



APPENDIX **F**

Cisco Unity Connection Alert Descriptions and Default Configurations

The following list comprises the Cisco Unity Connection alerts, their definitions, and default settings.

- [NoConnectionToPeer](#), page F-1
- [AutoFailoverSucceeded](#), page F-2
- [AutoFailoverFailed](#), page F-3
- [AutoFailbackSucceeded](#), page F-4
- [AutoFailbackFailed](#), page F-4
- [SbrFailed \(Split Brain Resolution Failed\)](#), page F-5
- [LicenseExpirationWarning](#), page F-6
- [LicenseExpired](#), page F-7



Note

The first six alerts apply to Cisco Unity Connection cluster configurations only. Cisco Unified Communications Manager Business Edition does not support a Cisco Unity Connection cluster configuration.

NoConnectionToPeer

(Cisco Unity Connection cluster configuration only) This alert is generated when the servers of a Cisco Unity Connection cluster cannot communicate with each other (for example, when the network connection is lost).



Note

Cisco Unified Communications Manager Business Edition does not support a Cisco Unity Connection cluster and this alert.

Default Configuration**Table F-1** Default Configuration for the NoConnectionToPeer RTMT Alert

Value	Default Configuration
Enable Alert	Selected
Severity	Critical
Enable/Disable this alert on following server(s)	Enabled
Threshold	Trigger alert when following condition met: NoConnectionToPeer event generated
Duration	Trigger alert immediately
Frequency	Trigger alert on every poll
Schedule	24 hours daily
Enable Email	Selected
Trigger Alert Action	Default

AutoFailoverSucceeded

(Cisco Unity Connection cluster configuration only) This alert is generated in the following conditions:

- When the server with the Secondary status automatically changes its status to Primary (for example, when a critical failure occurs on the server with the Primary status) and assumes responsibility for handling the voice messaging functions and database for the cluster. This alert signals that the following events occurred:
 - The server that originally had the Primary status experienced a serious failure.
 - The server that originally had the Secondary status now has the Primary status and is handling all calls successfully.
- When the server that stopped functioning (described above) is brought back online and the server status automatically changes so that both servers resume sharing responsibility for handling the voice messaging functions and replication.

**Note**

Cisco Unified Communications Manager Business Edition does not support a Cisco Unity Connection cluster and this alert.

Default Configuration**Table F-2** Default Configuration for the AutoFailoverSucceeded RTMT Alert

Value	Default Configuration
Enable Alert	Selected
Severity	Informational

Table F-2 Default Configuration for the AutoFailoverSucceeded RTMT Alert (continued)

Value	Default Configuration
Enable/Disable this alert on following server(s)	Enabled
Threshold	Trigger alert when following condition met: AutoFailoverSucceeded event generated
Duration	Trigger alert immediately
Frequency	Trigger alert on every poll
Schedule	24 hours daily
Enable Email	Selected
Trigger Alert Action	Default

AutoFailoverFailed

(Cisco Unity Connection cluster configuration only) This alert is generated in the following conditions:

- When the server with the Secondary status attempts to automatically change its status to Primary (for example, when a critical failure occurs on the server with the Primary status), but the automatic server status change fails so that the server with the Secondary status keeps the Secondary status.
- When a server that has stopped functioning (for example, a critical failure occurred) is not brought back online. Only one server in the cluster is functioning.



Note

Cisco Unified Communications Manager Business Edition does not support a Cisco Unity Connection cluster and this alert.

Default Configuration

Table F-3 Default Configuration for the AutoFailoverFailed RTMT Alert

Value	Default Configuration
Enable Alert	Selected
Severity	Error
Enable/Disable this alert on following server(s)	Enabled
Threshold	Trigger alert when following condition met: AutoFailoverFailed event generated
Duration	Trigger alert immediately
Frequency	Trigger alert on every poll
Schedule	24 hours daily

Table F-3 Default Configuration for the AutoFailoverFailed RTMT Alert (continued)

Value	Default Configuration
Enable Email	Selected
Trigger Alert Action	Default

AutoFailbackSucceeded

(Cisco Unity Connection cluster configuration only) This alert is generated when the problem that caused the server with the Primary status to stop functioning (causing the server with the Secondary status to change its status to Primary) is resolved and both servers are again online. Then, the servers automatically change status so that the server that had stopped functioning has the Primary status and the other server has the Secondary status.


