



Using Notifications

IP Communications Operations Manager (Operations Manager) generates alerts in response to events that occur in the IP Telephony environment and the IP fabric. You can view alerts on Operations Manager dashboards, such as the Alerts and Events display. In addition, you can configure notifications to forward information about alerts and events to SNMP trap daemons on other hosts, syslog daemons, and users.

The following topics explain notifications concepts and provide procedures for managing notifications:

- [Understanding Notifications, page 14-1](#)
- [Configuring Event Sets, page 14-4](#)
- [Configuring Notification Criteria, page 14-7](#)
- [Configuring Subscriptions, page 14-12](#)
- [Customizing Events, page 14-18](#)

Understanding Notifications

This topic describes how Operations Manager determines when to send a notification and introduces the concepts that you need to be familiar with to configure notifications.



Note

Notifications monitor events on device roles, not on device components. For a list of supported events and the device roles on which they can occur, see [Appendix D, “Events Processed.”](#)

What Causes Operations Manager to Send Notifications?

For each alert or event, Operations Manager compares the event, devices, severity, and state against subscriptions and sends notification when there is a match. Matches can be determined by user-configured event sets and notification criteria. (The procedure for configuring notification criteria is described in [Configuring Notification Criteria, page 14-7.](#))

Operations Manager assigns one severity to each alert or event and changes the state of an alert or event over time, responding to user input and changes on the device. [Table 14-1 on page 14-2](#) lists values for severity and explains how the state of an alert or event changes over time.

**Note**

You can change event names to names that are more meaningful to you. You can also change the event severity sent in notifications from the Operations Manager default value to a user-defined value. See [Customizing Events, page 14-18](#).

Table 14-1 Alert and Event Severity and Status

Operations Manager categorizes alerts and events by severity and status...	
Severity	Critical Warning Informational
Status	Active—The alert or event is live. Acknowledged—A user has manually acknowledged the alert. A user can acknowledge only active alerts or events. Cleared—The alert or event is no longer active. Note Alerts or events that have been cleared either expire or, if associated with a suspended device, remain in Operations Manager until a user resumes or deletes the device.

What Is a Subscription?

A subscription is a user-defined set of rules for generating and sending notifications. A subscription includes:

- Notification criterion—A named set of reasons to generate a notification.
- Notification type—The type of notification to send: SNMP trap, e-mail, and syslog.
- Notification recipients—Hostnames and ports for system that listen for SNMP traps or syslog messages; or e-mail addresses.
- Daily subscription activity period—The hours during which Operations Manager should use this subscription while monitoring the alerts and events for which to send notifications.

**Note**

For each subscription, you can select whether or not to send URLs that enable the recipient to open Operations Manager directly to the relevant page of information.

What Are Notification Criteria?

Notification criteria define what you want to monitor for the purpose of sending notifications. A notification criterion is a user-defined, named set of devices or phones, and alerts and events of a particular severity and status. You must specify notification criterion to configure a subscription.

Operations Manager supports two types of notification criteria:

- Device-Based Criteria—Includes the following:
 - Devices—The devices or device groups that you want to monitor.

- Event sets—(Optional). One or more groups of events that you want to monitor. See [How Can I Limit Notifications to Those for Specific Events?](#), page 14-4.
- Alert severity and status—One or more alert severity levels and status.
- Event severity and status—One or more event severity levels and status.



Note You can also customize the names and severity of the device-based events displayed by Notifications. See [Customizing Events](#), page 14-18.

- Service Quality-Based Criteria—Includes the following:
 - Phones, endpoints, or probes—Phones, call endpoints, or probes that you want to monitor.
 - Alert severity and status—One or more alert severity levels and status.
 - Event severity and status—One or more event severity levels and status.



Note You cannot customize the names and severity of the Service Quality-based events displayed by Notifications.

Service Quality-based criteria are useful when you have purchased a license for Service Monitor and configured Operations Manager as a trap receiver on Service Monitor. Service Quality-based criteria do not include events sets.

For additional information, please see the following topics:

- [Configuring Event Sets](#), page 14-4
- [Configuring Notification Criteria](#), page 14-7
- [Configuring Subscriptions](#), page 14-12

What Types of Notifications Can I Send?

