

RTMT Notification: Number of MediaListExhausted Events Exceed 0 within 60 Minutes

Document ID: 97215

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Introduction

This document describes the notification that appears within the Real-Time Monitoring Tool (RTMT) and the necessary steps to troubleshoot it.

Prerequisites

Requirements

Cisco recommends that you have knowledge of Cisco Unified Communications Manager and RTMT.

Components Used

The information in this document is based on Cisco Unified Communications Manager 4.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.

Problem

In the Cisco CallManager server, a MediaListExhausted notification appears from the RTMT. There are no effects on the IP Telephony behavior but the notification appears frequently, about five to six times a day. This is the notification:

```
Number of MediaListExhausted events exceed 0 within 60 minutes.
```

Solution

The MediaListExhausted notification means that the Cisco Unified Communications Manager has gone through all of the devices in the Media Resource Group and was not able to assign a device to use.

This is more of a cosmetic notification and can be ignored unless you receive reports that outbound calls are not completing.

This RTMT notification is likely to appear when:

- A number is not dialed correctly. You need to check with the end users to see if they have any complaints.
- Cisco Unified Communications Manager is integrated with the Private Branch Exchange (PBX) and a user dials a number that does not exist on the PBX (an unallocated or unassigned number).

Complete these steps in order to stop these messages in the RTMT:

1. Choose **Alert Menu > Set Alert Properties**.
2. Choose the received alerts and uncheck **Enable Alert** or choose the alert type, for example, MediaListExhausted.
3. Click **Next**
4. Configure a threshold in order to trigger the alert only when the number of MediaListExhausted events exceeds a certain number within an hour. This reduces the number of alerts that are received.

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Related Information

- [CallManager Event Logs](#)
- [Real-Time Monitoring Tool](#)
- [Voice Technology Support](#)
- [Voice and Unified Communications Product Support](#)
- [Recommended Reading: Troubleshooting Cisco IP Telephony](#)
- [Technical Support – Cisco Systems](#)

