



## APPENDIX **E**

# CallManager Alert Descriptions and Default Configurations

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The following list comprises the CallManager alerts, their definitions, and default settings.

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## BeginThrottlingCallListBLFSubscriptions

This alert occurs when the BeginThrottlingCallListBLFSubscriptions event gets generated. This indicates that the Cisco Unified Communications Manager initiated a throttling of the CallList BLF Subscriptions to prevent a system overload.

### Default Configuration

**Table E-1** Default Configuration for the BeginThrottlingCallListBLFSubscriptions RTMT Alert

| Value                                              | Default Configuration                                                                                  |
|----------------------------------------------------|--------------------------------------------------------------------------------------------------------|
| Enable Alert                                       | Selected                                                                                               |
| Severity                                           | Critical                                                                                               |
| Enable/Disable this alert on the following servers | Enabled on listed servers                                                                              |
| Threshold                                          | Trigger alert when following condition met:<br>BeginThrottlingCallListBLFSubscriptions event generated |
| Duration                                           | Trigger alert immediately                                                                              |
| Frequency                                          | Trigger alert on every poll                                                                            |
| Schedule                                           | 24 hours daily                                                                                         |
| Enable Email                                       | Selected                                                                                               |
| Trigger Alert Action                               | Default                                                                                                |

## CallProcessingNodeCpuPegging

This alert occurs when the percentage of CPU load on a call processing server exceeds the configured percentage for the configured time.



### Note

If the administrator takes no action, high CPU pegging can lead to a crash, especially in CallManager service. CoreDumpFound and CriticalServiceDown alerts might also be issued.

The CallProcessingNodeCpuPegging alert gives you time work proactively to avoid a Cisco Unified Communications Manager crash.

**Default Configuration****Table E-2** *Default Configuration for the LogPartitionHighWaterMarkExceeded RTMT Alert*

| Value                                              | Default Configuration                                                           |
|----------------------------------------------------|---------------------------------------------------------------------------------|
| Enable Alert                                       | Selected                                                                        |
| Severity                                           | Critical                                                                        |
| Enable/Disable this alert on the following servers | Enabled on listed servers                                                       |
| Threshold                                          | Trigger alert when following condition met:<br>Processor load over (90%)        |
| Duration                                           | Trigger alert only when value constantly below or over threshold for 60 seconds |
| Frequency                                          | Trigger up to 3 alerts within 30 minutes                                        |
| Schedule                                           | 24 hours daily                                                                  |
| Enable Email                                       | Selected                                                                        |
| Trigger Alert Action                               | Default                                                                         |

# CDRAgentSendFileFailed

This alert gets raised when the CDR Agent cannot send CDR files from a Cisco Unified Communications Manager node to a CDR repository node within the Cisco Unified Communications Manager cluster.

**Default Configuration****Table E-3** *Default Configuration for the CDRAgentSendFileFailed RTMT Alert*

| Value                                              | Default Configuration                                                                 |
|----------------------------------------------------|---------------------------------------------------------------------------------------|
| Enable Alert                                       | Selected                                                                              |
| Severity                                           | Critical                                                                              |
| Enable/Disable this alert on the following servers | Enabled on listed servers                                                             |
| Threshold                                          | Trigger alert when following condition met:<br>CDRAgentSendFileFailed event generated |
| Duration                                           | Trigger alert immediately                                                             |
| Frequency                                          | Trigger alert on every poll                                                           |
| Schedule                                           | 24 hours daily                                                                        |
| Enable Email                                       | Selected                                                                              |
| Trigger Alert Action                               | Default                                                                               |

## CDRFileDeliveryFailed

This alert gets raised when FTP delivery of CDR files to the outside billing server fails.

