



## CHAPTER 4

# Configuring Alarms

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## Configuring the Cisco Syslog Agent Enterprise Parameters

You can configure the Cisco Syslog Agent enterprise parameters to send system, application, and security alarms/messages that exceed the configured threshold to a remote syslog server that you specify. To access the Cisco Syslog Agent parameters, go to the applicable window for your configuration:

|                                                            |                                                                                                           |
|------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------|
| Cisco Unified Communications Manager                       | In Cisco Unified Communications Manager Administration, choose <b>System &gt; Enterprise Parameters</b> . |
| Cisco Unified Communications Manager Business Edition 5000 | In Cisco Unified Communications Manager Administration, choose <b>System &gt; Enterprise Parameters</b> . |
| Cisco Unity Connection                                     | In Cisco Unity Connection Administration, choose <b>System Setting &gt; Enterprise Parameters</b> .       |

Next, configure the remote syslog server name and syslog severity. Then click **Save**. For the valid values to enter, click the **?** button. If the server name is not specified, Cisco Unified Serviceability does not send the Syslog messages.



### Note

Do not configure a Cisco Unified Communications Manager as a remote syslog server. The Cisco Unified Communications Manager server does not accept Syslog messages from another server.

# Configuring an Alarm for a Service

This section describes how to add or update an alarm for a feature or network service that you manage through Cisco Unified Serviceability.

**Note**

Cisco recommends that you do not change SNMP Trap and Catalog configurations.

Cisco Unity Connection also uses alarms, which are available in Cisco Unity Connection Serviceability. You cannot configure alarms in Cisco Unity Connection Serviceability. For details, see the *Administration Guide for Cisco Unity Connection Serviceability*.

Refer to your online OS documentation for more information on how to use your standard registry editor.

**Procedure**

**Step 1** Choose **Alarm > Configuration**.

The Alarm Configuration window displays.

**Step 2** From the Server drop-down list box, choose the server for which you want to configure the alarm; then, click **Go**.

**Step 3** From the Service Group drop-down list box, choose the category of service, for example, Database and Admin Services, for which you want to configure the alarm; then, click **Go**.

**Tip**

For a list of services that correspond to the service groups, see [Table 4-1](#).

**Step 4** From the Service drop-down list box, choose the service for which you want to configure the alarm; then, click **Go**.

Only services that support the service group and your configuration display.

**Tip**

The drop-down list box displays active and inactive services.

In the Alarm Configuration window, a list of alarm monitors with the event levels displays for the chosen service. In addition, the Apply to All Nodes check box displays.

**Step 5** *Unified CM only:* If you want to do so, you can apply the alarm configuration for the service to all servers in the cluster by checking the **Apply to All Nodes** check box, provided your configuration supports clusters.

**Step 6** Configure the settings, as described in [Table 4-2](#), which includes descriptions for monitors and event levels.

**Step 7** To save your configuration, click the **Save** button.

**Note**

To set the default, click the **Set Default** button; then, click **Save**.

### Services That Use Cisco Tomcat

The following services use Cisco Tomcat for alarm generation:

- Cisco Extension Mobility Application
- Cisco IP Manager Assistant
- Cisco Extension Mobility
- Cisco Web Dialer Web

The system login alarm `AuthenticationFailed` also uses Cisco Tomcat. To generate alarms for these services, perform the following procedure.

### Procedure

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- Step 1** In Cisco Unified Serviceability, choose **Alarm > Configuration**.
- Step 2** From the Server drop-down list box, choose the server for which you want to configure the alarm; then, click **Go**.
- Step 3** From the Services Group drop-down list box, choose **Platform Services**; then, click **Go**.
- Step 4** From the Services drop-down list box, choose **Cisco Tomcat**; then, click **Go**.
- Step 5** *Unified CM only:* If you want to do so, you can apply the alarm configuration for the service to all servers in the cluster by checking the **Apply to All Nodes** check box, if your configuration supports clusters.
- Step 6** Configure the settings, as described in [Table 4-2](#), which includes descriptions for monitors and event levels.
- Step 7** To save your configuration, click the **Save** button.



#### Tip

The system sends the alarm if the configured alarm event level for the specific destination in the Alarm Configuration window is equal to or lower than the severity that is listed in the alarm definition. For example, if the severity in the alarm definition equals `WARNING_ALARM`, and, in the Alarm Configuration window, you configure the alarm event level for the specific destination as Warning, Notice, Informational, or Debug, which are lower event levels, the system sends the alarm to the corresponding destination. If you configure the alarm event level as Emergency, Alert, Critical, or Error, which are higher severity levels, the system does not send the alarm to the corresponding location.

