

# MiCollab Advanced Messaging 23.2 Simple Network Management Protocol (SNMP)

## System Administrator Guide

For version 23.2 and above

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# Preface

This guide describes how to install the MiCollab AM Simple Network Management Protocol (SNMP) extension agent.

This guide is written for Mitel-certified administrators and technicians who are familiar with MiCollab Advanced Messaging (MiCollab AM) procedures and terminology, and the Microsoft Windows® operating system.

## References

A catalog of technical documentation is included on the MiCollab AM Installation Media. If you are installing any advanced applications, such as Networking and Fax Server applications, you should refer to the appropriate technical documentation for application and installation information.

## Documentation

The technical documentation is produced in the PDF format and requires the PDF reader to view it. The MiCollab AM Documentation Library includes the following documents and resources:

- **Administration Documentation.** Available as a PDF only. Contains the following:
  - **Administration Guides.** Available as a PDF only. Contains administrative guides for administrators about how to manage and configure the messaging system.
  - **Quick Reference Cards (QRC).** Contains shortcuts and quick instructions telling subscribers how to access and use the messaging system.
  - **User Guides.** Available as a PDF only. Contains user guides for subscribers about accessing the messaging system and checking and sending messages.
- **Server Documentation.** Available as a PDF only. Contains the following:
  - **Developer Resources.** Contains programming guides and API references for developers for integrating the server clients and web applications with MiCollab AM.
  - **Installation and Configuration.** Available as a PDF only. Contains installation and configuration guides for server administrators about how to install and configure the messaging system.
  - **Integration Technical Notes (ITN).** Contains a set of guides that describe the integration methods and instructions for a variety of phone systems to work with MiCollab AM. The ITNs are generally used by resellers or administrators who are experienced with MiCollab AM and familiar with the integration procedures and terminology.
  - **Spare Parts Documentation.** Contains a set of guides that describe the instructions for installing and configuring hardware parts to work with MiCollab AM. These documents are

written for Mitel-certified MiCollab AM technicians who are experienced with MiCollab AM and familiar with the procedures and terminology.

- **Software Release Notice (SRN).** This notice introduces the new features, capabilities, and hardware/software requirements for the corresponding MiCollab AM version.

## Documentation Updates

Documentation updates may be available from the following sources:

- Mitel-certified technicians can view or download documents and program files from our partner web site: [www.mitel.com](http://www.mitel.com)

## Help

The primary source of information about MiCollab AM is the online help available within any of its administrative utilities. You can access **Help** by clicking the **Help** button in the dialog box or window in which you are working.

## Document Conventions

The following conventions are used in this document:

- **Key Names.** Names of keys on the keyboard are shown in a box.

Example: **Enter**

When two keys must be pressed simultaneously, they are joined by a + sign.

Example: **Alt** + **Tab**

- **Reference to Document** Titles of other documents are shown in italics.

Example: See the *System Installation and Configuration Guide*.

- **User Interface (UI) Element Names.** Names of UI elements such as dialog boxes, windows, screens, menu items, tabs, buttons, and icons are shown in bold.

Example: On the **Startup** screen, click the **Start** icon.

- **User Input.** Information required to be typed is shown in italics.

Example: Type the password *voicemail*.

- **Warning, Caution, Important, and Notes.** Text for the contents that require attention are shown as follows:

**WARNING** A warning paragraph advises you of circumstances that can result in the loss of data, harm to the MiCollab AM System Server platform, or personal harm.

**CAUTION** Failure to follow these recommendations can result in unauthorized access to the system and consequent loss of data.

**IMPORTANT** An important paragraph gives decision-making information or informs you of the order in which tasks need to be completed.

**NOTE** A note gives additional information, provides an explanation, or indicates an exception to the information in the preceding text.

## Frequently Used Terms

Table 1. Frequently Used Terms

Terms	Description
System Server	<p>Term refers to an organization's computer platform(s) that have MiCollab AM software installed and handles the core system functions such as storing messages, database.</p> <p>It can also refer generically to the System Server platform, the Call Server platform, or both. The term is most often used to describe a software or hardware installation or configuration practice where the role of the server platform is not specifically expressed.</p>
Call Server	<p>Term refers to an organization's computer platforms that have MiCollab AM software installed and serve as the interface to the system (PBX). The Call Server(s) interface with the System Server for the purpose of accessing messages, and database.</p>

# Overview

The MiCollab AM Simple Network Management Protocol (SNMP) extension agent can provide management information about the System Server to any SNMP management console. This console can use management info base (.mib) or trap definition (.tdf) files. The extension agent is an optional software component option that is installed as part of the System Server software installation process.

