



## APPENDIX **D**

# System Alert Descriptions and Default Configurations

---

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

- [AuthenticationFailed](#), page D-2
- [CiscoDRFFailure](#), page D-2
- [CoreDumpFileFound](#), page D-3
- [CpuPegging](#), page D-3
- [CriticalServiceDown](#), page D-4
- [HardwareFailure](#), page D-5
- [LogFileSearchStringFound](#), page D-5
- [LogPartitionHighWaterMarkExceeded](#), page D-6
- [LogPartitionLowWaterMarkExceeded](#), page D-6
- [LowActivePartitionAvailableDiskSpace](#), page D-7
- [LowAvailableVirtualMemory](#), page D-8
- [LowInactivePartitionAvailableDiskSpace](#), page D-8
- [LowSwapPartitionAvailableDiskSpace](#), page D-9
- [ServerDown](#), page D-9
- [SparePartitionHighWaterMarkExceeded](#), page D-10
- [SparePartitionLowWaterMarkExceeded](#), page D-11
- [SyslogSeverityMatchFound](#), page D-11
- [SyslogStringMatchFound](#), page D-12
- [SystemVersionMismatched](#), page D-14
- [TotalProcessesAndThreadsExceededThreshold](#), page D-14

# AuthenticationFailed

Authentication validates the user ID and password that are submitted during log in. An alarm gets raised when an invalid user ID and/or the password gets used.

## Default Configuration

**Table D-1**      *Default Configuration for the AuthenticationFailed RTMT Alert*

| Value                                              | Default Configuration                                                         |
|----------------------------------------------------|-------------------------------------------------------------------------------|
| Enable Alert                                       | Selected                                                                      |
| Severity                                           | Critical                                                                      |
| Enable/Disable this alert on the following servers | Enabled on listed servers                                                     |
| Threshold                                          | Number of AuthenticationFailed events exceeds:<br>1 time in the last 1 minute |
| Duration                                           | Trigger alert immediately                                                     |
| Frequency                                          | Trigger alert on every poll                                                   |
| Schedule                                           | 24 hours daily                                                                |
| Enable Email                                       | Selected                                                                      |
| Trigger Alert Action                               | Default                                                                       |

# CiscoDRFFailure

This alert occurs when the DRF backup or restore process encounters errors.

## Default Configuration

**Table D-2**      *Default Configuration for the CiscoDRFFailure 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>CiscoDRFFailure event generated |
| Duration                                           | Trigger alert immediately                                                      |
| Frequency                                          | Trigger alert on every poll                                                    |
| Schedule                                           | 24 hours daily                                                                 |

**Table D-2** Default Configuration for the CiscoDRFFailure RTMT Alert (continued)

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

## CoreDumpFileFound

This alert occurs when the CoreDumpFileFound event gets generated. This indicates that a core dump file exists in the system.

### Default Configuration

**Table D-3** Default Configuration for the CoreDumpFileFound 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>CoreDumpFileFound event generated |
| Duration                                           | Trigger alert immediately                                                        |
| Frequency                                          | Trigger alert on every poll                                                      |
| Schedule                                           | 24 hours daily                                                                   |
| Trace download Parameters                          | Not Selected                                                                     |
| Enable Email                                       | Selected                                                                         |
| Trigger Alert Action                               | Default                                                                          |

## CpuPegging

CPU usage gets monitored based on configured thresholds. If the usage goes above the configured threshold, this alert gets generated.

**Default Configuration****Table D-4** *Default Configuration for the CpuPegging 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>99%                              |
| 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                                                                         |

## CriticalServiceDown

The CriticalServiceDown alert gets generated when the service status equals down (not for other states).

**Default Configuration****Table D-5** *Default Configuration for the CriticalServiceDown 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>Service status is DOWN |
| 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                                                               |

# HardwareFailure

This alert occurs when a hardware failure event (disk drive failure, power supply failure, and others) has occurred.

## Default Configuration

**Table D-6** Default Configuration for the HardwareFailure 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>HardwareFailure event generated |
| Duration                                           | Trigger alert immediately                                                      |
| Frequency                                          | Trigger alert on every poll                                                    |
| Schedule                                           | 24 hours daily                                                                 |
| Enable Email                                       | Selected                                                                       |
| Trigger Alert Action                               | Default                                                                        |

# LogFileSearchStringFound

This alert occurs when the LogFileSearchStringFound event gets generated. This indicates that the search string was found in the log file.

