

# Common Listener Problem Notification Errors

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## **Introduction**

This document discusses the most common Listener Problem Notification errors. A service request should be opened with the Cisco Technical Assistance Center (TAC) to address any Listener Problem Notification errors not addressed in this document.

## **Before You Begin**

### **Conventions**

For more information on document conventions, see the Cisco Technical Tips Conventions.

### **Prerequisites**

Readers of this document should be knowledgeable of the following:

- Cisco Intelligent Contact Management (ICM) alarm monitoring capabilities
- Cisco ICM phone home configuration
- Remote Access Server (RAS)
- Modem configuration

### **Components Used**

The information in this document is based on the software and hardware versions below.

- Cisco ICM version 4.5 and later
- Remote Monitoring Suite 2.0
- Microsoft Windows NT 4.0 and Windows 2000 Server

The information presented in this document was created from devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If you are working in a live network, ensure that you understand the potential impact of any command before using it.

# Background

Listener Problem Notification errors are a result of failed attempts by the Cisco ICM Phone Home feature. The Cisco ICM Phone Home feature is comprised of the Data Transfer Process (DTP) and Customer Support Forwarding Service (CSFS) processes on the customer side ICM Loggers, and the Listener and AlarmTracker processes on the Support side. The feature is used to send ICM alarm messages from a customer site to a configured Listener, usually a support center. When failures occur in the Phone Home process attempting to connect to a Listener, the most commonly reported errors by the Listener in AlarmTracker are:

```
Listener Problem Notification: 20020529 13:32:31 Connection  
Failure to Listener from DTP on Side A being Reported by SideB
```

```
Listener Problem Notification: 20020529 12:55:14 Connection Failure  
to Listener from dtp on Side A
```

In a fully duplexed Cisco ICM, this error message may occur for either Logger A or Logger B, and may be reported by either Listener A or Listener B. In the example above, Logger A failed to connect to a Listener. AlarmTracker indicates the hostname of the Listener reporting the error.

## What is the Cause and Impact of Listener Problem Notification Alarms?

The following alarm is generated any time a Logger encounters a problem connecting to a Listener:

```
Listener Problem Notification: 20020529 13:32:31 Connection  
Failure to Listener from DTP on Side A being Reported by Side B
```

Since the Logger cannot connect to the Listener, the alarm is actually reported by the paired Logger. In this example, Logger A could not connect to the Listener, so Logger B sent the alarm to the Listener.

The alarm only occurs in a duplexed ICM, and occurs every hour until the Logger is able to connect to the Listener. Once the connection is re-established to the Listener, then any pending alarms on that Logger are sent to the Listener. Included in these pending alarms is the following alarm:

```
Listener Problem Notification: 20020529 12:55:14 Connection  
Failure to Listener from dtp on Side A
```

This alarm is simply reporting the failed attempt to connect to the Listener, while the connection could not be established. The alarms are somewhat benign, because they are an indication that a Listener connection failure occurred, but has already been resolved. There is one of these alarms for every hour the Logger failed to connect to the Listener.

**Note:** Since Listener Problem Notification alarms do not clear on their own in AlarmTracker, they must be manually deleted.

## Troubleshooting Listener Problem Notification Alarms

Listener Problem Notification alarms may occur for a variety of reasons. The most common reasons are:

- The modem on the Logger is hung or misconfigured
- RAS is failing or not configured properly on the Logger
- The Phone Home properties on the Logger are not configured properly
- A phone or network connection cannot be made to the Listener due to a busy signal

- The port on the Logger that is configured for RAS is hung

The steps involved in troubleshooting the following Listener Problem Notification alarms are the same as the steps used to troubleshoot any Phone Home failure. These situations are covered in [Why Can't the Cisco ICM Logger Make a Connection to the Listener?](#) and [AlarmTracker Reports the Logger has not Phoned Home to the Listener](#).

If the Listener Problem Notification alarms cannot be resolved, a service request may be opened with Cisco TAC.

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## Related Information

- [Customer Contact Software Technology Support Page](#)
- [Remote Monitoring Suite 2.0](#)
- [Why Can't the Cisco ICM Logger Make a Connection to the Listener?](#)
- [AlarmTracker Reports the Logger has not Phoned Home to the Listener](#)
- [Technical Support – Cisco Systems](#)

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