



# TECHNICAL BULLETIN

## Definition of Common Alarms

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### Overview

MarWatch presents a consolidated view of the alarms generated by the devices it monitors. MarWatch also generates its own alarms based on issues and events it detects.

The following sections describe common alarms that you may see on the MarWatch Alarms panel. Additional device alarms are possible. Refer to your device user documentation for details. For example, refer to Mitel MiVoice Business user documentation for details on MiVoice Business alarms.

### Probe Alarms

The following alarms apply to the Probe.

#### *“Probe has not checked in”*

**Alarm source:** MarWatch

**Description:** The Probe assigned to this device has not checked in to the MarWatch server for some time.

**Possible Cause:** Probe may be powered off or blocked by network issues.

**Notes:** Use the Threshold panel to configure the elapsed time period.

#### *“Off Net Collector Startup”*

**Alarm source:** MarWatch

**Description:** Probe software restart.

#### *“Connected from ###.###.###.###”*

**Alarm source:** MarWatch

**Description:** A Probe Remote Access control channel was opened from specified IP address.

#### *“Disconnected from ###.###.###.###”*

**Alarm source:** MarWatch

**Description:** The Probe Remote Access control channel from the specified IP address was closed.

#### *“Checkin: RESTClientException: <URL>”*

**Alarm source:** MarWatch

**Description:** An error occurred when the Probe attempted to verify its configuration.

### *“Restarting on new software version”*

**Alarm source:** MarWatch

**Description:** A new version of the Probe software was detected and auto-downloaded.

### *“Time Sync threshold exceeded”*

**Alarm source:** MarWatch

**Description:** The Probe's internal clock does not agree with the MarWatch server's clock.

**Notes:** This can affect timestamp of incoming alarms, and time when backups are triggered.

## Generic Alarms

The following alarms apply to all monitored devices.

### *“SNMP unreachable”*

**Alarm source:** MarWatch

**Description:** The Probe cannot reach the device.

### *“Uptime threshold exceeded”*

**Alarm source:** MarWatch

**Description:** Device is reporting uptime that is less than the configured threshold.

**Possible Cause:** Device likely rebooted recently

**Notes:** Use the Threshold panel to configure the uptime period. Alarm may be a false positive if triggered after approximately 498 days.

### *“Ping Packet Loss threshold exceeded”*

**Alarm source:** MarWatch

**Description:** Probe has not been able to get a ping reply from the device for a configure time period. The device may be offline.

**Notes:** Use the Threshold panel to configure the time period.

### *“CPU threshold exceeded”*

**Alarm source:** MarWatch

**Description:** Processor usage on the device is running high, possibly impacting performance.

**Notes:** Use the Threshold panel to configure the threshold.

### *“Memory Usage threshold exceeded”*

**Alarm source:** MarWatch

Configurable through Thresholds screen

**Description:** Physical memory on the device may be running low, possibly impacting performance

**Notes:** Use the Threshold panel to configure the threshold.

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### ***"Probe not reporting"***

**Alarm source:** MarWatch

**Description:** The Probe assigned to this device has not checked in to the MarWatch server for some time.

**Possible Cause:** Probe may be powered off or blocked by network issues.

### ***"New device, information not yet available"***

**Alarm source:** MarWatch

Only appears on newly created devices

**Description:** MarWatch has not yet collected information from the device.

### ***"No probe configured"***

**Alarm source:** MarWatch

**Description:** Device is configured, but there is no Probe assigned to monitor it.

### ***"This Device is in maintenance mode."***

**Alarm source:** MarWatch

**Description:** This alarm is for your information only. MarWatch is in maintenance mode for this device. All other alarms for this device are suppressed.

### ***"Unlicensed Capability: xxxxxxxxx"***

**Alarm source:** MarWatch

**Description:** An optional feature has been enabled for this device and the required license has not been applied yet.

## **MiVoice Business Alarms**

The following alarms apply to MiVoice Business devices.

### ***"x out of y SIP Link / Lines / Digital Links / ICP Comms unavailable."***

**Alarm source:** Device

**Description:** Device has the indicate number of lines currently offline.

### ***"x out of y Backup Failure unavailable."***

**Alarm source:** Device

**Description:** Backup on the device has failed.

### ***"x out of y VM Port Status unavailable."***

**Alarm source:** Device

**Description:** Connection to the indicated number of Voicemail services has been lost.

### ***"0 out of 1 SDS Sys Data unavailable."***

**Alarm source:** Device

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**Description:** Issue syncing data between cluster members.

***"0 out of 1 Lic Violation unavailable."***

**Alarm source:** Device

**Description:** Device is using some features or resources that are not supported by the Mitel license

***"Missing set DN: xxxx, MAC xx:xx:xx:xx:xx:xx"***

**Alarm source:** MarWatch

**Description:** The Set Inventory Disconnect Alarms feature is enabled. A handset connected to the MiVoice Business is offline.