Operations Manager provides three types of notification: SNMP trap, e-mail, and syslog. When you configure a subscription, you specify one or more types of notification to send and you must also specify recipients for each type of notification.

SNMP Trap Notifications

Operations Manager generates traps with information about the alert and the events that caused it. CISCO-EPM-NOTIFICATION-MIB defines the trap message format. For more information, see [Appendix C, “Notification MIB.”](#)



Note

Using SNMP trap notification is different from forwarding raw traps to another server before they have been processed by Operations Manager. For information about the raw traps that Operations Manager can forward, see [Appendix B, “Pass-Through SNMP Unidentified Traps.”](#)

E-Mail Notifications

Operations Manager generates e-mail messages containing information about the alert and the events that caused it. CISCO-EPM-NOTIFICATION-MIB defines the message, which is included in the e-mail in text format. When you create an e-mail subscription, you can choose whether to include the subject line only or the complete e-mail message.

Syslog Notifications

Operations Manager generates syslog messages that can be forwarded to syslog daemons on remote systems.

Which Systems and Users Can I Notify?

When you configure a subscription, you must specify recipients for each type of notification that you have included in the subscription:

- **SNMP trap**—Send SNMP traps to a port number on which the host can receive traps. Operations Manager defaults to sending SNMP traps to the port 162. However, you can specify a different port.
- **E-Mail**—Send e-mail to one or more addresses.
- **Syslog**—Send syslog messages to a remote system on which the syslog daemon is configured to listen on a specified port. Operations Manager defaults to sending syslog messages to port 514. However, you can specify a different port.

How Can I Limit Notifications to Those for Specific Events?

In some cases, you might want to send notifications for only a subset of the events that Operations Manager monitors. You can set the events that are of interest to you when you define the notification criterion:

- Specify an event set for a device-based notification criterion. You can create as many events sets as you would like.
- Select the events that you want Operations Manager to monitor for Service Quality-based notification criteria. There are few Service Quality-based events and you can select among them when you add or edit Service Quality-based notification criteria.

Configuring Event Sets

Event sets enable you to group the events the you want Operations Manager to monitor for the purpose of sending notifications.

- Step 1** Select **Notifications > Event Sets**. The Event Set page appears. The Event Set page displays the following information:

GUI Element	Description/Action
Check Box column	Select one check box to edit, delete, or view an event set.
Event Set column	Event set name.
Description column	Event set description.
Add button	Click to add an event set. See Adding and Editing an Event Set, page 14-5 .
Edit button	Click to edit an event set. See Adding and Editing an Event Set, page 14-5 .
Delete button	Click to delete an event set.
View button	Click to view an event set. See Viewing an Event Set, page 14-6 .

- Step 2** If you want to create a subscription, first create a notification criterion that uses your event set. See [Configuring Notification Criteria, page 14-7](#).

You can use event sets to:

- Limit the number of events that Operations Manager notification monitors. When you do not use event sets, Operations Manager notification monitors all events to determine whether to send a notification.
- Aggregate the notifications that you want to send to different destinations. For example, you can create separate event sets for each of the following purposes:
 - Limit the amount of e-mail notification sent to specific individuals or departments to only those for certain events.
 - Write all occurrences of particular events to syslog.
 - Send SNMP traps when certain events occur.

When you create device-based notification criteria, you must include an event set as one of the criteria. The default event set, `All_Events`, includes all events.

For additional information, please see the following topic:

- [Events Processed, page D-1](#)

Adding and Editing an Event Set

- Step 1** Select **Notifications > Event Sets**. The Event Set page appears, displaying the information in the following table.

GUI Element	Description/Action
Event Set column	Event set name.
Description column	Event set description.

Step 2 Do one of the following:

- a. Click **Add**
- b. Select a check box for an event set and click **Edit**.

Depending on your selection, the **Add Event Set** or **Edit Event Set** page appears.

Step 3 Edit the information on the page, described in the following table.

GUI Element	Description/Action
Event Set Name field	Event set name—Enter or edit the event set name. Note If you are editing an event set, this is not an editable field.
Event Set Description field	Event set description—Optional. Enter a description.
Events table	
Number column	Numbers events serially from one.
Check box column	Select to add an event to the event set. Deselect to remove the event from the event set.
Event column	Event description. Note Operations Manager-defined event descriptions—as documented in Events Processed, page D-1 —are displayed, <i>not</i> customized event descriptions.