Once the extension agent is installed and the management console is configured, you can use the SNMP extension agent to manage the System Server from another computer on the same network. If the UCCConnect, Unified Communications Connection Manager, or Digital Networking features are installed on the System Server platform, you can use the extension agent to manage them as well.

For more information about the Simple Network Management Protocol (SNMP) refer to operating system online help, or the Microsoft website, [msdn.microsoft.com/en-us/library/ms950400.aspx](https://msdn.microsoft.com/en-us/library/ms950400.aspx).

# Installing the Windows SNMP Service

The SNMP Services must be installed before you can use the SNMP feature. These Services install from the Control Panel of the operating system. Two SNMP Services are installed when you install SNMP: the SMTP Service and the SMTP Trap Service.

**NOTE** For more information on the Simple Network Management Protocol (SNMP) refer to the Windows online help, or visit the Microsoft website, <http://msdn.microsoft.com/en-us/library/ms950400.aspx>.

## On Windows 7

To install SNMP on Windows 7:

- 1 From the desktop, go to **Start > Control Panel > Programs and Features > Turn Windows features on or off**, and then select **Simple Network Management Protocol (SNMP)**.
- 2 Click **OK**. The operating system installs the Services.

## On Windows Server 2012

To install SNMP on Windows Server 2012:

- 1 From the desktop, go to **Start > Control Panel > Programs > Turn Windows features on or off**, and then select **Simple Network Management Protocol (SNMP)**.
- 2 Click **OK**. The operating system installs the Services.

## On Windows Server 2016/2019/2022

To install SNMP on Windows Server 2016/2019/2022:

- 1 From the desktop, go to **Start > Control Panel > Programs > Turn Windows features on or off**.
- 2 From the **Features** list, select **SNMP Service**.
- 3 Click **Install**. The operating system installs the Services.

# Installing the MiCollab AM SNMP Support Component

After the Windows Simple Network Management Protocol (SNMP) Services are installed and running, you can install the MiCollab AM SNMP Support Component. You must install the SNMP Support by installing the MiCollab AM System Server software. If MiCollab AM is already installed and running, you must shutdown MiCollab AM and re-install the software. You must install the SNMP support on the System Server and on each Call Server on which you want to use the SNMP support feature.

**NOTE** The following procedure assumes MiCollab AM was installed previously, and you are installing the SNMP Support component only. For more information on installing MiCollab AM software, see the *System Installation and Configuration Guide*.

## To start the setup wizard for the MiCollab AM Server Software installation:

- 1 Log on to the platform using a Windows Administrator account.

**IMPORTANT** If you are installing MiCollab AM Unified Messaging, log on using the Unified Messaging account instead. For more information on Unified Messaging administrative accounts, see the Unified Messaging online book for the type of Unified Messaging you are using.

- 2 Shut down all running programs.
- 3 Insert the MiCollab AM Installation Media into the appropriate drive.
- 4 Do one of the following:

Table 2. Autorun Options

If autorun is...	Then...
Enabled	The MiCollab AM Installation Media displays. In the MiCollab AM Installation's Components area, click <b>MiCollab AM Server</b> , and then skip to Step 6
Not Enabled	On the taskbar select <b>Start &gt; Run &gt; Browse</b> , and then continue to step 5.

- 5 Locate and open the **Server Installs\Telephony Server** folder, double-click **start**, and then click **OK**. The MiCollab AM Installation main window displays.
- 6 Click **MiCollab AM Server** in the Server components submenu. The Welcome dialog box displays.
- 7 In the Welcome page, click **Next**. The License Agreement dialog box displays.

- 8 Click **Yes** to accept the License Agreement. If you have not installed the MiCollab AM Speech and TTS Support components, a warning displays.

**IMPORTANT** You must accept the terms of the license agreement to continue with Setup.

- 9 Click **Next**, to continue with the next step in the installation. The **Select Hardware Support Components** dialog box displays.
- 10 Click **Next** to continue. The **Select Components** dialog box displays.
- 11 Select **SNMP Support**, and then verify that the Destination Folder points to the location where you want MiCollab AM installed.

If you want to change the default destination folder, click **Browse**, and then type or select the drive and folder destination from the list.

- 12 Click **Next**, to continue the installation. The **Start Copying Files** dialog box displays.
- 13 Setup lists the components currently selected for installation. Verify the components you are about to install, and then click **Next**. Setup copies the files to the server.
- 14 Remove all disks from the computer's drives, and then click **Finish** to restart your system. The installation continues after the system restarts.
- 15 Log on as the Administrator after the platform restarts. A prompt displays to alert you that the installation is resuming, and then the software continues installing.

**IMPORTANT** If you are installing MiCollab AM Unified Messaging, log on using the Unified Messaging account instead. For more information on Unified Messaging administrative accounts, see the Unified Messaging online book for the type of Unified Messaging you are using.