To access the alarm definitions for the Cisco Extension Mobility Application service, Cisco IP Manager Assistant service, Cisco Extension Mobility service, and the Cisco Web Dialer Web Service, choose the **JavaApplications** catalog in the Alarm Messages Definitions window described in [Chapter 5, “Viewing and Updating Alarm Definitions”](#).

### Additional Information

See the [“Related Topics” section on page 4-8](#).

## Service Groups in Alarm Configuration

[Table 4-1](#) lists the services that correspond to the options in the Service Group drop-down list box in the Alarm Configuration window.

**Note**

Not all listed service groups and services apply to all system configurations.

**Table 4-1**      **Service Groups in Alarm Configuration**

| Service Group                       | Services                                                                                                                                                                                                                                                                              | Notes                                                                                                       |
|-------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------|
| CM Services                         | Cisco CTIManager, Cisco CallManager, Cisco CallManager Cisco IP Phone Service, Cisco DHCP Monitor Service, Cisco Dialed Number Analyzer, Cisco Dialed Number Analyzer Server, Cisco Extended Functions, Cisco IP Voice Media Streaming App, Cisco Messaging Interface, and Cisco Tftp | For a description of these services, see the <a href="#">“Understanding Services” section on page 9-1</a> . |
| CDR Services                        | Cisco CDR Agent and Cisco CDR Repository Manager                                                                                                                                                                                                                                      | For a description of these services, see the <a href="#">“Understanding Services” section on page 9-1</a> . |
| Database and Admin Services         | Cisco Bulk Provisioning Service, Cisco Database Layer Monitor, and Cisco License Manager                                                                                                                                                                                              | For a description of these services, see the <a href="#">“Understanding Services” section on page 9-1</a> . |
| Performance and Monitoring Services | Cisco AMC Service and Cisco RIS Data Collector                                                                                                                                                                                                                                        | For a description of these services, see the <a href="#">“Understanding Services” section on page 9-1</a> . |
| Directory Services                  | Cisco DirSync                                                                                                                                                                                                                                                                         | For a description of this service, see the <a href="#">“Understanding Services” section on page 9-1</a> .   |
| Backup and Restore Services         | Cisco DRF Local and Cisco DRF Master                                                                                                                                                                                                                                                  | For a description of these services, see the <a href="#">“Understanding Services” section on page 9-1</a> . |
| System Services                     | Cisco Trace Collection Service                                                                                                                                                                                                                                                        | For a description of these services, see the <a href="#">“Understanding Services” section on page 9-1</a> . |
| Platform Services                   | Cisco Tomcat                                                                                                                                                                                                                                                                          | For a description of this service, see the <a href="#">“Understanding Services” section on page 9-1</a> .   |

## Alarm Configuration Settings

[Table 4-2](#) describes all alarm configuration settings, even though the service may not support the settings. For related procedures, see the [“Related Topics” section on page 4-8](#).

**Table 4-2 Alarm Configuration Settings**

| Name                                   | Description                                                                                                                                                                                                                                                                                                                                                                                                                          |
|----------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Server                                 | From the drop-down box, choose the server for which you want to configure the alarm; then, click <b>Go</b> .                                                                                                                                                                                                                                                                                                                         |
| Service Group                          | <p>Cisco Unity Connection supports only the following service groups: Database and Admin Services, Performance and Monitoring Services, Backup and Restore Services, System Services, and Platform Services.</p> <p>From the drop-down box, choose the category of services, for example, Database and Admin Services, for which you want to configure the alarm; then, click <b>Go</b>.</p>                                         |
| Service                                | <p>From the Service drop-down box, choose the service for which you want to configure the alarm; then, click <b>Go</b>.</p> <p>Only services that support the service group and your configuration display.</p> <p><b>Tip</b> The drop-down list box displays active and inactive services.</p>                                                                                                                                      |
| Unified CM only:<br>Apply to All Nodes | To apply the alarm settings for the service to all servers in a cluster, check the check box.                                                                                                                                                                                                                                                                                                                                        |
| Enable Alarm for Local Syslogs         | <p>The SysLog viewer serves as the alarm destination. The program logs errors in the Application Logs within SysLog Viewer and provides a description of the alarm and a recommended action. You can access the SysLog Viewer from the Cisco Unified Real-Time Monitoring Tool.</p> <p>For information on viewing logs with the SysLog Viewer, refer to the <i>Cisco Unified Real-Time Monitoring Tool Administration Guide</i>.</p> |

