infrastructure	Unified CM starts handling calls for the indicated H.323 device.
200002	Number Of Registered Gateways Increased cleared	Service Infrastructure	Number of registered gateways is back to normal between two consecutive RTMT polls.
200003	Number Of Registered Gateways Decreased cleared	Service Infrastructure	Number of registered gateways is back to normal between two consecutive RTMT polls.
200006	SystemVersionMismatched cleared	Service Infrastructure	Mismatch in the system version among all servers in the clusters is cleared.
200007	LowAvailableDiskSpace cleared	Service Infrastructure	The percentage of available disk space is back to normal.
200008	UnknownPublisher cleared	Service Infrastructure	The publisher in the cluster is unknown to Prime Collaboration is cleared.
200009	RTMTDataMissing cleared	Service Infrastructure	This event is based on polling RTMT precanned counters and is cleared when Prime Collaboration is able to collect RTMT data for RTMT polling supported devices.
200010	LowAvailableInboxLicenses cleared	Service Infrastructure	Number of available Unity inbox licenses is normal. Cisco Unity Subscriber Feature - Unity Inbox licenses allow you to enable subscribers the add-on feature called Unity Inbox. Each subscriber enabled for this feature uses one of these licenses.
200011	Media List Exhausted cleared	Service Infrastructure	Media resources defined in the media list are available.
200012	Route List Exhausted cleared	Service Infrastructure	This indicates that channels defined in the route list are available.
207006	Authentication Failed cleared	Service Infrastructure	Occurs when authentication failure is cleared.
201001	Duplicate IP Address cleared	Service Infrastructure	Same IP address is configured on multiple managed systems is cleared.
201003	ExcessiveFragmentation cleared	Service Infrastructure	System memory is normally fragmented.
201004	Flapping cleared	Service Infrastructure	Port or interface, repeatedly alternating between up and down states over a short period of time is cleared.
201005	HighBackplaneUtilization cleared	Service Infrastructure	Utilization of the backplane bandwidth is normal.
201006	HighBroadcastRate cleared	Service Infrastructure	Broadcast rate is normal.

## Supported\_Events\_for\_Prime\_Collaboration

201007	HighBufferMissRate cleared	Service Infrastructure	Rate of buffer misses is normal.
201008	HighBufferUtilization cleared	Service Infrastructure	Number of buffers used is normal.
201009	HighCollisionRate cleared	Service Infrastructure	Rate of collisions is normal.
201010	HighDiscardRate cleared	Service Infrastructure	<p>A HighDiscardRate event occurs when:</p> <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>
201011	HighErrorRate cleared	Service Infrastructure	A HighErrorRate event is cleared.
201013	HighUtilization cleared	Service Infrastructure	Current utilization does not exceed the utilization threshold configured for this network adapter processor.
201014	InformAlarm cleared	Service Infrastructure	A critical event generated from processed traps cleared.
201015	InsufficientFreeMemory cleared	Service Infrastructure	System is running out of memory resources or there has been a failure to allocate a buffer due to lack of memory is cleared.
201018	OperationallyDown cleared	Service Infrastructure	Interface card or network adapter operational is normal.
201019	OutofRange cleared	Service Infrastructure	Device temperature or voltage is within the normal operating range.
201020	RepeatedRestarts cleared	Service Infrastructure	System repeatedly restarts over a short period of time is stopped.
201022	Unresponsive cleared	Service Infrastructure	Device start responds to ICMP or SNMP requests.
202007	ServiceDown cleared	Service Infrastructure	One of the stopped critical services (any of the services in the Detailed Device View) start running.
202009	HTTPInaccessible cleared	Service Infrastructure	HTTP service can be used to communicate to Unified CMs in the cluster.
202011	SyntheticTestFailed cleared		Synthetic tests stop failing.



