



Alarms

Cisco VVB Serviceability alarms provide information on runtime status and the state of the system so that you can monitor the status and troubleshoot problems that are associated with the system. Alarm information includes the catalog, name, severity, explanation, recommended action, routing list, and parameters.

You can view alarm information by using the SysLog Viewer in Cisco Unified Real-Time Monitoring Tool (RTMT).



Note Use the Alarm Definitions web page in Cisco Unified Serviceability to find information about an alarm message.

For a complete list of alarm definitions, see

https://www.cisco.com/en/US/products/sw/custcosw/ps1846/tsd_products_support_troubleshoot_and_alerts.html.

For information on how to view alarm definitions, see the *Cisco Unified Contact Center Express Serviceability Administration Guide* available at: <https://www.cisco.com/c/en/us/support/unified-communications/unified-communications-manager-callmanager/tsd-products-support-series-home.html>.

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Alarm Configuration

Use the Alarm Configuration web page in Cisco VVB Serviceability to view and configure alarm server settings for different VVB components.



Note Alarm Server Configuration is applicable for the VVB components such as VVB Administration and Engine.

The alarm configuration submenu allows you to:

- Enable or disable sending of alarms to local or remote syslog server.
- Configure alarm event level for local or remote syslog server

Select **Alarm > Configuration** from the Cisco VVB Serviceability menu bar to access the Alarm Configuration web page.

Related Topics

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Configure Alarm Settings

The Alarm Configuration page is used to view and update Cisco VVB Alarm Configuration for local and remote syslogs.

Procedure

Step 1 From the Cisco VVB Serviceability menu bar, choose **Alarm** and click **Configuration**.

The Alarm Configuration web page opens and the following fields are displayed on the Alarm Configuration web page, if configured on your Cisco VVB server:

Field	Description
Local Syslogs	
Enable Alarm	Use the check box next to Enable Alarm field to enable or disable the alarms for local syslog.
Alarm Event Level	Lists the alarm severity level.
Remote Syslogs	
Enable Alarm	Use the check box next to Enable Alarm field to enable or disable the alarms for remote syslog.
Alarm Event Level	Lists the alarm severity level.
Server Name	IP address or host name of the Syslog server to which system should send the alarm messages. If you are using CiscoWorks, enter the IP address or the host name of the CiscoWorks server.

Step 2 To update the Alarm Event Level for local or remote syslogs, check the check box before Enable Alarm field.

Step 3 Modify Alarm Event Level for the local or remote syslogs by selecting from the Alarm Event Level drop-down list. Modify the syslog server name in case of remote syslog.

Step 4 Click **Update** icon that displays in the tool bar in the upper, left corner of the window or the **Update** button that displays at the bottom of the window to save your configuration. Click **Clear** to reset data to the previous values.

Caution You should activate logging **only** for the purpose of debugging and remember to **deactivate** logging once the debugging session is complete.

Alarm Configuration Settings

Use the **Alarm Configuration** page to modify alarm settings.

In the case of a High Availability deployment, the alarm configuration changes are automatically propagated to the second node. If the second node cannot be contacted, an alert message indicating that the update has failed on the remote node is displayed.

Following table defines the options available on this page:

Setting	Description
Enable Alarm for Local Syslogs	The SysLog viewer serves as the alarm destination. The program logs errors in the Application Logs within SysLog Viewer and provides a description of the alarm and a recommended action. You can access the SysLog Viewer from the Cisco Unified Real-Time Monitoring Tool.
Enable Alarm for Remote Syslogs	The Syslog file serves as the alarm destination. Check this check box to enable the Syslog messages to be stored on a Syslog server and to specify the Syslog server name.
Alarm Event Level	<p>Alarm event level messages range from severity 0 (most severe) to severity 7 (least severe) description of which is mentioned below. When you choose a severity level, all messages of that severity level and higher are sent.</p> <p>For example, if you choose ERROR_ALARM (Severity 3), all messages of severity 3, severity 2, severity 1, and severity 0 are sent. The default is "INFORMATIONAL_ALARM (Severity 6)", which will send messages of all severity levels starting from 6 to severity level 0.</p> <p>You can choose one of the following alarm event level options from the drop-down list box:</p> <p>Emergency This level designates system as unusable.</p> <p>Alert This level indicates that immediate action is needed.</p> <p>Critical The system detects a critical condition.</p> <p>Error This level signifies an error condition exists.</p> <p>Warning This level indicates that a warning condition is detected.</p> <p>Notice This level designates a normal but significant condition.</p> <p>Informational This level designates information messages only.</p> <p>Debug This level designates detailed event information that Cisco TAC engineers use for debugging.</p>

