



Events Processed

[Table D-1](#) lists all possible events you might see on a Monitoring Dashboard, along with the following:

- **Description**—A summary of the event, including typical causes (if known).
- **Trigger**—How IP Communications Operations Manager (Operations Manager) learns of the event: from normal polling, a threshold that was exceeded, a diagnostic test result, or a trap that was received. For a list of thresholds and events that they trigger, see [Table 17-14](#).
- **Severity**—The severity that Operations Manager assigns to the event: critical, warning, or informational.
- **Device Type**—The devices, as classified in Operations Manager, on which the event can occur.
- **Event Code**—The code used by Notifications to track changes to default Operations Manager event names using the Notification event customization feature. (For more information, see [Customizing Events, page 14-18](#).)

Events listed in [Table D-1](#) are displayed on:

- **The Alert Details page**—Shows the majority of events generated. Event names correspond to those displayed in the Description column of the Alert Details page.
- **The Phone Activities display**—Shows information about the IP phones in your network that have become disconnected from the switch, are no longer registered to a Cisco CallManager, or have gone into SRST mode. The following events cause activity to be displayed on the Phone Activities display:
 - PhoneRemoved
 - SRSTEntered
 - SRSTSuspected
- **The Service Quality Alerts display**—Shows events generated as a result of traps received from Service Monitor. The following events cause activity to be displayed on the Service Quality Alerts display:
 - CriticalServiceQualityIssue
 - MultipleServiceQualityIssue
 - ServiceQualityIssue



Note The Cisco1040ProbeDown event is also generated as a result of traps received from Service Monitor. However, Cisco1040ProbeDown appears under Unidentified Trap.

Table D-1 Events that Operations Manager Supports

Event	Description, Cause, Severity and Event Code
ActivePortThresholdExceeded	<p>Description: Outbound busy attempts exceeded on Cisco CallManager.</p> <p>Trigger: Polling.</p> <p>Severity: Critical.</p> <p>Device Type: Media Server.</p> <p>Event Code: 2059.</p>
ApplicationDown	<p>Description: Application can run but is not running due to some problem in the application or device.</p> <p>Trigger: Polling.</p> <p>Severity: Critical.</p> <p>Device Type: Media Server.</p> <p>Event Code: 2001.</p>
ApplicationPartiallyRunning	<p>Description: The application can run but is waiting, due to some problem in the application or device (for example, lack of CPU resources).</p> <p>Trigger: Polling.</p> <p>Severity: Warning.</p> <p>Device Type: Media Server.</p> <p>Event Code: 2002.</p>
AverageLatency_ThresholdExceeded	<p>Description: The average latency for a node-to-node data jitter test exceeds the threshold set for the test.</p> <p>Trigger: Node-to-node test.</p> <p>Severity: Warning.</p> <p>Device Type: Router or Switch.</p> <p>Event Code: 4004</p>
BackupActivated	<p>Description: Backup port or interface has come online, indicating that the port or interface it backs up has gone down.</p> <p>Trigger: Polling.</p> <p>Severity: Warning.</p> <p>Device Type: Host, Hub, Router, Optical Switch, or Switch.</p> <p>Event Code: 1000.</p>
CallManagerDown	<p>Description: Cisco CallManager can run but is not running due to some problem in the application or device.</p> <p>Trigger: Polling.</p> <p>Severity: Critical.</p> <p>Device Type: Media Server.</p> <p>Event Code: 2006.</p> <p>For Cisco CallManager Express, see CCMEDDown.</p>

Table D-1 Events that Operations Manager Supports (continued)

Event	Description, Cause, Severity and Event Code
CCMEDown	<p>Description: The Cisco CallManager Express application is down. This could be due to some problem in the application or device.</p> <p>Trigger: Polling.</p> <p>Severity: Critical.</p> <p>Device Type: Router.</p> <p>Event Code: 2038.</p> <p>For Cisco CallManager, see CallManagerDown.</p>
CCMEEphoneDeceased	<p>Description: The state of an ephone registered to Cisco CallManager Express changed to deceased.</p> <p>Trigger: Processed trap (see Processed SNMP Traps, page B-1).</p> <p>Severity: Warning.</p> <p>Device Type: Router or VoiceGateway.</p> <p>Event Code: 2076.</p>
CCMEEphoneLoginFailed	<p>Description: An ephone login to Cisco CallManager Express was rejected or failed.</p> <p>Trigger: Processed trap (see Processed SNMP Traps, page B-1).</p> <p>Severity: Warning.</p> <p>Device Type: Router or VoiceGateway.</p> <p>Event Code: 2078.</p>
CCMEEphoneRegistrationFailed	<p>Description: An ephone attempted to register with Cisco CallManager Express and failed.</p> <p>Trigger: Processed trap (see Processed SNMP Traps, page B-1).</p> <p>Severity: Warning.</p> <p>Device Type: Router or VoiceGateway.</p> <p>Event Code: 2077.</p>
CCMEEphoneRegistrationsExceeded	<p>Description: The number of ephones registered to Cisco CallManager Express was exceeded.</p> <p>Trigger: Processed trap (see Processed SNMP Traps, page B-1).</p> <p>Severity: Warning.</p> <p>Device Type: Router or VoiceGateway.</p> <p>Event Code: 2075.</p>
CCMEKeyEphoneRegistrationChange	<p>Description: Registration status changed for a key IP ephone with respect to Cisco CallManager Express.</p> <p>Trigger: Processed trap (see Processed SNMP Traps, page B-1).</p> <p>Severity: Warning.</p> <p>Device Type: Router or VoiceGateway.</p> <p>Event Code: 2080.</p>

Table D-1 Events that Operations Manager Supports (continued)

