

System Configuration

Notifications module



Administration manual

for system providers

4/30/2020

Product line neo, version 6.x

The described functions can be used with the following ASC products:

EVOIPneo

EVOLUTIONneo / XXL / eco

INSPIRATIONneo

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Contents

| | | |
|----------|---|-----------|
| 1 | General information | 4 |
| 2 | Introduction | 5 |
| 3 | Main view | 6 |
| 3.1 | Toolbar | 7 |
| 3.1.1 | Search..... | 8 |
| 4 | Detail view..... | 9 |
| 4.1 | Tab Details | 9 |
| 4.2 | Tab Notification | 10 |
| 4.3 | Tab Recipients | 10 |
| 4.3.1 | Assign registered users..... | 12 |
| 4.3.2 | Edit registered users | 13 |
| 4.3.3 | Remove registered users | 13 |
| 4.3.4 | Assign unregistered recipients | 14 |
| 4.3.5 | Edit unregistered recipients..... | 14 |
| 4.3.6 | Remove unregistered recipients | 15 |
| 4.3.7 | Assign SNMP Trap Recipients | 15 |
| 4.3.8 | Edit SNMP Trap Recipients | 17 |
| 4.3.9 | Remove SNMP Trap Recipients | 17 |
| 4.4 | Tab Additional Settings | 18 |
| 5 | Edit notification | 19 |
| 6 | Notification recommendations | 20 |
| 7 | Notifications | 23 |
| | Glossary | 45 |

1 General information

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2 Introduction

2 Introduction

In the Notifications module of the application System Configuration, you configure the system notifications which are supposed to be sent automatically. Open the Notifications module by clicking on the menu item *Notifications* in the navigation bar of the application System Configuration.



Basic information about using the application System Configuration can be found in the user manual for administrators *System Configuration - General information*.

In the main view, all system notifications are displayed.

| <div> <div></div> <div></div> <div>Notifications</div> <div>General</div> </div> | | | | | | | |
|--|------------|--------|------------------------|----------|--------------------|--------------|--|
| Active | Type | Status | Subject | Priority | Dynamic Recipients | Relevant for | |
| ✓ | MONITORING | ✓ | TRUNK_STATE | ↓ | × | × | |
| ✓ | MONITORING | ✓ | NGX_CHANNEL_STATE | ↓ | × | × | |
| × | MONITORING | ✓ | BOARD_SHUTDOWN | ↓ | × | × | |
| × | MONITORING | ! | RDX_ARCHIVE | ↑↑ | × | × | |
| × | MONITORING | ⊠ | DRIVE_WRITE_PROTECTION | ↓ | × | × | |
| ✓ | MONITORING | ! | NGX_CHANNEL_STATE | ↑↑ | × | × | |
| × | MONITORING | ! | DRIVE_WRITE_PROTECTION | ↑↑ | × | × | |
| × | MONITORING | ✓ | DRIVE_WRITE_PROTECTION | ↓ | × | × | |
| ✓ | MONITORING | ! | TRUNK_STATE | ↑↑ | × | × | |
| × | MONITORING | ⊠ | DRIVE_WRITE_PROTECTION | ↓ | × | × | |
| × | MONITORING | ! | BOARD_SHUTDOWN | ↑↑ | × | × | |
| × | MONITORING | ✓ | RDX_ARCHIVE | ↓ | × | × | |

Rows per page 50 1 - 50 of 295

Fig. 1: Main view (example)

Depending on the configuration of the columns, the following information is displayed in the main view:

| | |
|-----------------|---|
| Active | Shows whether the notification has been activated. <div> <div>✓</div> = activated <div>×</div> = deactivated </div> |
| Type | Shows the type of the notification. <i>AUDIT</i> = notification which is triggered to log certain user actions. Usually, it is an administrator who receives these notifications. <i>INFO</i> = notification informing about the occurrence of events without a status such as "Your password will expire in 2 days." <i>MONITORING</i> = notification which is triggered by monitoring in the event of a status update. |
| Status | Shows the status of the system. <div> <div>⊠</div> = closed The notification is triggered as soon as monitoring of the respective monitor stops, e. g. when a configuration is deactivated. <div>!</div> = error <div>✓</div> = OK <div>⊠</div> = unknown <div>!</div> = warning The notification is triggered when the status of a subject changes. </div> |
| Subject | Shows the subject of the notification. |
| Priority | Shows the priority of the notification. |

| | |
|------------------------------|---|
| | <p>↑↑ = very high</p> <p>↑ = high</p> <p>◆ = medium</p> <p>↓ = low</p> |
| <i>Dynamic Recipient</i> | <p>Shows whether recipients are dynamic recipients.</p> <p>✓ = Dynamic recipients (the user cannot enter recipients). Notifications for dynamic recipients refer to events related to specific users. Only the specific user receives a notification.</p> <p>✗ = No dynamic recipients (the user can enter recipients).</p> |
| <i>Creation Date</i> | Date on which the notification was created. |
| <i>Updated</i> | Date on which the notification was updated for the last time. |
| <i>Relevant for AlarmMan</i> | <p>Shows whether an alarm is issued by the Alarm Manager in case of an error.</p> <p>✓ = Alarm Manager issues an error alarm.</p> <p>✗ = Alarm Manager issues no error alarm.</p> |

To select a system notification from the list, click on the line with the corresponding information. To select several system notifications or to revoke the selection, click on the respective line while holding the [Ctrl] key down. By selecting several system notifications, you only have to configure the recipients of the notification once.



3.1

Toolbar

The toolbar offers the following functions.



Fig. 2: Toolbar Notifications module

| | | |
|---|---------------------------------|--|
|  | <i>Activate</i> | <p>Activates the notification.</p> <p>To activate a notification, at least 1 recipient has to be entered.</p> |
|  | <i>Deactivate</i> | Deactivates the notification. |
| <i>Notifications</i> | | This menu is currently not available |
| <i>General</i> | <i>Adjust Table</i> | <p>Opens a window in which you can adjust the following settings for the main view:</p> <ul style="list-style-type: none"> • Displayed information • Order of the displayed columns • Number of rows per page |
| | <i>Save Table Configuration</i> | Saves the current table configuration of the main view as default view of the user. |
| | <i>Search</i> | <p>Opens the window of the search function. The search function allows searching systematically for sets of data which meet certain criteria, see chapter "Search", p. 8.</p> <p>When opening the module, a search filter is set automatically so that only data sets of the current day are displayed. The function by means of the menu item <i>General > Reset Search</i> does not deactivate this filter.</p> |
| | <i>Reset Search</i> | Resets all manually entered search criteria. The search is started without manual filter settings. |

| | |
|---------------------|--|
| <i>General Help</i> | By clicking on the menu item <i>General Help</i> , a description of the application you are currently viewing is opened. |
| <i>Module Help</i> | By clicking on the menu item <i>Module Help</i> , a description of the module you are currently viewing is opened. |



For detailed information on default functions such as *Print*, *Adjust table*, or *Help* refer to the user manual for administrators *System Configuration - General Information*.

3.1.1

Search

The search function allows searching systematically for sets of data which meet certain criteria.

- Click on the menu item *General > Search* in the toolbar.
⇒ The window *Search Criteria* appears.

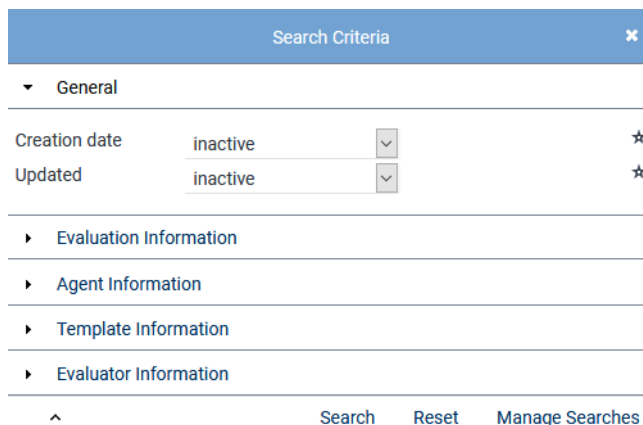


Fig. 3: Window Search Criteria (example)

- Set the respective search criteria.
NOTICE! It depends on the respective module which search criteria are available.
- To start the search, click on the button *Search*.
To reset all manually entered search criteria, click on the button *Reset*.
⇒ After running the search, only those sets of data are displayed in the main view which meet the set search criteria.
- To display all original sets of data in the main view again, i. e. to reset the manually entered search criteria, click on the menu item *General > Reset Search* in the toolbar.

Via the button *Manage Searches* you can save the defined search criteria under an unambiguous name, to load saved search criteria or delete them.

Via the icon ★ you can tag the search criterion as favorite. Criteria tagged as favorite are displayed additionally in the upper area of the window *Search Criteria* and marked with the icon ★.



A detailed description of the search function can be found in the user manual *System Configuration - General information*.

4

Detail view

The detail view contains additional information about and functions of the selected notification.

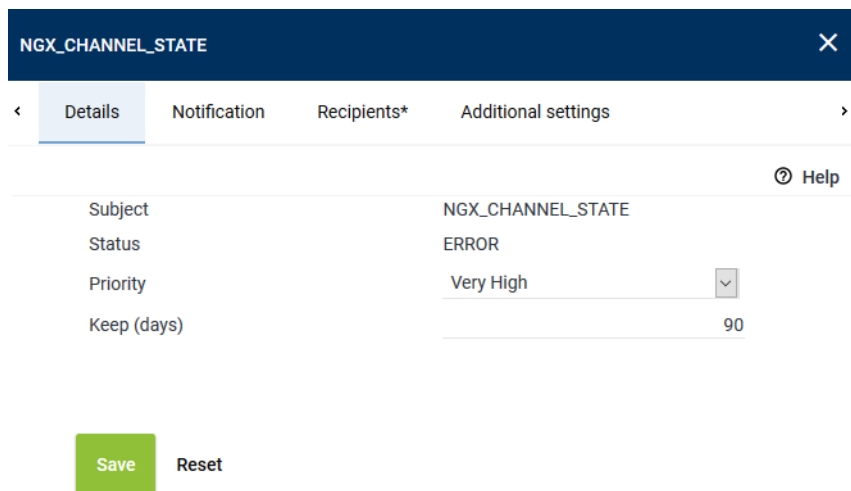


Fig. 4: Notifications module - detail view

The detail view consists of the following tabs:

- *Details*

Here, you can edit the details of the notification.

See [chapter "Tab Details", p. 9](#).

- *Notification*

Here, you see the content of the notification.

See [chapter "Tab Notification", p. 10](#).

If several system notifications have been selected in the main view, the tab *Notification* is not displayed.

- *Recipients*

Here, you can edit the recipients of the notification. Recipients can only be configured for notifications without dynamic recipients.

See [chapter "Tab Recipients", p. 10](#).

- *Additional settings*

Here, you can edit additional settings of the notification.

See [chapter "Tab Additional Settings", p. 18](#)

4.1

Tab Details

Here, you can edit the details of the notification.

