

Syslog messages not received by receiver

| | |
|---------------------------|--|
| Problem Summary | Your NMS does not receive Syslog messages. |
| Error Message | None. |
| Possible Cause | There is a misconfiguration in the service properties. For more information, refer to the Syslog Support section in Part I: Serviceability. |
| Recommended Action | <p>Perform the following actions on the Cisco Unified CCX server:</p> <ol style="list-style-type: none"> 1. Choose Start > Settings > Control Panel > Administrative Tools > Services and verify that the Cisco Unified CCX Alarm Service is running. 2. Verify that the Cisco Unified CCX Alarm Service is receiving messages: Open the AlarmService.ini file and verify that the correct port number is listed. The default port is 1444. Open the Alarm Service error logs, AlarmTracen.log, where n indicates the log number. (For example, AlarmTrace11.log is the eleventh log.) 3. Verify the settings on the Syslog receiver (the NMS system). |
| Release | Release 7.0(1) |
| Associated CDETS # | None. |