

# Remove an Individual Node or Customer Instance from AlarmTracker

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## Introduction

This document provides instructions on how to remove an individual node or customer instance from the Remote Monitoring Suite (RMS) LGMapper system so that the node no longer appears on the RMS Alarm Tracker.

## Prerequisites

### Requirements

Cisco recommends that you have knowledge of these topics:

- Cisco ICM Event Messaging System (EMS)
- Remote Monitoring Suite (LGMapper, LGArchiver, Listener, and AlarmTracker)

### Components Used

The information in this document is based on these software and hardware versions:

- Remote Monitoring Suite Version 2.0.x and 2.1.x

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

### Conventions

Refer to Cisco Technical Tips Conventions for more information on document conventions.

## Verify the User Rights

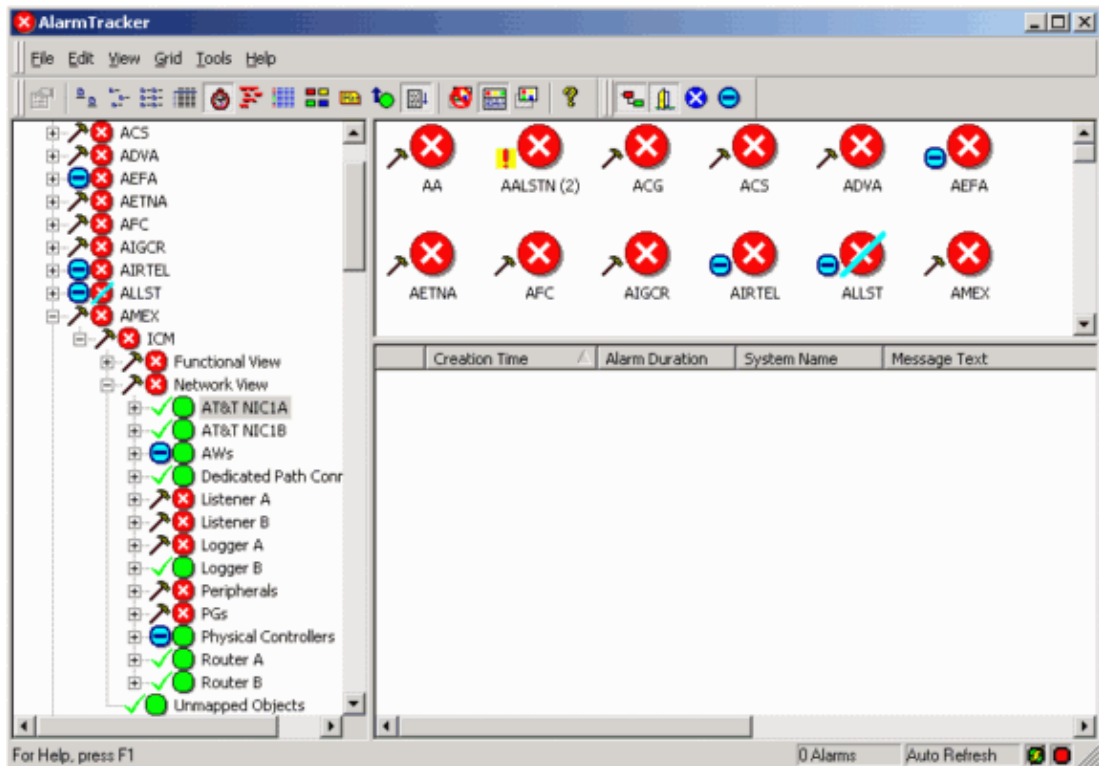
Log into LGMapper and check the Administrators group in the User Manager. Make sure that you log in as a user who is part of that group.

Log into the LGMapper system as a user with administrative rights. Complete these steps in order to verify

the user rights:

1. Select **Start > Programs > AlarmTracker2** in order to launch AlarmTracker.
2. Select **Tools > Options** from the AlarmTracker (see Figure 1).