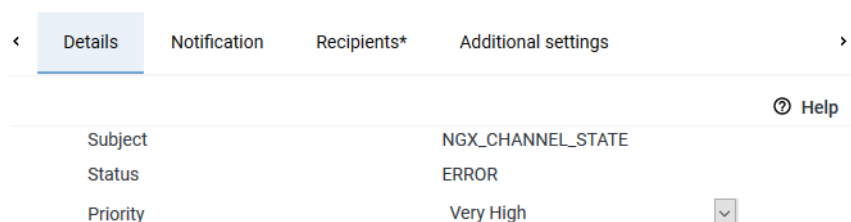
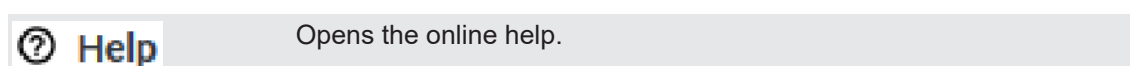


Fig. 5: Tab Details



| | |
|-----------------|--|
| <i>Subject</i> | Shows the name of the notification. |
| <i>Status</i> | Shows the status of the notification. |
| <i>Priority</i> | Shows the priority of the notification. Set the priority of the notification. Possible priorities are: <ul style="list-style-type: none"> • Very high • High • Medium • Low |

4.2

Tab Notification

Here, you see the content of the notification.

<
Details
Notification
Recipients*
Additional settings
>

Notification Text

Channel #CHANNEL# is not connected.
[messageNotifyContent NGX_CHAN NEL_STATE_ERROR]

Subject

[messageNotifySubject NGX_CHAN NEL_STATE_ERROR]

Fig. 6: Tab Notification

| | |
|--------------------------|---|
| <i>Notification text</i> | Shows the notification text and the corresponding resource string (e. g. <i>[messageNotifyContent_DRIVE_SPACE_UNKNOWN]</i>). The resource string is displayed here so that you find the corresponding resource more quickly in the Resource Editor. |
| <i>Subject</i> | Shows the e-mail subject of the notification and the corresponding resource string (e. g. <i>[messageNotifySubject_DRIVE_SPACE_UNKNOWN]</i>). In case of --- the e-mail subject is replaced with a generic default notification text for the individual topic. The resource string is displayed to enable you to find the respective resource more quickly in the Resource Editor. |

A notification can be triggered by different causes. If several notification texts and subjects are listed, the respective notification text and subject are selected dynamically depending on the cause that triggered the notification.



The notification text and the subject can be changed in the Resource Editor. See administration manual *System Configuration - Resource Editor*. The placeholders in the notification texts (e. g. *#name#*) have to be maintained.

4.3

Tab Recipients

Here, you can edit the recipients of the notification. Recipients can only be configured for notifications without dynamic recipients.

In the main view, the column *Dynamic Recipients* shows whether recipients are dynamic recipients.

✓ = Dynamic recipients (the user cannot enter recipients).

✗ = No dynamic recipients (the user can enter recipients).

<
Details
Notification
Recipients*
Additional settings
>

Relevant for AlarmMan ☐

Registered User

| Name ↕ | Internal | CC | E-mail |
|-------------------|----------|----|--------|
| Admin, 1st-Tenant | ✓ | ✗ | ✗ |

E-Mail Addresses

| E-Mail | Language |
|------------------|----------|
| No records found | |

[Create](#)
[Delete](#)

SNMP Trap Recipients

| SNMP Version | Recipient IP | SNMP port |
|------------------|--------------|-----------|
| No records found | | |

[Add](#)
[Edit](#)
[Delete](#)

Fig. 7: Tab Recipients

| | |
|-------------------------------------|---|
| Relevant for AlarmMan | Select whether an alarm is supposed to be issued by the Alarm Manger in case of an error. |
| <input checked="" type="checkbox"/> | = Alarm Manager issues an error alarm |
| <input type="checkbox"/> | = Alarm Manager issues no error alarm |

There are the following possibilities to assign and edit the recipient of the notification:

Group field **Registered User**

- [chapter "Assign registered users", p. 12](#)
- [chapter "Edit registered users", p. 13](#)
- [chapter "Remove registered users", p. 13](#)

Group field **E-Mail Addresses**

- [chapter "Assign unregistered recipients", p. 14](#)
- [chapter "Edit unregistered recipients", p. 14](#)
- [chapter "Remove unregistered recipients", p. 15](#)

Group field **SNMP Trap Recipients**

- [chapter "Assign SNMP Trap Recipients", p. 15](#)
- [chapter "Edit SNMP Trap Recipients", p. 17](#)
- [chapter "Remove SNMP Trap Recipients", p. 17](#)

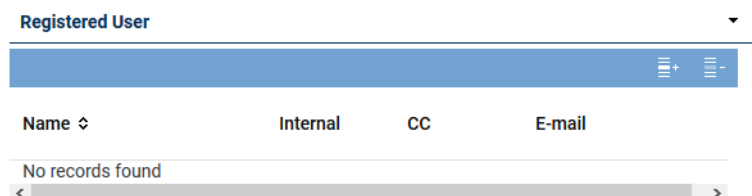


To be able to send an [SNMP](#) GET request about the current system status via [SNMP](#) from external [SNMP](#) programs to the core, you have to set up an [SNMP](#) agent. For information about the configuration of the [SNMP](#) agent refer to the administration manual *System Configuration - User management (for system providers)*.

4.3.1

Assign registered users

1. To assign a registered user, click on the icon  (*Add*).

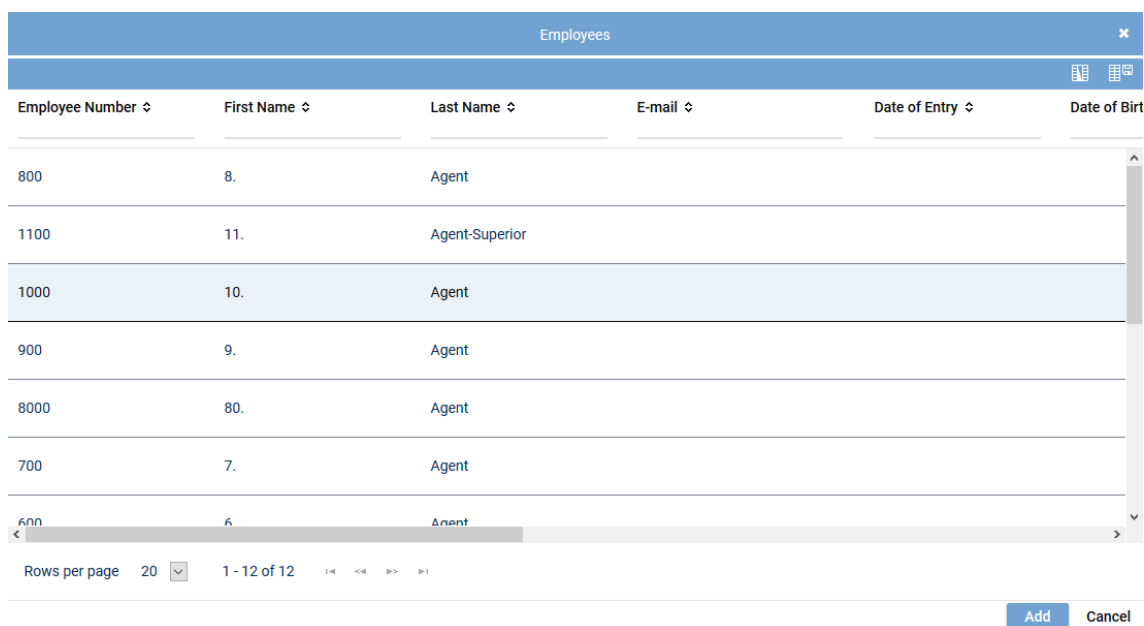


Registered User

| Name | Internal | CC | E-mail |
|------------------|----------|----|--------|
| No records found | | | |

Fig. 8: Group field Registered User

2. To select a user from the list, click on the line with the corresponding information.
To select several users or revoke a selection, click on the respective line while holding the [Ctrl] key down.



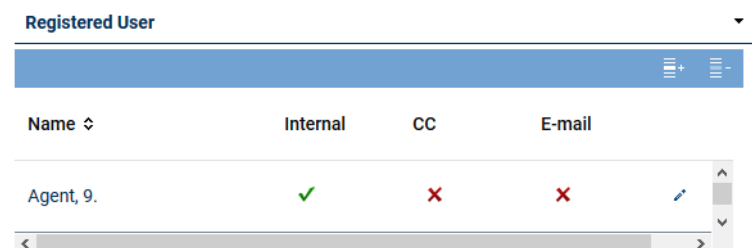
Employees

| Employee Number | First Name | Last Name | E-mail | Date of Entry | Date of Birth |
|-----------------|------------|----------------|--------|---------------|---------------|
| 800 | 8. | Agent | | | |
| 1100 | 11. | Agent-Superior | | | |
| 1000 | 10. | Agent | | | |
| 900 | 9. | Agent | | | |
| 8000 | 80. | Agent | | | |
| 700 | 7. | Agent | | | |
| 600 | 6. | Agent | | | |

Rows per page: 20 | 1 - 12 of 12 | Add | Cancel

Fig. 9: Select registered users (example)

3. To add selected users, click on the button *Add*.
To discard the selection and close the window, click on the button *Cancel*.
4. The selected user is added to the group field Registered Users.




Registered User

| Name | Internal | CC | E-mail |
|-----------|----------|----|--------|
| Agent, 9. | ✓ | ✗ | ✗ |

Fig. 10: Add registered users

- To set whether a registered user will be notified internally, via CLIENT`command` or via e-mail, see [chapter "Edit registered users", p. 13](#).

4.3.2 Edit registered users

- To set whether a registered user will be notified internally, via CLIENT`command` or via e-mail, select the respective user in the list and click on the icon  (*Edit*). One of the 3 options has to be activated.

| Registered User | | | |
|-----------------|----------|----|--------|
| Name ↕ | Internal | CC | E-mail |
| Agent, 9. | ✓ | ✗ | ✗ |

Fig. 11: Edit registered users (example)





If you would like to select *e-mail* as notification method, an e-mail address has to be stored for the employee. For information about the configuration of employees refer to the administration manual *System Configuration - User management*.

- Set the notification type in the columns *Internal*, *CC* (CLIENT`command`) or *E-mail*:
☒ = Notification has been activated.
☐ = Notification has not been activated.


If the notification type *Internal* has been activated, notifications are displayed in the Portal.

| Registered User | | | |
|-----------------|--------------------------|--------------------------|-------------------------------------|
| Name ↕ | Internal | CC | E-mail |
| Agent, 9. | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |

Fig. 12: Set notification type (example)

- To save the changes, click on the icon  (*Save*).
To discard the changes, click on the icon  (*Discard*).