Event	Description, Cause, Severity and Event Code
CCMELivefeedMOHFailed	<p>Description: Music on hold (MOH) live feed failed on Cisco CallManager Express.</p> <p>Trigger: Processed trap (see Processed SNMP Traps, page B-1).</p> <p>Severity: Warning.</p> <p>Device Type: Router or VoiceGateway.</p> <p>Event Code: 2074.</p>
CCMEMMaximumConferencesExceeded	<p>Description: Maximum number of simultaneous three-party conferences supported was exceeded on Cisco CallManager Express.</p> <p>Trigger: Processed trap (see Processed SNMP Traps, page B-1).</p> <p>Severity: Warning.</p> <p>Device Type: Router or VoiceGateway.</p> <p>Event Code: 2073.</p>
CCMENightServiceChange	<p>Description: Night service status changed on an ephone registered to Cisco CallManager Express.</p> <p>Trigger: Processed trap (see Processed SNMP Traps, page B-1).</p> <p>Severity: Critical.</p> <p>Device Type: Router or VoiceGateway.</p> <p>Event Code: 2079.</p>
CCMEStatusChange	<p>Description: Cisco CallManager Express enabled state has changed.</p> <p>Trigger: Processed trap (see Processed SNMP Traps, page B-1).</p> <p>Severity: Warning.</p> <p>Device Type: Router or VoiceGateway.</p> <p>Event Code: 2072.</p>
CCMHttpServiceDown	<p>Description: HTTP service cannot be used to communicate to all Cisco CallManagers in the cluster. Might be due to the following:</p> <ul style="list-style-type: none"> • The web service for all Cisco CallManagers in the cluster is down. • The credentials (username, password) for at least one of the running web services were not found or are incorrect. <p>Trigger: Polling.</p> <p>Severity: Critical.</p> <p>Device Type: Cisco CallManager or Cluster.</p> <p>Event Code: 2009.</p>

Table D-1 Events that Operations Manager Supports (continued)

Event	Description, Cause, Severity and Event Code
CCMHttpServiceInaccessible	<p>Description: Several successive attempts to contact a Cisco CallManager cluster have been unsuccessful. Might be due to the following:</p> <ul style="list-style-type: none"> • Excessive number of requests on the Cisco CallManager. • Heavy load on the CPU or Cisco CallManager. <p>Trigger: Polling. (See Determining when to Issue a CCMHttpServiceInaccessible Event, page E-2.)</p> <p>Severity: Critical.</p> <p>Device Type: Cisco CallManager or Cluster.</p> <p>Event Code: 2010.</p>
Cisco1040ProbeDown	<p>Description: A Cisco 1040 has stopped responding to keepalives from Service Monitor.</p> <p>Trigger: Processed trap (see Processed SNMP Traps, page B-1).</p> <p>Severity: Critical.</p> <p>Device Type: Unidentified Trap (because Operations Manager does not monitor Cisco 1040.)</p> <p>Event Code: 8004.</p> <p>Note This event appears on the Alert Details page and can be generated only when you have a licensed copy of Service Monitor.</p>
CodeRedStateEntered	<p>Description: Cisco CallManager has entered Code Red State (call throttling mode).</p> <p>Trigger: Polling.</p> <p>Severity: Critical.</p> <p>Device Type: Cisco CallManager or Cluster.</p> <p>Event Code: 2049.</p>
CodeYellowStateEntered	<p>Description: Cisco CallManager has entered Code Yellow State (call throttling mode).</p> <p>Trigger: Polling.</p> <p>Severity: Critical.</p> <p>Device Type: Cisco CallManager or Cluster.</p> <p>Event Code: 2048.</p>
ComponentDown	<p>Description: Component within IPCC is down.</p> <p>Trigger: Polling.</p> <p>Severity: Critical.</p> <p>Device Type: Media Server.</p> <p>Event Code: 2039</p>

Table D-1 Events that Operations Manager Supports (continued)

Event	Description, Cause, Severity and Event Code
CriticalServiceQualityIssue	<p>Description: Operations Manager has received a MOS violation trap from Service Monitor and MOS has fallen below the value set on the Event Settings page. See Configuring Service Quality Event Settings, page 19-9.</p> <p>Trigger: Event settings. See Configuring Service Quality Event Settings, page 19-9.</p> <p>Severity: Critical.</p> <p>Device Type: Service Quality events pertain to the call destination, which might be a device (Voice Gateway) or a phone.</p> <p>Event Code: 8002.</p> <p>Note This event is displayed on the Service Quality Alert Details display. (See Using the Service Quality Alerts Display, page 4-3.) This event can be generated only when you have a licensed copy of Service Monitor.</p>
CUEApplicationStatusChange	<p>Description: An application on Cisco Unity Express has come online or gone offline.</p> <p>Trigger: Processed trap (see Processed SNMP Traps, page B-1).</p> <p>Severity: Warning.</p> <p>Device Type: Router.</p> <p>Event Code: 2063.</p>
CUEBackupFailed	<p>Description: Cisco Unity Express backup failed.</p> <p>Trigger: Processed trap (see Processed SNMP Traps, page B-1).</p> <p>Severity: Critical.</p> <p>Device Type: Router.</p> <p>Event Code: 2068.</p>
CUECCMConnectionLost	<p>Description: Cisco Unity Express has lost connection with Cisco CallManager.</p> <p>Trigger: Processed trap (see Processed SNMP Traps, page B-1).</p> <p>Severity: Critical.</p> <p>Device Type: Router.</p> <p>Event Code: 2066.</p>
CUENTPIssue	<p>Description: Cisco Unity Express is affected by a problem with NTP.</p> <p>Trigger: Processed trap (see Processed SNMP Traps, page B-1).</p> <p>Severity: Warning.</p> <p>Device Type: Router.</p> <p>Event Code: 2069.</p>

Table D-1 Events that Operations Manager Supports (continued)