Step 4 Click **OK** to save your changes.

For additional information, please see the following topic:

- [Events Processed, page D-1](#)

Viewing an Event Set

Step 1 Select **Notifications > Event Sets**. The Event Set page appears, displaying the information in the following table.

GUI Element	Description/Action
Event Set column	Event set name.
Description column	Event set description.

Step 2 Select the check box for an event set and click **View**. The Event Set Summary dialog box appears, displaying the following information:

- Event Set Name—User-supplied name.
- Event Set Description—User-supplied description.
- Selected Events—List of events in the event set.

For additional information, please see the following topic:

- [Events Processed, page D-1](#)

Deleting an Event Set

- Step 1** Select **Notifications > Event Sets**. The Event Set page appears, displaying the information in the following table.

GUI Element	Description
Event Set column	Event set name.
Description column	Event set description.

- Step 2** Select the check box next to each event set that you want to delete.
- Step 3** Click **Delete**. A confirmation dialog box appears.
- Step 4** Click **Yes** to confirm.

For additional information, please see the following topic:

- [Events Processed, page D-1](#)

Configuring Notification Criteria

Notification criteria define what you want to monitor for the purpose of sending notifications. A notification criterion is a required part of any subscription.

- Step 1** Select **Notifications > Notification Criteria**. The Notification Criteria page appears, displaying the information in the following table.

GUI Element	Description/Action
Radio button column	Select one radio button to edit or delete a notification criterion.
Name column	Notification criterion name.
Summary column	Description of the notification criterion.
Add > Device-Based Criterion button	Click to add a device notification criterion. See Adding and Editing Device Notification Criteria, page 14-8 .
Add > Service Quality-Based Criterion button	Click to add a Service Quality notification criterion. See Adding and Editing Service Quality Notification Criteria, page 14-10 . Note A Service Quality-based criterion is useful only if you have purchased a license for Service Monitor.
Edit button	Click to edit a notification criterion. See Adding and Editing Device Notification Criteria, page 14-8 and Adding and Editing Service Quality Notification Criteria, page 14-10 .
Delete button	Click to delete a notification criterion. Note You cannot delete a notification criterion that is being used by a running subscription.

Adding and Editing Device Notification Criteria

Use this procedure to add or edit a device notification criterion.

- Step 1** Select **Notifications > Notification Criteria**.

- Step 2** Do one of the following:

- To add a new criterion, click **Add > Device-Based Criterion**.
- To edit an existing criterion, select a device notification criterion and click **Edit**.

Depending on your selection, the **Add Device-Based Criterion** page or **Edit Device-Based Criterion** page appears.

Step 3 Edit the information on the page, described in the following table.

GUI Element	Description/Action
Device selector pane	<p>Expand device group folders and select check boxes for one or more devices or device groups.</p> <p>Note If you select a device group, the notification criterion will stay up-to-date when devices are added or deleted from Operations Manager <i>only</i> if you also select the Include updates to group membership check box, page 14-10.</p>
Criterion Name field	<p>Enter a name for the notification criterion.</p> <p>Note If you are editing an existing notification criterion, you cannot change this name.</p>
Customer Identification field	<p>Enter any desired identifying information. If you leave this field empty, it is displayed in notifications as follows:</p> <ul style="list-style-type: none"> In e-mail and syslog notifications, it is left blank. In SNMP trap notifications, it is displayed as follows: Customer ID: -
Customer Revision field	<p>Enter any desired identifying information. If you leave this field empty, it is displayed in notifications as follows:</p> <ul style="list-style-type: none"> In e-mail and syslog notifications, it is left blank. In SNMP trap notifications, it is displayed as follows: Customer Revision: *
Alert Severity check boxes	<p>Select none, one, or more of the following:</p> <ul style="list-style-type: none"> Critical. Warning. Informational.
Alert Status check boxes	<p>Select none, one, or more of the following:</p> <ul style="list-style-type: none"> Active. Acknowledged. Cleared.
Event Set Type list box	Select one.
Event Severity check boxes	<p>Select none, one, or more of the following:</p> <ul style="list-style-type: none"> Critical. Warning. Informational.

