



Alarm Configuration

This chapter provides procedural information to configure Serviceability Alarms and contains the following topics:

- [Configuring or Updating an Alarm for a Service, page 2-2](#)
- [Applying an Alarm Configuration to all Nodes in a Cluster, page 2-4](#)
- [Alarm Destination Settings, page 2-6](#)
- [Alarm Event Level Settings, page 2-7](#)

Cisco CallManager Serviceability Alarms provides a web-based interface that has two main functions: configure alarms and events and provide alarm message definitions. Both functions assist the system administrator and support personnel in troubleshooting Cisco CallManager problems. You can configure alarms for Cisco CallManager servers that are in a cluster and services for each server, such as Cisco CallManager, Cisco TFTP, and Cisco CTIManager (see the [“Configuring or Updating an Alarm for a Service”](#) section on page 2-2).

You use Alarms to provide runtime status and state of the system and to take corrective action for problem resolution; for example, to determine whether phones are registered and working. Alarms contain information such as explanation and recommended action. Alarm information includes application name, machine name, and cluster name to help you perform troubleshooting for problems that are not on your local Cisco CallManager.

You configure the Alarm interface to send alarm information to multiple destinations, and each destination can have its own alarm event level (from debug to emergency).

You can forward alarms to a Serviceability Trace file. An administrator configures Alarms and Trace parameters and provides the information to a Cisco TAC engineer. You can direct Alarms to the Win2000 Event Log, Syslog, an SDI trace log file, an SDL trace log file (for Cisco CallManager and CTIManager only), or to all destinations. Use Trace to collect and analyze the alarms.

When a service issues an alarm, the alarm interface sends the alarm to the chosen monitors (for example, SDI trace). The monitor forwards the alarm or writes it to its final destination (such as a log file).

**Note**

To log alarms in the SDI trace log file, check two check boxes in Trace configuration and one check box in Alarm configuration: the Trace on check box in Trace configuration, the Enable trace file log check box in Trace configuration, and the SDI alarm destination check box in Alarm configuration.

Configuring or Updating an Alarm for a Service

This section describes how to configure an alarm for any Cisco CallManager service.

**Note**

Java-based applications cannot be configured using the alarm configuration web pages. Use the standard registry editor provided with your operating system to view the alarm configuration and to change registry entries. You can access the registry by running RegEdt32.exe or RegEdit.exe registry editors. Registry entries are described in the following examples:

Goto HKEY_LOCAL_MACHINE\SOFTWARE\Cisco Systems, Inc.\Cisco Java Applications\Monitors\Event Log. Set the Enabled key to a value of 0 to turn off Event Log, or 1 to turn it on.

Goto HKEY_LOCAL_MACHINE\SOFTWARE\Cisco Systems, Inc.\Cisco Java Applications\Monitors\Event Log. Set the Enabled the Severity key to a value between 0 and 7 to set the Alarm Event Level. Refer to the [“Alarm Event Level Settings”](#) section on page 2-7 for event level settings.


If you change the registry entries, then JavaApplications must be restarted in order for the configuration changes to take effect.



Note Cisco recommends that you do not change SNMP Trap and Catalog configurations.

Refer to your online OS documentation for more information on how to use your standard registry editor.

Procedure

- Step 1** From the Cisco CallManager Administration window, choose **Application > Cisco CallManager Serviceability**.
The Cisco CallManager Serviceability window displays.
- Step 2** Choose **Alarm > Configuration**.
- Step 3** From the Servers column, choose the server.
The server you chose displays, and a box with available services for alarms displays.
- Step 4** From the Available Services for Alarm list, choose the service for which you want to configure the alarm.
The service that you chose displays after the Current Service title, along with the current server that you chose. A list of alarm monitors with the event levels displays in the Alarm Configuration window.
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-  **Note** Only the Cisco CallManager and CTIManager services have the check box for Enable Alarm for SDL Trace available.
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- Step 5** Check the check box or boxes for the desired alarm destination as described in [Table 2-1](#).
- Step 6** In the Alarm Event Level selection box, click the Down arrow.
A list with event levels displays.
- Step 7** Click the desired alarm event level as described in [Table 2-2](#).
- Step 8** To save your configuration, click the **Update** button.