Event	Description, Cause, Severity and Event Code
CUEResourceExhausted	<p>Description: A Cisco Unity Express resource has been exhausted.</p> <p>Trigger: Processed trap (see Processed SNMP Traps, page B-1).</p> <p>Severity: Critical.</p> <p>Device Type: Router.</p> <p>Event Code: 2067.</p>
CUESecurityIssue	<p>Description: Cisco Unity Express is affected by a problem with security.</p> <p>Trigger: Processed trap (see Processed SNMP Traps, page B-1).</p> <p>Severity: Warning.</p> <p>Device Type: Router.</p> <p>Event Code: 2064.</p>
CUEStorageIssue	<p>Description: Cisco Unity Express is affected by a problem with storage.</p> <p>Trigger: Processed trap (see Processed SNMP Traps, page B-1).</p> <p>Severity: Warning.</p> <p>Device Type: Router.</p> <p>Event Code: 2065.</p>
DataPhysicalDiskDown	<p>Description: Drive down on Cisco CallManager.</p> <p>Trigger: Polling.</p> <p>Severity: Critical.</p> <p>Device Type: Media Server.</p> <p>Event Code: 2061.</p>
DPAPortCallManagerLinkDown	<p>Description: No connectivity between the DPA port and Cisco CallManager.</p> <p>Trigger: Polling.</p> <p>Severity: Critical.</p> <p>Device Type: Voice Mail Gateway.</p> <p>Event Code: 2013.</p>
DPAPortTelephonyLinkDown	<p>Description: No connectivity between the DPA port and Octel voice mail.</p> <p>Trigger: Polling.</p> <p>Severity: Critical.</p> <p>Device Type: Voice Mail Gateway.</p> <p>Event Code: 2014.</p>
Duplicate	<p>Description: Same IP address is configured on multiple managed systems.</p> <p>Trigger: Polling (often during rediscovery).</p> <p>Severity: Critical.</p> <p>Device Type: Host, Hub, Router, Optical Switch, or Switch.</p> <p>Event Code: 1001.</p>

Table D-1 Events that Operations Manager Supports (continued)

Event	Description, Cause, Severity and Event Code
ExceededMaximumUptime	<p>Description: A backup or dial-on-demand port or interface has been in the Up state for too long.</p> <p>Trigger: Exceeded Maximum Up Time threshold.</p> <p>Severity: Warning.</p> <p>Device Type: Router, Optical Switch, or Switch.</p> <p>Event Code: 1002.</p>
ExcessiveFragmentation	<p>Description: System memory is highly fragmented.</p> <p>Trigger: Exceeded Memory Fragmentation Threshold.</p> <p>Severity: Critical.</p> <p>Device Type: Host, Router, Switch, or Optical Switch.</p> <p>Event Code: 1003.</p>
FanDegraded	<p>Description: Fan condition is Degraded.</p> <p>Trigger: Polling, or processed trap (see Processed SNMP Traps, page B-1).</p> <p>Severity: Warning.</p> <p>Device Type: Media Server or Voice Gateway.</p> <p>Event Code: 2015.</p>
FanDown	<p>Description: Fan condition is Down.</p> <p>Trigger: Processed trap (see Processed SNMP Traps, page B-1).</p> <p>Severity: Critical.</p> <p>Device Type: Media Server or Voice Gateway.</p> <p>Event Code: 2016.</p>
Flapping	<p>Description: Port or interface is repeatedly alternating between Up and Down states over a short period of time. Operations Manager issues this event by monitoring the number of link downs received within the link window for a particular network adapter (using the Link threshold and Link Window parameters).</p> <p>Trigger: Exceeded Link Trap Threshold for Link Trap Window; or processed trap (see Processed SNMP Traps, page B-1).</p> <p>Severity: Critical.</p> <p>Device Type: Host, Hub, Router, Optical Switch, or Switch.</p> <p>Event Code: 1004.</p>
GatekeeperLostContact WithCluster	<p>Description: Voice gatekeeper lost registration with a Cisco CallManager cluster.</p> <p>Trigger: Polling.</p> <p>Severity: Critical.</p> <p>Device Type: Gatekeeper.</p> <p>Event Code: 2017.</p>

Table D-1 Events that Operations Manager Supports (continued)

Event	Description, Cause, Severity and Event Code
GatewayLostContact WithCluster	<p>Description: Voice gateway lost registration with a Cisco CallManager cluster.</p> <p>Trigger: Polling.</p> <p>Severity: Critical.</p> <p>Device Type: Digital Voice Gateway or Voice Gateway.</p> <p>Event Code: 2018.</p>
HardwareConferenceOutOfResources	<p>Description: Hardware conference bridge registered with Cisco CallManager is out of resources.</p> <p>Trigger: Polling.</p> <p>Severity: Critical.</p> <p>Device Type: Media Server.</p> <p>Event Code: 2056.</p>
HeartBeatThresholdExceeded	<p>Description: Cisco CallManager heartbeat is over the threshold value.</p> <p>Trigger: Polling.</p> <p>Severity: Critical.</p> <p>Device Type: Media Server.</p> <p>Event Code: 2051.</p>
HighAnalogPortUtilization	<p>Description: Percentage utilization of an analog port has exceeded a threshold.</p> <p>Trigger: Exceeded one of these thresholds:</p> <ul style="list-style-type: none"> • FXS Port Utilization Threshold • FXO Port Utilization Threshold • EM Port Utilization Threshold. <p>Note You must enable polling for Voice Utilization Settings to monitor for this event.</p> <p>Severity: Critical.</p> <p>Device Type: Media Server or Voice Gateway.</p> <p>Event Code: 4100.</p>
HighBackplaneUtilization	<p>Description: Utilization of the backplane's bandwidth exceeds the backplane utilization threshold.</p> <p>Trigger: Exceeded Backplane Utilization Threshold.</p> <p>Severity: Critical.</p> <p>Device Type: Host, Router, Switch, or Optical Switch.</p> <p>Event Code: 1005.</p>

Table D-1 Events that Operations Manager Supports (continued)