4.3.3 Remove registered users

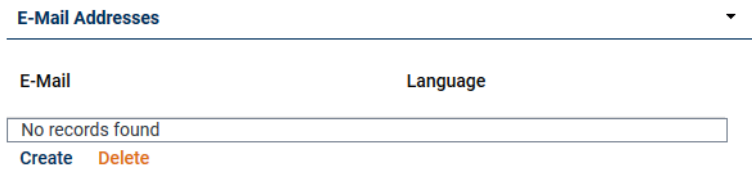
- To remove a registered user from the list, select the corresponding entry in the list and click on the icon  (*Remove*).

| Registered User | | | |
|-----------------|----------|----|--------|
| Name ↕ | Internal | CC | E-mail |
| Agent, 9. | ✓ | ✗ | ✗ |

Fig. 13: Remove registered user (example)

4.3.4 Assign unregistered recipients

1. To assign an unregistered recipient, click on the button *Create*.




E-Mail Addresses ▼

| E-Mail | Language |
|------------------|----------|
| No records found | |

[Create](#) [Delete](#)

Fig. 14: Group field E-Mail Addresses

2. An entry field for a new e-mail address is added.




E-Mail Addresses ▼

| E-Mail | Language |
|--------------------|----------|
| New e-mail address | de_DE |

[Create](#) [Delete](#)

Fig. 15: Entry field for a new e-mail address added

3. Click on the icon  (*Edit*).
4. In the entry field, enter the e-mail address of the unregistered recipient.





E-Mail Addresses ▼


| E-Mail | Language |
|------------------------|----------|
| johnsample@company.com | en_US |

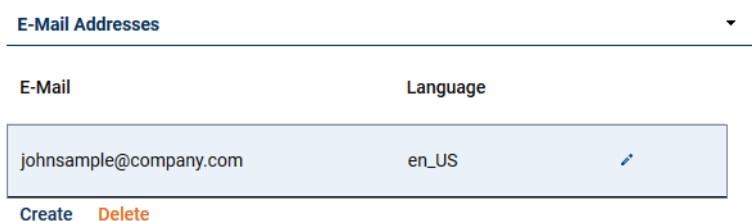
[Create](#) [Delete](#)

Fig. 16: Enter e-mail address (example)

5. Select the language of the unregistered recipient from the drop-down list.
6. To save the changes, click on the icon  (*Save*).
To discard the changes, click on the icon  (*Discard*).

4.3.5 Edit unregistered recipients

1. Select the corresponding entry in the list and click on the icon  (*Edit*).



E-Mail Addresses ▼

| E-Mail | Language |
|------------------------|----------|
| johnsample@company.com | en_US |

[Create](#) [Delete](#)

Fig. 17: Edit e-mail address (example)

2. In the entry field, change the e-mail address of the unregistered recipient.

| E-Mail Addresses | |
|---|--|
| E-Mail | Language |
| johnsample@company.com | en_US <input type="button" value="v"/> |
| <input type="button" value="Create"/> <input type="button" value="Delete"/> | |

Fig. 18: Enter e-mail address (example)

3. Select the language of the unregistered recipient from the drop-down list.
4. To save the changes, click on the icon (Save).
To discard the changes, click on the icon (Discard).

4.3.6 Remove unregistered recipients

1. To remove an unregistered user from the list, select the corresponding entry in the list and click on the button *Delete*.

| E-Mail Addresses | |
|---|--|
| E-Mail | Language |
| johnsample@company.com | en_US <input type="button" value="✗"/> |
| <input type="button" value="Create"/> <input type="button" value="Delete"/> | |

Fig. 19: Remove unregistered recipient (example)

4.3.7 Assign SNMP Trap Recipients

1. To assign an [SNMP Trap](#) Recipient, click on the button *Add*.

| SNMP Trap Recipients | | |
|--|--------------|-----------|
| SNMP Version | Recipient IP | SNMP port |
| No records found | | |
| <input type="button" value="Add"/> <input type="button" value="Edit"/> <input type="button" value="Delete"/> | | |

Fig. 20: Group field SNMP Trap Recipients

2. The window *Edit Connection Data* appears.
Which entry fields are displayed depends on the [SNMP](#) version and the security level you have selected.

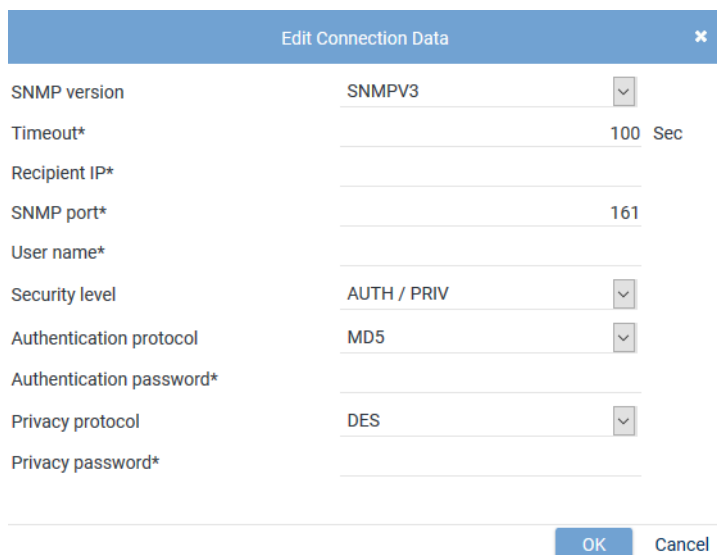


Fig. 21: Window Edit Connection Data (example)

3. Complete all required fields:

| | |
|--------------------------------|---|
| <i>SNMP version</i> | From the drop-down list, select the SNMP version you would like to use. You can select either <i>SNMPV2</i> or <i>SNMPV3</i> |
| <i>Timeout</i> | Enter after how many seconds a timeout notification is supposed to be sent if no connection to the SNMP server could be established. Default value: <i>100</i> |
| <i>Recipient IP</i> | Enter the IP address of the SNMP Trap Recipient. |
| <i>SNMP port</i> | Enter the port via which you would like to establish the connection. Default value: <i>161</i> |
| <i>Community</i> | Enter the community that the messages are supposed to be assigned to. Default value: <i>public</i> |
| <i>User name</i> | Enter the user name of the SNMP agent which is supposed to be used for SNMP requests. |
| <i>Security level</i> | The following security levels are available: <i>NOAUTH / NOPRIV</i> : The external SNMP program does not have to authenticate with the SNMP agents; the notification about the current system status is transferred without encryption. No additional entries are necessary. <i>AUTH / NOPRIV</i> : Select this option if you want the external SNMP program to authenticate with the SNMP agent. To do so, select an authentication protocol and enter a corresponding password; the notification about the current system status is transferred without encryption. <i>AUTH / PRIV</i> : Select this option if you want the external SNMP program to authenticate with the SNMP agent and that the notification is transferred with encryption. To do so, select an authentication protocol with a corresponding password as well as a privacy protocol which additionally encrypts the SNMP communication by means of the privacy password. |
| <i>Authentication protocol</i> | Select the authentication protocol. The protocols <i>MD5</i> and <i>SHA</i> are available. |

| | |
|--------------------------------|---|
| <i>Authentication password</i> | Enter a password with a length of 8 to 15 characters. |
| <i>Privacy protocol</i> | Select the privacy protocol. The protocols <i>DES</i> and <i>AES-128</i> are available. |
| <i>Privacy password</i> | Enter a password with a length of 8 to 15 characters. |

- To save the entries and close the window, click on the button *OK*.
To discard the entries and close the window, click on the button *Cancel*.



The fields marked with " * " are mandatory fields. These fields have to be filled out.

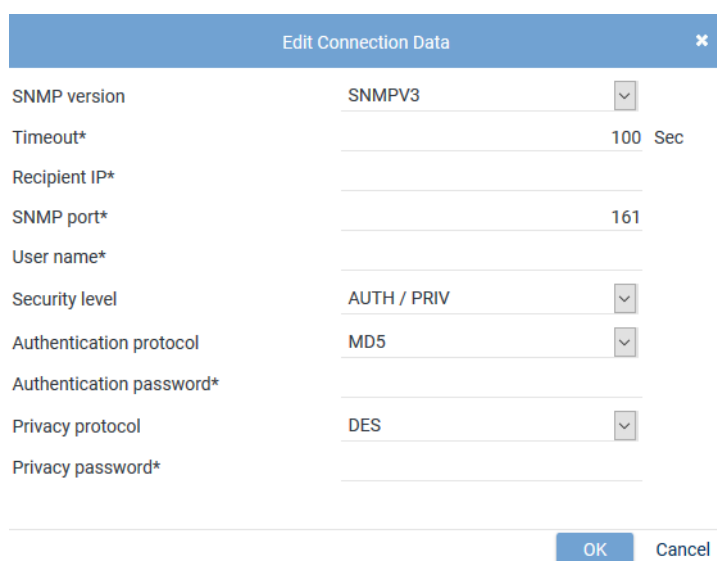
4.3.8 Edit SNMP Trap Recipients

- Select the corresponding entry in the list and click on the button *Edit*.

| SNMP Trap Recipients | | |
|---|-----------------|-----------|
| SNMP Version | Recipient IP | SNMP port |
| SNMP_V3 | 192.168.169.143 | 161 |
| Add Edit Delete | | |

Fig. 22: Edit SNMP Trap Recipients (example)

- The window *Edit Connection Data* appears.
Which entry fields are displayed depends on the [SNMP](#) version and the security level you have selected.



The 'Edit Connection Data' window contains the following fields:

- SNMP version: SNMPV3 (dropdown)
- Timeout*: 100 Sec
- Recipient IP*: (text field)
- SNMP port*: 161
- User name*: (text field)
- Security level: AUTH / PRIV (dropdown)
- Authentication protocol: MD5 (dropdown)
- Authentication password*: (text field)
- Privacy protocol: DES (dropdown)
- Privacy password*: (text field)

Buttons: OK, Cancel

Fig. 23: Window Edit Connection Data (example)

- Change the values of the [SNMP Trap Recipient](#). A description of the fields can be found in [chapter "Assign SNMP Trap Recipients", p. 15](#).
- To save the entries and close the window, click on the button *OK*.
To discard the entries and close the window, click on the button *Cancel*.

4.3.9 Remove SNMP Trap Recipients

- To remove an [SNMP Trap](#) Recipient from the list, select the corresponding entry in the list and click on the button *Delete*.

| SNMP Trap Recipients | | |
|---|-----------------|-----------|
| SNMP Version | Recipient IP | SNMP port |
| SNMP_V3 | 192.168.169.143 | 161 |
| Add Edit Delete | | |

Fig. 24: Remove SNMP Trap Recipients (example)

4.4

Tab Additional Settings

Here, you can edit additional settings of the notification.

