



Alarm Information

This chapter provides information on viewing Serviceability Alarms and contains the following topics:

- [Viewing Alarm Information in Text Format, page 4-1](#)
- [Viewing Alarm Information in XML Format, page 4-2](#)
- [Alarm Definition Example, page 4-4](#)

You view alarm information to determine whether Cisco CallManager problems exist. Use the Event Viewer program to view alarm information that is sent to the Event Log. You can view alarm information sent to the SDI or SDL trace log file in text or XML format. Use Trace to view the SDI or SDL log files in XML format or use a text editor to view the SDI or SDL log files in text format. (Trace supports text format as well.) Use CiscoWorks2000 report viewer to view Syslog messages.

Microsoft Windows 2000 documentation provides detailed information about Event Viewer and Microsoft text editors.

Viewing Alarm Information in Text Format

This section describes the procedure to view alarm information sent to the Microsoft Windows 2000 Event Log.

Procedure

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- Step 1** From the Microsoft Windows menu, choose **Start > Programs > Administrative Tools > Event Viewer**.

The Event Viewer window displays.

Step 2 Choose **Application Log**.

The application log containing Cisco CallManager alarms displays.

Step 3 Double-click the alarm that you want to view.

The Event Properties window displays (see the [“Alarm Definition Example” section on page 4-4](#)).

Step 4 For more information about the alarm, use Alarm Definitions. See the [“Alarm Definition Example” section on page 4-4](#).

Related Topics

- [Viewing Alarm Information in XML Format, page 4-2](#)
- [Alarm Definition Example, page 4-4](#)
- [Chapter 2, “Alarm Configuration”](#)
- [Chapter 3, “Alarm Definitions”](#)

Viewing Alarm Information in XML Format

This section describes the procedure to view alarm information in XML format.

Procedure

Step 1 From the Cisco CallManager Administration window, choose **Application > Cisco CallManager Serviceability**.

The Cisco CallManager Serviceability window displays.

Step 2 Choose **Trace > Collect**.

Step 3 For more information about viewing alarm information in XML format, see [Chapter 6, “Trace Collection Configuration.”](#)

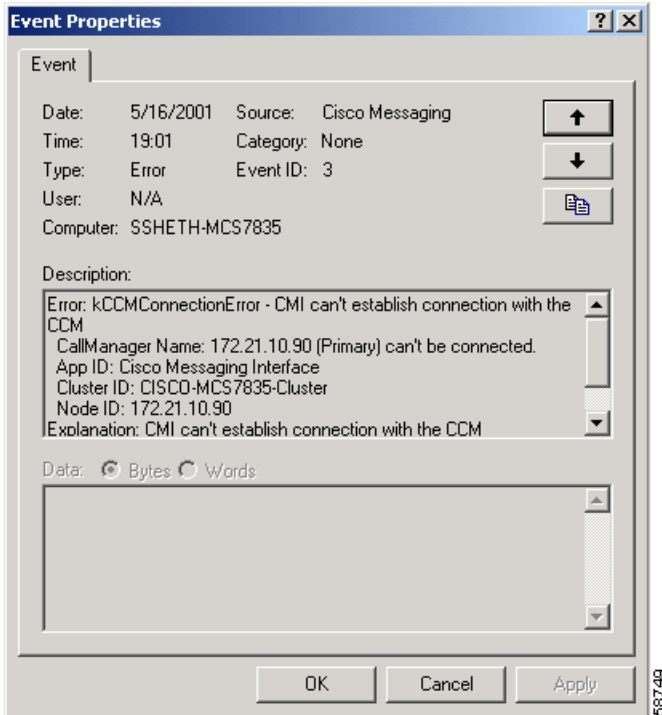
Related Topics

- [Viewing Alarm Information in Text Format, page 4-1](#)
- [Alarm Definition Example, page 4-4](#)
- [Chapter 2, “Alarm Configuration”](#)
- [Chapter 3, “Alarm Definitions”](#)
- [Chapter 6, “Trace Collection Configuration”](#)

Alarm Definition Example

Figure 4-1 illustrates an alarm sent to the Windows 2000 Event Viewer and how that information correlates to Alarm Definitions (Figure 4-2).

Figure 4-1 Event Properties Window



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Figure 4-2 Alarm Definitions Window

Cisco CallManager 3.3 Serviceability -- Microsoft Internet Explorer

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Address <http://10.89.73.70/CCMService/alarmdetails.asp>

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Alarm Trace Tools Application Help

Cisco CallManager Serviceability
For Cisco IP Telephony Solutions

Alarm Details

Status : Ready [Back to Find/List Alarms](#)

Catalog CMIAlarmCatalog

Name kCCMConnectionError

Description No CMI connection with Cisco CallManager.

Severity ERROR_ALARM

Explanation CMI cannot establish connection with Cisco CallManager.

Recommended Action Check the address/status of Cisco CallManager and the network.

Routing List
Event Log
SDI
Sys Log

Parameter(s) CallManager Name(String)

User Defined Text

Done Internet 73716