Event	Description, Cause, Severity and Event Code
HighBroadcastRate	<p>Description: Input packet broadcast percentage exceeds the Broadcast threshold. The input packet broadcast percentage calculates the percentage of total capacity that was used to receive broadcast packets.</p> <p>Trigger: Exceeded Broadcast Threshold.</p> <p>Severity: Critical.</p> <p>Device Type: Host, Router, Switch, or Optical Switch.</p> <p>Event Code: 1006.</p>
HighBufferMissRate	<p>Description: Rate of buffer misses exceeds the Memory Buffer Miss Threshold.</p> <p>Trigger: Exceeded Memory Buffer Miss Threshold.</p> <p>Severity: Critical.</p> <p>Device Type: Host, Router, Switch or Optical Switch.</p> <p>Event Code: 1007.</p>
HighBufferUtilization	<p>Description: Number of buffers used exceeds the Memory Buffer Utilization Threshold.</p> <p>Trigger: Exceeded Memory Buffer Utilization Threshold.</p> <p>Severity: Critical.</p> <p>Device Type: Host, Router, Switch, or Optical Switch.</p> <p>Event Code: 1008.</p>
HighCapacityUtilization	<p>Description: Percentage of voicemail minutes used in Cisco Unity Express exceeds the Capacity Utilization Threshold.</p> <p>Trigger: Exceeded Capacity Utilization Threshold.</p> <p>Severity: Critical.</p> <p>Device Type: Router.</p> <p>Event Code: 2045</p>
HighCollisionRate	<p>Description: Rate of collisions exceeds the Collision Threshold.</p> <p>Trigger: Exceeded Collision Threshold.</p> <p>Severity: Critical.</p> <p>Device Type: Host, Hub, Router, Switch, or Optical Switch.</p> <p>Event Code: 1009.</p>

Table D-1 Events that Operations Manager Supports (continued)

Event	Description, Cause, Severity and Event Code
HighDigitalPortUtilization	<p>Description: Percentage utilization of a digital port has exceeded a threshold.</p> <p>Trigger: Exceeded one of these thresholds:</p> <ul style="list-style-type: none"> • FXS Port Utilization Threshold • FXO Port Utilization Threshold • EM Port Utilization Threshold <p>Note You must enable polling for Voice Utilization Settings to monitor for this event.</p> <p>Severity: Critical.</p> <p>Device Type: Media Server or Voice Gateway.</p> <p>Event Code: 4101.</p>
HighDiscardRate	<p>Description: A HighDiscardRate event occurs when:</p> <ul style="list-style-type: none"> • The input packet queued rate is greater than the minimum packet rate, and the input packet discard percentage is greater than the Discard Threshold. The input packet queued rate is the rate of packets received without error. The input packet discard percentage is calculated by dividing the rate of input packets discarded by the rate of packets received. • The output packet queued rate is greater than the minimum packet rate, and the output packet discard percentage is greater than the Discard Threshold. The output packet queued rate is the rate of packets sent without error. The output packet discard percentage is calculated by dividing the rate of output packets discarded by the rate of packets sent. <p>Trigger: Exceeded Discard Threshold.</p> <p>Severity: Critical.</p> <p>Device Type: Host, Hub, Router, Switch, or Optical Switch.</p> <p>Event Code: 1010.</p>
HighErrorRate	<p>Description: A HighErrorRate event occurs for input or output packets when both of the following thresholds are exceeded:</p> <ul style="list-style-type: none"> • Error Threshold—Percentage of packets in error • Error Traffic Threshold—Percentage of bandwidth in use <p>Trigger: Exceeded Error Threshold and equaled or exceeded Error Traffic Threshold.</p> <p>Severity: Critical.</p> <p>Device Type: Host, Hub, Router, Switch, or Optical Switch.</p> <p>Event Code: 1011.</p>

Table D-1 Events that Operations Manager Supports (continued)

Event	Description, Cause, Severity and Event Code
HighPortUtilization	<p>Description: Percentage of port utilization exceeds a threshold.</p> <p>Note You must enable polling for Voice Utilization Settings to monitor for this event.</p> <p>Trigger: Exceeded one of these thresholds:</p> <ul style="list-style-type: none"> • Voice Mail Port Utilization Threshold • PBX Port Utilization Threshold • Active InBound Ports Threshold • Active OutBound Ports Threshold <p>Severity: Critical.</p> <p>Device Type: Media Server or Voice Mail Gateway.</p> <p>Event Code: 4102.</p>
HighQueueDropRate	<p>Description: Number of packets discarded due to input or output queue overflow exceeding the Queue Drop Threshold. The input (or output) queue overflow is derived by dividing the number of packets designated to be sent (or received) that were discarded due to queue overflow, by the total number of packets in the queue.</p> <p>Trigger: Exceeded Queue Drop Threshold.</p> <p>Severity: Critical.</p> <p>Device Type: Host, Hub, Router, Switch, or Optical Switch.</p> <p>Event Code: 1012.</p>
HighResourceUtilization	<p>Description: A hardware resource threshold has been exceeded.</p> <p>Trigger: Exceeded one of these thresholds:</p> <ul style="list-style-type: none"> • MOH Multicast Resources Active Threshold • MOH Unicast Resources Active Threshold • MTP Resources Active Threshold • Transcoder Conference Resources Active Threshold • Hardware Conference Resources Active Threshold • Software Conference Resources Active Threshold <p>Note You must enable polling for Voice Utilization Settings to monitor for this event.</p> <p>Severity: Warning.</p> <p>Device Type: Cisco CallManager or Cluster, Gatekeeper, Media Server, Router, or Voice Gateway.</p> <p>Event Code: 4103</p>

Table D-1 Events that Operations Manager Supports (continued)