**Table 4-2 Alarm Configuration Settings (continued)**

| Name                            | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
|---------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Enable Alarm for Remote Syslogs | <p>The Syslog file serves as the alarm destination. Check this check box to enable the Syslog messages to be stored on a Syslog server and to specify the Syslog server name. If this destination is enabled and no server name is specified, Cisco Unified Serviceability does not send the Syslog messages.</p> <p>To prevent too many alarms flooding the system, you can check the <b>Exclude End Point Alarms</b> checkbox. This ensures that the endpoint phone-related events get logged into a separate file.</p> <p>Exclude End Point Alarms checkbox is displayed only for the Call Manager services, and is not selected by default. You need to select the <b>Apply to All Nodes</b> also, while selecting this checkbox. The configuration options for endpoint alarms are given in <a href="#">Table 4-4</a>.</p> <p><b>Tip</b> In the Server field, enter the name or IP address of the remote Syslog server that you want to use to accept Syslog messages. For example, if you want to send the alarms to CiscoWorks Lan Management Solution, specify the CiscoWorks Lan Management Solution server name.</p> <p><b>Tip</b> Do not specify a Cisco Unified Communications Manager server as the destination because the Cisco Unified Communications Manager server does not accept Syslog messages from another server.</p> |
| Enable Alarm for SDI Trace      | <p>The SDI trace library serves as the alarm destination.</p> <p>To log alarms in the SDI trace log file, check this check box and check the Trace On check box in the Trace Configuration window for the chosen service. For information on configuring settings in the Trace Configuration window in Cisco Unified Serviceability, see the <a href="#">“Configuring Trace Parameters” section on page 7-1</a>.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |

**Table 4-2 Alarm Configuration Settings (continued)**

| Name                                                                                    | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
|-----------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p><i>Unified CM and Unified CM BE 5000 only:</i></p> <p>Enable Alarm for SDL Trace</p> | <p>The SDL trace library serves as the alarm destination. This destination applies only to the Cisco CallManager service and the CTIManager service. Configure this alarm destination by using Trace SDL configuration.</p> <p>To log alarms in the SDL trace log file, check this check box and check the Trace On check box in the Trace Configuration window for the chosen service. For information on configuring settings in the Trace Configuration window in Cisco Unified Serviceability, see the <a href="#">“Configuring Trace Parameters” section on page 7-1</a>.</p>                                                                                                                                                                                                              |
| Alarm Event Level                                                                       | <p>From the drop-down list box, choose one of the following options:</p> <ul style="list-style-type: none"> <li>• <b>Emergency</b>—This level designates system as unusable.</li> <li>• <b>Alert</b>—This level indicates that immediate action is needed.</li> <li>• <b>Critical</b>—The system detects a critical condition.</li> <li>• <b>Error</b>—This level signifies an error condition exists.</li> <li>• <b>Warning</b>—This level indicates that a warning condition is detected.</li> <li>• <b>Notice</b>—This level designates a normal but significant condition.</li> <li>• <b>Informational</b>—This level designates information messages only.</li> <li>• <b>Debug</b>—This level designates detailed event information that Cisco TAC engineers use for debugging.</li> </ul> |

Table 4-3 describes the default alarm configuration settings.

**Table 4-3 Default Alarm Configuration Settings**

|                          | Local Syslogs | Remote Syslogs | SDI Trace | SDL Trace |
|--------------------------|---------------|----------------|-----------|-----------|
| <b>Enable Alarm</b>      | Checked       | Unchecked      | Checked   | Checked   |
| <b>Alarm Event Level</b> | Error         | Disabled       | Error     | Error     |

**Table 4-4 End point Alarm Configuration Options**

| Exclude End Point Alarms | Local Syslog | Alternate Syslog | Remote Syslog | Syslog Severity and Strangulate Alert | Syslog Traps |
|--------------------------|--------------|------------------|---------------|---------------------------------------|--------------|
| Checked                  | No           | Yes              | No            | No                                    | No           |
| Unchecked                | No           | Yes              | Yes           | Yes                                   | Yes          |

# Where to Find More Information

## Related Topics

- [Configuring the Cisco Syslog Agent Enterprise Parameters, page 4-1](#)
- [Configuring an Alarm for a Service, page 4-2](#)
- [Service Groups in Alarm Configuration, page 4-3](#)
- [Alarm Configuration Settings, page 4-4](#)
- [Understanding Alarms, page 3-1](#)

## Additional Cisco Documentation

- *Cisco Unified Real-Time Monitoring Tool Administration Guide*
- *Unified CM BE 5000 and Connection only: Administration Guide for Cisco Unity Connection Serviceability*