### Default Configuration

**Table E-4** Default Configuration for the CDRFileDeliveryFailed RTMT Alert

| Value                                              | Default Configuration                                                                |
|----------------------------------------------------|--------------------------------------------------------------------------------------|
| Enable Alert                                       | Selected                                                                             |
| Severity                                           | Critical                                                                             |
| Enable/Disable this alert on the following servers | Enabled on listed servers                                                            |
| Threshold                                          | Trigger alert when following condition met:<br>CDRFileDeliveryFailed event generated |
| Duration                                           | Trigger alert immediately                                                            |
| Frequency                                          | Trigger alert on every poll                                                          |
| Schedule                                           | 24 hours daily                                                                       |
| Enable Email                                       | Selected                                                                             |
| Trigger Alert Action                               | Default                                                                              |

## CDRHighWaterMarkExceeded

This alert gets raised when the high water mark for CDR files gets exceeded. It also indicates that some successfully delivered CDR files got deleted.

### Default Configuration

**Table E-5** Default Configuration for the CDRHighWaterMarkExceeded RTMT Alert

| Value                                              | Default Configuration                                                                   |
|----------------------------------------------------|-----------------------------------------------------------------------------------------|
| Enable Alert                                       | Selected                                                                                |
| Severity                                           | Critical                                                                                |
| Enable/Disable this alert on the following servers | Enabled on listed servers                                                               |
| Threshold                                          | Trigger alert when following condition met:<br>CDRHighWaterMarkExceeded event generated |
| Duration                                           | Trigger alert immediately                                                               |
| Frequency                                          | Trigger alert on every poll                                                             |
| Schedule                                           | 24 hours daily                                                                          |

**Table E-5** Default Configuration for the CDRHighWaterMarkExceeded RTMT Alert (continued)

| Value                | Default Configuration |
|----------------------|-----------------------|
| Enable Email         | Selected              |
| Trigger Alert Action | Default               |

## CDRMaximumDiskSpaceExceeded

This alarm gets raised when the CDR files disk usage exceeds the maximum disk allocation. It also indicates that some undelivered files got deleted.

### Default Configuration

**Table E-6** Default Configuration for the CDRMaximumDiskSpaceExceeded RTMT Alert

| Value                                              | Default Configuration                                                                      |
|----------------------------------------------------|--------------------------------------------------------------------------------------------|
| Enable Alert                                       | Selected                                                                                   |
| Severity                                           | Critical                                                                                   |
| Enable/Disable this alert on the following servers | Enabled on listed servers                                                                  |
| Threshold                                          | Trigger alert when following condition met:<br>CDRMaximumDiskSpaceExceeded event generated |
| Duration                                           | Trigger alert immediately                                                                  |
| Frequency                                          | Trigger alert on every poll                                                                |
| Schedule                                           | 24 hours daily                                                                             |
| Enable Email                                       | Selected                                                                                   |
| Trigger Alert Action                               | Default                                                                                    |

## CodeYellow

The AverageExpectedDelay counter represents the current average expected delay to handle any incoming message. If the value exceeds the value that is specified in Code Yellow Entry Latency service parameter, the CodeYellow alarm gets generated. You can configure the CodeYellow alert to download trace files for troubleshooting purposes.

### Default Configuration

**Table E-7** Default Configuration for the CodeYellow RTMT Alert

| Value        | Default Configuration |
|--------------|-----------------------|
| Enable Alert | Selected              |
| Severity     | Critical              |

**Table E-7** *Default Configuration for the CodeYellow RTMT Alert (continued)*

| Value                                              | Default Configuration                                                                            |
|----------------------------------------------------|--------------------------------------------------------------------------------------------------|
| Enable/Disable this alert on the following servers | Enabled on listed servers                                                                        |
| Threshold                                          | Trigger alert when following condition met:<br>Cisco CallManager CodeYellowEntry event generated |
| Duration                                           | Trigger alert immediately                                                                        |
| Frequency                                          | Trigger alert on every poll                                                                      |
| Schedule                                           | 24 hours daily                                                                                   |
| Trace Download Parameters                          | Enable Trace Download not selected                                                               |
| Enable Email                                       | Selected                                                                                         |
| Trigger Alert Action                               | Default                                                                                          |

## DBChangeNotifyFailure

This alert occurs when the Cisco Database Notification Service experiences problems and might stop. This condition indicates change notification requests that are queued in the database got stuck and changes made to the system will not take effect. Ensure that the Cisco Database Layer Monitor is running on the node where the alert exists. If it is, restart the service. If that does not return this alert to safe range, collect the output of **show tech notify** and **show tech dbstateinfo** and contact TAC for information about how to proceed.