## Configuring the SNMP Management Console

The AVTC.mib and AVTC.tdf configuration files are located on the MiCollab AM Installation Media in the **Server Installs\Telephony Server\SNMP** folder.

# Gets Available Through the Extension Agent

"Gets" are information records that report the current status of a computer platform and the software on it in response to requests from the management console. The following table lists the component fields of gets that the MiCollab AM extension agent accepts and returns.

Table 3. Extension Agents

Field	Contents
Service Status	Returns the current status of the queried Service as follows: <ul style="list-style-type: none"><li>• <b>0:</b> Not installed</li><li>• <b>1:</b> Stopped</li><li>• <b>2:</b> Start pending</li><li>• <b>3:</b> Stop pending</li><li>• <b>4:</b> Running</li><li>• <b>5:</b> Continue pending</li><li>• <b>6:</b> Pause pending</li><li>• <b>7:</b> Paused</li></ul>
Service Name	Accepts and returns the name of the Service being queried
Last Trap	Returns the last trap that the Service issued as one of five available Windows event log variables
Version Number	Returns the version number of the System Server software
Hour and Minutes of Storage Remaining	Returns two integer fields that represent the estimated number of hours and minutes of storage space remaining; the first two integer's represents the hours and the second two represent the minutes.

# Sets Available Through the Extension Agent

“Sets” are information records sent from the management console that change the status of a program or operating system Service. The MiCollab AM extension agent accepts only the following two sets:

- Start Service
- Stop Service

The extension agent can apply these two sets to any of the following three Windows Server 2012 R2, Windows Server 2016 (Server with Desktop Experience), Windows Server 2019 (Server with Desktop Experience), or Windows Server 2022 (Server with Desktop Experience) Services:

- MiCollab AM
- Digital Networking
- UCConnect

# Traps Available Through the Extension Agent

"Traps" are information records sent from a program or operating system to notify the administrator of events or errors. The MiCollab AM extension agent issues a trap for each event message that the System Server, the Digital Networking server, or the UCConnect module server records in the Windows event log. The following table lists the fields within each trap.

Table 4. Available Traps

Field	Contents
Time generated	Date and time at which the event was logged
Source name	Name of the Service (MiCollab AM, Digital Networking, or UCConnect) that logged the event
Computer name	Name of the platform where the event occurred
Event type	An integer that indicates the severity of the event, as follows: <ul style="list-style-type: none"><li>• <b>1: Error</b> (a significant problem, such as a loss of data or a functional breakdown)</li><li>• <b>2: Warning</b> (a potential problem, such as a low disk space level)</li><li>• <b>4: Information</b> (a message generated during normal operation)</li><li>• <b>8: Success audit</b> (a notification of a successful logon or other attempt to gain access to the server)</li><li>• <b>16: Failure audit</b> (a notification of an unsuccessful logon or other attempt to gain access to the server)</li></ul>
Display message	The text of the message recorded in the Windows event log

# Important Event Log Messages

The three common event types in MiCollab AM are Information, Warning, and Error. Information and Warning event types are usually related to configuration or user errors that can be handled by the administrator. If the corrective action for an Error event type is not listed and it is not immediately evident, contact Technical Support.

The following table lists the most common trap events that MiCollab AM generates.

Table 5. Event Log Messages

Source	Event Type	Event ID	Log Message Description	Explanation and Possible Remedy
CallDispatcher	Error	1118	ERROR: Line LineNumber: DROP WAIT TIMEOUT FAILURE 0xxxxxxx.	MiCollab AM attempted to drop the line LineNumber but did not succeed and the drop request timed out. The specified line is locked-up and may or may not recover. To resolve the issue, find and replace the faulty board and restart the MiCollab AM platform.
CallDispatcher	Error	1121	Line LineNumber: Not Opened. Error: 0xxxxxxx Uninitialized in Open.	MiCollab AM is unable to open the line number indicated. Verify that the line exists and it is configured properly.
CallDispatcher	Error	1121	Error 0xxxxxxx while opening Telephony Service.	MiCollab AM is unable to initialize the telephony layer. Verify that the telephony configuration is correct.

Source	Event Type	Event ID	Log Message Description	Explanation and Possible Remedy
CallDispatcher	Warning	1120	WARNING: Line <i>LineNumber</i> : GLARE on Out call type to <i>PhoneNumber</i> on section <i>SectionName</i>	MiCollab AM attempted a callout on the indicated line number and it collided with an incoming call (glare) or no dial tone was detected on the line. Check the telephone system and MiCollab AM Configuration to ensure that the hunting mode and callout lines are configured to avoid collisions.
CallDispatcher	Warning	1120	WARNING: Unable to open line <i>LineNumber</i>	MiCollab AM cannot open the indicated line. Check the configuration and verify that the setting for the line is correct and that the device for the line exists.
CallDispatcher	Warning	1120	WARNING: Line Errors Detected!	MiCollab AM has detected errors while processing calls. These errors are significant enough that the failover Service is notified. If the failover Service is set to restart on line errors, MiCollab AM is restarted.
CallDispatcher	Warning	1120	WARNING: Error. Resource Group <i>GroupNumber</i> not found.	The switch section could not be found in the integration. This is usually the result of changing switch sections that are already assigned and used for callouts. If the problem persists, contact Technical Support.