<
Details
Notification
Recipients*
Additional settings
>

Settings
▼

Keep (days) 90

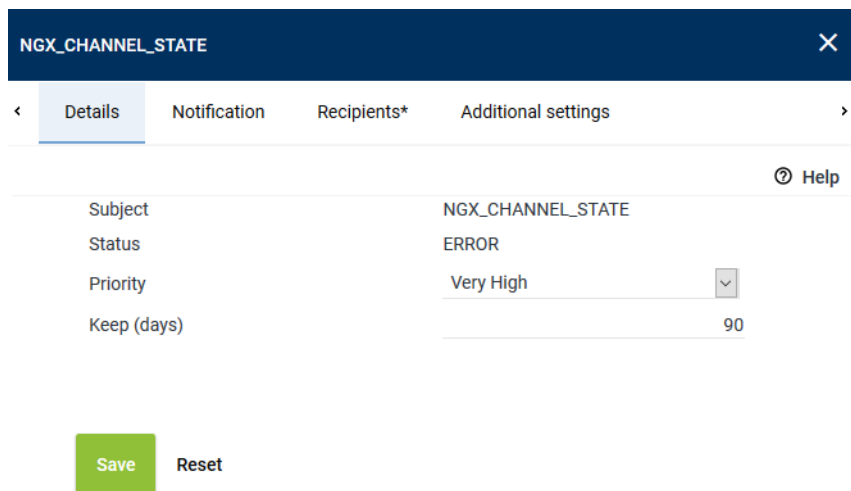
Export before deletion ☐

Fig. 25: Tab Additional Settings

| | |
|-------------------------------|--|
| Keep (days) | <p>Shows for how long the notification is kept. Once the indicated retention period has passed, the notification is deleted from the database of all recipients. The value 0 implies that the notification will never be deleted.</p> <p>NOTICE! When configuring the retention time, consider the duty of documentation which extends to some notification types. For performance reasons of the database, the retention period should not be too long.</p> |
| Export before deletion | <p>Select whether the notification is supposed to be exported before it is deleted.</p> <p><input checked="" type="checkbox"/> = Notification is exported before being deleted. On the server in the directory <code>C:\Program Files (x86)\ASC\ASC Product Suite\logs\Export</code> (depending on the installation directory), the file <code>DeletedNotifications.csv</code> is created if it has not existed before. In this file, only those notifications are saved, for which the option <i>Export before deletion</i> has been activated. That way, relevant audit notifications can be made accessible to external parties for evidence purposes without granting them direct access to the recording system.</p> <p><input type="checkbox"/> = Notification is not exported before being deleted.</p> |

5 Edit notification

1. In the main view, select a notification the data of which you would like to edit.
2. In the detail view, make all necessary changes in the tabs (see [chapter "Tab Details", p. 9](#), [chapter "Tab Notification", p. 10](#), [chapter "Tab Additional Settings", p. 18](#), and Tab Additional Settings).
3. Once you have finished adjusting the settings, click on the button **Save** to save the settings. To discard the entries, click on the button **Reset**.



| NGX_CHANNEL_STATE | |
|---|-------------------|
| <div>< Details Notification Recipients* Additional settings ></div> | |
| <div>ⓘ Help</div> | |
| Subject | NGX_CHANNEL_STATE |
| Status | ERROR |
| Priority | Very High |
| Keep (days) | 90 |
| <div>Save Reset</div> | |

Fig. 26: Save changes

See also

📄 [Tab Recipients](#) [► 10]

6

Notification recommendations

ASC strongly recommends to send all notifications listed in the following to the system provider by e-mail.

| Subject | Status | Description | Measures | Priority |
|---------------------------------------|--------|---|-----------------------|-------------------|
| CONNECTION_STATUS | ❗ | The service <i>name</i> on server <i>IP address</i> or <i>server name</i> is not available. | Restart the recorder. | ⬆️ (Very high) |
| CORE_AVAILABILITY_STATUS | ❗ | The server is not available. | Check the server. | ⬆️ (Very high) |
| CTICONNECT_MODULE_STATE | ❗ | The module <i>ASC application</i> for the PBX <i>name</i> is not ready for operation. | Restart the recorder. | ⬆️ (Very high) |
| CTICONNECT_PBX_CONNECTION_STATE | ❗ | The module <i>ASC application</i> is not connected with <i>name</i> . | Restart the recorder. | ⬆️ (Very high) |
| CTICONNECT_RC_CONNECTION_STATE | ❗ | Recording Control is not connected. | Restart the recorder. | ⬆️ (Very high) |
| DATABASE_BACKUP_STATE | ❗ | An error occurred while backing up the database. | Restart the recorder. | ⬆️ (Very high) |
| DATABASE_CONNECTION_ERROR | | The master database has failed. | Restart the recorder. | ⬆️ (Very high) |
| RECORDING_MODULE_STATE | ❗ | The module <i>name</i> is not available. <i>Description</i> . | Restart the recorder. | ⬆️ (Very high) |
| CONFIGURATION_STATUS | ❗ | The configuration is not correct. Please check the configuration parameters. | Restart the recorder. | ⬆️ (High) |
| CONVERSATION_STREAM_MISSING | | One or several streams are missing in the conversation <i>conversation ID</i> . | Restart the recorder. | ⬆️ (High) |
| CTICONNECT_MONITOR_POINTS_STATE | ❗ | Monitoring in module <i>ASC application</i> has failed for <i>extension</i> . | Restart the recorder. | ⬆️ (High) |
| CTICONNECT_RECORDING_EXTENSIONS_STATE | ❗ | Activating the recorder extensions in module <i>ASC application</i> has failed for <i>extension</i> . | Restart the recorder. | ⬆️ (High) |
| CTICONNECT_STREAM_REQUEST_FAILED | | An error with code <i>error code</i> for <i>CTI-ID</i> in conversation <i>conversation ID</i> has occurred. | Restart the recorder. | ⬆️ (High) |

6

Notification recommendations

| Subject | Status | Description | Measures | Priority |
|---------------------------------|--------|---|---|-------------|
| DRIVE_SPACE | ! | Drive <i>name</i> has reached the storage capacity of <i>free storage</i> GB. The deletion process now starts to delete not archived/expanded/transferred calls. | To make more storage capacity available <ul style="list-style-type: none"> • assign the tenant more storage capacity or • archive the data or • transfer data to a storage expansion. | ↑ (High) |
| FILEMAN_INVALID_PACKAGE_FOUND | | The package <i>name</i> is invalid. | Restart the recorder. | ↑ (High) |
| JOB_EXECUTION_ERROR | | While executing the job <i>job name</i> of job type <i>job type</i> the following error occurred. The job execution announced: <i>description</i> | Restart the recorder. | ↑ (High) |
| JOB_EXECUTION_UNKNOWN | | While executing the job <i>job name</i> of job type <i>job type</i> an unknown error occurred. The job execution announced: <i>description</i> | Restart the recorder. | ↑ (High) |
| LDAP_CONNECTION | ! | The connection to the LDAP server could not be established. The <i>cause</i> is filled dynamically. | Contact your IT administrator to check which error is affects the LDAP connection. | ↑ (High) |
| LICENSE_FILE_VALIDATION | ! | The license file is invalid. | Request a new license file. ATTENTION! A missing license file will cause loss of data after 30 days after having received this notification. | ↑ (High) |
| LICENSING_AUTHENTICATION_SERVER | ! | <p>The authentication server is not connected. You need an authentication server for key management or VM support. The system will expire in <i>number with unit</i>.</p> <p>The connection to the authentication server could not be established. Please check the connection data and the configuration of the firewall.</p> <p>The authentication server is not connected. You need an authentication server for key management or VM support.</p> | <p>If a dongle has been configured, check whether the dongle is connected.</p> <p>If licensing has been configured via a direct Internet connection to the LMS (ASC Licensing Management Service), check whether the IP address of the LMS has been connected. Restart the service <i>DongleManConnector</i>.</p> | ↑ (High) |

| Subject | Status | Description | Measures | Priority |
|---------------------------------------|--------|---|---|-------------|
| PBXINTEGRATION_RECORDER_CONFIGURATION | ! | No recording server has been configured for the integration <i>name</i> . | Restart the recorder. | ↑ (High) |
| RECORDING_EXTENSION_STATE | ! | The module <i>name</i> could not registered any of the SIP phone numbers on the PBX. | Check the configuration of the SIP registration in the System Configuration and on the PBX. | ↑ (High) |
| RECORDING_FILE_ERROR | | The following error occurred while writing the file <i>name</i> for the module <i>name</i> : <i>error code description</i> . | Restart the recorder. | ↑ (High) |
| RECORDING_MODULE_RC_CONNECTION_STATE | ! | The recording module <i>name</i> has lost the connection to Recording Control. | Restart the recorder. | ↑ (High) |
| RECORDING_STREAM_DATA_MISSING | | The data for the stream <i>stream ID</i> in the conversation <i>conversation ID</i> is missing. | Restart the recorder. | ↑ (High) |
| RECORDING_STREAM_ERROR | | An error with the code <i>error code</i> for the stream <i>stream ID</i> in the conversation <i>conversation ID</i> has occurred. | Restart the recorder. | ↑ (High) |
| RECORDING_STREAM_OPEN_FAILED | | Opening the stream <i>stream ID</i> in the conversation <i>conversation ID</i> has failed. | Restart the recorder. | ↑ (High) |
| TRUNK_STATE | ! | Trunk <i>number</i> has not been connected. | Check the wiring between recording card, PBX and - if used - the primary multiplex connection. | ↑ (High) |
| UNCAUGHT_EXCEPTION | | An unexpected error occurred: <i>description</i> . | Restart the recorder. | ↑ (High) |

If an error continues to exist upon having taken the described measures, contact +49 700 27278776.

Notifications

Here, you find a list of possible notifications.

Notification type: AUDIT

| Subject | Description |
|--------------------------------------|--|
| AGENT_SESSION_DELETE | Session has been deleted by <i>user</i> . |
| AGENT_SESSION_PAUSE | The replay of the agent session <i>session</i> has been paused by <i>user</i> . |
| AGENT_SESSION_REPLAY | The session <i>session</i> has been replayed by <i>user</i> . |
| AGENT_SESSION_SAVEASWAVE | The session <i>session</i> has been saved as WAVE file by <i>user</i> . The activity <i>activity</i> has been saved as WAVE file by <i>user</i> . |
| AGENT_SESSION_SEARCH | The search criteria that the user has searched are displayed. |
| AGENT_SESSION_STOP | The replay of the agent session <i>session</i> has been stopped by <i>user</i> . |
| AGENT_SESSION_UPDATE | Session has been changed by <i>user</i> . |
| ARCHIVING_JOB_CREATE | Archiving job has been created by <i>user</i> . |
| ARCHIVING_JOB_DEACTIVATE | Archiving job has been deactivated by <i>user</i> . |
| ARCHIVING_JOB_DELETE | Archiving job has been deleted by <i>user</i> . |
| ARCHIVING_JOB_UPDATE | Archiving job has been changed by <i>user</i> . |
| CONFIGCORELOGLEVEL_SAVED | The log level configuration for <i>Name of the core</i> has been changed by <i>user</i> . |
| CONVERSATION_ADD_LITIGATION | The conversation with the ID <i>number</i> has been set to litigation hold by <i>user</i> on <i>date</i> . |
| CONVERSATION_DELETE | The conversation with the ID <i>number</i> has been deleted by <i>user</i> . Start time of the conversation: <i>Start time</i> ; end time of the conversation: <i>end time</i> . |
| CONVERSATION_PARTICIPANT_VIEW_REPLAY | The conversation part <i>conversation</i> has been replayed by <i>user</i> in the participant view. |
| CONVERSATION_PARTICIPANT_VIEW_SEARCH | The search criteria that the user has searched are displayed. |
| CONVERSATION_PARTVIEW_DELETE | The participant view with the ID <i>number</i> has been deleted by <i>user</i> . Start time of the participant view: <i>Start time</i> ; end time of the participant view: <i>end time</i> . |
| CONVERSATION_PARTVIEW_PAUSE | The replay of the participant view <i>conversation</i> has been paused by <i>user</i> . |