Event	Description, Cause, Severity and Event Code
HighUtilization	<p>Description: Current utilization exceeds the utilization threshold configured for this network adapter or processor.</p> <p>Trigger: Exceeded one of these thresholds:</p> <ul style="list-style-type: none"> • Utilization Threshold • Processor Utilization Threshold <p>Severity: Critical.</p> <p>Device Type: Host, Media Server, Router, Switch, Optical Switch, or Voice Gateway.</p> <p>Event Code: 1013.</p>
IdeAtaDiskDown	<p>Description: IDE/ATA drive down on Cisco CallManager.</p> <p>Trigger: Polling.</p> <p>Severity: Critical.</p> <p>Device Type: Media Server.</p> <p>Event Code: 2062.</p>
InformAlarm	<p>Description: An informational pass-through trap was generated.</p> <p>Trigger: Pass-through trap. See Pass-Through SNMP Unidentified Traps, page B-4.</p> <p>Severity: Informational.</p> <p>Event Code: 1014.</p>
InsufficientFreeHardDisk	<p>Description: Free disk space is low.</p> <p>Trigger: Exceeded Free Hard Disk Threshold.</p> <p>Severity: Critical.</p> <p>Event Code: 2020.</p> <p>Device Type: Media Server.</p> <p>Also see <code>InsufficientFreeMemory</code>, <code>InsufficientFreePhysicalMemory</code>, <code>InsufficientFreeVirtualMemory</code>.</p>
InsufficientFreeMemory	<p>Description: System is running out of memory resources. Also reported if there has been a failure to allocate a buffer due to lack of memory.</p> <p>Trigger: Exceeded Free Memory Threshold.</p> <p>Severity: Critical.</p> <p>Device Type: Host, Media Server, Router, Switch, or Optical Switch.</p> <p>Event Code: 1015.</p> <p>Also see <code>InsufficientFreeHardDisk</code>, <code>InsufficientFreePhysicalMemory</code>, <code>InsufficientFreeVirtualMemory</code>.</p>

Table D-1 Events that Operations Manager Supports (continued)

Event	Description, Cause, Severity and Event Code
InsufficientFreePhysicalMemory	<p>Description: System is running out of physical memory resources.</p> <p>Trigger: Exceeded Free Physical Memory Threshold.</p> <p>Severity: Critical.</p> <p>Device Type: Voice Gateway.</p> <p>Event Code: 2021.</p> <p>Also see InsufficientFreeHardDisk, InsufficientFreeMemory, InsufficientFreeVirtualMemory.</p>
InsufficientFreeVirtualMemory	<p>Description: System is running out of virtual memory resources.</p> <p>Trigger: Exceeded Free Virtual Memory Threshold.</p> <p>Severity: Critical.</p> <p>Event Code: 2022.</p> <p>Device Type: Media Server.</p> <p>Also see InsufficientFreeHardDisk, InsufficientFreeMemory, InsufficientFreePhysicalMemory.</p>
InterfaceOperationallyDown	<p>Description: Interface is nonoperational.</p> <p>Trigger: Polling.</p> <p>Severity: Critical.</p> <p>Device Type: Digital Voice Gateway, Media Server, or Voice Gateway.</p> <p>Event Code: 2023.</p> <p>Also see OperationallyDown.</p>
IPCCNotification	<p>Description: IPCC sent a notification.</p> <p>Trigger: Processed trap (see Processed SNMP Traps, page B-1).</p> <p>Severity: Warning.</p> <p>Device Type: Media Server.</p> <p>Event Code: 2070.</p>
JitterDS_ThresholdExceeded	<p>Description: Jitter exceeds the node-to-node test threshold.</p> <p>Trigger: Node-to-node test.</p> <p>Severity: Warning.</p> <p>Device Type: Router or Switch.</p> <p>Event Code: 4008.</p> <p>For more information, see Using Node-To-Node Tests, page 10-1.</p>

Table D-1 Events that Operations Manager Supports (continued)

Event	Description, Cause, Severity and Event Code
JitterSD_ThresholdExceeded	<p>Description: Jitter exceeds the node-to-node test threshold.</p> <p>Trigger: Node-to-node test.</p> <p>Severity: Warning.</p> <p>Device Type: Router or Switch.</p> <p>Event Code: 4007.</p> <p>For more information, see Using Node-To-Node Tests, page 10-1.</p>
LostContactWithCluster	<p>Description: Voice gateway, voice gatekeeper, voice port, or voice interface lost registration with a Cisco CallManager cluster.</p> <p>Trigger: Polling.</p> <p>Severity: Critical.</p> <p>Device Type: Voice Gateway (voice port, voice interface), Voice Mail Gateway (voice port), Digital Voice Gateway, Gatekeeper.</p> <p>Event Code: 2035.</p>
MajorAlarm	<p>Description: Critical pass-through trap was generated.</p> <p>Trigger: Pass-through trap. See Pass-Through SNMP Unidentified Traps, page B-4.</p> <p>Severity: Informational.</p> <p>Event Code: 1016.</p>
MinorAlarm	<p>Description: Significant pass-through trap was generated.</p> <p>Trigger: Pass-through trap. See Pass-Through SNMP Unidentified Traps, page B-4.</p> <p>Severity: Informational.</p> <p>Event Code: 1017.</p>
MOHConnectionLost	<p>Description: Cisco CallManager music on hold connection lost.</p> <p>Trigger: Polling.</p> <p>Severity: Critical.</p> <p>Device Type: Media Server.</p> <p>Event Code: 2054.</p>
MOHOutOfResource	<p>Description: Cisco CallManager out of music on hold resources.</p> <p>Trigger: Polling.</p> <p>Severity: Critical.</p> <p>Device Type: Media Server.</p> <p>Event Code: 2052.</p>

Table D-1 Events that Operations Manager Supports (continued)