**Figure 1 AlarmTracker**

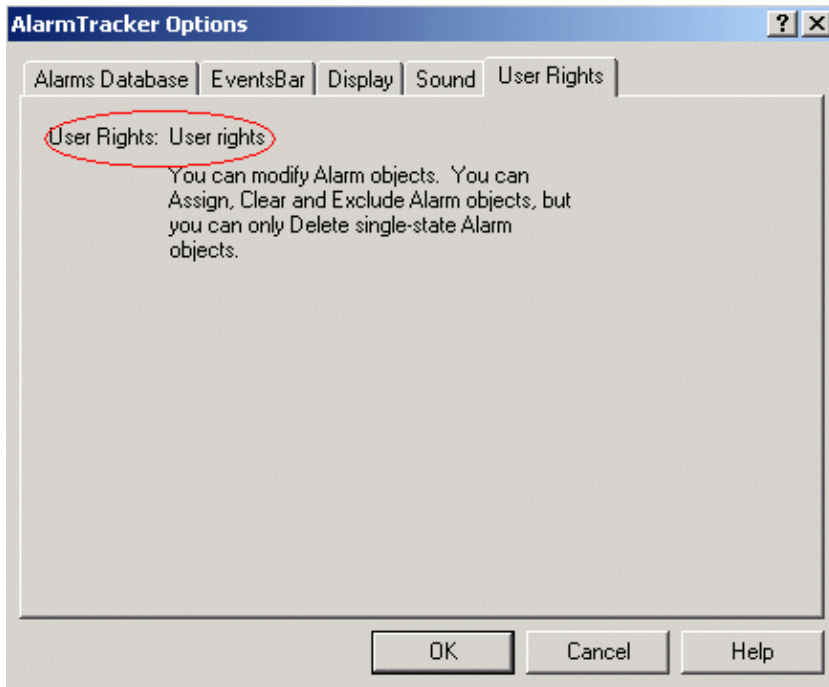


The AlarmTracker Options dialog box appears.

3. Click **User Rights**.

The rights of the current user appear as shown in Figure 2.

**Figure 2 AlarmTracker Options**

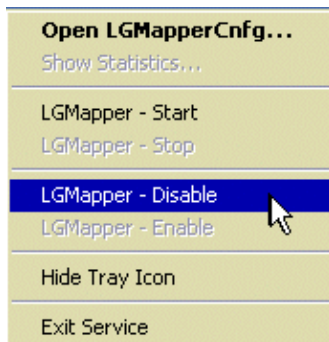


## Remove an Individual Node or Customer Instance

Complete these steps in order to remove an individual node or customer instance:

1. Log into the LGMapper system as a user with administrative rights.
2. Right-click the LGMapper icon, and select **LGMapper – Disable** in order to disable the LGMapper process (see Figure 3).