Source	Event Type	Event ID	Log Message Description	Explanation and Possible Remedy
CallDispatcher	Warning	1120	WARNING: Changed Switch Section SectionName hunt mode from mode to mode	MiCollab AM detected that the hunt mode for the switch section SectionName has changed. This may result in glare. Verify that the hunt mode is appropriate for glare avoidance.
ConfigAccess	Information	1005	The Service was started.	The MiCollab AM Configuration Service was started automatically or manually.
ConfigAccess	Information	1008	The Service was stopped.	The MiCollab AM Configuration Service was stopped automatically or manually.
Daily Maintenance	Information	0028	STATUS: Daily maintenance started MiCollab AM version, build	The Daily Maintenance routine has started.
Daily Maintenance	Information	0029	STATUS: Daily maintenance finished.	The Daily Maintenance routine has completed.
Daily Maintenance	Information	0139	STATUS: Backed up number recs in Directory	The directory backup process has completed.
Daily Maintenance	Information	0139	STATUS: Copied .dat files	The database backup process completed.
Daily Maintenance	Information	0139	STATUS: Copied Config files	The configuration backup process completed.
Daily Maintenance	Information	0139	STATUS: Purged number of number Fax Transaction database records.	The message retention period expired and MiCollab AM purged the stated number of fax message transactions.

Source	Event Type	Event ID	Log Message Description	Explanation and Possible Remedy
Daily Maintenance	Information	0139	STATUS: Deleted number of number previously purged message database records.	The message retention period expired and MiCollab AM purged the stated number of database records.
DbServer	Information	1005	The Service was started. DBSERVER	The Database Server was started automatically or manually.
DbServer	Information	1008	Rebuilding database index files	The database index files are being rebuilt to ensure proper operation.
DbServer	Information	1008	The Service was stopped. DBSERVER	The Database Server was stopped automatically or manually.
Default	Error	0133	Unable to open database <i>Name</i>	The Database Service could not be started. Make sure that the Service is running.
Digital Networking	Error	0107	Debug: Low disk space (less than 5%) detected. Data communication with all correspondents is stopped.	<p>Communication with correspondents stopped because the free disk space has dropped below 5%. This error occurs to prevent additional errors due to lack of disk space. To resolve the issue, try the following:</p> <ul style="list-style-type: none"> <li>• If Digital Networking is installed on the MiCollab AM server, force deletion of old messages.</li> <li>• If Digital Networking is installed on a stand-alone server, a larger disk drive may be required.</li> </ul>

Source	Event Type	Event ID	Log Message Description	Explanation and Possible Remedy
Digital Networking	Error	0109	Fail to connect to MiCollab AM Server. Please make sure MiCollab AM is running or that Digital Network is configured correctly.	Digital Networking was unable to connect to the MiCollab AM server. Make sure the MiCollab AM server is running and verify the configured MiCollab AM server name is correct.
Digital Networking	Error	0109	Unable to connect to SMTP server at IP <i>address/DomainName</i> . Please make sure the Digital Networking mailbox is configured correctly or the remote SMTP server is running.	Digital Networking was unable to connect to the SMTP server. To resolve the issue, try the following: <ul style="list-style-type: none"> <li>• Verify the Digital Networking mailbox for the correspondent server is configured correctly.</li> <li>• Verify that the correspondent system is operational and that the Digital Networking Service is running.</li> <li>• Use the ping utility to verify that communication is working properly to the correspondent server.</li> </ul>
Digital Networking	Warning	0109	Can't deliver: from <i>mailbox@DomainName</i> to <i>mailbox@DomainName</i>	Digital Networking was unable to send this message to its recipient and determined that one message should be moved from the Digital Networking queue. Determine whether MiCollab AM is configured correctly on both the sending and receiving nodes.

