Alert Setup and Operation

This chapter provides information about alert setup and operation.

Access Alert Central and Set Up Alerts

By using the following procedure, you can perform tasks, such as access Alert Central, sort alert information, enable, disable, or remove an alert, clear an alert, or view alert details.

Procedure

Step 1 Perform one of the following tasks:

a) On the Quick Launch Channel, do the following:

 1 Click **System**.

 2 In the tree hierarchy, double-click **Tools**.

 3 Click the Alert Central icon.

b) Choose **System** > **Tools** > **Alert** > **Alert Central**.
 The **Alert Central monitoring** window displays and shows the alert status and alert history of the alerts that the system has generated.

Step 2 Perform one of the following tasks:

a) Set alert properties.
b) Suspend alerts.

c) Configure e-mails for alert notification.

d) Configure alert actions.

e) Sort alert information in the Alert Status pane. Click the up/down arrow that displays in the column heading. For example, click the up/down arrow that displays in the Enabled or In Safe Range column.

You can sort alert history information by clicking the up/down arrow in the columns in the Alert History pane. To see alert history that is out of view in the pane, use the scroll bar on the right side of the Alert History pane.

f) To enable, disable, or remove an alert, perform one of the following tasks:

- From the Alert Status window, right-click the alert and choose **Disable/Enable Alert** (option toggles) or **Remove Alert**, depending on what you want to accomplish.

- Highlight the alert in the Alert Status window and choose **System** > **Tools** > **Alert** > **Disable/Enable (or Remove) Alert**.

Tip You can remove only user-defined alerts from RTMT. The Remove Alert option appears grayed out when you choose a preconfigured alert.

g) To clear either individual or collective alerts after they get resolved, perform one of the following tasks:

- After the **Alert Status** window displays, right-click the alert and choose **Clear Alert** (or **Clear All Alerts**).

- Highlight the alert in the Alert Status window and choose **System** > **Tools** > **Alert** > **Clear Alert** (or **Clear All Alerts**).

After you clear an alert, it changes from red to black.

h) To reset alerts to default configuration, perform one of the following tasks:

- After the Alert Status window displays, right-click the alert and choose **Reset Alert to Default Config**, to reset that alert to the default configuration.

- Choose **System** > **Tools** > **Alert** > **Reset all Alerts to Default Config**, to reset all the alerts to the default configuration.

i) To view alert details, perform one of the following tasks:

- After the **Alert Status** window displays, right-click the alert and choose **Alert Details**.

- Highlight the alert in the **Alert Status** window and choose **System** > **Tools** > **Alert** > **Alert Details**.

Tip After you have finished viewing the alert details, click **OK**.

Related Topics

Set Up Alert Properties

The following procedure describes how to set alert properties.

Procedure

Step 1 Open Alert Central.

Step 2 From the **Alert Status** window, click the alert for which you want to set alert properties.

Step 3 Perform one of the following actions:

a) Right-click the alert and choose **Set Alert/Properties**.

b) Choose **System** > **Tools** > **Alert** > **Set Alert/Properties**.

Note For clusterwide alerts, the **Enable/Disable this alert on following server(s)** box does not show up in the alert properties window. Clusterwide alerts include number of registered phones, gateways, media devices, route list exhausted, media list exhausted, MGCP D-channel out of service, malicious call trace, and excessive quality reports.

Step 4 To enable the alert, check the **Enable Alert** check box.

Step 5 From the **Severity** drop-down list box, choose the severity of the alert.

Step 6 From the Enable/Disable this alert on following server(s) pane, check the **Enable** check box of the servers on which you want this alert to be enabled.
For preconfigured alerts, the Description information pane displays a description of the alert.

Step 7 Click **Next**.

Step 8 In the Threshold pane, enter the conditions in which the system triggers the alert.

Step 9 In the Duration pane, click one of the following radio buttons:

a) Trigger alert only when below or over. . . radio button—If you want the alert to be triggered only when the value is constantly below or over the threshold for a specific number of seconds; then, enter the seconds.

b) Trigger alert immediately—If you want the system to trigger an alert immediately.

Step 10 Click **Next**.

Step 11 In the Frequency pane, click one of the following radio buttons:

- Trigger alert on every poll—If you want the alert to be triggered on every poll.

- Trigger up to <numbers> of alerts within <number> of minutes—If you want a specific number of alerts to be triggered within a specific number of minutes. Enter the number of alerts and number of minutes.

Step 12 In the Schedule pane, click one of the following radio buttons:

- 24-hours daily—If you want the alert to be triggered 24 hours a day.

- Start time/Stop time—If you want the alert to be triggered within a specific start and stop time. Enter the start and stop times.

Step 13 Click **Next**.

Step 14 If you want to enable e-mail for this alert, check the **Enable Email** check box.

Step 15 To trigger an alert action with this alert, choose the alert action that you want to send from the drop-down list box.

Step 16 To configure a new alert action, or edit an existing one, click **Configure**.

Step 17 To add a new alert action, continue to Step 18, on page 4. To edit an existing alert action, skip to Step 25, on page 4.

Step 18 Click **Add**.

Step 19 In the Name field, enter a name for the alert action.

Step 20 In the Description field, enter a description of the alert action.

Step 21 To add an e-mail recipient, click **Add**.

Step 22 In the Enter email/epage address field, enter an e-mail or e-page address of the recipient that you want to receive the alert action.

Step 23 Click **OK**.
The **Action Configuration** window shows the recipient(s) that you added, and the Enable check box appears checked.

> **Tip** To delete an e-mail recipient, highlight the recipient and click **Delete**. The recipient that you chose disappears from the recipient list.

Step 24 When you finish adding all the recipients, click **OK**. Skip to Step 27, on page 4.