**Figure 3 LGMapper – Disable**

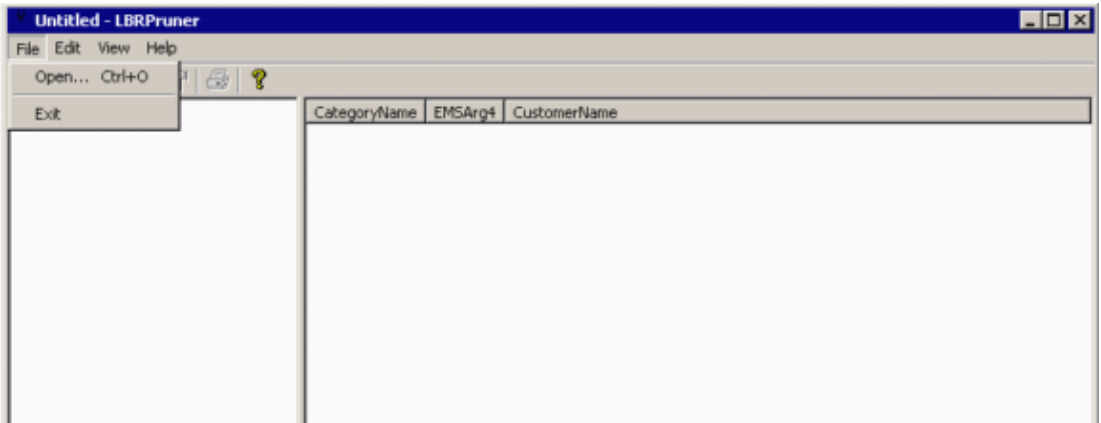


3. Check the Task Manager to confirm the LGMapper process is stopped.
4. Navigate to the \Program Files\Cisco Systems\LGMapper2\Bin directory in Microsoft Windows Explorer.
5. Locate and double-click **LBRPruner.exe**.

The Untitled-LBRPruner window appears.

6. Select **File > Open** (see Figure 4).

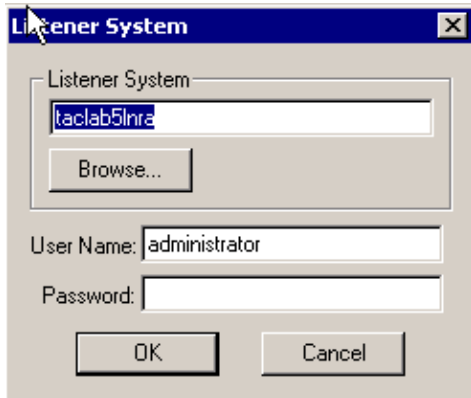
**Figure 4 Untitled-LBRPruner**



The Listener System dialog box appears (see Figure 5).

