



## Customize Monitoring Parameters

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## Customize Alarms and Events

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

### System

**For Cisco Prime Collaboration Release 11.1 and later**

and

**For Cisco Prime Collaboration Release 11.5 and later**

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

System tab displays the following information:

- **Name**
- **Category**
- **Status**
- **Severity**
- **Default Severity**
- **For Cisco Prime Collaboration Release 11.1 and later**  
**Custom Rules**
- **For Cisco Prime Collaboration Release 11.5 and later**  
**Exception Indicator**

- **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 <b>Change Severity</b> .
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 <b>Raise</b> or <b>Suppress</b> .

## Threshold Rules

You can configure the devices to generate events when certain parameters cross predefined thresholds.

### For Cisco Prime Collaboration Release 11.5 and later

You can perform the settings at **Alarm & Report Administration > Event Customization > Threshold Rules**.

Based on your mode of deployment, you can view and configure thresholds for:

- Global Call Quality
- Sensor/NAM Call Quality
- CDR Call Quality

For Unified Communication applications, Prime Collaboration does not need to install the RTMT plug-in to poll the device data (for example, memory usage) through RTMT. Prime Collaboration uses the default settings for these events. To configure the threshold settings for specific events, go to **Administration > Alarms & Events Setup > 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**.

### For Cisco Prime Collaboration Release 11.1 and later

You can search for a device from the Cluster or Device drop-down list.

For each of the events listed in both these tabs, you can add or edit custom threshold by expanding the event and clicking **Custom Threshold**. In the Basic tab, you can only create threshold based on the device type selected whereas in the Advanced tab, you can also set threshold rules, such as scheduling alerts, setting frequency, severity, and so on, for the thresholds that you create.

**For Cisco Prime Collaboration Release 11.1 and later**

In both Basic and Advanced tabs, you can add additional information about events 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 an email notification.

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

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 <b>Change Severity</b> .	Yes Check the box against Name—To select all the events; or check the boxes of the events of your choice and click <b>Change Severity</b> .
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 <b>Raise</b> or <b>Suppress</b> .	Yes Check the box against Name—To select all the events; or check the boxes of the events of your choice and click <b>Raise</b> or <b>Suppress</b> .
Raise or Suppress thresholds	Yes Expand the event, select threshold, and select <b>Raise</b> , or <b>Suppress</b> from the drop-down.	Yes Expand the event, select threshold, and select <b>Raise</b> , <b>Suppress</b> , or <b>Conditional</b> 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 <b>Save Changes</b> .	Yes To edit or reset the threshold, expand the event, edit the threshold settings, and click <b>Save Changes</b> . You can delete only the custom thresholds. To delete a threshold, expand the event, select the threshold, and click <b>Delete</b> .

Edit or Delete Events	No	Yes Expand the event, edit the settings, and click <b>Save</b> . You can delete only the custom events. To delete an event, select the check box and click <b>Delete</b> .
Clone for events	No	Yes Click <b>Clone</b> , fill in the details, and click <b>Save</b> . <b>Note</b> 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.

## Configure Polling Parameters

The Cisco Prime Collaboration poller manager supports setting up polling intervals for TelePresence Monitoring Settings.

System Status Polling Interval—Cisco Prime Collaboration collects:

- CPU and memory utilization, and peripheral status for endpoints and multipoint switches, using SNMP and HTTP (HTTPS) for Cisco C and Ex series endpoints.
- CPU and memory data from call and conference controllers.
- Service status from call and conference controllers; and from multipoint switches and application managers, using HTTP (HTTPS).

### For Cisco Prime Collaboration Release 11.1 and earlier

You can set up polling intervals at [Session Path Threshold Settings](#).

## Configure Alarm and Event Notification

For each alarms, Cisco Prime Collaboration compares the alarms, devices, severity, and state against the configured notification groups and sends a notification when there is a match. Matches can be determined by user-configured alarm sets and 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 events of a particular severity and status. You

must specify notification criteria to configure a notification group. Cisco Prime Collaboration supports device-based notification criterion.