### Default Configuration

**Table E-8** *Default Configuration for the DBChangeNotifyFailure RTMT Alert*

| Value                                              | Default Configuration                                                                    |
|----------------------------------------------------|------------------------------------------------------------------------------------------|
| Enable Alert                                       | Selected                                                                                 |
| Severity                                           | Critical                                                                                 |
| Enable/Disable this alert on the following servers | Enabled on listed servers                                                                |
| Threshold                                          | Trigger alert when following condition met:<br>DBChangeNotify queue delay over 2 minutes |
| Duration                                           | Trigger alert immediately                                                                |
| Frequency                                          | Trigger up to 1 alert within 30 minutes                                                  |
| Schedule                                           | 24 hours daily                                                                           |
| Enable Email                                       | Selected                                                                                 |
| Trigger Alert Action                               | Default                                                                                  |

# DBReplicationFailure

This alarm indicates a failure in IDS replication and requires database administrator intervention.



**Note** Be aware that DBReplicationFailure is based on the replication status perfmon counter (instead of DBReplicationFailure alarm as was previously the case). This alert gets triggered whenever the corresponding replication status perfmon counter specifies a value of **3** (Bad Replication) or **4** (Replication Setup Not Successful).

## Default Configuration

**Table E-9** Default Configuration for the DBReplicationFailure RTMT Alert

| Value                                              | Default Configuration                                                        |
|----------------------------------------------------|------------------------------------------------------------------------------|
| Enable Alert                                       | Selected                                                                     |
| Severity                                           | Critical                                                                     |
| Enable/Disable this alert on the following servers | Enabled on listed servers                                                    |
| Threshold                                          | Trigger alert when following condition met:<br>DBReplicationFailure occurred |
| Duration                                           | Trigger alert immediately                                                    |
| Frequency                                          | Trigger up to 1 alert within 60 minutes                                      |
| Schedule                                           | 24 hours daily                                                               |
| Enable Email                                       | Selected                                                                     |
| Trigger Alert Action                               | Default                                                                      |

# DDRBlockPrevention

This alert gets triggered when the IDSReplicationFailure alarm with alarm number 31 occurs, which invokes a proactive procedure to avoid denial of service. This procedure does not impact call processing; you can ignore replication alarms during this process.

The procedure takes up to 60 minutes to finish. Check that RTMT replication status equals 2 on each node to make sure that the procedure is complete. Do not perform a system reboot during this process.

## Default Configuration

**Table E-10** Default Configuration for the DDRBlockPrevention RTMT Alert

| Value        | Default Configuration |
|--------------|-----------------------|
| Enable Alert | Selected              |
| Severity     | Critical              |

**Table E-10** *Default Configuration for the DDRBlockPrevention RTMT Alert (continued)*

| Value                                              | Default Configuration                                                                                     |
|----------------------------------------------------|-----------------------------------------------------------------------------------------------------------|
| Enable/Disable this alert on the following servers | Enabled on listed servers                                                                                 |
| Threshold                                          | Trigger alert when following condition met:<br>IDSReplicationFailure alarm with alarm number 31 generated |
| Duration                                           | Trigger alert immediately                                                                                 |
| Frequency                                          | Trigger up to 1 alert within 60 minutes                                                                   |
| Schedule                                           | 24 hours daily                                                                                            |
| Enable Email                                       | Selected                                                                                                  |
| Trigger Alert Action                               | Default                                                                                                   |

## DDRDown

This alert gets triggered when the IDSReplicationFailure alarm with alarm number 32 occurs. An auto recover procedure runs in the background and no action is needed.

The procedure takes about 15 minutes to finish. Check that RTMT replication status equals 2 on each node to make sure the procedure is complete.