Source	Event Type	Event ID	Log Message Description	Explanation and Possible Remedy
Digital Networking	Information	0105	The Service was started.	The Digital Networking Service was started automatically or manually.
Digital Networking	Information	0107	Debug: Enough disk space detected. Data communication with all correspondents is resumed.	Communication with correspondents has resumed. There is now more than 5% of disk space available.
Digital Networking	Information	0108	The Service was stopped.	The Digital Networking Service was stopped automatically or manually.
Digital Networking	Information	0109	Deleting temporary files started/done.	Digital Networking deleted temporary files on startup. This message indicates the start and completion of this action.
Digital Networking	Information	0109	Digital Networking connects to MiCollab AM server successfully.	This message is generated when the previous attempt to connect to the Digital Networking Service failed, but the current attempt succeeded.
Faxlf	Error	0007	Error: File not found RF Err 2: Document <i>Name</i> Not found	Fax document <i>Name</i> was not found. Verify that the document exists using the RightFax Enterprise Fax Manager.
Launcher	Error	1003	The control handler could not be installed. Launcher	The MiCollab AM Service failed to start because the Service handler could not be registered. If the problem persists after restarting the MiCollab AM platform, contact Technical Support.

Source	Event Type	Event ID	Log Message Description	Explanation and Possible Remedy
Launcher	Error	1006	The Service received an unsupported request. Launcher	The MiCollab AM Service control handler is unable to understand this request. This is an operating system error. If the problem persists after restarting the MiCollab AM platform, contact Technical Support.
Launcher	Error	1121	Hardware Key Failure	The hardware lock feature key check failed. MiCollab AM will not run properly without a hardware lock and a successful feature check. Make sure the hardware lock is properly plugged in. Contact Technical Support if the problem persists.
Launcher	Error	1121	OnFinishedStartup not successful for cookie Cookie pid PID, caching 0/1	This message indicates a failure during setup. MiCollab AM Launcher considers this critical enough to shut down. Contact Technical Support if the problem persists.
Launcher	Error	1121	Launch failure for app pid= PID, cookie <i>Cookie AppPath</i> <i>AppCmd</i>	The specified application failed to start. This may be a critical problem. Look for other errors in the event viewer to get more information. Contact Technical Support if the problem persists.

Source	Event Type	Event ID	Log Message Description	Explanation and Possible Remedy
Launcher	Error	1121	COM Error 0xxxxxxx on interface= Number for Message	MiCollab AM Launcher was unable to send the message to the application assigned to the specified interface because of an operating system error. Review the event log's adjacent records to determine if any applications have terminated abnormally, or MiCollab AM has performed an abrupt shutdown.
Launcher	Error	1121	App Path:[AppPath] Cmd[AppCmd], PID: PID terminated abnormally.	<p>The specified application terminated abnormally. If the application is one of the server processes, MiCollab AM will try to restart that process. If it is a phone process, this error indicates that a call was terminated abnormally for a single caller. (A new phone process will be started when necessary.) If this error occurs repeatedly, it may be due to a corrupted database, errors in third party software used for external message stores, or other software errors. Examine the event log for indications of the cause of failure. A database rebuild or change in e-mail access profile or other configuration changes may be necessary.</p> <p>Contact Mitel Technical Support if the problem persists.</p>

Source	Event Type	Event ID	Log Message Description	Explanation and Possible Remedy
Launcher	Information	0000	Error getting cluster node ID: <i>NodeID</i>	MiCollab AM Launcher was not able to get information for the cluster node designated by <i>NodeID</i> . Probable causes include cluster configuration or operational difficulties.
Launcher	Information	0000	Error switching telephony lines	MiCollab AM was not able to switch lines from the previous machine to the current machine. This situation can cause some or all lines to malfunction. Restarting the MiCollab AM platform and a reset of the line switch is advised.
Launcher	Information	0025	System Shutdown Service Normal/Forced stop req.	A MiCollab AM Service stop request was received and a shutdown is in progress. The message also indicates whether the shutdown request was normal or forced.
Launcher	Information	1005	The Service was started. Launcher	MiCollab AM Launcher was started automatically or manually.
Launcher	Information	1008	The Service was stopped. Launcher	MiCollab AM Launcher was stopped automatically or manually.

Source	Event Type	Event ID	Log Message Description	Explanation and Possible Remedy
MailApi	Warning	0009	External Mail Cache purged. If this warning occurs frequently, increase the cache setting in MiCollab AM Configuration under the E-Mail tab.	This warning is not usually cause for concern as the External Mail Cache is purged several times during normal operation of MiCollab AM. If you see this message frequently, increase cache size in the configuration settings found on the Email tab of the MiCollab AM Configuration tool for better performance.
Monitor	Error	0005	An error occurred when sending an e-mail notification about a system failure. SMTPSend() failed: ErrorCode	An error occurred when an e-mail notification was sent to the administrator. Even though the message says "system failure," a normal MiCollab AM start or shutdown may have caused the error.
Monitor	Warning	0006	Call Server [ <i>Name of Call Server</i> ] – CX has been stopped.	Indicates a call server is stopped. This message is not a concern if the call server referenced in the message was manually stopped or there is some other known reason for why it stopped.
Monitor	Error	0007	Detected unhealthy process <i>Name</i> , cookie= <i>Cookie</i>	The specified process failed to send periodic heartbeats to the Reliability Monitor. The Reliability Monitor has therefore determined that the process is unhealthy and has terminated it abnormally. See Launcher Error 1121 regarding abnormal termination for more information.