Note To set the default, click the **SetDefault** button; then, click **Update**. To apply the current settings for selected services to all nodes in a cluster, check the **Apply to all Nodes** check box.

Related Topics

- [Applying an Alarm Configuration to all Nodes in a Cluster, page 2-4](#)
- [Alarm Destination Settings, page 2-6](#)
- [Alarm Event Level Settings, page 2-7](#)
- “Alarms” section on page 7-1, *Cisco CallManager System Guide*

Applying an Alarm Configuration to all Nodes in a Cluster

This section describes how to apply an alarm configuration for all nodes in a Cisco CallManager cluster.

Procedure

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- Step 1** From the Cisco CallManager Administration window, choose **Application > Cisco CallManager Serviceability**.
- The Cisco CallManager Serviceability window displays.
- Step 2** Choose **Alarm > Configuration**.
- Step 3** From the Servers column, choose the server.
- The server that you chose displays, and a box with available services for alarms displays.
- Step 4** From the Available Services for Alarm list, choose the service for which you want to update the alarm configuration.

The service that you chose displays after the Current Service title, along with the current server that you chose. A list of alarm monitors with the event levels displays in the Alarm Configuration window.



Note Only the Cisco CallManager and CTIManager services have the check box for Enable Alarm for Trace (SDL) available.

- Step 5** Check the check box or boxes for the desired alarm destination as described in [Table 2-1](#).
- Step 6** In the Alarm Event Level selection box, click the Down arrow.
A list with eight event levels displays.
- Step 7** Click the desired alarm event level as described in [Table 2-2](#).
- Step 8** Check the Apply to all Nodes check box.
- Step 9** To save your configuration, click the **Update** button.



Note To set the default, click the **SetDefault** button.

Related Topics

- [Configuring or Updating an Alarm for a Service, page 2-2](#)
- [Alarm Destination Settings, page 2-6](#)
- [Alarm Event Level Settings, page 2-7](#)

Alarm Destination Settings

Table 2-1 describes the alarm destination settings.

Table 2-1 Alarm Destinations

Name	Destination description
Enable Alarm for Event Viewer	Windows 2000 Event Viewer program. The program logs Cisco CallManager errors in the Application Logs within Event Viewer and provides a description of the alarm and a recommended action.
Enable Alarm for SDI Trace	The SDI trace library. Ensure this alarm destination is configured in Trace configuration of Cisco CallManager Serviceability.
Enable Alarm for Syslog	The Syslog file. Check this check box to enable the Syslog messages and configure the Syslog server name. If this destination is enabled and no server name is specified, Cisco CallManager sends Syslog messages to the local host. This box remains unchecked by default.
Enable Alarm for SDL Trace	The SDL trace library. This destination applies only to Cisco CallManager and CTIManager services. Configure this alarm destination using Trace SDL configuration. See the “ Configuring SDL Trace Parameters ” section on page 5-39.

Related Topics

- [Configuring or Updating an Alarm for a Service, page 2-2](#)
- [Applying an Alarm Configuration to all Nodes in a Cluster, page 2-4](#)
- [Alarm Event Level Settings, page 2-7](#)

Alarm Event Level Settings

Table 2-2 describes the alarm event level settings.

Table 2-2 Alarm Event Levels

Name	Description
Emergency	This level designates system as unusable.
Alert	This level indicates that immediate action is needed.
Critical	Cisco CallManager detects a critical condition.
Error	This level signifies an error condition exists.
Warning	This level indicates that a warning condition is detected.
Notice	This level designates normal but significant condition.
Informational	This level designates information messages only.
Debug	This level designates detailed event information used for debugging by Cisco TAC engineers.

Related Topics

- [Configuring or Updating an Alarm for a Service, page 2-2](#)
- [Applying an Alarm Configuration to all Nodes in a Cluster, page 2-4](#)
- [Alarm Destination Settings, page 2-6](#)