GUI Element	Description/Action
Event Status check boxes	Select none, one, or more of the following: <ul style="list-style-type: none"> • Active. • Cleared.
Include updates to group membership check box	When selected, if devices are added to or deleted from Operations Manager, the devices are also added to or deleted from the notification criterion. This happens when the notification criterion includes a device group that the devices belong to. Deselect to maintain a static list of devices for any device groups included in the notifications criterion.

Step 4 Click **OK**.

Adding and Editing Service Quality Notification Criteria

Step 1 Select **Notifications > Notification Criteria**.

Step 2 Do one of the following:

- To add a new group, click **Add > Service Quality-Based Criterion**.
- To edit an existing group, select a Service Quality notification criterion and click **Edit**.

Depending on your selection, the **Add Service Quality-Based Criterion** page or **Edit Service Quality-Based Criterion** page appears.

Step 3 Edit the information on the page, described in the following table.

GUI Element	Description/Action
Notification Criterion field	Enter a name for the notification criterion. Note If you are editing an existing notification criterion, you cannot change its name.
Destination fields	(Optional). To generate notifications for alerts and events on call destinations, do the following: <ol style="list-style-type: none"> 1. Select an operator (Is Exactly, Contains, Begins With). 2. Enter an appropriate value: Phone extension or IP address for an endpoint, such as a voice gateway or a phone.
Source fields	(Optional). To generate notifications for alerts and events on call sources, do the following: <ol style="list-style-type: none"> 1. Select an operator (Is Exactly, Contains, Begins With). 2. Enter an appropriate value: Phone extension or IP address for a voice gateway or a phone.

GUI Element	Description/Action
Cisco 1040 ID fields	<p>(Optional). To generate notifications for alerts and events on particular Cisco 1040s, do the following:</p> <ol style="list-style-type: none"> 1. Select an operator (Is Exactly, Contains, Begins With). 2. Enter the ID for a Cisco 1040. These typically start with a letter followed by 3 digits, for example <i>A100</i>.
Phone Model list	<p>(Optional). To generate notifications for alerts and events on particular phone models, enter a comma-separated list of Cisco IP phone models or select them from a list:</p> <ol style="list-style-type: none"> 1. Click the icon to open a selector. 2. Select a phone model from the list. To select more than one phone model, hold down Ctrl while selecting. 3. Click OK.
Alert Severity list	<p>Select one:</p> <ul style="list-style-type: none"> • Critical. • Warning. • Informational. • All.
Alert Status list	<p>Select one:</p> <ul style="list-style-type: none"> • Active. • Acknowledged. • Cleared. • All.
Event Severity list	<p>Select one:</p> <ul style="list-style-type: none"> • Critical. • Warning. • Informational. • All.
Event Status list	<p>Select one:</p> <ul style="list-style-type: none"> • Active. • Acknowledged. • Cleared. • All. <p>For more information about event status, see Using the Service Quality Alert Details Display, page 4-7.</p>

GUI Element	Description/Action
Event Description	Select one: <ul style="list-style-type: none"> • Service Quality Issue. • Critical Service Quality Issue. • Multiple Service Quality Issues. • Cisco 1040 Probe Down. • All. <p>Note For more information about these events, see Events Processed, page D-1.</p>
Cause	Select one: <ul style="list-style-type: none"> • Jitter. • Latency. • All.

Step 4 Click **OK**.

Deleting Device or Service Quality Notification Criteria

Step 1 Select **Notifications > Notification Criteria**. The Notification Criteria page appears, displaying the information in the following table.

GUI Element	Description
Name column	Notification criterion name. Both device-based and notification-based criteria are displayed.
Summary column	Description for the notification criterion.

Step 2 Select the check box next to each notification criterion that you want to delete.

Step 3 Click **Delete**. A confirmation dialog box appears.

Step 4 Click **Yes** to confirm.

Configuring Subscriptions

To access the Subscriptions page, select **Notifications > Subscriptions**. The Subscriptions page displays the following information:

- **Name**—The name of the user-defined request for notification.
- **Notification Criterion**—The name of the notification criterion that is selected for the subscription.

