



Set Threshold Rules

This section explains how to customize alarms and events to suit your business needs.

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Threshold Rules

You can configure the devices to generate events when certain parameters cross predefined thresholds. You can perform the settings at **Event Customization > Threshold Rules**.

The threshold rules page contains two tabs—Basic and Advanced. The Basic tab lists the inline events in Cisco Prime Collaboration that you can raise or suppress.

The Advanced tab lists all the available events and also allows you to create custom events. To create custom events: click **Add Event**; select a cluster from the drop-down; enter the required details; and click **Save**.

On clicking the **Custom Threshold** in the Advanced tab, the Add Alert Settings page is displayed. Select the **Device Type**, **Cluster**, and click **Next**. In the Add Threshold Rules tab, enter the required details and click **Save**.

Apart from adding events and thresholds, you can also perform the actions mentioned in the table below:

Actions	Basic	Advanced
Change Severity	Yes Check the box against Name—To select all the events; or check the boxes of the events of your choice and click Change Severity .	Yes Check the box against Name—To select all the events; or check the boxes of the events of your choice and click Change Severity .

Raise or Suppress events	Yes Check the box against Name—To select all the events; or check the boxes of the events of your choice and click Raise or Suppress .	Yes Check the box against Name—To select all the events; or check the boxes of the events of your choice and click Raise or Suppress .
Raise or Suppress thresholds	Yes Expand the event, select threshold, and select Raise , or Suppress from the drop-down.	Yes Expand the event, select threshold, and select Raise , Suppress , or Conditional from the drop-down.
Edit, Reset, and Delete existing thresholds	No You can edit or reset the threshold settings, but cannot delete. To edit or reset the threshold, expand the event, edit the threshold settings, and click Save Changes .	Yes To edit or reset the threshold, expand the event, edit the threshold settings, and click Save Changes . You can delete only the custom thresholds. To delete a threshold, expand the event, select the threshold, and click Delete .
Edit or Delete Events	No	Yes Expand the event, edit the settings, and click Save . You can delete only the custom events. To delete an event, select the check box and click Delete .
Clone for events	No	Yes Click Clone , fill in the details, and click Save . Note You can use the clone option only for CVP and Unified CCE devices. This option is disabled for events of the other device types such as Communication Manager, Media Sense, IM and Presence, Finesse, and so on.

Overview of Voice Call Grade Settings

The voice quality grading is performed based on Severely Conceal Seconds Ratio (SCSR) (%). It helps you to get better call quality measurement throughout the entire call duration than MOS based grading. It also supports various audio codecs especially wide-band codec. For more information on MOS to SCSR(%) change, see [Cisco Prime Collaboration Assurance and Analytics: Grade VoIP Calls for Efficiency and Reliability White Paper](#).

The call is categorized as long call/short call based on duration of call. If the duration of the call is greater than or equal to 20 seconds then it is long call and the duration of the call is less than 20 seconds then it is short call.

You can update the threshold value for long call SCSR (%) and short call SCSR (%). The threshold settings for short call SCSR (%) and long call SCSR (%) are different. The following table details the available call grades:

Call Grade	Explanation
Poor	If the SCSR (%) value of call is greater than threshold value of long call SCSR (%) or short call SCSR (%) then call grade is Poor.
Acceptable	If the SCSR (%) value of call is greater than or equal to threshold value of long call SCSR (%) or short call SCSR (%) then call grade is acceptable.
Good	If the SCSR (%) value of call is less than threshold value of long call SCSR (%) or SCSR (%) then call grade is good.

To configure the threshold settings for long call SCSR (%) or short call SCSR (%), choose **CDR Analysis Settings > Configure Voice Call Grade** and enter the threshold values in the appropriate fields. If you want to reset the threshold values to default settings, click **Reset to Default**.

Add Dynamic Syslogs

Cisco Prime Collaboration enables you to add unsupported syslogs. You must get the exact syslog details from the device before you use the syslog in Cisco Prime Collaboration; for example, you must enter the exact syslog name. The syslog name you enter is taken as the event name.

You can set the severity and the time by which the syslog must be cleared.

We recommend that you do not add:

- Syslogs that are likely to create an excessive load on Cisco Prime Collaboration due to a possible flood of syslogs
- more than 20 syslogs
- special characters like dollar (\$), vertical bar (|), tilde (~) in **Notes for Email**

To add syslogs:

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- Step 1** Choose **Event Customization > Syslog Rules**.
- Step 2** Click **Add**.
The New Syslog Event window is displayed. Enter the following:
- Syslog Name
 - Event Description
 - Event Severity
 - Event Clear Interval
- Step 3** (Optional) Check the **Raise Event for Each Occurrence** check box.
Use this option judiciously. Cisco Prime Collaboration raises an event for each syslog. If syslogs are raised with unique details each time, this is a feasible option.
- Step 4** Click **Save**.
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You can:

- Use the **Edit** option to change the event name, severity, and check or uncheck the **Raise Event for Each Occurrence** check box.
- Customize the syslog name or event severity. To do this, go to the Event Customization page. See the [Set Threshold Rules, on page 1](#) for details.