## Default Configuration

**Table D-7** Default Configuration for the LogFileSearchStringFound 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>LogFileSearchStringFound event generated |
| Duration                                           | Trigger alert immediately                                                               |
| Frequency                                          | Trigger alert on every poll                                                             |
| Schedule                                           | 24 hours daily                                                                          |

**Table D-7** Default Configuration for the LogFileSearchStringFound RTMT Alert (continued)

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

## LogPartitionHighWaterMarkExceeded

This alert occurs when the percentage of used disk space in the log partition exceeds the configured high water mark. When this alert gets generated, LPM deletes files in the log partition (down to low water mark) to avoid running out of disk space.



**Note** LPM may delete files that you want to keep. You should act immediately when you receive the LogPartitionLowWaterMarkExceeded alert.

### Default Configuration

**Table D-8** 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>Log Partition Used Disk Space Exceeds High Water Mark (95%) |
| Duration                                           | Trigger alert immediately                                                                                  |
| Frequency                                          | Trigger alert on every poll                                                                                |
| Schedule                                           | 24 hours daily                                                                                             |
| Enable Email                                       | Selected                                                                                                   |
| Trigger Alert Action                               | Default                                                                                                    |

## LogPartitionLowWaterMarkExceeded

This alert occurs when the LogPartitionLowWaterMarkExceeded event gets generated. This indicates that the percentage of used disk space in the log partition has exceeded the configured low water mark.



**Note** Be aware that this alert is an early warning. The administrator should start freeing up disk space. Using RTMT/TLC, you can collect trace/log files and delete them from the server. The administrator should adjust the number of trace files that are kept to avoid hitting the low water mark again.

**Default Configuration****Table D-9** *Default Configuration for the LogPartitionLowWaterMarkExceeded 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>Log Partition Used Disk Space Exceeds Low Water Mark (95%) |
| Duration                                           | Trigger alert immediately                                                                                 |
| Frequency                                          | Trigger alert on every poll                                                                               |
| Schedule                                           | 24 hours daily                                                                                            |
| Enable Email                                       | Selected                                                                                                  |
| Trigger Alert Action                               | Default                                                                                                   |

# LowActivePartitionAvailableDiskSpace

This alert occurs when the percentage of available disk space on the active partition is lower than the configured value.

**Default Configuration****Table D-10** *Default Configuration for the LowActivePartitionAvailableDiskSpace 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>Active Partition available disk space below (4%) |
| Duration                                           | Trigger alert immediately                                                                       |
| Frequency                                          | Trigger up to 3 alerts within 30 minutes                                                        |
| Schedule                                           | 24 hours daily                                                                                  |
| Enable Email                                       | Selected                                                                                        |
| Trigger Alert Action                               | Default                                                                                         |

# LowAvailableVirtualMemory

RTMT monitors virtual memory usage. When memory runs low, a LowAvailableVirtualMemory alert gets generated.

## Default Configuration

**Table D-11** Default Configuration for the LowAvailableVirtualMemory 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>Available virtual memory below (30%) |
| Duration                                           | Trigger alert immediately                                                           |
| Frequency                                          | Trigger up to 3 alerts within 30 minutes                                            |
| Schedule                                           | 24 hours daily                                                                      |
| Enable Email                                       | Selected                                                                            |
| Trigger Alert Action                               | Default                                                                             |

# LowInactivePartitionAvailableDiskSpace

This alert occurs when the percentage of available disk space of the inactive partition equals less than the configured value.

## Default Configuration

**Table D-12** Default Configuration for the LowInactivePartitionAvailableDiskSpace 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>Inactive Partition available disk space below (4%) |
| Duration                                           | Trigger alert immediately                                                                         |
| Frequency                                          | Trigger up to 3 alerts within 30 minutes                                                          |
| Schedule                                           | 24 hours daily                                                                                    |

**Table D-12** Default Configuration for the LowInactivePartitionAvailableDiskSpace RTMT Alert

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

## LowSwapPartitionAvailableDiskSpace

This alert indicates that the available disk space on the swap partition is low.



**Note** The swap partition is part of virtual memory, so low available swap partition disk space means low virtual memory as well.

### Default Configuration

**Table D-13** Default Configuration for the LowSwapPartitionAvailableDiskSpace 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>Swap Partition available disk space below (105) |
| Duration                                           | Trigger alert immediately                                                                      |
| Frequency                                          | Trigger up to 3 alerts within 30 minutes                                                       |
| Schedule                                           | 24 hours daily                                                                                 |
| Enable Email                                       | Selected                                                                                       |
| Trigger Alert Action                               | Default                                                                                        |

## ServerDown

This alert occurs when a remote node cannot be reached.