## Supported\_Events\_for\_Prime\_Collaboration

Event ID	Event Name	Event State	Category	Description
202013	DPAPortCallManagerLinkDown	cleared	Service Infrastructure	Indicates that the physical port connection to Unified CM is up.
202014	DPAPortTelephonyLinkDown	cleared	Service Infrastructure	Indicates that the physical ports connected to voicemail systems or digital PBX systems are up.
202015	FanDegraded	cleared	Service Infrastructure	This event indicates that an optional fan is operating correctly.
202016	FanDown	cleared	Service Infrastructure	Indicates that a required fan is operating correctly.
202020	InsufficientFreeHardDisk	cleared	Service Infrastructure	Free Hard Disk Memory available is sufficient.
202021	LowInactivePartitionAvailableDiskSpace	cleared	Service Infrastructure	The percentage of available disk space of the inactive partition is within the configured value.
202024	LowActivePartitionAvailableDiskSpace	cleared	Service Infrastructure	The percentage of available disk space of the active partition is within the configured value.
202022	InsufficientFreeVirtualMemory	cleared	Service Infrastructure	The system that was running out of virtual memory resources is cleared.
202023	LowAvailableVirtualMemory	cleared	Service Infrastructure	The percentage of available virtual memory is within the configured value.
202026	PowerSupplyDegraded	cleared	Service Infrastructure	Power supply state is normal.
202027	PowerSupplyDown	cleared	Service Infrastructure	Power supply state is up.
202029	TemperatureHigh	cleared	Service Infrastructure	Current temperature of temperature sensor is within the Relative Temperature threshold.
202030	TemperatureSensorDegraded	cleared	Service Infrastructure	The server temperature is within the normal operating range.
202031	TemperatureSensorDown	cleared	Service Infrastructure	Indicates that the server temperature is within normal operating range.
202036	EndPointLostContact	cleared	Service Infrastructure	This event is raised on a cluster. The event indicates that an endpoint that got unregistered with a cluster is cleared.
202037	VoicePortOperationallyDown	cleared	Service Infrastructure	Voice port's operational state is back to normal.
202038	CCMEDown	cleared	Service Infrastructure	Indicates that the telephony configuration is enabled on the Cisco Communications Manager Express.
202039	ComponentDown	cleared	Service Infrastructure	A component within Cisco Unified Contact Center what used to be referred to as IPCC is up. There are different Contact Center components: Router, Logger, CG, and Distributor.
202040	NicDown	cleared	Service Infrastructure	A Network Interface Controller on a Cisco Unified Contact Center system is up.
202041	PimDown	cleared	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 module is up.

## Supported\_Events\_for\_Prime\_Collaboration

			that the PIM is up on the Cisco Unified Contact Center device and connectivity to these peripheral devices is fine.
202047	TotalTimeUsedThresholdExceeded cleared	Service Infrastructure	Indicates that the Cisco Unity Express has reached the maximum allocated voicemail capacity and is back to normal.
202048	Code Red cleared	Service Infrastructure	Indicates that the Unified CM has come out from Code Red state.
202049	Code Yellow cleared	Service Infrastructure	This event is generated when the Unified CM come out from a Code Yellow state.
202060	DataPhysicalDiskDown cleared	Service Infrastructure	Hard drive failure event detected on Compaq boxes is cleared.
202061	SCSIDriveDown cleared	Service Infrastructure	Compaq SCSI hard disk drive is up.
202062	IdeAtaDiskDown cleared	Service Infrastructure	The Compaq IDE/ATA hard disk drive is up.
202063	CUEApplicationStatusChange cleared	Service Infrastructure	An application on Cisco Unity Express has come online or gone offline.
202065	CUEStorageIssue cleared	Service Infrastructure	Cisco Unity Express's degradation issues with Flash storage is cleared.
202066	CUECallAgentConnectionLost cleared	Service Infrastructure	Connection to the Unified CM is back to normal.
202067	CUEResourceExhausted cleared	Service Infrastructure	Notification indicates that the Unity Express has run out of a certain type of resource and back to normal.
202068	CUEBackupFailed cleared	Service Infrastructure	Cisco Unity Express voicemail backup had failed and is back to normal.
202069	CUENTPIssue cleared	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. NTP issue is cleared.
202070	IPCCDualStateNotification cleared	Service Infrastructure	The Unified Contact Center has sent a notification with a value of cccaEventState in the trap details.
202070	IPCCSingleStateNotification cleared	Service Infrastructure	The Unified Contact Center has sent a notification with a value of singleStateRaise for ccaEventState in the trap details.
202071	SRSTRouterFailure cleared	Service Infrastructure	SRST router failure is cleared.
202072	CCMEStatusChange cleared	Service Infrastructure	Cisco UCM Express enabled state has changed.
202073	CCMEMaximumConferencesExceeded cleared	Service Infrastructure	The maximum number of simultaneous three-party conferences supported was exceeded on UCM Express and is back to normal.
202074	CCMELivefeedMOHFailed cleared	Service Infrastructure	Music on hold (MOH) live feed failed is cleared on UCM Express.
202075	CCMEEphoneUnregistrationsExceeded cleared	Service Infrastructure	Number of ephones unregistered to UCM Express was back to normal.