Event	Description, Cause, Severity and Event Code
MTPOutOfResource	<p>Description: Cisco CallManager out of media termination point resources.</p> <p>Trigger: Polling.</p> <p>Severity: Critical.</p> <p>Device Type: Media Server.</p> <p>Event Code: 2053.</p>
MultipleServiceQualityIssue	<p>Description: Operations Manager has generated a user-defined number of Service Quality Issue events in a user-defined number of minutes.</p> <p>Trigger: Event settings. See Configuring Service Quality Event Settings, page 19-9.</p> <p>Severity: Critical.</p> <p>Device Type: Service Quality events pertain to the call destination, which might be a device (Voice Gateway) or a phone.</p> <p>Event Code: 8003.</p> <p>Note When this event occurs, Multiple Service Quality Issues is displayed in the status bar on the Service Quality Alert Details display. (See Using the Service Quality Alerts Display, page 4-3.) This event can be generated only when you have a licensed copy of Service Monitor.</p>
MWIOnTimeExceeded	<p>Description: MWIOnTime value exceeded the threshold.</p> <p>Trigger: Exceeded MWI on time threshold.</p> <p>Severity: Warning.</p> <p>Device Type: Media Server.</p> <p>Event Code: 2024.</p>
NicDown	<p>Description: Network interface card down on an IPCC.</p> <p>Trigger: Polling.</p> <p>Severity: Critical.</p> <p>Device Type: Media Server.</p> <p>Event Code: 2040.</p>
NodeToNodeTestFailed	<p>Description: A node-to-node test failed.</p> <p>Trigger: Node-to-node tests</p> <p>Severity: Warning.</p> <p>Device Type: Router or Switch.</p> <p>Event Code: 4000.</p>

Table D-1 Events that Operations Manager Supports (continued)

Event	Description, Cause, Severity and Event Code
OperationallyDown	<p>Description: Interface—Card or network adapter’s operational state is not normal. System Hardware—Disk’s operational state is not normal.</p> <p>Trigger: Polling, or processed trap (see Processed SNMP Traps, page B-1).</p> <p>Note For interfaces, Operations Manager will only generate an OperationallyDown clear event if the card is reinserted into the same slot, and if the module index is the same before and after the card is reinserted.</p> <p>Severity: Critical.</p> <p>Device Type: Host, Hub, Router, Switch, or Optical Switch.</p> <p>Event Code: 1018.</p> <p>Also see CardDown, InterfaceOperationallyDown, VoiceCardDown.</p>
OutboundBusyAttemptsThresholdExceeded	<p>Description: Outbound busy attempts exceeded on Cisco CallManager.</p> <p>Trigger: Polling.</p> <p>Severity: Critical.</p> <p>Device Type: Media Server.</p> <p>Event Code: 2058.</p>
OutOfRange	<p>Description: Device temperature or voltage is outside the normal operating range. When an OutofRange event is generated, you will normally also see fan, power supply, or temperature events.</p> <p>Trigger: Exceeded one of these thresholds:</p> <ul style="list-style-type: none"> • Relative temperature threshold • Relative voltage threshold <p>Severity: Critical.</p> <p>Device Type: Host, Router, Switch, or Optical Switch.</p> <p>Event Code: 1019.</p>
PacketLossDS_ThresholdExceeded	<p>Description: Packet loss exceeds the node-to-node test threshold.</p> <p>Trigger: Node-to-node test.</p> <p>Severity: Warning.</p> <p>Device Type: Router or Switch.</p> <p>Event Code: 4006.</p> <p>For more information, see Using Node-To-Node Tests, page 10-1.</p>
PacketLossSD_ThresholdExceeded	<p>Description: Packet loss exceeds the node-to-node test threshold.</p> <p>Trigger: Node-to-node test.</p> <p>Severity: Warning.</p> <p>Device Type: Router or Switch.</p> <p>Event Code: 4005.</p> <p>For more information, see Using Node-To-Node Tests, page 10-1.</p>

Table D-1 Events that Operations Manager Supports (continued)

Event	Description, Cause, Severity and Event Code
PhoneReachabilityTestFailed	<p>Description: Operations Manager cannot reach an IP phone. The IP phone has not responded to three or more successive pings from Operations Manager or the IP SLA device.</p> <p>Trigger: Polling.</p> <p>Severity: Critical.</p> <p>Device Type: IP Phone.</p> <p>Event Code: 9002.</p>
PhoneRemoved	<p>Description: IP phone lost network connection to the switch.</p> <p>Trigger: Polling (normally during rediscovery).</p> <p>Severity: Warning.</p> <p>Device Type: Phone Access Switch or Voice Gateway.</p> <p>Event Code: 2025.</p> <p>Note This event triggers activity on the Phone Activities monitoring dashboard.</p>
PimDown	<p>Description: IPCC Peripheral Interface Manager (PIM) down.</p> <p>Trigger: Polling.</p> <p>Severity: Critical.</p> <p>Device Type: Media Server.</p> <p>Event Code: 2041.</p>
PortLostContactWithCluster	<p>Description: Voice port lost registration with a Cisco CallManager cluster.</p> <p>Trigger: Polling.</p> <p>Severity: Critical.</p> <p>Device Type: Voice gateway.</p> <p>Event Code: 2034.</p>
PortsOutOfServiceThresholdExceeded	<p>Description: Port on Cisco CallManager out of service.</p> <p>Trigger: Polling.</p> <p>Severity: Critical.</p> <p>Device Type: Media Server.</p> <p>Event Code: 2050.</p>
PowerSupplyDegraded	<p>Description: Power supply state is Degraded.</p> <p>Trigger: Polling.</p> <p>Severity: Warning.</p> <p>Device Type: Media Server or Voice Gateway.</p> <p>Event Code: 2026.</p>

Table D-1 Events that Operations Manager Supports (continued)