7. Type the relevant details in the Listener System, User Name, and Password fields.

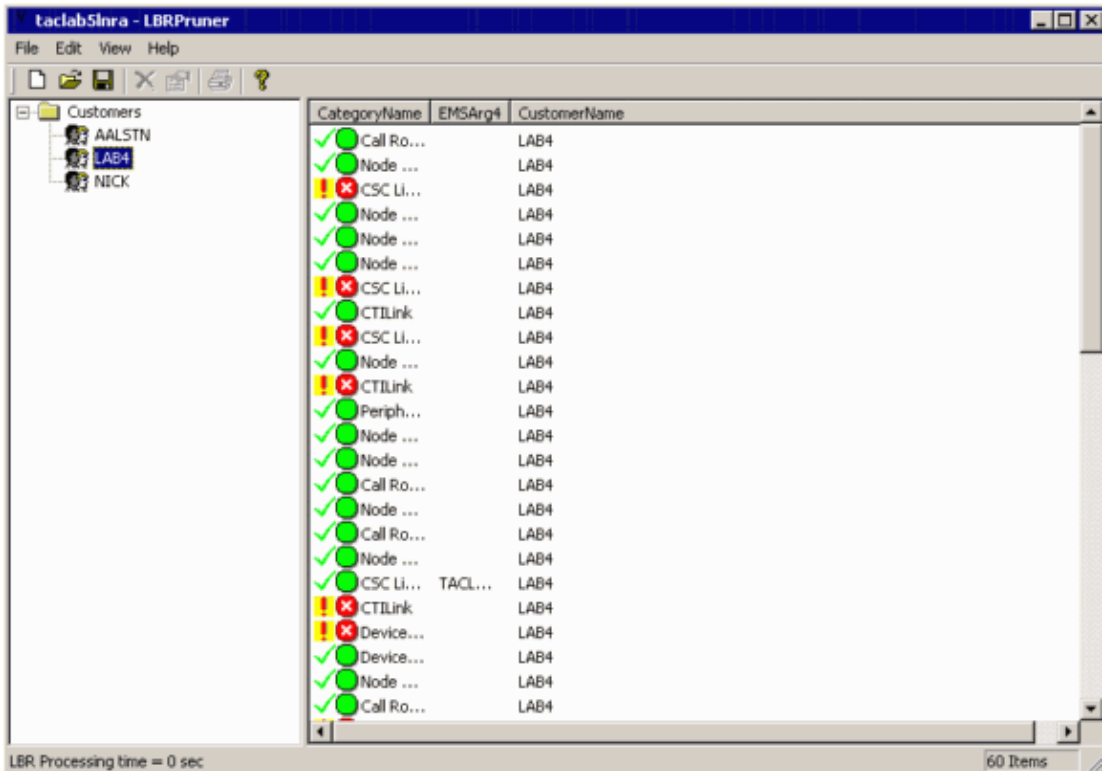
**Figure 5 Listener System**



8. Click **OK**.

9. The taclablnra – LBRPruner window appears (see Figure 6). Note that **taclablnra** represents the Listener System name.

**Figure 6 taclablnra – LBRPruner**

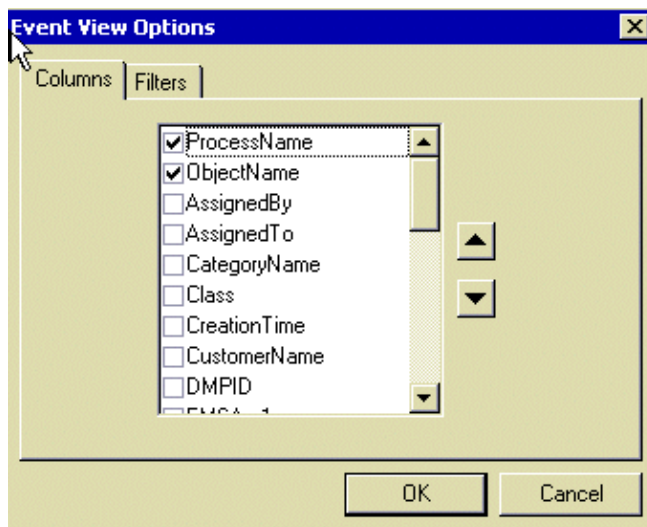


10. Expand the **Customers** folder on the left pane.
11. Select the customer instance that you want to modify.
12. Select **View > Options**.

The Event View Options dialog box appears (see Figure 7).

13. Check **ProcessName** and **ObjectName** check boxes from the list. Clear the selection of all the other items.

**Figure 7 Event View Options**



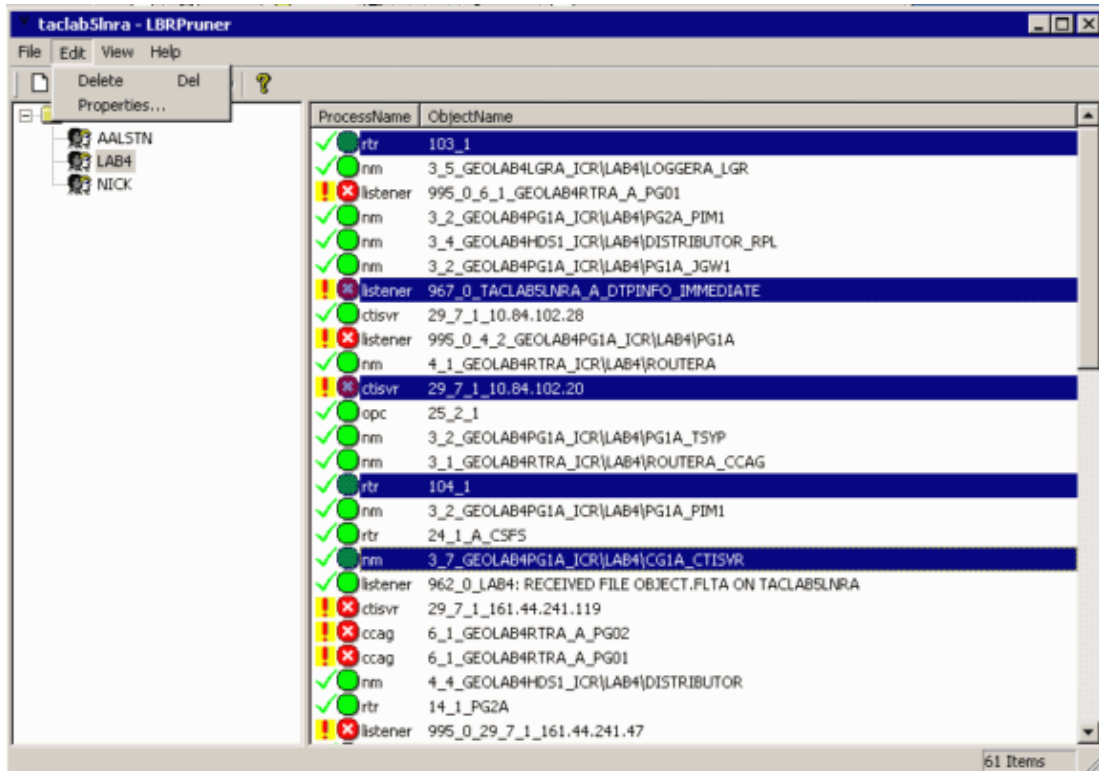
14. Click **OK**.