- **Destinations**—The type of notification that will be sent—e-mail, SNMP trap, or syslog message—and the hostnames and e-mail recipients it will be sent to.



Note A destination of *various* means that there are multiple destinations and they cannot all be displayed on the page.

- **Status**—The subscription status; can be either of the following:
 - Active—Operations Manager is using the subscription while monitoring alerts to determine when to send a notification.
 - Suspended—Operations Manager will not use the subscription unless you resume it.

You are completely in control of subscriptions. Operations Manager does not delete subscriptions under any circumstances.

From the Subscriptions page, you can perform the tasks listed in [Table 14-2](#).

Table 14-2 Subscriptions

Task	Sample Usage	Reference
Add	<ul style="list-style-type: none"> • Add a subscription that will send a notification for one device with an alert or event of any severity (critical, warning, or informational) and any status (active, acknowledged, or cleared). • Add a subscription that will send a notification for a device group when an alert is critical (severity) and active (status). • Schedule a subscription to run all the time or only during certain times of day. 	Adding and Editing a Subscription, page 14-14
Edit	<ul style="list-style-type: none"> • View the notification criterion and hosts included in a subscription. • Change the alert or event severity or status that will trigger a notification for a device or device group. • Change the type of phone, call endpoints, or probes for which a notification will be triggered. • Schedule a subscription to run all the time or only during certain times of day. 	Understanding How Editing a Subscription Affects Its Status, page 14-16
Suspend	<ul style="list-style-type: none"> • Temporarily stop sending notifications to a host. • Temporarily stop sending notifications about a device group. <p>Note Overrides scheduled subscription run time.</p>	Suspending a Subscription, page 14-17
Resume	<ul style="list-style-type: none"> • Start sending notifications to a host again. • Start sending notifications about a device group using a previously suspended subscription. <p>Note Overrides scheduled subscription down time.</p>	Resuming a Subscription, page 14-18
Delete	<ul style="list-style-type: none"> • Remove subscriptions that are no longer useful. • Remove redundant subscriptions. 	Deleting a Subscription, page 14-16

Adding and Editing a Subscription

Before You Begin

You must create notification criteria before you can add a subscription. See [Configuring Notification Criteria, page 14-7](#).



Note

Adding and editing a subscription are both multiple-step processes. Your changes are not saved until you click the Finish button on the final page.

Step 1 Select **Notifications > Subscriptions**. The Subscriptions page opens.

Step 2 Do one of the following:

- To add a subscription, click **Add**.
- To edit a subscription, select a subscription and click **Edit**.



Note

You can edit a subscription regardless of its current status. For more information, see [How Can I Limit Notifications to Those for Specific Events?, page 14-4](#).

Depending upon your selection, the **Subscription: Add** or **Subscription: Edit** page is displayed.

Step 3 Edit the information on this page as described in the following table.

GUI Element	Description/Action
Name field	Enter a name for the subscription <i>if</i> you are adding a subscription. Note If you are editing a subscription, this is not an editable field.
Criterion list box	Select a notification criterion. For more information, see Configuring Notification Criteria, page 14-7 .
Active From: To: fields	Select the hours of the day during which you want this subscription to be active: <ul style="list-style-type: none"> • From: HH:MM—Select hour and minute that the subscription becomes active. • To: HH:MM—Select the last hour and minute during which the subscription is active. By default, the values are from 00:00 to 00:00 and the subscription is active for 24 hours. Note Use this field, for example, to send e-mail notifications to a pager during one shift and not during another.
Include Link to Notification Details check box	Select to include URLs in the notification from which users can directly open the relevant page in Operations Manager for more information. Deselect to omit URLs from notifications.