You can configure Cisco Prime Collaboration to send notifications for only a subset of the alarms that it monitors. You can set the alarm that are of interest to you when you define the notification criterion by specifying an alarm set for a device-based notification criterion. You can create as many alarm sets as you would like.

## Add an Alarm Set

You can create alarm sets for which you can set up notifications. For a list of supported alarms and events, see [Cisco Prime Collaboration Supported Alarms and Events](#).

To add and edit an Alarm set:

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**Step 1** For Cisco Prime Collaboration Release 11.5 and later

Choose **Alarm & Report Administration > Notification Setup**.

**Step 2** Click **Add** and enter the details.

**Note** When you create an alarm set that has several alarms, you might need to use multiple search criteria. In such situations, you need to use the Advanced Filtering option to enter multiple search criteria using the + icon, with Match selection as Any. Using the Quick Filter might not work as desired.

**Step 3** Click **Save** to save your changes.

To delete an Alarm Set, select the check box and click **Delete**.

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## Add Notification Criterion

To add and edit device notification groups:

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**Step 1** For Cisco Prime Collaboration Release 11.5 and later

Choose **Alarm & Report Administration > Notification Setup**.

**Step 2** In The New Device-Based Criterion wizard add the information in the Define General Information page:**Step 3** Click **Next**.

The Select Devices/Device Groups pane is displayed.

If you check the check box for New devices that will be added to all the groups should automatically be a part of the group, the devices that are added to or deleted from Cisco Prime Collaboration, 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.

Uncheck to maintain a static list of devices for any device groups included in the notifications criterion.

- Step 4** Click **Add**.
- Step 5** In the Select Device/Device Groups page, expand device group folders and check the check boxes for one or more devices or clusters.  
If you select a device group, the notification criterion will stay up-to-date when devices are added or deleted from Cisco Prime Collaboration *only* if you also check the check box. New devices that will be added to all the groups should automatically be a part of the group.
- Step 6** Click **Next**.
- Step 7** In the Set up Destination pane, add the following information:
- Step 8** Click **Next**.
- Step 9** Review the information in the summary, then click **Save**.
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## General Information Field Descriptions

This table describes the fields in the General Information page.

**Table 1: Add General Information**

Graphical User Interface Element	Description
Criterion Name field	Enter a name for the notification criterion.
Alarm Set Type list box	Choose an alarm set.
Alarm Severity check boxes	Check none, one, or more of the following: <ul style="list-style-type: none"> <li>• Critical.</li> <li>• Major</li> <li>• Minor</li> <li>• Warning</li> </ul>
Alarm Status check boxes	Check none, one, or more of the following: <ul style="list-style-type: none"> <li>• Active</li> <li>• Acknowledged</li> <li>• Cleared</li> <li>• User Cleared</li> </ul>

Graphical User Interface Element	Description
OperationInterval	<p>Click the Always radio button to schedules the notification group to always be active.</p> <p>Choose the hours of the day during which you want this notification group to be active:</p> <ul style="list-style-type: none"> <li>• From: HH:MM—Choose hour and minute that the subscription becomes active.</li> <li>• To: HH:MM—Choose the last hour and minute during which the subscription is active.</li> </ul> <p>By default, the values are from 00:00 to 00:00 and the subscription is active for 24 hours.</p> <p>Use this field, for example, to send e-mail notifications during one shift and not during another.</p>

## Set up Destination Field Descriptions

**Table 2: Set Up Destination**

Graphical User Interface Element	Description
Include Link to Notification Details check box	<p>Check to include URLs in the notification from which users can directly open the relevant page in Cisco Prime Collaboration for more information.</p> <p>Uncheck to omit URLs from notifications.</p>
Subscription Type radio buttons	E-Mail—Enter data in the E-Mail Subscription Type fields.
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>To select from any nondefault SMTP servers in use by existing subscriptions, click the SMTP Servers button.</p> <p>For instructions on how to configure a default SMTP server, see the Setting System-Wide Parameters Using System Preferences, page 20-17.</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.