Monitor	Error	0007	<p><i>FailureReason(s)</i></p> <p>This could be one or more of the following:</p> <ol style="list-style-type: none"> <li>1 The launcher Service has failed and the platform can no longer process calls.</li> <li>2 One of the processes on the platform has reported an unspecified critical error.</li> <li>3 The system is using too much CPU time.</li> <li>4 The system is using too much memory.</li> <li>5 An undefined failure has occurred.</li> </ol>	<p>The Reliability Monitor has detected a system failure and the message lists all the causes that lead to this failure. The following is an explanation of each of the possible causes.</p> <ol style="list-style-type: none"> <li>1 MiCollab AM Launcher is critical to MiCollab AM execution. If Launcher fails, then the Reliability Monitor will try to restart the platform to restore the Service.</li> <li>2 This typically happens when several line errors are encountered. The MiCollab AM platform will restart if the On Call Processing Errors check box is selected. Contact Technical Support if the problem persists after restarting.</li> <li>3 The average CPU utilization was above 95% for more than 10 minutes. This is considered a failure and MiCollab AM will restart, if it is configured to do so. (The MiCollab AM platform restarts if the On Call Processing Errors check box is selected.)</li> <li>4 The Reliability Monitor has</li> </ol>
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Source	Event Type	Event ID	Log Message Description	Explanation and Possible Remedy
				<p>detected the memory used by MiCollab AM is greater than the permissible threshold. A MiCollab AM platform restart occurs, if it is configured. (The MiCollab AM platform restarts if the On Call Processing Errors check box is selected.)</p> <p><b>5</b> The Reliability Monitor cannot determine the cause of the error. Contact Technical Support if the problem persists</p>

Source	Event Type	Event ID	Log Message Description	Explanation and Possible Remedy
Monitor	Information	0001	Following Notification Message [was/was not] sent: <i>MsgBody</i>	<p>The Reliability Monitor sent an e-mail notification to the administrator. This log entry tells whether the message was delivered successfully. The <i>MsgBody</i> contains the message that was sent. These type of messages are sent under the following conditions:</p> <ul style="list-style-type: none"> <li>• MiCollab AM has recently started and is done with its initialization process. At this time, MiCollab AM is ready to take calls.</li> <li>• MiCollab AM received a Normal or Force system shut down request. At this time, MiCollab AM is still in the process of shutting down.</li> <li>• A system failure has been detected. <i>MsgBody</i> in this case includes a dump of all processes running on the MiCollab AM platform at this time.</li> </ul>
Msgif	Warning	1011	Can't deliver: from <i>Mailbox@DomainName</i> to <i>Mailbox@DomainName</i>	Digital Networking cannot deliver an outbound message or directory information message to a remote digital networking node. Make sure that both Digital Networking servers are running and configured correctly.

Source	Event Type	Event ID	Log Message Description	Explanation and Possible Remedy
Msgif	Information	1010	User <i>UserName</i> updated/changed mailbox <i>Number</i>	Administrator <i>UserName</i> updated the configuration for mailbox <i>Number</i> .
MTA	Error	0001	AT_MTA is shutting down because thread is not responding to system requests.	A thread in the Unified Messaging Subsystem became unresponsive and the MTA process is restarting. Check e-mail configurations and e-mail server status.
MTA	Warning	1536	Windows error: HRESULT <i>Reason</i> The application called an interface that was marshaled for a different thread.	A possible general error has occurred. If MiCollab AM is behaving normally, this message can be ignored.
MTA	Information	0003	Unable to post a message for user <i>Number</i> on external mail store, check configuration.	MiCollab AM was unable to deliver a message to a subscriber's mailbox on an external message store. Check the subscriber's e-mail configuration in the Email tab in MiCollab AM Admin, and the e-mail server. Configuration is likely incorrect in one or more of these locations.
MTA	Information	0007	Email access enabled.	An administrator selected the E-mail Access Active check box, located on the Messaging tab in the System Configuration dialog box in MiCollab AM Admin.
MTA	Information	0008	Email access disabled.	An administrator cleared the E-mail Access Active check box, located on the Messaging tab in the System Configuration dialog box in MiCollab AM Admin.

