



# CHAPTER 20

## Supported Events and Alarms

Cisco Prime Collaboration Manager monitors syslogs and traps for the endpoints.

- [Table 20-1](#) lists the supported syslogs.
- [Table 20-2](#) lists the supported traps.
- [Table 20-3](#) list the supported alarms.

**Table 20-1** *Supported Syslogs*

Syslogs	Description	Alarm Name
Unreachable	<p>Description: Cisco Prime CM cannot connect to the device.</p> <p>Triggered by: Cisco Prime CM server</p> <p>Severity: Warning</p> <p>Device Type: Cisco TelePresence System, CTS-Manager, CTMS, Cisco Unified CM, routers, and switches.</p> <p>Recommended Action: Check the device connectivity.</p>	Device Access Error
Reachable	<p>Description: Cisco Prime CM can connect to the device.</p> <p>Triggered by: Cisco Prime CM server</p> <p>Severity: Info</p> <p>Device Type: Cisco TelePresence System, CTS-Manager, CTMS, Cisco Unified CM, routers, and switches.</p> <p>Recommended Action: None</p>	—
Call Started	<p>Description: A session started.</p> <p>Triggered by: JTAPI Event</p> <p>Severity: Info</p> <p>Device Type: An endpoint session.</p> <p>Recommended Action: None</p>	—

**Table 20-1 Supported Syslogs (continued)**

Syslogs	Description	Alarm Name
Call Ended	Description: A session ended. Triggered by: JTAPI Event Severity: Info Device Type: An endpoint session. Recommended Action: None	—
TP session terminated	Description: The TelePresence session ended on this endpoint because of an error. Triggered by: Syslog Severity: Critical Device Type: An endpoint session. Recommended Action: Contact network administrator.	Call termination.
Packet loss	Description: Packet loss detected from the Rx endpoint. It has exceeded the defined threshold value (0.2%). Triggered by: Performance polling or ctpcStatNotificaion trap Severity: Major Device Type: An endpoint session. Recommended Action: Contact network administrator.	Call Quality–Packet Loss.
Packet Loss Clear	Description: Packet loss cleared from the Rx endpoint. It is below the defined threshold value. Triggered by: Performance polling or ctpcStatNotificaion trap. Severity: Info Device Type: An endpoint session. Recommended Action: None.	—
Jitter	Description: High jitter detected from the Rx endpoint. It has exceeded the defined threshold (50 milliseconds). Triggered by: Performance polling or ctpcStatNotificaion trap. Severity: Major Device Type: An endpoint session. Recommended Action: Contact network administrator.	Call Quality–Jitter

**Table 20-1** Supported Syslogs (continued)

Syslogs	Description	Alarm Name
Jitter Clear	Description: Detected jitter from the Rx endpoint is less than the defined threshold valued. Triggered by: Performance polling or ctpcStatNotificaion trap. Severity: Info Device Type: An endpoint session Recommended Action: None.	—
Latency	Description: Detected jitter from the Rx endpoint is more than 200 millisecond. Triggered by: Performance polling or ctpcStatNotificaion trap. Severity: Major Device Type: An endpoint session Recommended Action: Contact network administrator.	Call Quality–Packet Loss
Latency Clear	Description: Detected jitter from the Rx endpoint is less than 200 millisecond. Triggered by: Performance polling or ctpcStatNotificaion trap. Severity: Info Device Type: An endpoint session Recommended Action: None	—

**Table 20-2** Supported Traps

Traps	Description	SNMP OID
ctpPeripheralErrorNotification	Peripherals Status Trap	1.3.6.1.4.1.9.9.643.0.1
ctpcStatNotificaion	Call stats notification	1.3.6.1.4.1.9.9.644.0.2

**Table 20-3** Supported Alarms

Alarm Name	Description
Device Access Error	Unable to access the device.
Call Termination	Call termination.
Call Quality - Packet Loss	Call quality alarm, packet loss is more than the threshold value.
Call Quality - Jitter	Call quality alarm, jitter is more than the threshold value.
Call Quality - Packet Loss	Call quality, packet loss.