| Subject | Description |
|----------------------------------|---|
| CONVERSATION_PARTVIEW_SAVEASWAVE | The conversation part <i>conversation</i> has been saved as WAVE file by <i>user</i> from the participant view. |
| CONVERSATION_PARTVIEW_STOP | The replay of the participant view <i>conversation</i> has been stopped by <i>user</i> . |
| CONVERSATION_PAUSE | The replay of the conversation <i>conversation</i> has been paused by <i>user</i> . |
| CONVERSATION_REMOVE_LITIGATION | The conversation with the ID <i>number</i> has been removed from litigation hold by <i>user</i> on <i>date</i> . |
| CONVERSATION_REPLAY | The conversation <i>conversation</i> has been replayed by <i>user</i> . |
| CONVERSATION_SAVEASWAVE | The conversation <i>conversation</i> has been saved as WAVE file by <i>user</i> . |
| CONVERSATION_SEARCH | The search criteria that the user has searched are displayed. |
| CONVERSATION_STOP | The replay of the conversation <i>conversation</i> has been stopped by <i>user</i> . |
| DRIVE_CREATED | The drive <i>name</i> has been created by <i>user</i> . |
| DRIVE_DELETED | The drive <i>name</i> has been deleted by <i>user</i> . |
| DRIVE_UNMOUNTED | The network drive <i>name</i> has been disconnected by <i>user</i> . |
| DRIVE_UPDATED | The drive <i>name</i> has been changed by <i>user</i> . |
| EMPLOYEE_CONV_MAIL | An example text has been saved here. NOTICE! The message text and the subject can be changed via the resource string <i>messageNotifyContent_EMPLOYEE_CONV_MAIL</i> in the Resource Editor. For further information refer to the administration manual <i>System Configuration - Resource Editor</i> . The placeholders in the notification texts (e. g. <i>#FIRSTNAME#</i>) have to be maintained. |
| EMPLOYEE_CREATE | Employee <i>name</i> has been created. |
| EMPLOYEE_DELETE | Employee <i>name</i> has been deleted. |
| EMPLOYEE_LOGIN | The employee <i>name</i> has logged in to the application <i>ASC application</i> from the <i>IP address or server name</i> . |
| EMPLOYEE_LOGOUT | The employee <i>name</i> has logged off from the application <i>ASC application</i> from the <i>IP address or server name</i> . |
| EMPLOYEE_UPDATE | Employee <i>name</i> has been changed. |
| FAILED_LOGIN_UNKNOWN_USER | The login of <i>user</i> has failed. |
| JOB_MONITORING_EDIT | The job with the name <i>name</i> has been paused by user <i>name</i> . |
| LICENSE_CREATED | User <i>name</i> has installed a license. |
| LICENSE_UPDATED | User <i>name</i> has changed a license assignment for <i>tenant</i> . |
| LIVE_LISTENING | The extension <i>extension</i> has been listened in on by <i>user</i> . |

| Subject | Description |
|-----------------------------------|---|
| | Agent <i>name</i> has been listened in on by <i>user</i> . |
| | The phone <i>number</i> has been listened in on by <i>user</i> . |
| PBX_CREATE | PBX has been created by <i>user</i> . |
| PBX_DELETE | PBX has been deleted by <i>user</i> . |
| PBX_INTEGRATION_ACTIVATE | PBX integration has been activated by <i>user</i> . |
| PBX_INTEGRATION_CREATE | PBX integration has been created by <i>user</i> . |
| PBX_INTEGRATION_DEACTIVATE | PBX integration has been deactivated by <i>user</i> . |
| PBX_INTEGRATION_DELETE | PBX integration has been deleted by <i>user</i> . |
| PBX_INTEGRATION_UPDATE | PBX integration has been changed by <i>user</i> . |
| PBX_UPDATE | PBX has been changed by <i>user</i> . |
| RECORDING_ARCHITECTURE_ACTIVATE | Recording architecture has been activated by <i>user</i> . |
| RECORDING_ARCHITECTURE_CREATE | Recording architecture has been created by <i>user</i> . |
| RECORDING_ARCHITECTURE_DEACTIVATE | Recording architecture has been deactivated by <i>user</i> . |
| RECORDING_ARCHITECTURE_DELETE | Recording architecture has been deleted by <i>user</i> . |
| RECORDING_ARCHITECTURE_UPDATE | Recording architecture has been changed by <i>user</i> . |
| REPORT_DELETION | The user <i>name</i> has deleted your reports for the report instance <i>name</i> up to and including <i>date</i> . |
| ROLE_CREATE | Role has been created by <i>user</i> . |
| ROLE_DELETE | Role has been deleted by <i>user</i> . |
| ROLE_UPDATE | Role has been changed by <i>user</i> . |
| SERVER_CREATE | Server has been created by <i>user</i> . |
| SERVER_DELETE | Server has been deleted by <i>user</i> . |
| SERVER_UPDATE | Server has been changed by <i>user</i> . |
| STATUS_MONITORING_RESET | The job with the name <i>name</i> has been reset by user <i>name</i> . |
| TENANT_CREATED | The tenant <i>name</i> has been created by <i>user</i> . |
| TENANT_DELETED | The tenant <i>name</i> has been deleted by <i>user</i> . |
| | The tenant <i>name</i> with the ID <i>number</i> has been deleted successfully by <i>user</i> . |

| Subject | Description |
|----------------|---|
| | The following error occurred while tenant <i>name</i> with the ID <i>number</i> was deleted by <i>user</i> : <i>error</i> |
| TENANT_UPDATED | The tenant <i>name</i> has been changed by <i>user</i> . |

Notification type: INFO

| Subject | Description |
|--|---|
| ACTIVATION_PERIOD | The activation period for the ASC <i>application</i> has expired. |
| ACTIVE_ACTIVITY_GUARD | The extension <i>number</i> has been active for more than <i>number</i> hours and <i>number</i> minutes. |
| AGENT_RELEASE_SESSIONS | Until <i>date</i> you must release <i>number of</i> activities to be evaluated. You must release activities for evaluation in INSPIRATION <i>neo</i> . If the minimum number of releases is not reached, the missing activities will be released automatically. You have to release sessions for evaluation in the Sessions module in INSPIRATION <i>neo</i> . If the minimum number of releases is not reached, the missing sessions are released automatically. |
| AGENT_RELEASE_SESSIONS_REMINDER | Until <i>date</i> you must release <i>number of</i> activities to be evaluated. You have to release <i>number</i> sessions for evaluation until <i>date</i> . |
| ANALYSIS_ERROR | The session <i>number</i> from <i>date of name</i> could not be analyzed. Error: <i>Error message</i> . |
| ARCHIVING_FAILED_FILEMAN_NOT_CONNECTED | The archiving <i>name</i> failed on server <i>name</i> since file manager has not been connected. |
| ASSIGNMENT_EVALUATION_EXPIRED | The time to evaluate the assignment has expired on <i>date</i> . |
| ASSIGNMENT_RESET | The assignments have been reset. |
| CALIBRATION_DEADLINE | The deadline has been reached for the calibration <i>name</i> . |
| CALIBRATION_DELETE | The calibration <i>name</i> has been deleted. |
| CALIBRATION_NEW | A new calibration <i>name</i> has been created. |
| CALIBRATION_START | The calibration <i>name</i> has been started. |
| CALIBRATION_SUBMISSION | The submission date has been reached for the calibration <i>name</i> . |
| CALIBRATION_UPDATE | The calibration <i>name</i> has been updated. |
| CD_SURVEY_ASSIGNMENT_ERROR | A customer survey could not be released since several sessions with the call ID <i>number</i> have been found. A customer survey could not be released since several activities with the call ID <i>number</i> have been found. |
| CD_SURVEY_ASSIGNMENT_TIMEOUT | A customer survey could not be released since no activity with the call ID <i>number</i> has been found. A customer survey could not be released since no session with the call ID <i>number</i> has been found. |

| Subject | Description |
|--------------------------------------|--|
| CD_SURVEY_IMPORT_ASSIGNED | <p>A customer survey for the session with the call ID <i>number</i> has been created and released successfully.</p> <p>A customer survey for the activity with the call ID <i>number</i> has been created and released successfully.</p> |
| CD_SURVEY_IMPORT_ERROR | <p>A customer survey could not be saved.</p> <p>A customer survey could not be created. For more information check the job execution in System Monitoring.</p> <p>A customer survey could not be created since several Call Director customer survey templates with the same Call Director ID <i>number</i> have been found.</p> <p>A customer survey could not be created since no Call Director customer survey template with the Call Director ID <i>number</i> has been found.</p> <p>A customer survey could not be created since the question no. <i>number</i> did not exist in the Call Director customer survey template with the Call Director ID number no answer no. <i>number</i>.</p> <p>A customer survey could not be created since in question no. <i>number</i> in the Call Director customer survey template with the Call Director ID <i>number</i> no answer no. <i>number</i> could be been found.</p> |
| CD_SURVEY_IMPORT_NOT_ASSIGNED | <p>A customer survey has been created successfully and saved as draft since either several activities with the same call ID <i>number</i> or no activity with the call ID <i>number</i> could be found.</p> <p>A customer survey has been created successfully and saved as draft since either several sessions with the same call ID <i>number</i> or no session with the call ID <i>number</i> could be found.</p> |
| CD_SURVEY_SESSION_ASSIGNED | <p>The activity with the call ID <i>number</i> has been mapped to a customer survey and the customer survey has been released.</p> <p>The session with the call ID <i>number</i> has been mapped to a customer survey and the customer survey has been released.</p> |
| COACHING_ACCEPTED | <p>The training package <i>name</i> has been accepted by the agent <i>name</i>.</p> <p>The training package <i>name</i> has been accepted by trader <i>name</i>.</p> |
| COACHING_ASSIGNED | You have been assigned the training package <i>name</i> . You will find the training package in the Training Packages module. |
| COACHING_DEADLINE_REACHED_AGENT | The deadline for the training package <i>name</i> has been reached. The training package cannot be edited anymore. |
| COACHING_DEADLINE_REACHED_SUPERVISOR | <p>The deadline of the training package <i>name</i> has been reached. The agent <i>name</i> has not yet finished the training package <i>name</i>.</p> <p>The deadline of the training package <i>name</i> has been reached. The trader <i>name</i> has not yet finished the training package <i>name</i>.</p> |
| COACHING_FINALIZED | The agent <i>name</i> has finished the training package <i>name</i> . |