The taclab5lnra – LBRPruner window refreshes (see Figure 8).

15. From the list of items remaining in the right pane, select the names of all the objects and processes associated with the object you want to delete.
16. Click **Edit > Delete**.

**Note:** If you do not delete all objects, you cannot remove the item fully from the system later.

**Figure 8 Delete Items**



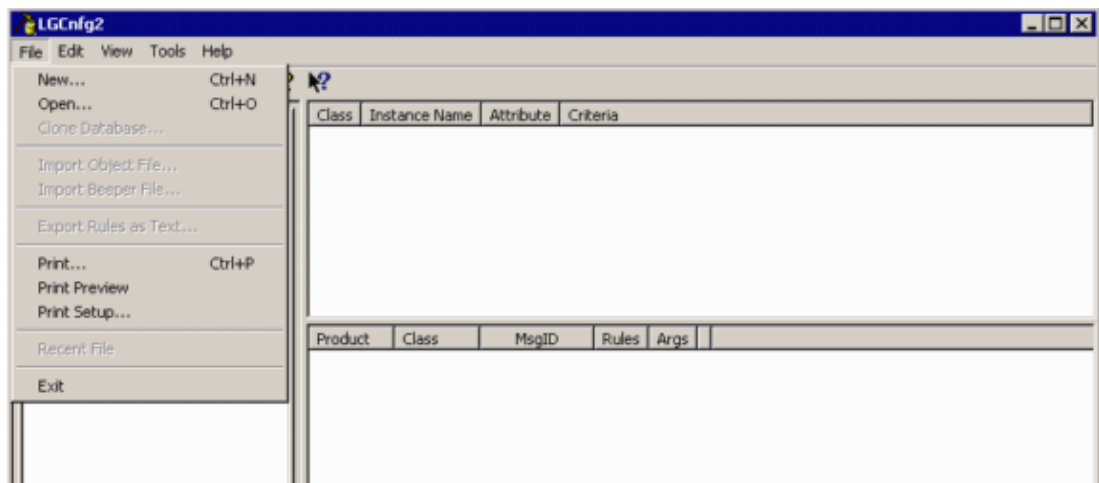
17. Select **File > Exit** to close **LBRPruner.exe** (see Figure 8).

18. Navigate to the `\Program Files\Cisco Systems\LGMapper2\Bin` directory in Microsoft Windows Explorer, and locate the **LGCnfg2.exe** file.

19. Double-click the **LGCnfg2.exe** file.

The LGCnfg2 window appears (see Figure 9).