## Supported\_Events\_for\_Prime\_Collaboration

202076	CCMEEphoneDeceased cleared	Service Infrastructure	The state of an ephone registered to UCM Express changed to normal.
202077	CCMEEphoneRegistrationFailed cleared	Service Infrastructure	An ephone attempt failure to register with Cisco UCM Express is cleared.
202078	CCMEEphoneLoginFailed cleared	Service Infrastructure	Login through the web or TAPI to the UCM Express failure is cleared.
202079	CCMENightServiceChange cleared	Service Infrastructure	Night service status change UCM Express.
202080	CCMEKeyEphoneRegistrationChange cleared	Service Infrastructure	Registration status has changed for a key IP ephone with respect to UCM Express.
202081	DeviceRestarted cleared	Service Infrastructure	Indicates the current SysUpTime value is less than the previously polled value. There is no corresponding clear event for this event.
202085	CPUUtilizationExceeded cleared	Service Infrastructure	CPU utilization of individual voice services (Unity/CPA) or the whole system had exceeded the threshold value and is back to normal.
202086	CPALoginFailureThresholdExceeded cleared	Service Infrastructure	The attempts to log in to the web interface of the Cisco Personal Assistant (CPA) had exceeded the threshold value and is back to normal.
202087	CPATransferFailedThresholdExceeded cleared	Service Infrastructure	Cisco Personal Assistant can transfer the call within the threshold number of attempts.
202088	CPAVoicemailThresholdExceeded cleared	Service Infrastructure	Attempts to log in to voicemail had exceeded the threshold value and is back to normal.
202091	DBReplicationFailure cleared	Service Infrastructure	The Unified CM database replication failure is cleared.
202092	IDS Replication Failure cleared	Service Infrastructure	A subscriber in a the Unified CM cluster experienced a failure while replicating the data to the publisher database, but is cleared now.
202094	LocationBWOutOfResources cleared	Service Infrastructure	A call through the Unified CM location had failed due to lack of bandwidth in the cluster but is cleared now.
202096	CTILinkDown cleared	Service Infrastructure	The Unified CM performance counter CcmLinkActive indicates that the total number of active links from CTI Manager to all active the Unified CMs in the cluster is greater than zero.
202101	SCSIControllerDown cleared	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 up.
202104	LowAvailableSubscriberLicenses cleared	Service Infrastructure	Number of available Unity licenses is within the threshold.
202105	UnityFailOverOrRestart cleared	Service Infrastructure	One of the following has occurred: <ul style="list-style-type: none"> <li>• In standalone Cisco Unity configuration, the Cisco Unity system restarted.</li> <li>• In Cisco Unity failover configuration failover between the primary and secondary Unity servers has occurred.</li> </ul>