**Note** *Unified CM clusters only:* The ServerDown alert gets generated when the currently “active” AMC (primary AMC or the backup AMC, if the primary is not available) cannot reach another server in a cluster. This alert identifies network connectivity issues in addition to a server down condition.

**Default Configuration****Table D-14** *Default Configuration for the ServerDown 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>ServerDown 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                                                            |

## SparePartitionHighWaterMarkExceeded

This alert occurs when the SparePartitionHighWaterMarkExceeded event gets generated. This indicates that the percentage of used disk space in the spare partition exceeds the configured high water mark.

**Note**

Spare Partition is not used for Intercompany Media Engine server. So this alert will not be triggered for Intercompany Media Engine.

**Default Configuration****Table D-15** *Default Configuration for the SparePartitionHighWaterMarkExceeded 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>Spare Partition Used Disk Space Exceeds High Water Mark (95%) |
| Duration                                           | Trigger alert immediately                                                                                    |
| Frequency                                          | Trigger alert on every poll                                                                                  |
| Schedule                                           | 24 hours daily                                                                                               |

**Table D-15** Default Configuration for the SparePartitionHighWaterMarkExceeded RTMT Alert

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

## SparePartitionLowWaterMarkExceeded

This alert occurs when the SparePartitionLowWaterMarkExceeded event gets generated. This indicates that the percentage of used disk space in the spare partition has exceeded the low water mark threshold.



### Note

Spare Partition is not used for Intercompany Media Engine server. So this alert will not be triggered for Intercompany Media Engine.

### Default Configuration

**Table D-16** Default Configuration for the SparePartitionLowWaterMarkExceeded 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>Spare Partition Used Disk Space Exceeds Low Water Mark (90%) |
| Duration                                           | Trigger alert immediately                                                                                   |
| Frequency                                          | Trigger alert on every poll                                                                                 |
| Schedule                                           | 24 hours daily                                                                                              |
| Enable Email                                       | Selected                                                                                                    |
| Trigger Alert Action                               | Default                                                                                                     |

## SyslogSeverityMatchFound

This alert occurs when the SyslogSeverityMatchFound event gets generated. This indicates that a syslog message with the matching severity level exists.

**Default Configuration****Table D-17** Default Configuration for the SyslogSeverityMatchFound 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>SyslogSeverityMatchFound event generated |
| Duration                                           | Trigger alert immediately                                                               |
| Frequency                                          | Trigger alert on every poll                                                             |
| Schedule                                           | 24 hours daily                                                                          |
| Syslog Severity Parameters                         | Critical                                                                                |
| Enable Email                                       | Selected                                                                                |
| Trigger Alert Action                               | Default                                                                                 |

## SyslogStringMatchFound

This alert occurs when the SyslogStringMatchFound event gets generated. The alert indicates that a syslog message with the matching search string exists.

**Default Configuration****Table D-18** Default Configuration for the SyslogStringMatchFound 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>SyslogStringMatchFound event generated |
| Duration                                           | Trigger alert immediately                                                             |
| Frequency                                          | Trigger alert on every poll                                                           |
| Schedule                                           | 24 hours daily                                                                        |
| Syslog Alert Parameters                            | (Text box for search string)                                                          |

**Table D-18**      *Default Configuration for the SyslogStringMatchFound RTMT Alert (continued)*

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

# SystemVersionMismatched

This alert occurs when a mismatch in system version exists.

## Default Configuration

**Table D-19** Default Configuration for the SystemVersionMismatched 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>SystemVersionMismatched 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                                                                         |

# TotalProcessesAndThreadsExceededThreshold

This alert occurs when the TotalProcessesAndThreadsExceededThreshold event gets generated. The alert indicates that the current total number of processes and threads exceeds the maximum number of tasks that are configured for the Cisco RIS Data Collector Service Parameter. This situation could indicate that a process is leaking or that a process has thread leaking.

## Default Configuration

**Table D-20** Default Configuration for the TotalProcessesAndThreadsExceededThreshold 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>TotalProcessesAndThreadsExceededThreshold event generated |
| Duration                                           | Trigger alert immediately                                                                                |

**Table D-20**      **Default Configuration for the TotalProcessesAndThreadsExceededThreshold RTMT Alert (continued)**

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

■ TotalProcessesAndThreadsExceededThreshold