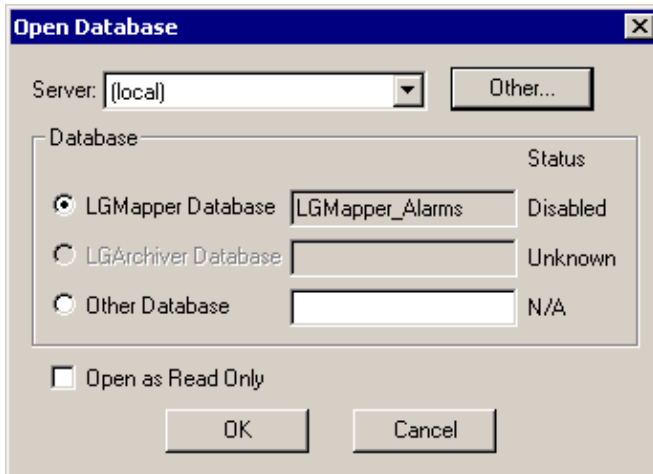
**Figure 9 LGCnfg2**



20. Select **File > Open**.

The Open Database dialogue box appears (see Figure 10).

**Figure 10 Open Database**



21. Select **(local)** in the Server drop-down list.

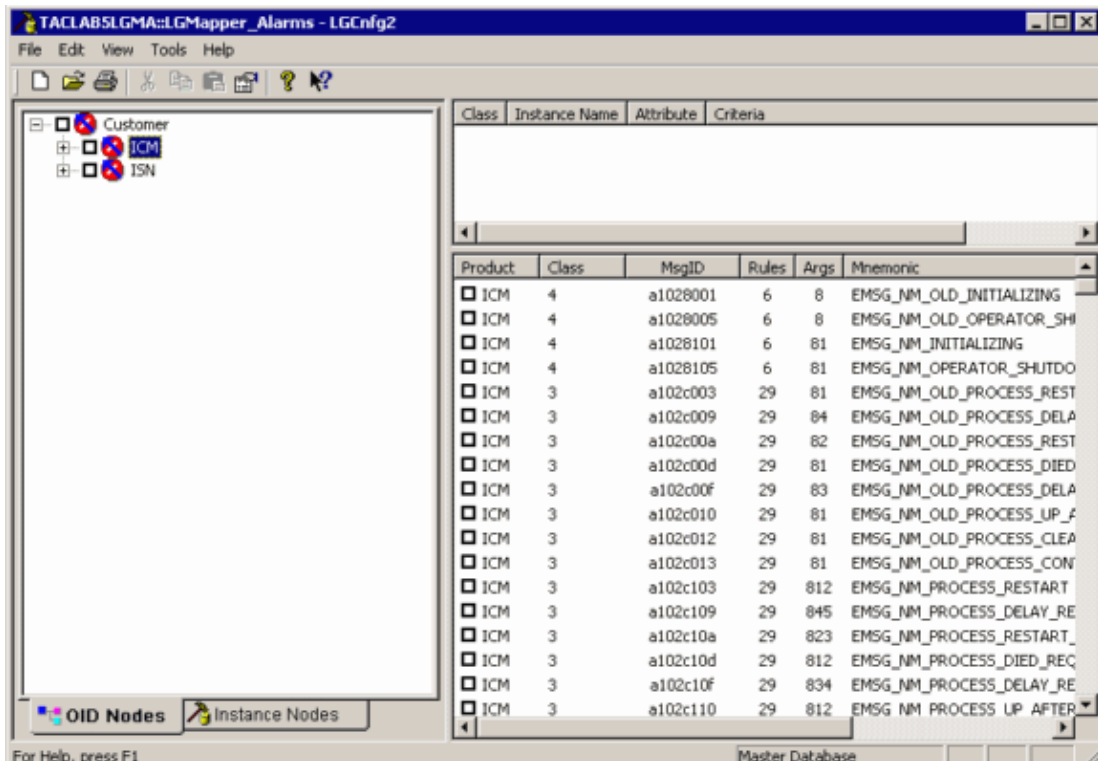
The LGMMapper Database Name automatically appears. Ensure that the **Open as Read Only** box is not checked.