### Default Configuration

**Table E-11** *Default Configuration for the DDRDown RTMT Alert*

| Value                                              | Default Configuration                                                                                     |
|----------------------------------------------------|-----------------------------------------------------------------------------------------------------------|
| Enable Alert                                       | Selected                                                                                                  |
| Severity                                           | Critical                                                                                                  |
| Enable/Disable this alert on the following servers | Enabled on listed servers                                                                                 |
| Threshold                                          | Trigger alert when following condition met:<br>IDSReplicationFailure alarm with alarm number 32 generated |
| Duration                                           | Trigger alert immediately                                                                                 |
| Frequency                                          | Trigger up to 1 alert within 60 minutes                                                                   |
| Schedule                                           | 24 hours daily                                                                                            |
| Enable Email                                       | Selected                                                                                                  |
| Trigger Alert Action                               | Default                                                                                                   |

# ExcessiveVoiceQualityReports

This alert gets generated when the number of QRT problems that are reported during the configured time interval exceed the configured value. The default threshold specifies 0 within 60 minutes.

## Default Configuration

**Table E-12** Default Configuration for the ExcessiveVoiceQualityReports RTMT Alert

| Value                                              | Default Configuration                                                                                               |
|----------------------------------------------------|---------------------------------------------------------------------------------------------------------------------|
| Enable Alert                                       | Selected                                                                                                            |
| Severity                                           | Critical                                                                                                            |
| Enable/Disable this alert on the following servers | Enabled on listed servers                                                                                           |
| Threshold                                          | Trigger alert when following condition met:<br>Number of quality reports exceeds 0 times within the last 60 minutes |
| Duration                                           | Trigger alert immediately                                                                                           |
| Frequency                                          | Trigger alert on every poll                                                                                         |
| Schedule                                           | 24 hours daily                                                                                                      |
| Enable Email                                       | Selected                                                                                                            |
| Trigger Alert Action                               | Default                                                                                                             |

# LowAttendantConsoleServerHeartbeatRate

This alert occurs when Attendant Console Server heartbeat rate equals less than the configured value.

## Default Configuration

**Table E-13** Default Configuration for the LowAttendantConsoleServerHeartbeatRate RTMT Alert

| Value                                              | Default Configuration                                                                                            |
|----------------------------------------------------|------------------------------------------------------------------------------------------------------------------|
| Enable Alert                                       | Selected                                                                                                         |
| Severity                                           | Warning                                                                                                          |
| Enable/Disable this alert on the following servers | Enabled on listed servers                                                                                        |
| Threshold                                          | Trigger alert when following condition met:<br>Attendant Console Server heartbeat rate below 24 beats per minute |
| Duration                                           | Trigger alert immediately                                                                                        |
| Frequency                                          | Trigger alert on every poll                                                                                      |
| Schedule                                           | 24 hours daily                                                                                                   |

**Table E-13** Default Configuration for the LowAttendantConsoleServerHeartbeatRate RTMT Alert (continued)

| Value                | Default Configuration |
|----------------------|-----------------------|
| Enable Email         | Selected              |
| Trigger Alert Action | Default               |

## LowCallManagerHeartbeatRate

This alert occurs when the CallManager heartbeat rate equals less than the configured value.

### Default Configuration

**Table E-14** Default Configuration for the LowCallManagerHeartbeatRate RTMT Alert

| Value                                              | Default Configuration                                                                                       |
|----------------------------------------------------|-------------------------------------------------------------------------------------------------------------|
| Enable Alert                                       | Selected                                                                                                    |
| Severity                                           | Warning                                                                                                     |
| Enable/Disable this alert on the following servers | Enabled on listed servers                                                                                   |
| Threshold                                          | Trigger alert when following condition met:<br>CallManager Server heartbeat rate below 24 beats per minute. |
| Duration                                           | Trigger alert immediately                                                                                   |
| Frequency                                          | Trigger alert on every poll                                                                                 |
| Schedule                                           | 24 hours daily                                                                                              |
| Enable Email                                       | Selected                                                                                                    |
| Trigger Alert Action                               | Default                                                                                                     |

## LowTFTPServerHeartbeatRate

This alert occurs when TFTP server heartbeat rate equals less than the configured value.