Source	Event Type	Event ID	Log Message Description	Explanation and Possible Remedy
MWI Server	Warning	1120	WARNING: MWI: No suitable MWI integrations exist	No integrations are configured to support MWI. Make sure callouts are available for MWI and integration is marked as MWI-enabled. This message may also appear if you are not using an MWI integration.
Notifyco	Warning	1120	WARNING: Line <i>Number</i> : Invalid Pager Dial String! PID <i>Number</i>	The pager dial number is not configured. Check the subscriber's Immediate Message Notification configuration.
Notifyco	Warning	1120	Unknown Call Progress 0xxxxxxx for IMN sub <i>MailboxNumber</i> to number <i>Number</i> on line <i>Number</i> .	The notification callout failed because the system is unable to determine the connection status of the call. Verify that Immediate Message Notification is configured properly for the subscriber and that the dialed destination can be reached from the indicated line.
Post	Error	1121	Unable to perform automatic forwarding from mailbox <i>Number</i> to mailbox <i>Number</i>	The target mailbox may not exist, it may not be accepting messages, or it may not be set up. Verify the configuration for the recipient mailbox.
SMS	Error	1112	StartSpoolers was not able to start the outbound msg spooler 0xxxxxxx	MiCollab AM cannot transmit SMS messages. Check your SMS modem and port configuration.
SMS	Error	1117	SMS notification not sent. Msg= [Number] SMS status: "Unsuccessful" MB= Number Status= 1	Check with your SMS provider to confirm that the mobile telephone number is active.

Source	Event Type	Event ID	Log Message Description	Explanation and Possible Remedy
SysCallProgress	Information	0004	The Call Progress Data has been updated: Parent Category= CategoryName	The telephony layer has received a new call progress data pattern and loaded it successfully.
SysCfg	Information	0005	The System Server's board configuration data has been updated, system restart is required for changed to take effect.	MiCollab AM linecard configurations have changed. The change will not be effective until MiCollab AM is restarted.
SystemInit	Information	1122	The application has started. MiCollab AM	MiCollab AM startup is complete.
System Server	Error	0025	STATUS: An unknown exception was thrown: TSIOCompletionThreadID= <i>Number</i>	An internal processing error has occurred. This may be the result of an improperly configured integration. Contact Technical Support if the problem persists.
System Server	Error	0034	STATUS: Module not initialized: While calling StartPlaySingleFormat	An attempt to perform a media play operation has been detected on an integration that is not initialized. Verify that all integrations are configured properly and that the line port device has been installed. Contact Mitel Technical Support if the problem persists.
System Server	Error	0034	STATUS: Module not initialized: While in lineDevSpecific. Command= TS_PLAY	An attempt to perform a media play operation has been detected on an integration that is not initialized. Verify that all integrations are configured properly and that the line port device has been installed. Contact Technical Support if the problem persists.

Source	Event Type	Event ID	Log Message Description	Explanation and Possible Remedy
System Server	Warning	0001	STATUS: TTS_ERROR	The text-to-speech (TTS) feature is improperly configured or is not licensed on this MiCollab AM server.
System Server	Warning	0011	STATUS: Not attached while opening a line	The telephony layer is unable to attach to an integration. Verify that all integrations are properly configured and that any integration-specific applications are configured (such as the Dialogic Service) and operating normally.
System Server	Warning	0012	STATUS: A failure occurred while waiting on a semaphore.  Thread= <i>Thread1</i> , Previous Thread= <i>Thread2</i> Object= 0xxxxxxx, OwnerThread= <i>Thread3</i> . Lock Count= <i>Count</i>	<p>MiCollab AM attempted to obtain a lock over this object and had to wait for more than ten seconds. This has potential to slow down the entire system. In some cases, this error can cause the system to hang. To resolve the problem, try the following:</p> <ul style="list-style-type: none"> <li>• If logging is turned on, try running the system with logging turned off.</li> <li>• Restart the MiCollab AM platform.</li> <li>• Replace faulty hardware.</li> <li>• Contact Technical Support if the problem persists.</li> </ul>

Source	Event Type	Event ID	Log Message Description	Explanation and Possible Remedy
System Server	Warning	0023	STATUS: An invalid line number was specified Line number = <i>Number</i> is not configured in Call Manager server	Verify that the Cisco Call Manager server and the integration are configured properly for the indicated line number.
System Server	Warning	0025	STATUS: dx_sethook() unable to transition hookstate while calling dx_sethook()	<p>The Dialogic layer is unable to perform the hook operation. It may not be able to communicate with the telephone system. To resolve this issue, try the following:</p> <ul style="list-style-type: none"> <li>• Verify that the physical telephony connection between the telephone system and MiCollab AM is intact.</li> <li>• Verify that the integration is operational and that MiCollab AM is processing calls normally.</li> <li>• Replace faulty hardware if the problem persists.</li> </ul>
System Server	Warning	0026	STATUS: An attempt was made to open a port that was already open: while thread <i>Number</i> was opening port <i>Number</i>	This message may indicate that an unauthorized application is attempting to control the system's lines. However, it may also occur occasionally when MiCollab AM starts. If it happens at any other time, verify that only authorized applications are running on MiCollab AM. Ensure that MiCollab AM is processing calls correctly on the indicated line.