| Subject | Description |
|--------------------------------------|---|
| | The trader <i>name</i> has finished the training package <i>name</i> . |
| COACHING_NEAR_DEADLINE | You have been assigned the training package <i>name</i> . The deadline of the training package has almost been reached. Please accept the training package and edit it. |
| CONVERSATION_ASSIGNMENT_MISSING | No tenant has been mapped to the conversation <i>conversation ID</i> of participant <i>name</i> . |
| CONVERSATION_STREAM_MISSING | One or several streams are missing in the conversation <i>conversation ID</i> . |
| CTICONNECT_STREAM_REQUEST_FAILED | An error with code <i>error code</i> for <i>CTI-ID</i> in conversation <i>conversation ID</i> has occurred. |
| DATABASE_BACKUP_STATE | The database backup has been successful. The state of the database backup is unknown. An error occurred while backing up the database. |
| DATABASE_CONNECTION_ERROR | The master database has failed. |
| DATABASE_CONNECTION_FAILOVER_OCCURED | The database management has switched the connection to the slave database. |
| DATABASE_CONNECTION_OK | The database is available to the system. |
| DEFINE_TRAINING_SESSION | You have been assigned the session as a training session by <i>user</i> on <i>date</i> . You can find the training sessions in the Coaching Advisor module. You have been assigned the activity as a training activities by <i>user</i> on <i>date</i> . You can find the training activities in the Coaching Advisor module |
| EMPLOYEE_ACCOUNT_ADMIN_PW_EXPIRATION | The password of <i>user</i> will expire in <i>number</i> days. |
| EMPLOYEE_ACCOUNT_INACTIVE | Due to inactivity your account will be deactivated in <i>number</i> days (on <i>date</i>). Your last login was on: <i>date</i> . |
| EMPLOYEE_ACCOUNT_INACTIVE_SOON | Due to inactivity your account will be deactivated in <i>number</i> days (on <i>date</i>). Your last login was on: <i>date</i> . |
| EMPLOYEE_ACCOUNT_IS_LOCKED | The account <i>name</i> of employee <i>name</i> has been locked. |
| EMPLOYEE_ACCOUNT_NEW_PW | An account has been created for you. Your access data is: user name: <i>name</i> ; password: <i>password</i> . |

| Subject | Description |
|--|--|
| EMPLOYEE_ACCOUNT_PW_EXPIRATION | Your password will expire in <i>number of days</i> (on <i>date</i>). |
| EMPLOYEE_ACCOUNT_PW_REQUEST | You have requested a new password. Password: <i>Password</i> . |
| EMPLOYEE_FAILED_LDAP_CONNECTION | Your LDAP login process has failed due to a connection problem. |
| EVALUATION_AGREED | The evaluation of agent <i>name</i> from <i>date</i> with the final grade <i>grade</i> has been accepted. |
| EVALUATION_ASSIGNED | You have been assigned a new evaluation. The first evaluation of <i>name</i> has been carried out by <i>name</i> . You have access to the new evaluation via the Evaluations module. |
| EVALUATION_DISAGREED | <p>The evaluation of trader <i>name</i> from <i>date</i> with the final grade <i>grade</i> has not been accepted. Go to the Evaluations module and opt for a new evaluation, a mediation evaluation or for overruling the agent.</p> <p>The evaluation of agent <i>name</i> from <i>date</i> with the final grade <i>grade</i> has not been accepted. Go to the Evaluations module and opt for a new evaluation, a mediation evaluation or for overruling the agent.</p> |
| EVALUATION_RECEIVED | <p>You have been evaluated. Please give a feedback within the next <i>number</i> days. If there is no feedback within this period of time, the evaluation is deemed to have been accepted.</p> <p>You have been evaluated.</p> |
| EVALUATION_WAITING_FOR_AGENTFEEDBACK | You have been evaluated. Please give a feedback. |
| EXPORTING_FAILED_DEVICES_NOT_READY | The export <i>name</i> failed on server <i>name</i> due to unavailable drives. |
| EXPORTING_FAILED_FILEMAN_NOT_CONNECTED | The export <i>name</i> on server <i>name</i> could not be carried out since the File Manager or the API server are not connected. |
| FILEMAN_INVALID_PACKAGE_FOUND | The package <i>name</i> is invalid. |
| GRACE_PERIOD | The grace period for the <i>ASC application</i> has expired. |
| JOB_EXECUTION_CALLED | The job execution <i>job name</i> of the job type <i>job type</i> has been completed successfully. The job execution announced: <i>description</i> |
| JOB_EXECUTION_ERROR | While executing the job <i>job name</i> of job type <i>job type</i> the following error occurred. The job execution announced: <i>description</i> |
| JOB_EXECUTION_FINISHED | The job execution <i>job name</i> of the job type <i>job type</i> has been completed successfully. The job execution announced: <i>description</i> |
| JOB_EXECUTION_RUNNING | The job execution <i>job name</i> of the job type <i>job type</i> starts. The job execution announced: <i>description</i> |
















| Subject | Description |
|-------------------------------------|--|
| JOB_EXECUTION_UNKNOWN | An unknown error occurred during the job execution of <i>job name</i> of the job type <i>job type</i> . The job execution announced: <i>description</i> |
| JOB_EXECUTION_WARNING | The job execution <i>job name</i> of the job type <i>job type</i> was not complete. The job execution announced: <i>description</i> |
| KEY_MANGEMENT_PASSWORD_CHANGE_ERROR | The <i>neo</i> key management password could not be changed! |
| KEY_MANGEMENT_PASSWORD_CHANGE_OK | The <i>neo</i> key management password has been changed from “ <i>old password</i> ” to “ <i>new password</i> ”. |
| LICENSE_DENIED_ERROR | The requested license has been denied |
| LYNC_ERROR_UNKNOWN | The error description of the problem can be found here. |
| LYNC_WARN_UNKNOWN | The error description of the problem can be found here. |
| PASSIVE_ACTIVITY_GUARD | The extension <i>number</i> has been inactive for more than <i>number</i> hours and <i>number</i> minutes. |
| PHONE_CREATE | The phone <i>phone name</i> , ID = <i>phone ID</i> has been created by <i>tenant ID</i> . |
| PHONE_DELETE | The phone (<i>phone name</i> , id = <i>phone ID</i>) has been deleted by <i>tenant ID</i> . |
| PHONES_IMPORT | <i>Number</i> of <i>number</i> phones have been imported. <i>Number</i> phones have been updated. The following phone could not be imported: <i>phone name</i> . |
| QUALITY_ALARM_EVALUATION | You have triggered an evaluation quality alarm. The results of the following agents were below the specified minimum score: <i>minimum score</i> . The results of the following traders were below the specified minimum score: <i>minimum score</i> . |
| QUALITY_ALARM_EVALUATION_AGENT | You have triggered an evaluation quality alarm. |
| QUALITY_ALARM_KEYWORD_REALTIME | In the session of agent <i>name</i> at <i>date</i> , the following keyword has been found: <i>keyword</i> |
| QUALITY_ALARM_KEYWORDS | In the activity from <i>date</i> to <i>date</i> , the following keywords have been found: <i>keywords</i> The following keywords have not been found: <i>keywords</i> . |
| QUALITY_ALARM_QUIZ | The results of the following traders were below the specified minimum score: <i>minimum score</i> . You have triggered a quiz quality alarm. |
| QUALITY_ALARM_QUIZ_AGENT | You have triggered a quiz quality alarm. |
| QUIZ_ASSIGNED | You have been assigned the quiz <i>name</i> . You can access the quiz in the Quiz module. |
| QUIZ_DEADLINE_AGENT | The deadline for the quiz <i>name</i> has been reached. Contact your superior. |

| Subject | Description |
|-----------------------------------|--|
| QUIZ_DEADLINE_ALMOST_REACHED | The deadline for the quiz <i>name</i> has almost been reached. Please finish the quiz until the deadline <i>date</i> . |
| QUIZ_DEADLINE_SUPERVISOR | The deadline for the quiz <i>name</i> has been reached. The agent <i>name</i> has not yet finished the quiz. The deadline of the quiz <i>name</i> has been reached. Trader <i>name</i> has not finished the quiz. |
| QUIZ_FINISHED | The agent <i>name</i> has finished the quiz <i>name</i> . You can access the result of the quiz in the Quiz module. The trader <i>name</i> has finished the quiz <i>name</i> . You can access the result of the quiz in the Quiz module |
| QUIZ_STARTED | The agent <i>name</i> has started the quiz <i>name</i> on <i>date</i> . The trader <i>name</i> has started the quiz <i>name</i> on <i>date</i> . |
| RAID_ERROR_ADAPTEC | Physical drive added: controller <i>number</i> , connector <i>number</i> , device <i>number</i> , S/N <i>number</i> . Rebuild failed: controller <i>number</i> , logical device <i>number</i> . Logical device has been degraded: controller <i>number</i> , logical device <i>number</i> . Rebuilding: controller <i>number</i> , logical device <i>number</i> . |
| RAID_ERROR_ONBOARD | Volume <i>number</i> : degraded. |
| RAID_ERROR_UNKNOWN | There is no fixed description. The content of the notification is filled dynamically. |
| RECORDING_FILE_ERROR | The following error occurred while writing the file <i>name</i> for the module <i>name</i> : <i>error code description</i> . |
| RECORDING_STREAM_DATA_MISSING | The data for the stream <i>stream ID</i> in the conversation <i>conversation ID</i> is missing. |
| RECORDING_STREAM_DECRYPTION_ERROR | A decoding error with code <i>error code</i> for stream <i>stream ID</i> in conversation <i>conversation ID</i> has occurred. |
| RECORDING_STREAM_ERROR | An error with the code <i>error code</i> for the stream <i>stream ID</i> in the conversation <i>conversation ID</i> has occurred. |
| RECORDING_STREAM_OPEN_FAILED | Opening the stream <i>stream ID</i> in the conversation <i>conversation ID</i> has failed. |
| REPORT_AVAILABLE | The report <i>name</i> is available. |
| SIP_WARNING | An error occurred while sending a SIP message from the ASC application to IP address or server name: <i>description</i> |
| TIMESLOT_CONFIGURATION_CHANGED | <i>Name</i> has changed the configuration of time slot <i>board name</i> . |
| UNCAUGHT_EXCEPTION | An unexpected error occurred: <i>description</i> . |

