



CHAPTER 2

Using Alarms

This chapter provides information on using alarms in Cisco Unity Connection Serviceability and contains the following sections:

- [Understanding Alarms, page 2-1](#)
- [Alarm Definitions, page 2-1](#)
- [Viewing Alarm Definitions, page 2-1](#)

Understanding Alarms

Cisco Unity Connection Serviceability alarms provide information on runtime status and the state of the system, so you can troubleshoot problems that are associated with the system. For example, you can use alarms to determine whether there are any ports enabled to set MWIs. Alarm information includes the catalog, name, severity, explanation, recommended action, routing list, and parameters.

You use the trace and log central option in the Real-Time Monitoring Tool (RTMT) to collect alarms. You use the SysLog Viewer in RTMT to view alarms.

Alarm Definitions

Alarm definitions describe alarm messages—what they mean and how to recover from them.

You search the Alarm Message Definitions page for alarm information. When you click an alarm, a description of the alarm information and a recommended action appears on the Alarm Information page. To help with troubleshooting, the definitions include the alarm name, description, severity, explanation, recommended action, routing list, and parameters.

Viewing Alarm Definitions

This section describes how to search for and view alarm definitions.

To View Alarm Definitions

-
- Step 1** In Cisco Unity Connection Serviceability, click **Alarm > Definitions**.

- Step 2** In the Alarm Message Definitions window, enter search criteria for the definitions that you want to view, then click **Find**.

**Tip**

To display all alarm definitions, leave the search criteria blank and click Find.

The definition list displays. Multiple pages of alarm definitions may exist. To choose another page, click the applicable navigation button at the bottom of the Alarm Message Definitions window. To change the number of alarms that display in the window, choose a different value from the Rows per Page drop-down list box.

- Step 3** In the list, click the hyperlink alarm definition for which you want alarm details.

The Alarm Information window displays.

- Step 4** To return to the Alarm Message Definitions window, click **Back to Find/List Alarms** from the Related Links drop-down list box and click **Go**.
-