### Default Configuration

**Table E-15** Default Configuration for the LowTFTPServerHeartbeatRate RTMT Alert

| Value                                              | Default Configuration     |
|----------------------------------------------------|---------------------------|
| Enable Alert                                       | Selected                  |
| Severity                                           | Warning                   |
| Enable/Disable this alert on the following servers | Enabled on listed servers |

**Table E-15** Default Configuration for the LowTFTPServerHeartbeatRate RTMT Alert (continued)

| Value                | Default Configuration                                                                               |
|----------------------|-----------------------------------------------------------------------------------------------------|
| Threshold            | Trigger alert when following condition met:<br>TFTP server heartbeat rate below 24 beats per minute |
| Duration             | Trigger alert immediately                                                                           |
| Frequency            | Trigger alert on every poll                                                                         |
| Schedule             | 24 hours daily                                                                                      |
| Enable Email         | Selected                                                                                            |
| Trigger Alert Action | Default                                                                                             |

## MaliciousCallTrace

This indicates that a malicious call exists in Cisco Unified Communications Manager. The malicious call identification (MCID) feature gets invoked.

### Default Configuration

**Table E-16** Default Configuration for the MaliciousCallTrace RTMT Alert

| Value                                              | Default Configuration                                                         |
|----------------------------------------------------|-------------------------------------------------------------------------------|
| Enable Alert                                       | Selected                                                                      |
| Severity                                           | Critical                                                                      |
| Enable/Disable this alert on the following servers | Enabled on listed servers                                                     |
| Threshold                                          | Trigger alert when following condition met:<br>Malicious call trace generated |
| Duration                                           | Trigger alert immediately                                                     |
| Frequency                                          | Trigger alert on every poll                                                   |
| Schedule                                           | 24 hours daily                                                                |
| Enable Email                                       | Selected                                                                      |
| Trigger Alert Action                               | Default                                                                       |

## MediaListExhausted

This alert occurs when the number of MediaListExhausted events exceeds the configured threshold during the configured time interval. This indicates that all available media resources that are defined in the media list are busy. The default specifies 0 within 60 minutes.

**Default Configuration****Table E-17** *Default Configuration for the MediaListExhausted RTMT Alert*

| Value                                              | Default Configuration                                                                                                         |
|----------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------|
| Enable Alert                                       | Selected                                                                                                                      |
| Severity                                           | Warning                                                                                                                       |
| Enable/Disable this alert on the following servers | Enabled on listed servers                                                                                                     |
| Threshold                                          | Trigger alert when following condition met:<br>Number of MediaListExhausted events exceeds 0 times within the last 60 minutes |
| Duration                                           | Trigger alert immediately                                                                                                     |
| Frequency                                          | Trigger alert on every poll                                                                                                   |
| Schedule                                           | 24 hours daily                                                                                                                |
| Enable Email                                       | Selected                                                                                                                      |
| Trigger Alert Action                               | Default                                                                                                                       |

## MgcpDChannelOutOfService

This alert gets triggered when the BRI D-Channel remains out of service.

**Default Configuration****Table E-18** *Default Configuration for the MgcpDChannelOutOfService RTMT Alert*

| Value                                              | Default Configuration                                                          |
|----------------------------------------------------|--------------------------------------------------------------------------------|
| Enable Alert                                       | Selected                                                                       |
| Severity                                           | Critical                                                                       |
| Enable/Disable this alert on the following servers | Enabled on listed servers                                                      |
| Threshold                                          | Trigger alert when following condition met:<br>MGCP DChannel is out-of-service |
| Duration                                           | Trigger alert immediately                                                      |
| Frequency                                          | Trigger alert on every poll                                                    |
| Schedule                                           | 24 hours daily                                                                 |
| Enable Email                                       | Selected                                                                       |
| Trigger Alert Action                               | Default                                                                        |

# NumberOfRegisteredDevicesExceeded

This alert occurs when the NumberOfRegisteredDevicesExceeded event gets generated.