Notification type: MONITORING

| Subject | Status | Description | Measures |
|---------------------------------|---|---|---|
| ALARM_CONNECTION_STATE |  | The alarm device with the serial number <i>number</i> has not been activated on the recorder. | |
| ALARM_CONNECTION_STATE |  | The recorder has been connected with the alarm device with the serial number <i>number</i> . | |
| ALARM_CONNECTION_STATE |  | The recorder has lost the connection to the alarm device with the serial number <i>number</i> . | |
| ALARM_CONNECTION_STATE |  | The connection state between the recorder and the alarm device with the serial number <i>number</i> is unknown. | |
| ARCHITECTURE_FAILOVER_STATE |  | The recording architecture <i>name</i> has been activated and is running in primary mode. | |
| ARCHITECTURE_FAILOVER_STATE |  | Failover has been triggered for the recording architecture <i>name</i> . The architecture is running in standby mode now. Error details: Server: <i>name</i> , Service: <i>name</i> , Subject: <i>topic</i> , Description: <i>description</i> | |
| ARCHITECTURE_STATE |  | The architecture <i>name</i> is ready to be used. | |
| ARCHITECTURE_STATE |  | The architecture <i>name</i> does not work properly. | |
| ASC_KEY_MANAGEMENT_AVAILABILITY |  | The <i>neo</i> key is not required. | |
| ASC_KEY_MANAGEMENT_AVAILABILITY |  | The <i>neo</i> key is available in the system. | |
| ASC_KEY_MANAGEMENT_AVAILABILITY |  | The <i>neo</i> key is not available in the system. | Check <ul style="list-style-type: none"> • the connection to the Dongle Manager, • the Dongle Manager, • the logs of the Dongle Manager. |
| BOARD_SHUTDOWN |  | This notification is temporarily unavailable. | |
| BOARD_SHUTDOWN |  | The hardware is not ready and demands shutting down the recording server. | |
| BOARD_STATE |  | The board <i>name</i> is ready to be used. | |

| Subject | Status | Description | Measures |
|--------------------------------|--------|---|--|
| BOARD_STATE | ❗ | <p>The configuration of board <i>name</i> has failed.</p> <p>The board <i>name</i> does not record.</p> <p>The board <i>name</i> has been configured.</p> <p>The board <i>name</i> has not yet been initialized.</p> <p>The board <i>name</i> cannot be used.</p> | <p>Check</p> <ul style="list-style-type: none"> the board configuration, whether the recording card has been inserted correctly into the PCI or PCIe slot; it might have slipped out of the slot during transport. <p>If the error continues to exist after waiting for about 5 minutes, restart the recorder.</p> |
| CONFIGURATION_INIFILE_CONFLICT | ✅ | This notification is currently not available. | |
| CONFIGURATION_INIFILE_CONFLICT | ❗ | This notification is currently not available. | |
| CONFIGURATION_INIFILE_CONFLICT | ⊗ | This notification is currently not available. | |
| CONFIGURATION_INIFILE_CONFLICT | ⚠ | This notification is currently not available. | |
| CONFIGURATION_STATUS | ✅ | The module has been configured correctly. | |
| CONFIGURATION_STATUS | ❗ | The configuration is not correct. Please check the configuration parameters. | |
| CONFIGURATION_STATUS | ⊗ | This notification is temporarily unavailable. | |
| CONFIGURATION_STATUS | ⚠ | This notification is temporarily unavailable. | |
| CONNECTION_STATUS | ✅ | The service <i>name</i> on the server <i>IP address</i> or server <i>name</i> is available. | |
| CONNECTION_STATUS | ❗ | The service <i>name</i> on the server <i>IP address</i> or server <i>name</i> is not available. | |
| CONNECTION_STATUS | ⊗ | The status of the service <i>name</i> on the server <i>IP address</i> or server <i>name</i> is unknown. | |
| CORE_AVAILABILITY_STATUS | ✅ | The server is available. | |
| CORE_AVAILABILITY_STATUS | ❗ | The server is not available. | Check the server. |

| Subject | Status | Description | Measures |
|---------------------------------------|---|---|----------|
| CTICONNECT_MODULE_STATE |  | The module <i>ASC application</i> for the PBX <i>name</i> is closed. | |
| CTICONNECT_MODULE_STATE |  | The module <i>ASC application</i> for the PBX <i>name</i> is ready to be used. | |
| CTICONNECT_MODULE_STATE |  | The module <i>ASC application</i> for the PBX <i>name</i> is not ready to be used. | |
| CTICONNECT_MODULE_STATE |  | The module <i>ASC application</i> for the PBX <i>name</i> is unknown. | |
| CTICONNECT_MONITOR_POINTS_STATE |  | Monitoring in module <i>ASC application</i> is successful. | |
| CTICONNECT_MONITOR_POINTS_STATE |  | Monitoring in module <i>ASC application</i> has failed for <i>extension</i> . | |
| CTICONNECT_PBX_CONNECTION_STATUS |  | The module <i>ASC application</i> is connected with <i>name</i> . | |
| CTICONNECT_PBX_CONNECTION_STATUS |  | The module <i>ASC application</i> is not connected with <i>name</i> . | |
| CTICONNECT_PBX_CONNECTION_STATUS |  | The module <i>ASC application</i> is connected with <i>name</i> but not with <i>name</i> . | |
| CTICONNECT_RC_CONNECTION_STATUS |  | The Recording Control connection is not required anymore. | |
| CTICONNECT_RC_CONNECTION_STATUS |  | Recording Control is connected. | |
| CTICONNECT_RC_CONNECTION_STATUS |  | Recording Control is not connected. | |
| CTICONNECT_RC_CONNECTION_STATUS |  | The connection state is currently unknown. | |
| CTICONNECT_RECORDING_EXTENSIONS_STATE |  | Activating the recorder extensions in module <i>ASC application</i> is successful. | |
| CTICONNECT_RECORDING_EXTENSIONS_STATE |  | Activating the recorder extensions in module <i>ASC application</i> has failed for <i>extension</i> . | |

| Subject | Status | Description | Measures |
|-----------------------------|--------|---|---|
| DATABASE_BACKUP_STATE | ✓ | The database backup has been successful. | |
| DATABASE_BACKUP_STATE | ! | An error occurred while backing up the database. | |
| DATABASE_BACKUP_STATE | ✕ | The state of the database backup is unknown. | |
| DATABASE_CONNECTION | ✓ | The database is available to the system. | |
| DATABASE_CONNECTION | ! | The master database has failed. | |
| DATABASE_PRIMARY_CONNECTION | ✓ | The primary database is available to the system. | |
| DATABASE_PRIMARY_CONNECTION | ! | The primary database has failed. | |
| DATABASE_REPLICATION | ✓ | Database replication runs without flaw. | |
| DATABASE_REPLICATION | ! | An error occurred during database replication. | |
| DATABASE_STANDBY_CONNECTION | ✓ | The standby database is available. | |
| DATABASE_STANDBY_CONNECTION | ! | The standby database is not available. | |
| DONGLE_AVAILABILITY | ✓ | The dongle is available. | |
| DONGLE_AVAILABILITY | ! | The dongle is not available. You need a dongle for VM support. | Check <ul style="list-style-type: none"> the connection to the Dongle Manager, the Dongle Manager, the logs of the Dongle Manager. |
| DONGLE_AVAILABILITY | ⚠ | The dongle is not available. You need a dongle if you would like to use VM support. The dongle is invalid. | |
| DRIVE_AVAILABILITY | ✓ | Drive <i>name</i> is available. | |
| DRIVE_AVAILABILITY | ! | Drive <i>name</i> is currently not available. | Check <ul style="list-style-type: none"> whether the drive exists physically, whether you have read and write access. |

| Subject | Status | Description | Measures |
|------------------------|--------|--|---|
| DRIVE_AVAILABILITY | | The availability of drive <i>name</i> is unknown. | If the error continues to exist after waiting for about 5 minutes, restart the service <i>FileMan</i> . |
| DRIVE_SPACE | | Drive <i>name</i> has a storage capacity of <i>free storage</i> GB. | |
| DRIVE_SPACE | | Drive <i>name</i> has reached the capacity of <i>available storage capacity</i> GB. The deletion process now starts to delete not archived/expanded/transferred calls. | <p>To provide more storage capacity,</p> <ul style="list-style-type: none"> • assign the tenant more storage capacity, or • archive the data, or • transfer the data to a storage expansion. |
| DRIVE_SPACE | | Capacity of the drive <i>name</i> cannot be determined. | If the error continues to exist after waiting for about 5 minutes, restart the service <i>FileMan</i> . |
| DRIVE_SPACE | | On drive <i>name</i> only <i>free storage</i> GB remains. | <p>The capacity limits will soon have been reached.</p> <p>If the drive in question is the call pool, you can avoid loss of data by configuring archiving on or coping to a <i>system expansion</i>.</p> <p>If it is not the call pool but another drive,</p> <ul style="list-style-type: none"> • increase the drive capacity, or • delete data manually to provide sufficient capacity. |
| DRIVE_WRITE_PROTECTION | | Write protection is ignored since this is a drive with read-only access. | |
| DRIVE_WRITE_PROTECTION | | The drive has no write protection. | |
| DRIVE_WRITE_PROTECTION | | The drive has the following write protection: <i>write protection</i> . | |
| DRIVE_WRITE_PROTECTION | | The status of the drive is unknown. | |
| IMPORT_PATH_STATE | | This notification is temporarily unavailable. | |
| IMPORT_PATH_STATE | | This notification is temporarily unavailable. | |
| IMPORT_PATH_STATE | | This notification is temporarily unavailable. | |

| Subject | Status | Description | Measures |
|---------------------------|--------|---|---|
| IMPORT_STATE_FM | ✓ | No errors have been found. | |
| IMPORT_STATE_FM | ! | An unknown error occurred: <i>number</i> The import directory <i>path</i> could not be found. The source device with the ID <i>number</i> is no file system device. Either codec or alternative is incorrect. The import format is not supported. Source/Destination device is the same with the ID <i>number</i> . The import path <i>path</i> could not be found. | |
| IMPORT_STATE_FM | ✕ | Unknown status for the import. | |
| IMPORT_STATE_FM | ⚠ | A problem has occurred but the import continues to run. | |
| IMPORT_STATE_RC | ✓ | No issues have been detected. | |
| IMPORT_STATE_RC | ! | The import directory could not be found: <i>path</i> | |
| IMPORT_STATE_RC | ✕ | Unknown status for the import. | |
| IMPORT_STATE_RC | ⚠ | Import keys are missing for mapping employees to the conversation: <i>import keys</i> | |
| LDAP_CONNECTION | 🔲 | The LDAP server connection is no longer monitored. | |
| LDAP_CONNECTION | ✓ | The LDAP connection has been established successfully. | |
| LDAP_CONNECTION | ! | The connection to the LDAP server could not be established. The <i>cause</i> is filled dynamically. | Consult your IT administrator to find out what is the cause for the error with the LDAP connection. |
| LDAP_CONNECTION | ⚠ | The LDAP connection has been established successfully; however, for the following servers the connection failed: The <i>cause</i> is filled dynamically. | More than one LDAP server has been configured. The connection could be established to one but not to all servers. The system is running. Consult your IT administrator to find out what is the cause for the connection problem. |
| LICENSE_FILE_AVAILABILITY | ✓ | The license file is available. | |