## Supported\_Events\_for\_Prime\_Collaboration

			UnityFailOverOrRestart is automatically cleared after 30 minutes. Clearing of 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.
202106	UMRCommunicationError cleared	Service Infrastructure	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.
202112	ExpertAdvisorSystemDown cleared	Service Infrastructure	Any of the subsystems of Expert Advisor are down and back to normal.
202113	MeetingPlaceMajorSwAlarm cleared	Service Infrastructure	Major Alarms reported by the MeetingPlace Enterprise application are cleared.
202116	MeetingPlaceMinorSwAlarm cleared	Service Infrastructure	Minor Alarms reported by the MeetingPlace Enterprise application are cleared.
202114	OutOfDiskSpace cleared	Service Infrastructure	Unity which was running out of disk space is back to normal.
202115	DevicePartiallyMonitored cleared	Service Infrastructure	Occurs during discovery or rediscovery of the device due to incorrect HTTP or WMI credentials.
202117	HardDiskError cleared	Service Infrastructure	Unity server hard disk, that had encountered an error condition, is clear now.
202118	ExchangeLoginFailed cleared	Service Infrastructure	One or more of Unity components are able to connect on to the Exchange server.
202121	LowSwapPartitionAvailableDiskSpace cleared	Service Infrastructure	The percentage of available disk space of the swap partition is within the configured value.
202131	LogPartitionLowWaterMarkExceeded cleared	Service Infrastructure	Free disk space is normal. The percentage of used disk space in the log partition has come to normal with the configured low water mark.
202132	LogPartitionHighWaterMarkExceeded cleared	Service Infrastructure	The percentage of used disk space in the log partition has come to normal with the configured high-water mark.
202134	ctpPeripheralCableError cleared	Service Infrastructure	Cisco Telepresence System (CTS) peripheral cable error problem resolved.
202135	ctpPeripheralPowerError cleared	Service Infrastructure	The expected peripheral device, that had a power issue, is now cleared.
202136	ctpPeripheralLinkError cleared	Service Infrastructure	A peripheral link error is cleared.
202137	ctpPeripheralConfigError cleared	Service Infrastructure	The expected peripheral device has a communications management system configuration issue or is connected and configured.
202138	ctpPeripheralDeviceError cleared	Service Infrastructure	A peripheral device error is cleared.
202139	ctpPeripheralInError cleared	Service Infrastructure	Raised when a ctpPeripheralErrorNotification is cleared.
202140	ctpPeripheralSystemError cleared	Service Infrastructure	Telepresence system error is cleared.
202141	SoftwareAlarm cleared	Service Infrastructure	The event indicates that the clear alarm is generated from the Windows Event Log trap.

## Supported\_Events\_for\_Prime\_Collaboration

202142	DSPFailure cleared	Service Infrastructure	processing. Generated when the Digital Signaling Process (DSP) on the router experiences failure is cleared.
204000	NodeToNodeTestFailed cleared	Service Infrastructure	The configured IPSLA test failure is cleared on source device.
204001	RoundTripResponseTime_ThresholdExceeded cleared	Service Infrastructure	The round-trip response time that had fallen below the node-to-node test threshold, is normal now.
204002	RingBackResponseTime_ThresholdExceeded cleared	Service Infrastructure	The ring-back response time that had exceeded node-to-node test threshold, is normal now.
204003	RegistrationResponseTime_ThresholdExceeded cleared	Service Infrastructure	The registration response time threshold configured as part of the gatekeeper registration test that had been violated, is normal now.
204004	AverageLatency_ThresholdExceeded cleared	Service Infrastructure	A violation in the latency threshold for a node-to-node UDP Jitter for a VoIP test configured by the user is cleared.
204005	PacketLossDS_ThresholdExceeded cleared	Service Infrastructure	The configured value for the PacketLossDS threshold was violated and cleared.
204007	PacketLossSD_ThresholdExceeded cleared	Service Infrastructure	The configured value for the PacketLossSD threshold was violated and cleared.
204006	JitterSD_ThresholdExceeded cleared	Service Infrastructure	The violation in the JitterSD threshold is cleared.
204009	Quality Dropped Below Threshold cleared	Service Infrastructure	The voice quality expectation defined by the MOS score is met.
204010	IAJitterDS_ThresholdExceeded cleared	Service Infrastructure	The voice quality expectation defined by the MOS score is met.
204011	RFactorDS_ThresholdExceeded cleared	Service Infrastructure	The configured value for RFactorDS threshold was violated is cleared.
204012	MosCQDS_ThresholdExceeded cleared	Service Infrastructure	A violation in the configured MosCQDS threshold is cleared.
204013	MosLQDS_ThresholdExceeded cleared	Service Infrastructure cleared	A violation in the configured MosLQDS threshold is cleared.
204014	RTPPacketLossDS_ThresholdExceeded cleared	Service Infrastructure	The configured value for the RTPPacketLossDS threshold that was violated is cleared.
204100	HighAnalogPortUtilization cleared	Service Infrastructure	The percentage utilization of an analog port is normal now.
204101	HighDigitalPortUtilization cleared	Service Infrastructure	The percentage utilization of a digital port is normal now.
204102	HighPortUtilization cleared	Service Infrastructure	The percentage of port utilization is normal.
204103	HighResourceUtilization cleared	Service Infrastructure	A hardware resource threshold that was exceeded is cleared.
204108	PerformancePollingStopped cleared	Service Infrastructure	Occurs when the GSU data collection for a device has an issue. The probable reason can be found in the event details.
205000	PhoneUnregThresholdExceeded cleared	Service Infrastructure	The number of unregistered phones within a device pool of a cluster or a Unified Communications Manager Express that had

