



Monitor Alarms

To help you quickly troubleshoot problems, you can easily view policy violations in the Alarms page (**Monitor > Alarms**). The Alarms page allows you to view active alarms, acknowledged alarms, or alarm history.

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Alarm Descriptions

This section contains a list of alarms and linked descriptions. Alarms are triggered when a rule is violated in a policy.

Table 1: Crosswork Cloud Network Insights Alarms

Unexpected AS Prefix	Prefix Withdrawal	Upstream AS Change
AS Origin Violation	ROA Expiry	Valid AS Path Violation
New AS Path Edge	ROA Failure	Peer Down
AS Path Length Violation	ROA Not Found	Advertised Prefix Count
Parent Aggregate Change	DNS Root Prefix Withdrawal	Prohibited IP Prefix
Prefix Advertisement	Subprefix Advertisement	

Table 2: Crosswork Cloud Traffic Analysis Alarms

Gateway Connectivity	Device Connectivity	Interface TX Utilization
Interface RX Utilization	Prefix Utilization	

Table 3: Crosswork Cloud Trust Insights Alarms

Gateway Connectivity	Device SSH Host Key Violation	Mismatched Files
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Device Connectivity	Dossier Collection Failure	Package Validation
Device Certificate Expiring	Expired Device Certificate	Unknown Files
Device Certificate Violation	Hardware Integrity Validation	

View All Alarms

Active alarms are generated when any condition in your policies are met.

To view descriptions of the possible alarms on the Alarms page, see [Alarm Descriptions, on page 1](#).

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- Step 1** In the main window, click **Monitor > Alarms**.
- Step 2** Click one of the following tabs at the top of the **Alarms** page:
- **Active**—Displays a list of all active alarms, which are sorted by priority.
 - **Acknowledged**—Displays a list of all acknowledged alarms, which are sorted by priority.
 - **History**—Displays historic alarms for which you can specify a time range from the **Timeframe** drop-down list. For more information, see [View Alarm History, on page 3](#).
- Step 3** You can sort columns in ascending or descending order. Hover your cursor in any column heading, then click the downward arrow that appears to change the sort order or to enter text on which to filter.
- Step 4** To put the alarm in Acknowledged state, click the box next to an alarm, then click **Acknowledge**.
- Step 5** To temporarily suspend alerts for an alarm, click the box next to an alarm, then click **Snooze**.
- Select the time range for which you want to snooze the alarm, then click **Snooze**. Crosswork Cloud will not send notifications for this alarm for the time period you select.

View Alarm Details

You can view detailed information about a specific alarm.

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- Step 1** From the main menu, click **Monitor > Alarms**.
- Step 2** Click the specific alarm for which you want to see details. The Alarm Details page appears.
- Step 3** Using the buttons located on the top-right corner, you can perform one of the following operations associated with this alarm:
- For Network Insights, click **Remove Prefix/ASN from Policy** to remove the prefix or ASN and the rule that triggered the alarm from the policy. For Traffic Analysis or Trust Insights, click **Edit Policy** to make any changes to the policy.
 - Click **Snooze** to temporarily suspend alerts for the alarm, select the time range for which you want to snooze the alarm, then click **Snooze**. Crosswork Cloud will not send notifications for this alarm for the time period you select.

After you snooze an alarm, the alarm moves from the **Active** alarm page to the **Acknowledged** alarm page. From **Alarms > History** tab, you will see that the alarm state is set to **Snoozed** and shows how long it will remain in that state. To cancel a snoozed alarm, go back to the Alarm details page and click **Unacknowledge**.

- Click **Acknowledge** to put the alarm in Acknowledged state, meaning it is recognized and acknowledged.

After you acknowledge an alarm, the alarm moves from the **Active** alarm page to the **Acknowledged** alarm page.

Step 4 Click on one of the tabs to view additional information about the alarm.


View Alarm History

The Alarm history page displays historic alarms for which you can specify a time range. By default, alarms are sorted by the most recent **Event At** date. The history of an alarm includes every state transition that occurred during its lifecycle. Alarm history records are never altered.

Step 1 From the main menu, click **Monitor > Alarms**.

Step 2 From the **Timeframe** drop-down list, select a time period that you are interested in. The window updates, displaying alert information for the time range you selected.

Step 3 You can filter any columns that display the **Add Filter** text. Click **Add Filter** and enter text on which you want to filter.

Step 4 Under the **Timeframe** drop-down list, click  to do any of the following tasks:

- **Customize Columns**—By default, not all available columns are displayed. Select this option to add, remove, or reorder columns.
- **Export CSV**—Select this option to export all currently loaded rows.

Note Loaded rows are rows that are currently visible and may only be a subset of the total. You can scroll down to load more rows.

- **Save Table Settings**—Select this option to save any customized table settings. This includes any column width resizing, the addition or removal of columns, and any applied filters. After you initially save a table setting, you can later choose to **Remove Table Settings** or **Update Table Settings**.
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