Source	Event Type	Event ID	Log Message Description	Explanation and Possible Remedy
System Server	Warning	0028	STATUS: Connection to the Server failed: CallManager IP = <i>IP Number</i>	The Cisco Call Manager integration is unable to communicate with the telephone system. Ensure that the integration is configured properly and that network connectivity between the system and the telephone system is functioning.
System Server	Information	1536	Windows error While in lineDevSpecific Command= TS_PLAY The system cannot find the file specified.	MiCollab AM is unable to locate the requested file for playback. Look at the application errors that accompany this message to find more information regarding the owner of the file and its location.
TelSvc	Information	0008	Service started.	The Telephony Service was started automatically or manually.
TelSvc	Information	1008	The Service was stopped. Telsvc	The Telephony Service was stopped automatically or manually.
TspiProxy	Warning	1536	Windows Error: Calling <i>Command</i> . The RPC server is unavailable.	A critical system failure has occurred in the telephony layer or the operating system. The MiCollab AM platform should be restarted.
TspiProxy	Warning	1536	Windows Error: Calling TSPI_lineClose. The remote procedure call failed.	A critical system failure has occurred in the telephony layer or the operating system. The MiCollab AM platform should be restarted.

Source	Event Type	Event ID	Log Message Description	Explanation and Possible Remedy
VIM	Information	0139	STATUS: No VIM port defined.	The VIM port is not configured properly. Verify its configuration and adjust it if necessary.
ZPhone	Error	0085	ERROR: Internal system error - Unexpected stop from voisRecordFile()/voisPlayFile()	An unexpected error occurred during the media operation. Verify that the integration is properly configured and that MiCollab AM is processing calls correctly.
ZPhone	Error	1118	Error Line <i>Number</i> : Line Access Timeout.	The session on the line number indicated was unable to obtain exclusive access to the answer mode data and is proceeding. This may result in calls being answered outside of any installed integrations.
ZPhone	Error	1121	Line <i>Number</i> : Unknown exception: LastErr 0 PID <i>Number</i>	An internal application error occurred. Verify that the configuration for the indicated line is set correctly and that the line is processing calls. Contact Mitel Technical Support if the problem persists.
ZPhone	Error	1121	Line <i>Number</i> : Even exception: 0 [ABEND], LastErr 0 PID <i>Number</i>	An internal application error occurred. Verify that the configuration for the indicated line is set correctly and that the line is processing calls. Contact Mitel Technical Support if the problem persists.

Source	Event Type	Event ID	Log Message Description	Explanation and Possible Remedy
ZPhone	Warning	0114	WARNING: Too many password attempts for mailbox <i>Number</i> .	An attempt to log on to the indicated mailbox has failed because the configured retry count has been exceeded. This may indicate an unauthorized attempt to gain access to a mailbox.
ZPhone	Warning	1120	WARNING: Line <i>Number</i> : CM_HEART_BEAT, Abnormal Termination on PID <i>Number</i>	The application encountered an internal error. Verify that MiCollab AM is processing calls properly.
ZPhone	Warning	1120	WARNING: Playback Error: 0xxxxxxx for subscriber [ <i>Number</i> ]; attachment <i>Name</i>	MiCollab AM is unable to render the indicated file. This file is not a type that MiCollab AM recognizes.
ZPhone	Warning	1120	WARNING: Error 0xxxxxxx attempting to speak TTS language index 1 for mailbox <i>Number</i>	The text-to-speech (TTS) system is unable to speak in the selected language for the indicated mailbox. Verify that the correct languages are installed.
ZPhone	Information	0128	DEBUG: Client not honoring disconnect: Number: Ending Phone/MsgIf connection on line <i>Number</i>	A call control application is not responding to the call disconnected indicator. MiCollab AM will continue to process calls normally. However, the application that was performing the call control may be experiencing problems.

Source	Event Type	Event ID	Log Message Description	Explanation and Possible Remedy
ZPhone	Information	0139	STATUS: Failure to obtain fax line!	A fax call has failed because it is unable to obtain an available line on the fax server. Verify that the fax server is operational and configured properly. This may also indicate that there are insufficient lines available on the fax server to handle the number of requests from MiCollab AM.
ZPhone	Information	0139	STATUS: Unable to open EMail attachment for <i>MailboxNumber</i>	MiCollab AM is unable to open the attachment for the indicated subscriber. There may be an error in the e-mail configuration or connectivity to the e-mail system may have failed.