Step 25 To edit an existing alert action, highlight the alert action and click **Edit**.
The **Action Configuration** window of the alert action that you chose appears.

Step 26 Update the configuration and click **OK**. Continue to Step 27, on page 4.

Step 27 After you finish alert action configuration, click **Close**.
For alerts, such as CriticalServiceDown and CodeYellow, that allow trace download, perform the following procedure:

a) Click **Next**.

b) In the Alert Properties: Trace Download window, check the **Enable Trace Download** check box.

c) The SFTP Parameters Dialog window appears. Enter the IP address, a username, password, port and download directory path where the trace will be saved. To ensure that you have connectivity with the SFTP server, click **Test Connection**. If the connection test fails, your settings will not get saved.

d) To save your configuration, click **OK**.

e) In the Trace Download Parameters window, enter the number and frequency of downloads. Setting the number and frequency of download will help you to limit the number of trace files that will be downloaded. The setting for polling provides the basis for the default setting for the frequency.

> **Caution** Enabling Trace Download may affect services on the server. Configuring a high number of downloads will adversely impact the quality of services on the server.

> **Note** To delete an alert action, highlight the action, click **Delete**, and click **Close**.

Related Topics

Access Alert Central and Set Up Alerts, on page 1

Suspend Alerts

You may want to temporarily suspend some or all alerts; you can suspend alerts on a particular node or on an entire cluster. For example, if you are upgrading your system to a newer release, suspend alerts until the upgrade completes, so that you do not receive e-mails and e-pages during the upgrade.

Follow this procedure to suspend alerts in Alert Central.

Procedure

Step 1 Choose **System** > **Tools** > **Alert** > **Suspend cluster/node Alerts**.
Note   Per node suspend states do not apply to clusterwide alerts.

Step 2 Perform one of the following actions:

- To suspend all alerts in the cluster, click the **Cluster Wide** radio button and check the **Suspend all alerts** check box.

- To suspend alerts per server, click the **Per Server** radio button and check the **Suspend** check box of each server on which you want alerts to be suspended.

Step 3 Click **OK**.
Note   To resume alerts, choose **Alert** > **Suspend cluster/node Alerts** and uncheck the suspend check boxes.

Set Up E-Mails for Alert Notification

Perform the following procedure to configure e-mail information for alert notification.

Note   To configure RTMT to send alerts through e-mail, you must configure DNS. For information on configuring the primary and secondary DNS IP addresses and the domain name in Cisco Unified Communications Manager Server Configuration, see the DHCP Server Configuration chapter in the *Cisco Unified Communications Manager Administration Guide*.

Note   Unified Communications Manager clusters only: Because Unified Communications Manager generates the e-mail notifications, you can verify that the mail server that you configure can be reached from the Unified Communications Manager platform with the CLI command: **utils network ping** *<mail server>*

Procedure

Step 1 Choose **System** > **Tools** > **Alert** > **Config Email Server**.
The **Mail Server Configuration** window appears.

Step 2 Enter the address of the mail server in the Mail Server field.

Step 3 Enter the port number of the mail server in the Port field.

Step 4 Enter the address of the intended recipient in the Enter e-mail/epage address field.
Repeat this step as necessary to enter all intended e-mail recipients.

By default, `RTMT_Admin@domain` is used, where `domain` is the domain of the host server.

Step 5 Click **OK**.

Set Up Alert Actions

The following procedure describes how to configure new alert actions.

Procedure

Step 1 Display Alert Central.

Step 2 Choose **System** > **Tools** > **Alert** > **Config Alert Action**.

Step 3 Perform Step 17, on page 4 in the Set up alert properties task to add, edit, or delete alert actions.

Related Topics

Set Up Global A-Mail List for Alert Notifications

The following procedure describes how to configure all precanned alerts at once for sending to one or more e-mail destinations. This procedure uses the initial "Default" alert action setting that is assigned to all alerts by default at installation.

Follow this procedure to configure a recipient list for all precanned alerts without having to set an alert action for each alert. When you add e-mail destinations to the Default alert action list, all pre-canned alerts get sent to those recipients, as long as all alerts continue to use the Default alert action.

Note To configure a new alert action for a specific alert, you can use the Set Alerts/Properties option, which displays when you right-click an alert. You can also reconfigure existing alert actions with this option.

Note Any time you update an alert action, the changes apply to all alerts that are configured with that alert action. For example, if all alerts use the "Default" alert action, updating the alert action "Default" will impact all alerts.

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Note   You cannot remove the "Default" alert action. For all other alert actions, the system allows you to delete an alert action only when it is not associated with other alerts. If an alert action is associated with multiple alerts, you must reassign a new alert action to those alerts before you can delete the alert action.

Procedure

Step 1   Click **Alert Central** in the QuickLaunch Channel.
The **Alert Central** window displays.

Step 2   Click **System** > **Tools** > **Alert** > **Config Alert Action**.
The **Alert Action** box displays.

Step 3   Select **Default** (highlight the item) in the Alert Action list and click **Edit**.
The **Action Configuration** box displays.

Step 4   Enter the description of the default list.

Step 5   Click **Add** to add a recipient. The **Input** box displays.

Step 6   Enter an e-mail destination that is to receive all alerts. Click **OK**.
The e-mail address displays in the Recipients list in the **Action Configuration** box; the destination is enabled by default.

  Note   You can disable an e-mail destination at any time by clicking the check box next to the destination to disable it. To completely remove a recipient from the list, highlight the recipient in the list and click **Delete**.

Step 7   Return to Step 5, on page 7 to add additional e-mail destinations, as required.

  Note   You can disable e-mails for an alert at any time by highlighting the alert in the **Alert Central** window, right-clicking the alert, and using the Set Alert/Properties selections to deselect **Enable Email**.