**Note:** This example can differ from your instance.

22. Click **OK**.

The LGMMapper\_Alarms –LGCnfg2 window appears (see Figure 11).

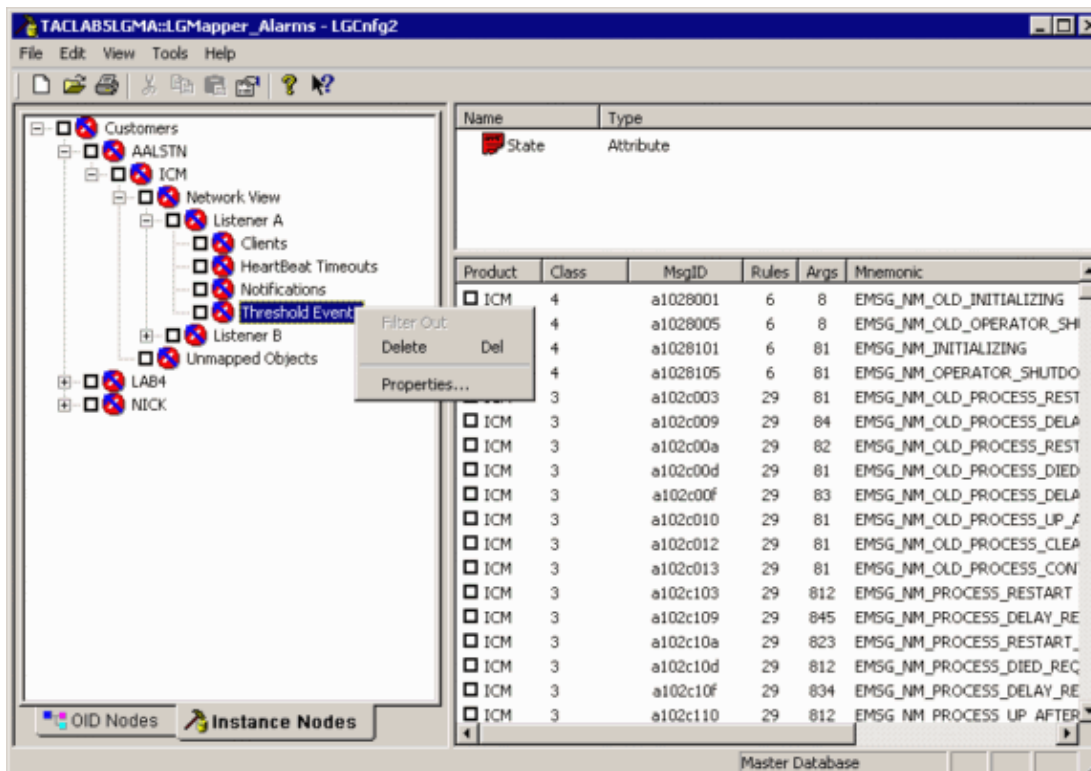
**Figure 11 LGMMapper\_Alarms –LGCnfg2**



23. Select **Instance Nodes** at the bottom of the left window.

The LGMMapper\_Alarms –LGCnfg2 window refreshes (see Figure 12).

**Figure 12 LGMMapper\_Alarms –LGCnfg2**



24. Expand **Customers** in the left pane and locate the customer instance you want to modify.
25. Right-click the item, and select **delete** from the shortcut menu (see Figure 12).
26. Confirm that the item is deleted.
27. Select **File > Exit** to close LGCnfg2.exe.
28. Enable **LGMapper**.
29. Start **LGMapper**.
30. Reconnect to AlarmTracker and verify the individual node or customer instance is removed.

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## Related Information

- [How To Add a New Customer the ICM Alarm Tracking System Running Windows NT 4.0](#)
  - [Technical Support & Documentation – Cisco Systems](#)
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