## Default Configuration

**Table E-19** Default Configuration for the NumberOfRegisteredDevicesExceeded RTMT Alert

| Value                                              | Default Configuration                                                                            |
|----------------------------------------------------|--------------------------------------------------------------------------------------------------|
| Enable Alert                                       | Selected                                                                                         |
| Severity                                           | Critical                                                                                         |
| Enable/Disable this alert on the following servers | Enabled on listed servers                                                                        |
| Threshold                                          | Trigger alert when following condition met:<br>NumberOfRegisteredDevicesExceeded event generated |
| Duration                                           | Trigger alert immediately                                                                        |
| Frequency                                          | Trigger alert on every poll                                                                      |
| Schedule                                           | 24 hours daily                                                                                   |
| Enable Email                                       | Selected                                                                                         |
| Trigger Alert Action                               | Default                                                                                          |

# NumberOfRegisteredGatewaysDecreased

This alert occurs when the number of registered gateways in a cluster decreases between consecutive polls.

## Default Configuration

**Table E-20** Default Configuration for the NumberOfRegisteredGatewaysDecreased RTMT Alert

| Value                                              | Default Configuration                                                                 |
|----------------------------------------------------|---------------------------------------------------------------------------------------|
| Enable Alert                                       | Selected                                                                              |
| Severity                                           | Critical                                                                              |
| Enable/Disable this alert on the following servers | Enabled on listed servers                                                             |
| Threshold                                          | Trigger alert when following condition met:<br>Number of registered gateway decreased |
| Duration                                           | Trigger alert immediately                                                             |
| Frequency                                          | Trigger alert on every poll                                                           |
| Schedule                                           | 24 hours daily                                                                        |

**Table E-20** *Default Configuration for the NumberOfRegisteredGatewaysDecreased RTMT Alert*

| Value                | Default Configuration |
|----------------------|-----------------------|
| Enable Email         | Selected              |
| Trigger Alert Action | Default               |

## NumberOfRegisteredGatewaysIncreased

This alert occurs when the number of registered gateways in the cluster increased between consecutive polls.

### Default Configuration

**Table E-21** *Default Configuration for the NumberOfRegisteredGatewaysIncreased RTMT Alert*

| Value                | Default Configuration                                                                  |
|----------------------|----------------------------------------------------------------------------------------|
| Enable Alert         | Selected                                                                               |
| Severity             | Critical                                                                               |
| Threshold            | Trigger alert when following condition met:<br>Number of registered gateways increased |
| Duration             | Trigger alert immediately                                                              |
| Frequency            | Trigger alert on every poll                                                            |
| Schedule             | 24 hours daily                                                                         |
| Enable Email         | Selected                                                                               |
| Trigger Alert Action | Default                                                                                |

## NumberOfRegisteredMediaDevicesDecreased

This alert occurs when the number of registered media devices in a cluster decreases between consecutive polls.

### Default Configuration

**Table E-22** *Default Configuration for the NumberOfRegisteredMediaDevicesDecreased RTMT Alert*

| Value        | Default Configuration                                                                       |
|--------------|---------------------------------------------------------------------------------------------|
| Enable Alert | Selected                                                                                    |
| Severity     | Critical                                                                                    |
| Threshold    | Trigger alert when following condition met:<br>Number of registered media devices decreased |
| Duration     | Trigger alert immediately                                                                   |

**Table E-22**      **Default Configuration for the NumberOfRegisteredMediaDevicesDecreased RTMT Alert (continued)**

| Value                | Default Configuration       |
|----------------------|-----------------------------|
| Frequency            | Trigger alert on every poll |
| Schedule             | 24 hours daily              |
| Enable Email         | Selected                    |
| Trigger Alert Action | Default                     |

## NumberOfRegisteredMediaDevicesIncreased

This alert occurs when the number of registered media devices in a cluster increases between consecutive polls.

