



## CHAPTER 23

# Alarm Category: EVENT

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## Alarm Name: EvtBranchNotReachable

Severity: ERROR\_ALARM

Description: Branch[name= %1, address= %2] is not reachable.

Route To: Event Log, Alert Log

Explanation: There is an issue with the connectivity between the central Connection server and the specified branch.

Recommended Action: If there is no connectivity between the central Connection server and the branch office, refer to the *Troubleshooting Guide for Cisco Unity Connection* available at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/connection/9x/troubleshooting/guide/9xcuctsgx.html](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/troubleshooting/guide/9xcuctsgx.html). If the problem is not resolved then please contact Cisco TAC.

## Alarm Name: EvtBranchProvisioned

Severity: INFORMATIONAL\_ALARM

Description: The branch[name= %1, address= %2] has been successfully provisioned.

Route To: Event Log, Alert Log

Explanation: The branch has been successfully associated with the central Connection server.

Recommended Action: NONE

## Alarm Name: EvtBranchProvisioningFailed

Severity: WARNING\_ALARM

Description: Provisioning for branch[name= %1, address= %2] has failed.

Route To: Event Log, Alert Log

Explanation: The provisioning of branch has been failed.

Recommended Action: If there is no connectivity between the central Connection server and the branch office, refer to the *Troubleshooting Guide for Cisco Unity Connection* available at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/connection/9x/troubleshooting/guide/9xcuctsgx.html](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/troubleshooting/guide/9xcuctsgx.html). If the problem is not resolved then please contact Cisco TAC.

## Alarm Name: EvtBranchProvisioningFailedMaxRetries

Severity: ERROR\_ALARM

Description: Provisioning for branch[name= %1, address= %2] has failed after maximum %3 retries.

Route To: Event Log, Alert Log

Explanation: Provisioning for a branch has failed in all the retries.

Recommended Action: If there is no connectivity between the central Connection server and the branch office, refer to the *Troubleshooting Guide for Cisco Unity Connection* available at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/connection/9x/troubleshooting/guide/9xcuctsgx.html](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/troubleshooting/guide/9xcuctsgx.html). If the problem is not resolved then please contact Cisco TAC.

## Alarm Name: EvtBranchProvisioningFailedMaxWait

Severity: ERROR\_ALARM

Description: A provisioning completion notification was not received for branch[name= %1, address= %2] within the maximum wait time of %3 minutes.

Route To: Event Log, Alert Log

Explanation: Provisioning for a branch has failed because the branch did not return the provisioning completion status within the defined timeframe.

Recommended Action: If there is no connectivity between the central Connection server and the branch office, refer to the *Troubleshooting Guide for Cisco Unity Connection* available at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/connection/9x/troubleshooting/guide/9xcuctsgx.html](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/troubleshooting/guide/9xcuctsgx.html). If the problem is not resolved then please contact Cisco TAC.

## Alarm Name: EvtBranchVoiceMailUpload

Severity: INFORMATIONAL\_ALARM

Description: Voice mail upload for branch[name= %1, address= %2] completed successfully. %3 messages were uploaded.

Route To: Event Log

Explanation: Voicemails from branch are uploaded on the central Connection server.

Recommended Action: NONE

## Alarm Name: EvtBranchVoiceMailUploadFailed

Severity: ERROR\_ALARM

Description: Voice mail upload for branch[name= %1, address= %2] has failed.

Route To: Event Log

Explanation: No voicemail could be uploaded from the branch to the central Connection server.

Recommended Action: If there is no connectivity between the central Connection server and the branch office, refer to the *Troubleshooting Guide for Cisco Unity Connection* available at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/connection/9x/troubleshooting/guide/9xcuctsgx.html](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/troubleshooting/guide/9xcuctsgx.html). If the problem is not resolved then please contact Cisco TAC.

## Alarm Name: EvtBranchVoiceMailUploadPartial

Severity: WARNING\_ALARM

Description: Voice mail upload for branch[name= %1, address= %2] partially completed. %3 messages out of %4 were uploaded.

Route To: Event Log

Explanation: All the voicemails could not be uploaded from branch to the central Connection server.

Recommended Action: If there is no connectivity between the central Connection server and the branch office, refer to the *Troubleshooting Guide for Cisco Unity Connection* available at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/connection/9x/troubleshooting/guide/9xcuctsgx.html](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/troubleshooting/guide/9xcuctsgx.html). If the problem is not resolved then please contact Cisco TAC.

## Alarm Name: EvtCentralNotReachable

Severity: ERROR\_ALARM

Description: Cenral connection[address= %1] is not reachable.

Route To: Event Log, Alert Log

Explanation: There is an issue with the connectivity between the central Connection server and the specified branch.

Recommended Action: If there is no connectivity between the central Connection server and the branch office, refer to the *Troubleshooting Guide for Cisco Unity Connection* available at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/connection/9x/troubleshooting/guide/9xcuctsgx.html](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/troubleshooting/guide/9xcuctsgx.html). If the problem is not resolved then please contact Cisco TAC.

Alarm Name: EvtCentralNotReachable