Event	Description, Cause, Severity and Event Code
PowerSupplyDown	<p>Description: Power supply state is Down.</p> <p>Trigger: Trap.</p> <p>Severity: Critical.</p> <p>Device Type: Media Server or Voice Gateway.</p> <p>Event Code: 2027.</p>
QualityDroppedBelowThreshold	<p>Description: Quality has fallen below the node-to-node test threshold.</p> <p>Trigger: Node-to-node test.</p> <p>Severity: Warning.</p> <p>Device Type: Router or Switch.</p> <p>Event Code: 4009.</p> <p>For more information, see Using Node-To-Node Tests, page 10-1.</p>
RegistrationResponseTime_Threshold Exceeded	<p>Description: Registration response time exceeds the node-to-node test threshold.</p> <p>Trigger: Node-to-node test.</p> <p>Severity: Warning.</p> <p>Device Type: Router or Switch.</p> <p>Event Code: 4003.</p> <p>For more information, see Using Node-To-Node Tests, page 10-1.</p>
RepeatedRestarts	<p>Description: System repeatedly restarts over a short period of time. Operations Manager issues this event by monitoring the number of system cold and warm starts received within the restart window (using the Restart threshold and the RestartWindow parameters).</p> <p>Trigger: Exceeded Restart Trap Threshold for Restart Trap Window; or processed trap (see Processed SNMP Traps, page B-1).</p> <p>Severity: Critical.</p> <p>Device Type: Host, Hub, Router, Switch, or Optical Switch.</p> <p>Event Code: 1020.</p>
Resumed	<p>Description: Operations Manager resumes monitoring for a device or component that had previously been suspended from monitoring.</p> <p>Trigger: User clicks Resume on the Detailed Device View for a device or component that was previously suspended from monitoring. Additionally, a user applies changes.</p> <p>Severity: Critical.</p> <p>Device Type: Any.</p> <p>Event Code: 1024.</p> <p>For more information, see Suspending/Resuming Devices, page 3-23, Suspending/Resuming a Device Component, page 3-24, and Applying Changes, page 17-53.</p>

Table D-1 Events that Operations Manager Supports (continued)

Event	Description, Cause, Severity and Event Code
RingBackResponseTime_Threshold Exceeded	<p>Description: Ring-back response time exceeds the node-to-node test threshold.</p> <p>Trigger: Node-to-node test.</p> <p>Severity: Warning.</p> <p>Device Type: Router or Switch.</p> <p>Event Code: 4002.</p> <p>For more information, see Using Node-To-Node Tests, page 10-1.</p>
RoundTripResponseTime_Threshold Exceeded	<p>Description: Round trip response time fallen below the node-to-node test threshold.</p> <p>Trigger: Node-to-node test.</p> <p>Severity: Warning.</p> <p>Device Type: Router or Switch.</p> <p>Event Code: 4001.</p> <p>For more information, see Using Node-To-Node Tests, page 10-1.</p>
SCSIDriveDown	<p>Description: SCSI drive down on Cisco CallManager.</p> <p>Trigger: Polling.</p> <p>Severity: Critical.</p> <p>Device Type: Media Server.</p> <p>Event Code: 2060.</p>
ServiceDown	<p>Description: Service can run but is not running, due to some problem in the service or device.</p> <p>Trigger: Polling.</p> <p>Severity: Critical.</p> <p>Device Type: Media Server.</p> <p>Event Code: 2019.</p>
ServicePartiallyRunning	<p>Description: The service can run but is waiting, due to some problem in the service or device (for example, lack of CPU resources).</p> <p>Trigger: Polling.</p> <p>Severity: Warning.</p> <p>Device Type: Media Server.</p> <p>Event Code: 2007.</p> <p>Also see ApplicationDown.</p>

Table D-1 Events that Operations Manager Supports (continued)

Event	Description, Cause, Severity and Event Code
ServiceQualityIssue	<p>Description: Operations Manager has received a MOS violation trap from Service Monitor. This indicates that MOS has dropped below a threshold that is set in Service Monitor.</p> <p>Trigger: Processed trap (see Processed SNMP Traps, page B-1).</p> <p>Severity: Critical.</p> <p>Device Type: Service Quality events pertain to the call destination, which might be a device (Voice Gateway) or a phone.</p> <p>Event Code: 8001.</p> <p>Note This event is displayed on the Service Quality Alert Details display. (See Using the Service Quality Alerts Display, page 4-3.) This event can be generated only when you have a licensed copy of Service Monitor.</p>
SoftwareConferenceOutOfResources	<p>Description: Software conference bridge registered with Cisco CallManager is out of resources.</p> <p>Trigger: Polling.</p> <p>Severity: Critical.</p> <p>Device Type: Media Server.</p> <p>Event Code: 2057.</p>
SRSTEntered	<p>Description: An IP telephony router is functioning in Survivable Remote Site Telephony (SRST) mode, performing call management for phones in place of the central Cisco CallManager. The event is generated when a WAN link is down, preventing IP phone TCP keepalive messages from reaching the Cisco CallManager.</p> <p>Trigger: Polling (also see Table 18-1 on page 18-3).</p> <p>Severity: Critical.</p> <p>Device Type: Router, Switch, or Optical Switch.</p> <p>Event Code: 9000</p> <p>Note This event triggers activity on the Phone Activities monitoring dashboard.</p>
SRSTRouterFailure	<p>Description: A catastrophic failure occurred on an SRST router.</p> <p>Trigger: Processed trap (see Processed SNMP Traps, page B-1).</p> <p>Severity: Warning.</p> <p>Device Type: Router or VoiceGateway.</p> <p>Event Code: 2071.</p>

Table D-1 Events that Operations Manager Supports (continued)