### Default Configuration

**Table E-23**      **Default Configuration for the NumberOfRegisteredMediaDevicesIncreased RTMT Alert**

| Value                | Default Configuration                                                                       |
|----------------------|---------------------------------------------------------------------------------------------|
| Enable Alert         | Selected                                                                                    |
| Severity             | Critical                                                                                    |
| Threshold            | Trigger alert when following condition met:<br>Number of registered media devices increased |
| Duration             | Trigger alert immediately                                                                   |
| Frequency            | Trigger alert on every poll                                                                 |
| Schedule             | 24 hours daily                                                                              |
| Enable Email         | Selected                                                                                    |
| Trigger Alert Action | Default                                                                                     |

## NumberOfRegisteredPhonesDropped

This alert occurs when the number of registered phones in a cluster drops more than the configured percentage between consecutive polls.

### Default Configuration

**Table E-24**      **Default Configuration for the NumberOfRegisteredPhonesDropped RTMT Alert**

| Value        | Default Configuration |
|--------------|-----------------------|
| Enable Alert | Selected              |
| Severity     | Critical              |

**Table E-24** Default Configuration for the NumberOfRegisteredPhonesDropped RTMT Alert

| Value                | Default Configuration                                                                                 |
|----------------------|-------------------------------------------------------------------------------------------------------|
| Threshold            | Trigger alert when following condition met:<br>Number of registered phones in the cluster drops (10%) |
| Duration             | Trigger alert immediately                                                                             |
| Frequency            | Trigger alert on every poll                                                                           |
| Schedule             | 24 hours daily                                                                                        |
| Enable Email         | Selected                                                                                              |
| Trigger Alert Action | Default                                                                                               |

## RouteListExhausted

This alert occurs when the number of RouteListExhausted events exceeds the configured threshold during the configured time interval. This indicates that all available channels that are defined in the route list are busy. The default specifies 0 within 60 minutes.

### Default Configuration

**Table E-25** Default Configuration for the RouteListExhausted RTMT Alert

| Value                                              | Default Configuration                                                                                                  |
|----------------------------------------------------|------------------------------------------------------------------------------------------------------------------------|
| Enable Alert                                       | Selected                                                                                                               |
| Severity                                           | Warning                                                                                                                |
| Enable/Disable this alert on the following servers | Enabled on listed servers                                                                                              |
| Threshold                                          | Trigger alert when following condition met:<br>Number of RouteListExhausted exceeds 0 times within the last 60 minutes |
| Duration                                           | Trigger alert immediately                                                                                              |
| Frequency                                          | Trigger alert on every poll                                                                                            |
| Schedule                                           | 24 hours daily                                                                                                         |
| Enable Email                                       | Selected                                                                                                               |
| Trigger Alert Action                               | Default                                                                                                                |

## SDLLinkOutOfService

This alert occurs when the SDLLinkOutOfService event gets generated. This event indicates that the local Cisco Unified Communications Manager cannot communicate with the remote Cisco Unified Communications Manager. This event usually indicates network errors or a non-running remote Cisco Unified Communications Manager.

**Default Configuration****Table E-26**      *Default Configuration for the SDLLinkOutOfService RTMT Alert*

| Value                                              | Default Configuration                                                              |
|----------------------------------------------------|------------------------------------------------------------------------------------|
| Enable Alert                                       | Selected                                                                           |
| Severity                                           | Critical                                                                           |
| Enable/Disable this alert on the following servers | Enabled on listed servers                                                          |
| Threshold                                          | Trigger alert when following condition met:<br>SDLLinkOutOfService event generated |
| Duration                                           | Trigger alert immediately                                                          |
| Frequency                                          | Trigger alert on every poll                                                        |
| Schedule                                           | 24 hours daily                                                                     |
| Enable Email                                       | Selected                                                                           |
| Trigger Alert Action                               | Default                                                                            |

**Additional Information**

See the [Related Topics](#), page 9-9.