GUI Element	Description/Action
Subscription Type radio buttons	<p>Select one at a time to enter data for each subscription type that you want to include in this subscription:</p> <ul style="list-style-type: none"> • Trap—Enter data in the Trap Subscription Type fields, page 14-15. • E-Mail—Enter data in the E-Mail Subscription Type fields, page 14-15. • Syslog—Enter data in the Syslog Subscription Type fields, page 14-16. <p>Note Operations Manager does not save the data you enter until you click Finish on the Subscription: Summary page. To go to the Subscription: Summary page, click Next.</p>
Trap Subscription Type fields	
Hostname editable column	Enter an IP address or DNS name for the host.
Port editable column	Enter a port number on which the host can receive traps. If the port number is left unspecified (empty), the port defaults to 162.
Comments editable column	(Optional) Enter a comment.
E-Mail Subscription Type fields	
SMTP Server field	<p>Enter a fully qualified DNS name or IP address for a Simple Mail Transfer Protocol (SMTP) server. (The name of the default SMTP server might already be displayed.)</p> <p>Note To select from any nondefault SMTP servers in use by existing subscriptions, click the SMTP Servers button.</p> <p>Note For instructions on how to configure a default SMTP server, see the Setting System-Wide Parameters Using System Preferences, page 19-12.</p>
Sender Address field	Enter the e-mail address that notifications should be sent from. If the sender's e-mail service is hosted on the SMTP server specified, you need enter only the username. You do not need to enter the domain name.
Recipient Address(es) field	<p>Enter one or more e-mail addresses that notifications should be sent to, separating multiple addresses with either a comma or a semicolon.</p> <p>If a recipient's e-mail service is hosted on the SMTP server specified, you need to enter only the username. You do not need to enter the domain name.</p>
Subject Only check box	<p>Select to include only the subject in the e-mail message.</p> <p>Deselect to send a fully detailed e-mail message (default).</p>

GUI Element	Description/Action
Syslog Subscription Type fields	
Facility list	Select a facility from the list (the default is Local Use 0). The Facility field and the event/alert severity are used for the PRI portion of the syslog message, as follows: [Facility*8][Severity] Event/alert severity values are as follows: <ul style="list-style-type: none"> • Critical = 2 • Warning = 4 • Informational = 6
Location field	(Optional) Enter location information (up to 29 characters). This information will be populated in the syslog message.
Hostname editable column	Enter an IP address or DNS name for the host.
Port editable column	Enter a port number on which the syslog daemon is listening. If the port number is left unspecified (empty), the port defaults to 514. Note The syslog daemon on the remote system (hostname) must be configured to listen on a specified port.
Comments editable column	(Optional) A comment.

- Step 4** Click **Next**. The Subscription: Summary page appears, displaying all information entered on the previous page.
- Step 5** Click **Finish**. The subscription information is saved.

Understanding How Editing a Subscription Affects Its Status

Here are some things to keep in mind when you edit a subscription. You can edit a subscription regardless of its status:

- **Suspended**—Editing a suspended subscription automatically resumes it.
- **Running**—Editing a running subscription causes changes to take effect almost immediately after you save them. Thereafter, notifications are sent as specified until you edit, suspend, or delete the subscription.

Deleting a Subscription

Use this procedure to delete any type of subscription: e-mail, SNMP trap, or syslog.

- Step 1** Select **Notifications > Subscriptions**. The Subscriptions page appears, displaying the information described in the following table.

GUI Element	Description
Name column	Subscription name.
Notification Criterion column	Name of the notification criterion that is used in the subscription.
Destinations column	Type of notification—e-mail, SNMP trap, and syslog message—and hostnames and e-mail recipients that notification will be sent to. Note A destination of <i>various</i> indicates multiple destinations, too many to fit on the page.
Status column	Subscription status: <ul style="list-style-type: none"> Active—Operations Manager is filtering alerts and events with this subscription. Suspended—Operations Manager will not filter alerts and events with subscription until you resume it.

- Step 2** Select the check box next to each subscription that you want to delete.
- Step 3** Click **Delete**. A confirmation dialog box appears.
- Step 4** Click **Yes** to confirm.

Suspending a Subscription

After you suspend a subscription, Operations Manager stops using it until you resume it again.



Note

You can suspend a subscription and resume it at any time. You can also schedule a period during the day when you want a subscription to be active. For more information, see [Adding and Editing a Subscription, page 14-14](#).

Use this procedure to suspend any type of subscription: e-mail, SNMP trap, or syslog.

- Step 1** Select **Notifications > Subscriptions**. The Subscriptions page appears.
- Step 2** Select the check box next to each subscription that you want to suspend.
- Step 3** Click **Suspend**. A confirmation dialog box appears.
- Step 4** Click **Yes** to confirm.