Graphical User Interface Element	Description
Recipient Address(es) field	Enter one or more e-mail addresses that notifications should be sent to, separating multiple addresses with either a comma or a semicolon.  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.
Send Recipient(s) Subject Only check box	Check to include only the subject in the e-mail message. Uncheck to send a fully detailed e-mail message (default).  <b>For Cisco Prime Collaboration Release 11.1 and later</b>  <b>Note</b> You will get an e-mail notification with the subject line in the following format :  <i>[PC-ALERT-CLUSTERNAME] DEVICE IP : EVENTNAME : SEVERITY.</i>  For example: <i>[PC-ALERT-CPCM-Ent-Cluster]50.0.50.230:Gatekeeper Registration Failure:CRITICAL</i>  <i>CLUSTERNAME</i> is included in the subject line for Unified Communications Manager and Cisco VCS only. For all other device types <i>CLUSTERNAME</i> is left empty.  If the <i>DEVICE IP</i> or <i>CLUSTERNAME</i> is not available, it is left empty.

## Create Custom Events

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

To create custom alerts:

### Step 1 For Cisco Prime Collaboration Release 11.5 and later

Choose **Alarm & Report Administration > 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.  
If you have installed Cisco Prime Collaboration in MSP mode, public IP address is displayed when you select the server and counter. However, you cannot create/add a custom event for such nodes if a specific performance counter/device is not added or managed in Cisco Prime Collaboration.  
Also, in the Cluster drop-down list, only those products and clusters which belong to a specific customer (that is selected from the global filter drop-down) are displayed.



- 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 the Purge Policies chapter in [Cisco Prime Collaboration Assurance Guide—Advanced](#).

## Custom Alert 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"> <li>• 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.</li> <li>• 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.</li> </ul> <p><b>Note</b> Use these check boxes in conjunction with the Frequency and Schedule configuration parameters.</p>
Value	
	<p>Click the radio button that applies.</p> <ul style="list-style-type: none"> <li>• Absolute—Choose Absolute to display the data at its current status. These counter values are cumulative.</li> <li>• Delta—Choose Delta to display the difference between the current counter value and the previous counter value.</li> <li>• Delta Percentage—Choose Delta Percentage to display the counter performance changes in percentage.</li> </ul>
Duration	

Setting	Description
<ul style="list-style-type: none"> <li>• Trigger alert only when value constantly...</li> <li>• Trigger immediately</li> </ul>	<ul style="list-style-type: none"> <li>• 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.</li> <li>• Trigger immediately—If you want the alert notification to be sent immediately, click this radio button.</li> </ul>
Frequency	
<ul style="list-style-type: none"> <li>• Trigger on every poll</li> <li>• Trigger <math>\diamond</math> events within <math>\diamond</math> minutes</li> </ul>	<p>Click the radio button that applies.</p> <ul style="list-style-type: none"> <li>• Trigger on every poll—If you want the alert notification to activate on every poll when the threshold is met, click this radio button.</li> </ul> <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"> <li>• Trigger <math>\diamond</math> events within <math>\diamond</math> 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.</li> </ul>
Schedule	
<ul style="list-style-type: none"> <li>• Trigger immediately (Non-stop monitoring)</li> <li>• Schedule between <math>\diamond</math> to <math>\diamond</math></li> </ul>	<p>Click the radio button that applies:</p> <ul style="list-style-type: none"> <li>• Trigger immediately (Non-stop monitoring)—If you want the alert to be triggered 24 hours a day, click this radio button.</li> <li>• Schedule between <math>\diamond</math> to <math>\diamond</math>—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.</li> </ul>