Event	Description, Cause, Severity and Event Code
SRSTSuspected	<p>Description: IP Phone Information Facility reports that all phones associated with the SRST router are unregistered, but the WAN link between phones and the central Cisco CallManager is up.</p> <p>Trigger: Polling.</p> <p>Severity: Warning.</p> <p>Device Type: Router, Switch, or Optical Switch.</p> <p>Event Code: 9001</p> <p>Note This event triggers activity on the Phone Activities monitoring dashboard.</p>
StateNotNormal	<p>Description: A fan, power supply, temperature sensor, or voltage sensor is not acting normally. When an OutofRange event is generated, you will also see a fan, power supply, or temperature event.</p> <p>Trigger: Polling.</p> <p>Severity: Critical.</p> <p>Device Type: Host, Hub, Router, Switch, or Optical Switch.</p> <p>Event Code: 1021.</p>
Suspended	<p>Description: Operations Manager suspends monitoring of a device or component.</p> <p>Trigger: User clicks Suspend on the Detailed Device View for a device or component.</p> <p>Severity: Critical.</p> <p>Device Type: Any.</p> <p>Event Code: 1024.</p> <p>For more information, see Suspending/Resuming Devices, page 3-23 and Suspending/Resuming a Device Component, page 3-24.</p>
SyntheticTestFailed	<p>Description: Individual synthetic test failed on an application.</p> <p>Trigger: Polling.</p> <p>Severity: Critical.</p> <p>Device Type: Media Server.</p> <p>Event Code: 2011.</p>
SyntheticTestsNotRun	<p>Description: Synthetic test has not been run for over 10 minutes. Might be due to low CPU resources on server.</p> <p>Trigger: Event sent by STServer. (Appears in the Unidentified Trap bucket, as described in Other Unidentified Traps and Events, page B-6.)</p> <p>Severity: Informational.</p> <p>Event Code: 2012.</p>

Table D-1 Events that Operations Manager Supports (continued)

Event	Description, Cause, Severity and Event Code
TemperatureHigh	<p>Description: Operating temperature exceeds the threshold.</p> <p>Trigger: Exceeded Relative Temperature Threshold.</p> <p>Severity: Critical.</p> <p>Device Type: Media Server, Router, or Switch.</p> <p>Event Code: 2029.</p> <p>Also see OutofRange.</p>
TemperatureSensorDegraded	<p>Description: Temperature sensor reports abnormal temperature measurements and reports its condition as Degraded.</p> <p>Trigger: Polling, or processed trap (see Processed SNMP Traps, page B-1).</p> <p>Severity: Warning.</p> <p>Device Type: Media Server or Voice Gateway.</p> <p>Event Code: 2030.</p>
TemperatureSensorDown	<p>Description: Temperature sensor reports abnormal temperature measurements and reports its condition as Failed.</p> <p>Trigger: Processed trap (see Processed SNMP Traps, page B-1).</p> <p>Severity: Critical.</p> <p>Device Type: Media Server or Voice Gateway.</p> <p>Event Code: 2031.</p>
TooManyFailed ConfidencTests	<p>Description: Numerous synthetic tests have failed.</p> <p>Trigger: Exceeded synthetic test tolerance threshold.</p> <p>Severity: Critical.</p> <p>Device Type: Media Server.</p> <p>Event Code: 2032.</p>
TooManyInboundPortsActive	<p>Description: Percentage of active Cisco Unity inbound ports exceeded threshold.</p> <p>Trigger: Exceeded Active Inbound Ports Threshold.</p> <p>Severity: Critical.</p> <p>Device Type: Media Server.</p> <p>Event Code: 2043.</p>
TooManyOutboundPortsActive	<p>Description: Percentage of active Cisco Unity outbound ports exceeds threshold.</p> <p>Trigger: Exceeded Active Outbound Ports Threshold.</p> <p>Severity: Critical.</p> <p>Device Type: Media Server.</p> <p>Event Code: 2044.</p>

Table D-1 Events that Operations Manager Supports (continued)

Event	Description, Cause, Severity and Event Code
TooManyUnityPortsActive	<p>Description: Percentage of active ports exceeds threshold.</p> <p>Trigger: Exceeded Active Ports Threshold.</p> <p>Severity: Critical.</p> <p>Device Type: Media Server.</p> <p>Event Code: 2042</p>
TotalTimeUsedThresholdExceeded	<p>Description: Total time used in minutes for greetings and messages in all mailboxes exceeds Total Time Used Threshold.</p> <p>Trigger: Exceeded Total Time Used Threshold.</p> <p>Severity: Critical.</p> <p>Device Type: Media Server.</p> <p>Event Code: 2047</p>
TranscoderConferenceOutOfResources	<p>Description: Transcoder registered with Cisco CallManager is out of resources.</p> <p>Trigger: Polling.</p> <p>Severity: Critical.</p> <p>Device Type: Media Server.</p> <p>Event Code: 2055.</p>
Unresponsive	<p>Description: Device does not respond to ICMP or SNMP requests. Probable causes are:</p> <ul style="list-style-type: none"> • On a system: ICMP ping requests and SNMP queries to the device timeout received no response. • On an SNMP Agent: Device ICMP ping requests are successful, but SNMP requests time out with no response. <p>Note A system might also be reported as Unresponsive if the only link (for example, an interface) to the system goes down.</p> <p>Trigger: Polling.</p> <p>Severity: Critical.</p> <p>Device Type: Host, Hub, Router, Switch, Optical Switch, Media Server, Phone Access Switch, Voice Mail Gateway, or Voice Gateway.</p> <p>Event Code: 1022.</p>

Table D-1 Events that Operations Manager Supports (continued)

Event	Description, Cause, Severity and Event Code
VoicePortLostContact WithCluster	<p>Description: Voice port lost registration with a Cisco CallManager cluster.</p> <p>Trigger: Polling.</p> <p>Severity: Critical.</p> <p>Device Type: Voice Gateway or Voice Mail Gateway.</p> <p>Event Code: 2036.</p>
VoicePortOperationallyDown	<p>Description: Voice port's operational state is not normal.</p> <p>Cause: Polling.</p> <p>Severity: Critical.</p> <p>Device Type: Voice Gateway.</p> <p>Event Code: 2037.</p>