Example

In this example, Cisco Prime Collaboration raises an alarm for the syslog *12E800E*, triggered from a Cisco Unified Intelligent Contact Management (ICM) Enterprise, when you stop or recycle the Cisco CTI OS server

Enter the following values:

- Syslog Name - 12E800E
- Event Description - ICM Event
- Event Severity - Critical
- Event Clear Interval - 24

This is an example for syslog message, which is raised when an endpoint that has previously registered with Cisco Unified Communications Manager has unregistered:

```
<190>761628: Apr 21 2014 22:11:24.260 UTC : %UC_CALLMANAGER-6-EndPointUnregistered:
%[Device name=SEP44E4D94499EE][Device IP address=10.17.196.34][Protocol=SIP][Device
type=493][Device description=SEP44E4D94499EE - 70012][Reason
Code=8][IPAddressAttributes=0][LastSignalReceived=SIPRegisterInd][CallState=70012-active10][App
ID=Cisco CallManager][Cluster ID=cucm-sj-cluster1][Node ID=cucm-sj-sub1]: An endpoint has unregistered
```

Here, the syslog name is EndPointUnregistered.

Create Custom Events

You can create custom alerts and also include the threshold and alert trigger parameters. See [Custom Event Parameters](#) for details about the parameters.

To create custom alerts:

Step 1 Choose **Event Customization > Threshold Rules**.
You can also add events directly from a custom dashboard that you created.

Step 2 Click **Add Event**.

Step 3 In the New Performance Counter Event page:

- a) Specify the cluster and the server.
- b) Select the counter from the Available Counters drop-down list.
- c) Add a description and the recommended action. This is optional.
- d) Specify the threshold values, duration and frequency, and the schedule for monitoring.
- e) Click **Save**.

Note The threshold rules that are created for any performance counter for a device, are saved in the database. This generates the alarms when the counter value violates any of the threshold conditions defined in the threshold rule. For information on the purge policies, see [Purge Policies](#).

Custom Event Parameters

Table describes the parameters you can specify for the custom alert.

Setting	Description
Threshold	<p>Check the check box and enter the value that applies.</p> <ul style="list-style-type: none"> • Over—Check this check box to configure a maximum threshold that must be met before an alert notification is activated. In the Over value field, enter a value. For example, enter a value that equals the number of calls in progress. • Under—Check this check box to configure a minimum threshold that must be met before an alert notification is activated. In the Under value field, enter a value. For example, enter a value that equals the number of calls in progress. <p>Note Use these check boxes in conjunction with the Frequency and Schedule configuration parameters.</p>
Value	

Setting	Description
	<p>Click the radio button that applies.</p> <ul style="list-style-type: none"> • Absolute—Choose Absolute to display the data at its current status. These counter values are cumulative. • Delta—Choose Delta to display the difference between the current counter value and the previous counter value. • Delta Percentage—Choose Delta Percentage to display the counter performance changes in percentage.
Duration	
<ul style="list-style-type: none"> • Trigger alert only when value constantly... • Trigger immediately 	<ul style="list-style-type: none"> • Trigger alert only when value constantly...—If you want the alert notification only when the value is constantly below or over threshold for a desired number of seconds, click this radio button and enter seconds after which you want the alert to be sent. • Trigger immediately—If you want the alert notification to be sent immediately, click this radio button.
Frequency	
<ul style="list-style-type: none"> • Trigger on every poll • Trigger \diamond events within \diamond minutes 	<p>Click the radio button that applies.</p> <ul style="list-style-type: none"> • Trigger on every poll—If you want the alert notification to activate on every poll when the threshold is met, click this radio button. <p>For example, if the calls in progress continue to go over or under the threshold, the system does not send another alert notification. When the threshold is normal (between 50 and 100 calls in progress), the system deactivates the alert notification; however, if the threshold goes over or under the threshold value again, the system reactivates alert notification.</p> <ul style="list-style-type: none"> • Trigger \diamond events within \diamond minutes—If you want the alert notification to activate at certain intervals, click this radio button and enter the of alerts that you want sent and the number of minutes within which you want them sent.
Schedule	
<ul style="list-style-type: none"> • Trigger immediately (Non-stop monitoring) • Schedule between \diamond to \diamond 	<p>Click the radio button that applies:</p> <ul style="list-style-type: none"> • Trigger immediately (Non-stop monitoring)—If you want the alert to be triggered 24 hours a day, click this radio button. • Schedule between \diamond to \diamond—If you want the alert notification activated within a specific time frame, click the radio button and enter a start time and a stop time. If the check box is checked, enter the start and stop times of the daily task. For example, you can configure the counter to be checked every day from 9:00 am to 5:00 pm or from 9:00 pm to 9:00 am.

System

You can view all the predefined alarms and events of Cisco Prime Collaboration in **Event Customization > System**.

System tab displays the following information:

- **Name**
- **Category**
- **Status**
- **Severity**
- **Default Severity**
- **Notes for Email**

**Note**

You can add additional information about events or alarms in **Notes for Email** and the note should not exceed 1000 characters. You can also edit or delete the note in **Notes for Email** using **Edit** or **Delete** link. When you edit the note, keep minimum of one character in the **Notes for Email**. This additional information is sent as email notification.

We do not recommend you to add special characters like dollar (\$), vertical bar (|), and tilde (~) in **Notes for Email**.

You can perform the following actions:

Actions	Description
Change Severity	Check the box against Name—To select all the events; or check the boxes of the events of your choice and click Change Severity .
Raise or Suppress events	Check the box against Name—To select all the events; or check the boxes of the events of your choice and click Raise or Suppress .

