



## Alarm Category: EVENT

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### Alarm Name: EvtBranchNotReachable

**Severity:** ERROR\_ALARM

**Description:** Branch[name=%1, address=%2] is not reachable.

**Route To:** Event Log, Alert Log

**Explanation:** There is an issue with the connectivity between the central Unity Connection server and the specified branch.

**Recommended Action:** If there is no connectivity between the central Unity Connection server and the branch office, see the *Troubleshooting Guide for Cisco Unity Connection, Release 10.x*, available at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/connection/10x/troubleshooting/guide/10xcuctsgx.html](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/10x/troubleshooting/guide/10xcuctsgx.html). If the problem is not resolved then please contact Cisco TAC.

### Alarm Name: EvtBranchProvisioned

**Severity:** INFORMATIONAL\_ALARM

**Description:** The branch[name=%1, address=%2] has been successfully provisioned.

**Route To:** Event Log, Alert Log

**Explanation:** The branch has been successfully associated with the central Unity Connection server.

**Recommended Action:** NONE

## Alarm Name: EvtBranchProvisioningFailed

**Severity:** WARNING\_ALARM

**Description:** Provisioning for branch[name= %1, address= %2] has failed.

**Route To:** Event Log, Alert Log

**Explanation:** The provisioning of branch has been failed.

**Recommended Action:** If there is no connectivity between the central Connection server and the branch office, see the *Troubleshooting Guide for Cisco Unity Connection, Release 10.x*, available at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/connection/10x/troubleshooting/guide/10xcuctsgx.html](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/10x/troubleshooting/guide/10xcuctsgx.html). If the problem is not resolved then please contact Cisco TAC.

## Alarm Name: EvtBranchProvisioningFailedMaxRetries

**Severity:** ERROR\_ALARM

**Description:** Provisioning for branch[name= %1, address= %2] has failed after maximum %3 retries.

**Route To:** Event Log, Alert Log

**Explanation:** Provisioning for a branch has failed in all the retries.

**Recommended Action:** If there is no connectivity between the central Unity Connection server and the branch office, see the *Troubleshooting Guide for Cisco Unity Connection, Release 10.x*, available at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/connection/10x/troubleshooting/guide/10xcuctsgx.html](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/10x/troubleshooting/guide/10xcuctsgx.html). If the problem is not resolved then please contact Cisco TAC.

## Alarm Name: EvtBranchProvisioningFailedMaxWait

**Severity:** ERROR\_ALARM

**Description:** A provisioning completion notification was not received for branch[name= %1, address= %2] within the maximum wait time of %3 minutes.

**Route To:** Event Log, Alert Log

**Explanation:** Provisioning for a branch has failed because the branch did not return the provisioning completion status within the defined timeframe.

**Recommended Action:** If there is no connectivity between the central Unity Connection server and the branch office, see the *Troubleshooting Guide for Cisco Unity Connection, Release 10.x*, available at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/connection/10x/troubleshooting/guide/10xcuctsgx.html](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/10x/troubleshooting/guide/10xcuctsgx.html). If the problem is not resolved then please contact Cisco TAC.

## Alarm Name: EvtBranchVoiceMailUpload

**Severity:** INFORMATIONAL\_ALARM

**Description:** Voice mail upload for branch[name= %1, address= %2] completed successfully. %3 messages were uploaded.

**Route To:** Event Log

**Explanation:** Voicemails from branch are uploaded on the central Connection server.

**Recommended Action:** NONE

## Alarm Name: EvtBranchVoiceMailUploadFailed

**Severity:** ERROR\_ALARM

**Description:** Voice mail upload for branch[name= %1, address= %2] has failed.

**Route To:** Event Log

**Explanation:** No voicemail could be uploaded from the branch to the central Unity Connection server.

**Recommended Action:** If there is no connectivity between the central Unity Connection server and the branch office, see the *Troubleshooting Guide for Cisco Unity Connection, Release 10.x*, available at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/connection/10x/troubleshooting/guide/10xcuctsgx.html](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/10x/troubleshooting/guide/10xcuctsgx.html). If the problem is not resolved then please contact Cisco TAC.

## Alarm Name: EvtBranchVoiceMailUploadPartial

**Severity:** WARNING\_ALARM

**Description:** Voice mail upload for branch[name= %1, address= %2] partially completed. %3 messages out of %4 were uploaded.

**Route To:** Event Log

**Explanation:** All the voicemails could not be uploaded from branch to the central Unity Connection server.

**Recommended Action:** If there is no connectivity between the central Unity Connection server and the branch office, see the *Troubleshooting Guide for Cisco Unity Connection, Release 10.x*, available at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/connection/10x/troubleshooting/guide/10xcuctsgx.html](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/10x/troubleshooting/guide/10xcuctsgx.html). If the problem is not resolved then please contact Cisco TAC.

## Alarm Name: EvtCentralNotReachable

**Severity:** ERROR\_ALARM

**Description:** Cenral connection[address= %1] is not reachable.

**Route To:** Event Log, Alert Log

**Explanation:** There is an issue with the connectivity between the central Unity Connection server and the specified branch.

**Recommended Action:** If there is no connectivity between the central Unity Connection server and the branch office, see the *Troubleshooting Guide for Cisco Unity Connection, Release 10.x*, available at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/connection/10x/troubleshooting/guide/10xcuctsgx.html](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/10x/troubleshooting/guide/10xcuctsgx.html). If the problem is not resolved then please contact Cisco TAC.

■ Alarm Name: EvtCentralNotReachable