Resuming a Subscription

You can resume a subscription only when its status is Suspended. Afterward, the subscription status changes to Running and Operations Manager starts filtering alerts and events based on the subscription to identify alerts for which to send notifications.

Use this procedure to resume a suspended subscription of any type: e-mail, SNMP trap, or syslog.

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- Step 1** Select **Notifications > Subscriptions**. The Subscriptions page appears.
 - Step 2** Select the check box next to each subscription that you want to resume.
 - Step 3** Click **Resume**. A confirmation dialog box appears.
 - Step 4** Click **Yes** to confirm.
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Customizing Events

You can customize event description and event severity for any event that is displayed in Operations Manager.

Where Customized Event Descriptions Are Displayed

When you customize an event description, the new description is reflected in all notifications—e-mail, SNMP traps, and syslog—and on all user interfaces. For example, customized event descriptions are displayed on the Alert Details page and in Alert History and Event History reports.

Where Customized Event Severity Is Displayed

When you customize event severity, it is reflected in all notifications—e-mail, SNMP traps, and syslog. Operations Manager uses only the event severity levels in the following table.

Table 14-3 Event Severity Levels and Values that Operations Manager Uses

Severity Level	Value that Operations Manager Defines	Value That Operations Manager Writes to Notifications	
		E-Mail and SNMP Traps	Syslog Messages
Critical	0	0	2
Warning	1	1	4
Informational	2	2	6

You can specify a customized event severity level between 0 and 7. When generating traps, the severity level you specify for the event is stored in the CISCO-EPM-NOTIFICATION-MIB and is sent in all notifications.

**Note**

When you customize event severity, Operations Manager continues to process the event based on its default severity. Also, severity levels 3 through 7 are undefined in Operations Manager.

You can quickly and easily restore the default name and severity for any and all events.

Customizing Event Description and Severity

**Note**

Default event names are displayed on the Event Customization page. For default event severity, locate the event in [Events Processed, page D-1](#).

Step 1 Select **Notifications > Event Customization**. The Event Customization page appears, displaying the information shown in the following table.

GUI Element	Description/Action
Number column	Numbers events serially from one.
Check box column	Select to customize an event.
Event Code column	Code number for the event. This number cannot be changed and is used to map default names to customized names.
Default Description column	Default description for the event. This description is not editable.
Current Description column	This is an editable field. For more information, see Where Customized Event Descriptions Are Displayed, page 14-18 .
Current Severity column	Select a severity for the event. For more information, see Where Customized Event Severity Is Displayed, page 14-18 . Note For default event severity levels, locate the event in Events Processed, page D-1 .

Step 2 For each event that you want to customize:

- a. Select the check box.
- b. Enter any changes in the following fields:
 - **New Description**—Enter a new description.
 - **New Severity**—Select a new severity level from 0 to 7.

Step 3 Click **OK** to save your changes and apply them.

For additional information, please see the following topics:

- [Getting Alert and Event Details, page 3-8](#)
- [Events Processed, page D-1](#)

Restoring Default Event Descriptions and Severities

- Step 1** Select **Notifications > Event Customization**. The Notification Customization page appears, displaying the information shown in the following table.

GUI Element	Description/Action
Number column	Numbers events serially from one.
Check box column	Select: <ul style="list-style-type: none"> The topmost check box to restore default description and severity to all events. One or more check boxes in rows with events that you want restored to default description and default severity.
Event Code column	Code number for the event. This number cannot be changed and is used to map default names to customized names.
Default Description column	Default description for the event. This description is not editable.
Current Description column	This is an editable field. However, you do not need to enter any changes to restore the default description.
Current Severity column	This is an editable field. However, you do not need to select a value to restore the default severity. <p>Note For default event severity levels, locate the event in Events Processed, page D-1.</p>

- Step 2** Select the check box for all events or select multiple check boxes for the events that you want to restore to default description and severity.
- Step 3** Click **Restore Default Description**.
- Step 4** Apply your changes by clicking **Yes** when the confirmation window appears.

For additional information, please see the following topics:

- [Getting Alert and Event Details, page 3-8](#)
- [Events Processed, page D-1](#)