## Supported\_Events\_for\_Prime\_Collaboration

			exceeded the threshold set is cleared.
207002	SDL Link Out Of Service cleared	Service Infrastructure	This event indicates that the local Unified CM got communication with the remote Unified CM.
207007	Cisco DRF Failure cleared	Service Infrastructure	The DRF backup or restore process that had encountered errors is now cleared.
207008	CDR Maximum Disk Space Exceeded cleared	Service Infrastructure	The CDR files disk usage that exceeded the maximum allocation is now cleared.
207009	Core Dump File Found cleared	Service Infrastructure	A core dump file has been found in the system which indicates a service crash.
207010	CDR Agent Send File Failed cleared	Service Infrastructure	This event indicates that the CDR Agent could not send CDR files from a Unified CM node to the CDR Repository node within the Unified CM cluster, but is cleared now.
207011	CDR File Delivery Failed cleared	Service Infrastructure	The FTP delivery failure of CDR files to the outside billing server is cleared.
207014	CDR High Water Mark Exceeded cleared	Service Infrastructure	The high water mark for CDR files had been reached and has come back to normal.
207016	Number Of Registered Phones Dropped cleared	Service Infrastructure	The number of registered phones in the cluster dropped more than the configured percentage between consecutive polls and have come back to normal now.
207017	Number Of Registered MediaDevices Increased cleared	Service Infrastructure	A registered media device count increases between two consecutive RTMT polls.
207018	Number Of Registered MediaDevices Decreased cleared	Service Infrastructure	A registered media device count decreases between two consecutive RTMT polls.
207021	D Channel Out of Service cleared	Service Infrastructure	Indicates that the MGCP D Channel is in service.
207022	Hardware Failure cleared	Service Infrastructure	Indicates that a hardware failure had occurred on the Unified CM and is cleared now.
207023	Thread Counter Update Stopped cleared	Service Infrastructure	Total number of processes and/or threads had exceeded the maximum number of tasks but is normal now.
207024	ReplicationStopped cleared	Service Infrastructure	Replication between redundant servers has started.
207025	AutoFailoverFailed cleared	Service Infrastructure	The automatic failover had failed but is now cleared.
207026	NoConnectionToPeer cleared	Service Infrastructure	Got the communication back with the peer server in the cluster.
207027	LicenseExpired cleared	Service Infrastructure	The event that the license file has expired and the system will run in license violation mode for 30 days is now cleared.
207028	LicenseExpirationwarning cleared	Service Infrastructure	A license tag in the license file that had expired is cleared.
207029	SIP Trunk Out Of Service cleared	Service Infrastructure	The remote peers are in service and are able to handle the call for this SIP trunk.
207030	SIP Trunk Partially In Service cleared	Service Infrastructure	The event that some of the remote peers were not available to handle calls for this SIP trunk is cleared.

## Supported\_Events\_for\_Prime\_Collaboration

207031	Subscriber License Violated cleared	Service Infrastructure	The event that an insufficient license violation occurred for subscribers is cleared.  The automatic failover was successful. The possible reasons for the failover include:
207032	AutoFailoverSucceeded cleared	Service Infrastructure	<ul style="list-style-type: none"> <li>• Loss of network connectivity to the primary server.</li> <li>• Critical service down on the primary server.</li> </ul>
207033	AutoFailbackSucceeded cleared	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:
207034	AutoFailbackFailed cleared	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>
208001	Service Quality Issue cleared	Service Infrastructure	Prime Collaboration has received a MOS violation and cleared trap from Service Monitor.
208003	ServiceQualityThresholdCrossed cleared	Service Infrastructure	ServiceQualityThresholdCrossed event is cleared.
208004	Sensor Down cleared	Service Infrastructure	A Cisco 1040 or NAM has started responding to keepalives from Service Monitor.
209000	SRSTEntered cleared	Service Infrastructure	An IP telephony router has stopped functioning. Survivable Remote Site Telephony (SRST) mode is entered.
209001	SRSTSuspected cleared	Service Infrastructure	The event that the IP Phone Information Facility reports that all phones associated with the SRST router are unregistered, but the WAN link between the phones and the central Cisco Unified Communications Manager is up, is cleared now.
209002	PhoneReachabilityTestFailed cleared	Service Infrastructure	Prime Collaboration can reach an IP phone.
209003	SyntheticTestThresholdExceeded cleared	Service Infrastructure	Raised when a synthetic test exceeds some threshold value but is cleared now.
209007	JitterDS_ThresholdExceeded cleared	Service Infrastructure	There was a violation in the JitterDS threshold but is cleared now.
202064	CUESecurityIssue cleared	Service Infrastructure	A security violation cleared in accessing the User Express administration page.
201016	MajorAlarm cleared	Service Infrastructure	Critical event is cleared from processed traps.
207035	HighTrunkUtilization cleared	Service Infrastructure	Trunk utilization is normal with the configured threshold. This event is for T1/E1 CAS or PRI lines only.
201017	MinorAlarm cleared	Service Infrastructure	Trivial event is cleared from processed traps.
203024	MWIONTimeExceeded cleared	Service Infrastructure	This threshold is related to Message Wait Indicator (MWI) synthetic test and provides information about the status of the MWI.