***"License \_\_\_\_\_ threshold exceeded"***

**Alarm source:** MarWatch

**Description:** The indicated device alarm has exceeded the configured threshold (for example, 80% of total licensed SIP Trunks).

**Notes:** Use the Threshold panel to configure the threshold.

***"Unable to retrieve data: Login operation failed in 3300"***

**Alarm source:** MarWatch

**Description:** Probe attempted to log in to the MiVoice Business system to retrieve data, but failed.

**Possible Cause:** The device username and password was incorrectly configured in MarWatch.

***"Voice Quality threshold exceeded"***

**Alarm source:** MarWatch

**Description:** Recent calls have had poor quality.

**Possible Cause:** May indicate network or resource performance issues.

**Notes:** Use the Threshold panel to configure the threshold.

***"Resiliency Failover from Admin, Cluster: \_\_\_\_\_ : 1."***

**Alarm source:** Device

**Description:** Device failover has been triggered. Handsets are now reporting to the specified standby device.

## MiVoice Border Gateway Alarms

The following alarms apply to MiVoice Border Gateway devices.

***"Voice Quality threshold exceeded"***

**Alarm source:** MarWatch

**Description:** Recent calls have had poor quality.

**Possible Cause:** May indicate network or resource performance issues.

**Notes:** Use the Threshold panel to configure the threshold.

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***"The connection to port 6810, the SRC Connector Port, was not successful. "***

**Alarm source:** MarWatch

**Description:** The Probe needs to access the device on port 6810 to retrieve data.

**Possible Cause:** May indicate firewall issues or MBG misconfiguration. Enable the "Call Recording" option on the Server-Manager page to determine cause.

***"MBG connectivity Alarm"***

**Alarm source:** Device

**Description:** There is a connectivity alarm in the MBG alarm table that MarWatch cannot retrieve the full details.

***"MBG status Alarm"***

**Alarm source:** Device

**Description:** There is a Status alarm in the MBG alarm table that MarWatch cannot retrieve the full details.

***"MiCollab Client Service status Alarm"***

**Alarm source:** Device

**Description:** The MBG is part of a MiContactCenter platform. There is a Client Service alarm in the MBG alarm table that MarWatch cannot retrieve the full details.

***"Minimum MOS threshold exceeded"***

**Alarm source:** Device

**Description:** Recent calls have had poor quality.

**Possible Cause:** May indicate network or resource performance issues.

***"SSH authentication failed"***

**Alarm source:** MarWatch

**Description:** The Probe's attempt to log in to the device over SSH failed.

**Possible Cause:** The device username and password was incorrectly configured in MarWatch.

***"License \_\_\_\_\_ threshold exceeded"***

**Alarm source:** MarWatch

**Description:** The indicated device alarm has exceeded the configured threshold (for example, 80% of total licensed SIP Trunks).

**Notes:** Use the Threshold panel to configure the threshold.

***"Commissioning Approval Pending for Certificate ID xxxxxxxx-xxxx-xxxx-xxxx-xxxxxxxxxxxxx"***

**Alarm source:** MarWatch

**Description:** The Probe has tried to authenticate with the MBG. Its certificate must be manually accepted from the Server-Manager page.

**Remedial Action:** Approve the Probe certificate using the MBG Server-Manager page. See *MarWatch System Guide* for details.

### MiCollab Alarms

The following alarms apply to MiCollab devices.

#### ***"ucserver status Alarm"***

**Alarm source:** Device

**Description:** This MiCollab platform has a UC Server. There is a UC Server alarm in the MiCollab alarm table that MarWatch cannot retrieve the full details.

#### ***"MiCollab Client Service status Alarm"***

**Alarm source:** Device

**Description:** This MiCollab platform has a client service. There is a client service alarm in the MiCollab alarm table that MarWatch cannot retrieve the full details.

#### ***"MBG connectivity Alarm"***

**Alarm source:** Device

**Description:** This MiCollab platform has an MBG. There is an MBG connectivity issue reported in the MiCollab alarm table that MarWatch cannot retrieve the full details.

#### ***"SSH authentication failed"***

**Alarm source:** MarWatch

**Description:** The Probe's attempt to log in to the device over SSH failed.

**Possible Cause:** The device username and password was incorrectly configured in MarWatch.

### MiContactCenter Alarms

The following alarm applies to MiContactCenter devices.

#### ***"Windows Service Inactivity ' \_\_\_\_\_ ' threshold exceeded"***

**Alarm source:** MarWatch

**Description:** The named service is needed according to the Threshold panel. The named service has been inactive (stopped) for longer than configured in the Threshold panel.

**Notes:** Use the Threshold panel to configure the threshold.

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