Note

Cisco Unified Communications Manager Business Edition does not support a Cisco Unity Connection cluster and this alert.

Default Configuration
Table F-4 Default Configuration for the AutoFailbackSucceeded RTMT Alert

Value	Default Configuration
Enable Alert	Selected
Severity	Informational
Enable/Disable this alert on following server(s)	Enabled
Threshold	Trigger alert when following condition met: AutoFailbackSucceeded event generated
Duration	Trigger alert immediately
Frequency	Trigger alert on every poll
Schedule	24 hours daily
Enable Email	Selected
Trigger Alert Action	Default

AutoFailbackFailed

(Cisco Unity Connection cluster configuration only) This alert occurs when the Publisher server is not online and the server with the Primary status fails to automatically change status.


Note

Cisco Unified Communications Manager Business Edition does not support a Cisco Unity Connection cluster and this alert.

Default Configuration**Table F-5** *Default Configuration for the AutoFailbackFailed RTMT Alert*

Value	Default Configuration
Enable Alert	Selected
Severity	Error
Enable/Disable this alert on following server(s)	Enabled
Threshold	Trigger alert when following condition met: AutoFailbackFailed event generated
Duration	Trigger alert immediately
Frequency	Trigger alert on every poll
Schedule	24 hours daily
Enable Email	Selected
Trigger Alert Action	Default

SbrFailed (Split Brain Resolution Failed)

When a Cisco Unity Connection cluster is configured, if two servers cannot communicate with each other, they will both have the Primary status at the same time (a “split brain” condition), handle voice messaging functions, save messages to their own message stores, but not perform any replication. Users can retrieve their messages, but only one server knows that these messages have been retrieved.

When both servers are able to communicate with each other, they resolve this split brain condition by determining the correct contents and state of each user mailbox:

- Whether new messages that have been received.
- Whether MWIs for new messages have already been sent.
- Which messages have been listened to.
- Which messages have been deleted.

If the resolution of the split brain condition fails, this alert occurs.

**Note**

Cisco Unified Communications Manager Business Edition does not support a Cisco Unity Connection cluster and this alert.

Default Configuration**Table F-6** *Default Configuration for the SbrFailed RTMT Alert*

Value	Default Configuration
Enable Alert	Selected
Severity	Informational

Table F-6 Default Configuration for the SbrFailed RTMT Alert (continued)

Value	Default Configuration
Threshold	Trigger alert when following condition met: SbrFailed event generated
Duration	Trigger alert immediately
Frequency	Trigger alert on every poll
Schedule	24 hours daily
Enable Email	Selected
Trigger Alert Action	Default

LicenseExpirationWarning

Cisco Unity Connection licenses several features, including users and ports. The system enforces these licenses. If a customer uses a time-limited license to sample a feature, this license includes an expiration date. Before the license expiration date is reached, the system sends a message, and this alert occurs. The log indicates how many days remain until the license expires.

Default Configuration

Table F-7 Default Configuration for the LicenseExpirationWarning RTMT Alert

Value	Default Configuration
Enable Alert	Selected
Severity	Critical
Enable/Disable this alert on following server(s)	Enabled
Threshold	Trigger alert when following condition met: LicenseExpirationWarning event generated
Duration	Trigger alert immediately
Frequency	Trigger alert on every poll
Schedule	24 hours daily
Enable Email	Selected
Trigger Alert Action	Default

LicenseExpired

Cisco Unity Connection licenses several features, including users and ports. The system enforces these licenses. If a customer uses a time-limited license to sample a feature, this license includes an expiration date. When the license expiration date is reached, the license becomes invalid, and this alert occurs.

Default Configuration

Table F-8 **Default Configuration for the LicenseExpired RTMT Alert**

Value	Default Configuration
Enable Alert	Selected
Severity	Informational
Enable/Disable this alert on following server(s)	Enabled
Threshold	Trigger alert when following condition met: LicenseExpired 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 9-11.

LicenseExpired