## Supported\_Events\_for\_Prime\_Collaboration

			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 normal with this threshold, then MWIONTime event is cleared.
203025	IBMDiskTrapEvent cleared	Service Infrastructure	The IBM RAID Drive failure on the device is cleared.
203026	StateNotNormal cleared	Service Infrastructure	A fan, power supply, temperature sensor, or voltage sensor is back to normal.
203027	MOSCQEReachedMajorThreshold cleared	Service Infrastructure	MOSCQEReachedMajorThreshold cleared
203028	SLAViolation cleared	Service Infrastructure	SLAViolation cleared
203029	DynamicBlackList cleared	Service Infrastructure	DynamicBlackList cleared
203030	ServiceCardOffline cleared	Service Infrastructure	ServiceCardOffline cleared
203031	ExcessiveDAFaults cleared	Service Infrastructure	ExcessiveDAFaults cleared
203032	H248ControllerDetached cleared	Service Infrastructure	H248ControllerDetached cleared
203033	Critical Service Quality Issue cleared	Service Infrastructure	H248ControllerDetached cleared
203034	AdjacencyDetached cleared	Service Infrastructure	AdjacencyDetached cleared
203035	CPUCongestion cleared	Service Infrastructure	CPUCongestion cleared
203036	MemoryCongestion cleared	Service Infrastructure	MemoryCongestion cleared
203037	HighGroupRouteUtilization cleared	Service Infrastructure	HighGroupRouteUtilization cleared
203038	ServiceCardStandby cleared	Service Infrastructure	ServiceCardStandby cleared
203039	SourceAlert cleared	Service Infrastructure	SourceAlert cleared
203040	MOSCQEReachedCriticalThreshold cleared	Service Infrastructure	MOSCQEReachedCriticalThreshold cleared
203041	MOSCQEReachedMinorThreshold cleared	Service Infrastructure	MOSCQEReachedMinorThreshold cleared
203043	CPUPegging cleared	Service Infrastructure	The percentage of CPU load is lower than the configured percentage.
203044	EvtLicCucExpiredError1 cleared	Service Infrastructure	EvtLicCucExpiredError1 cleared
203045	EvtLicCucDemoModeToExpiredModeError cleared	Service Infrastructure	EvtLicCucDemoModeToExpiredModeError cleared
203046	EvtLicCucComplianceModeToExpiredModeError cleared	Service Infrastructure	EvtLicCucComplianceModeToExpiredModeError cleared



## Supported\_Events\_for\_Prime\_Collaboration

203047	EvtLicCucViolationModeToExpiredModeError cleared	Service Infrastructure	EvtLicCucViolationModeToExpiredModeErr cleared
203048	CiscoSystemSecurityMismatch cleared	Service Infrastructure	CiscoSystemSecurityMismatch cleared
203049	CiscoNoProvisionTimeout cleared	Service Infrastructure	CiscoNoProvisionTimeout cleared
203050	CiscoElmNotConnected cleared	Service Infrastructure	CiscoElmNotConnected cleared
203051	CiscoSystemInOverage cleared	Service Infrastructure	CiscoSystemInOverage cleared
203052	MaliciousCallAlert cleared	Service Infrastructure	MaliciousCallAlert cleared
203053	TextConferenceRoomsExceeded cleared	Service Infrastructure	TextConferenceRoomsExceeded cleared