| Subject | Status | Description | Measures |
|--|--------|---|--|
| <i>LICENSE_FILE_AVAILABILITY</i> | ❗ | The license file is not available. | The import path is invalid. Check the import path and/or the authorizations. Consult your IT administrator to find out what is the cause for the error with the LDAP connection. |
| <i>LICENSE_FILE_VALIDATION</i> | ✅ | The license file is valid. | |
| <i>LICENSE_FILE_VALIDATION</i> | ❗ | The license file is invalid. | Request a new license file. ATTENTION! A missing license file will cause loss of data after 30 days after having received this notification. |
| <i>LICENSE_WARNLEVEL</i> | ⚠️ | The threshold value <i>value</i> has been reached. | Request a new license file. |
| <i>LICENSING_AUTHENTICATION_SERVER</i> | ✅ | The authentication server has been connected. | |
| <i>LICENSING_AUTHENTICATION_SERVER</i> | ❗ | The authentication server has not been connected. You need an authentication server for key management or VM support. The system will expire in <i>number with unit</i> . The connection to the authentication server could not be established. Please check the connection data and the configuration of the firewall. The authentication server is not connected. You need an authentication server for key management or VM support. | If a dongle has been configured, check whether the dongle has been connected. If the licensing has been configured via a direct Internet connection to the LMS (ASC License Management Service), check whether the IP address of the LMS has been configured. Restart the service <i>DongleManConnector</i> . |
| <i>LICENSING_AUTHENTICATION_SERVER</i> | ⚠️ | The connection to the authentication server could not be established. Please check the connection data and the configuration of the firewall. | |
| <i>LYNC_CONNECTOR_STATE_PRIMARY</i> | ✅ | Lync Connector okay. | |
| <i>LYNC_CONNECTOR_STATE_PRIMARY</i> | ❗ | Lync Connector error. | |
| <i>LYNC_CONNECTOR_STATE_PRIMARY</i> | ⊗ | Lync Connector unknown. | |

| Subject | Status | Description | Measures |
|-------------------------------------|--------|---|--|
| LYNC_CONNECTOR_STATE_PRIMARY | ⚠ | Lync Connector warning. | |
| LYNC_CONNECTOR_STATE_SECONDARY | ✓ | Lync Connector okay. | |
| LYNC_CONNECTOR_STATE_SECONDARY | ❗ | Lync Connector error. | |
| LYNC_CONNECTOR_STATE_SECONDARY | ✕ | Lync Connector unknown. | |
| LYNC_CONNECTOR_STATE_SECONDARY | ⚠ | Lync Connector warning. | |
| MEDIA_STREAMER_LR_CONNECTION_STATUS | ✓ | The media streamer has established the connection to the local replay service. | |
| MEDIA_STREAMER_LR_CONNECTION_STATUS | ❗ | The media streamer has lost the connection to the local replay service. | |
| MEDIA_STREAMER_STATE | ✓ | The media streamer is available. | |
| MEDIA_STREAMER_STATE | ❗ | The media streamer is not available. <i>Description</i> | |
| NGX_CHANNEL_STATE | ✓ | Channel <i>number</i> has been connected. | |
| NGX_CHANNEL_STATE | ❗ | Channel <i>number</i> has not been connected. | <ul style="list-style-type: none"> • Check whether the phone has been disconnected. • Check the wiring between recorder, phone, and PBX. • Check the cable lengths between recorder, phone, and PBX. • Check the MVT Cramer statistics by running the program <i>XSCDM</i>. For further information refer to the service manual. • If this channel is not required, deactivate it in the time slot configuration. |
| NTP_CONNECTION | ✓ | The connection to the NTP server has been established successfully. | |

| Subject | Status | Description | Measures |
|---------------------------------------|--------|--|---|
| NTP_CONNECTION | ❗ | The connection to the following NTP server could not be established: <i>NTP server</i> . | |
| PBXINTEGRATION_RECORDER_CONFIGURATION | ✅ | All recorders have been configured for the integration <i>name</i> . | |
| PBXINTEGRATION_RECORDER_CONFIGURATION | ❗ | No recording server has been configured for the integration <i>name</i> . | |
| PBXINTEGRATION_RECORDER_CONFIGURATION | ⚠ | Not all recorders have been configured for the integration <i>name</i> . | |
| POWER_SUPPLY_STATE | ✅ | The power supply unit is OK (works properly). | |
| POWER_SUPPLY_STATE | ❗ | The power supply unit has failed. | Have the power supply unit replaced by ASC. |
| POWER_SUPPLY_STATE | ⊗ | The status of the power supply unit is unknown. | If a power supply unit of ASC is used and the error continues to exist, contact +49 700 27278776. |
| RAID_CONTROLLER_STATE | ✅ | The RAID controller <i>name</i> is active. | |
| RAID_CONTROLLER_STATE | ❗ | The following error occurred: <i>error message</i> | |
| RAID_CONTROLLER_STATE | ⊗ | The RAID controller status is unknown. | |
| RDX_ARCHIVE | 🔲 | The configuration <i>name</i> has been deactivated. The status of the drives is irrelevant. | |
| RDX_ARCHIVE | ✅ | All RDX drives of the configuration <i>name</i> are ready. | |
| RDX_ARCHIVE | ❗ | All RDX drives of the configuration <i>name</i> are either not connected, are write-protected or have been terminated. | |
| RDX_ARCHIVE | ⚠ | All RDX drives of the configuration <i>name</i> are full. | |
| RECORDING_EXTENSION_STATE | ✅ | The module <i>name</i> has successfully registered all SIP phone numbers on the PBX. | |
| RECORDING_EXTENSION_STATE | ❗ | The module <i>name</i> could not register any of the SIP phone numbers on the PBX. | Check the configuration of the SIP registration in the System Configuration and on the PBX. |

| Subject | Status | Description | Measures |
|---------------------------------------|--------|--|---|
| RECORDING_EXTENSION_STATE | ⚠ | The module <i>name</i> could not register the following phone numbers on the PBX: <i>description</i> . | Check the configuration of the SIP registration in the System Configuration and on the PBX. |
| RECORDING_MODULE_RC_CONNECTION_STATE | ✓ | The recording module <i>name</i> has established the connection to Recording Control. | |
| RECORDING_MODULE_RC_CONNECTION_STATE | ❗ | The recording module <i>name</i> has lost the connection to Recording Control. | |
| RECORDING_MODULE_RC_CONNECTION_STATE | ✕ | Unknown state | |
| RECORDING_MODULE_STATE | ✓ | The module <i>name</i> is ready to be used. | |
| RECORDING_MODULE_STATE | ❗ | The module <i>name</i> is not available. <i>Description</i> | |
| RECORDING_MODULE_STATE | ✕ | Status unknown | |
| RECORDING_MODULE_TDM_CONNECTION_STATE | ✓ | The module <i>name</i> has connected to the TDM module. | |
| RECORDING_MODULE_TDM_CONNECTION_STATE | ❗ | The module <i>name</i> has lost the connection to the TDM module. | |
| RECORDING_WARN_LEVEL | ✓ | The warn level of <i>number</i> recordings is no longer exceeded for <i>name of the recording module on server name</i> . The warn level of <i>number of</i> recordings has been activated for <i>name of the recording module on server name</i> . | |
| RECORDING_WARN_LEVEL | ✕ | Unknown state | |
| RECORDING_WARN_LEVEL | ⚠ | The warning level of <i>number</i> recordings has been exceeded by <i>number</i> recordings for <i>name of the recording module on server name</i> . | |
| SERVICES_RUNNING_STATE | ✓ | The following services could be started: <i>names</i> . | |

| Subject | Status | Description | Measures |
|------------------------|--------|---|--|
| SERVICES_RUNNING_STATE | ❗ | The following services could not be started: <i>names</i> . | |
| TIME_LIMITED_SYSTEM | ✅ | The temporary license is active and will expire in <i>number with time unit</i> . | |
| TIME_LIMITED_SYSTEM | ❗ | The temporary license has expired. | |
| TIME_LIMITED_SYSTEM | ⚠ | The temporary license is active and will expire in <i>number with time unit</i> . | |
| TRANSITIONAL_MODE | ✅ | The transitional mode is active and will expire in <i>number with time unit</i> . | |
| TRANSITIONAL_MODE | ❗ | The transitional mode has been deactivated. | Request a new license file. |
| TRUNK_STATE | ✅ | Trunk <i>number</i> is connected. | |
| TRUNK_STATE | ❗ | Trunk <i>number</i> has not been connected. | Check the wiring between recording card, PBX and - if used - the primary multiplex connection. |
| UPDATER_CONFIG_FOUND | ✅ | The updater configuration for server <i>IP address or server name</i> is available. | |
| UPDATER_CONFIG_FOUND | ❗ | The updater configuration for server <i>IP address or server name</i> is not available. | Check the IP address and the server name. |

If an error continues to exist upon having taken the described measures, contact +49 700 27278776.

List of figures

| | | |
|---------|---|----|
| Fig. 1 | Main view (example) | 6 |
| Fig. 2 | Toolbar Notifications module..... | 7 |
| Fig. 3 | Window Search Criteria (example) | 8 |
| Fig. 4 | Notifications module - detail view..... | 9 |
| Fig. 5 | Tab Details | 9 |
| Fig. 6 | Tab Notification | 10 |
| Fig. 7 | Tab Recipients | 11 |
| Fig. 8 | Group field Registered User..... | 12 |
| Fig. 9 | Select registered users (example) | 12 |
| Fig. 10 | Add registered users | 12 |
| Fig. 11 | Edit registered users (example) | 13 |
| Fig. 12 | Set notification type (example)..... | 13 |
| Fig. 13 | Remove registered user (example)..... | 13 |
| Fig. 14 | Group field E-Mail Addresses | 14 |
| Fig. 15 | Entry field for a new e-mail address added..... | 14 |
| Fig. 16 | Enter e-mail address (example)..... | 14 |
| Fig. 17 | Edit e-mail address (example) | 14 |
| Fig. 18 | Enter e-mail address (example)..... | 15 |
| Fig. 19 | Remove unregistered recipient (example) | 15 |
| Fig. 20 | Group field SNMP Trap Recipients | 15 |
| Fig. 21 | Window Edit Connection Data (example) | 16 |
| Fig. 22 | Edit SNMP Trap Recipients (example) | 17 |
| Fig. 23 | Window Edit Connection Data (example) | 17 |
| Fig. 24 | Remove SNMP Trap Recipients (example) | 18 |
| Fig. 25 | Tab Additional Settings | 18 |
| Fig. 26 | Save changes | 19 |

List of tables

Glossary

Alarm Manager

The Alarm Manager is hardware connected via the network which is used to signal alarm messages via volt-free contacts.

API server

Server on which the API service runs. (API=Application Programming Interface)

LDAP

Lightweight Directory Access Protocol

MVTC

Multi Vendor Tap Card; recording card for digital extensions and ISDN-S0 trunks

NTP

Network Time Protocol NTP is a standard for the synchronization of clocks in computer systems via packet-based communication networks. NTP uses the connectionless transport protocol UDP. It has been developed with the objective to guarantee reliable time verification across networks with variable packet runtime. (Source: Wikipedia 12th June 2018)

SIP

Session Initiation Protocol

SNMP

Simple Network Management Protocol is a network protocol and serves to monitor and manage network components. The protocol does not depend on the IP network protocol for the transport. It sends notifications (traps) about the activities on the network components on its own accord.

TDM

Time Division Multiplexing is an umbrella term for time-slot-oriented interfaces, ITU G.703 defined. The term is used ASC-wide representative for conventional telephony.

TRAP

SNMP data packet (notification)

WAVE

The WAVE file format is a container format to digitally save audio files. It is based on the Resource Interchange File Format (RIFF) which is defined by Microsoft for Windows. A WAVE file already contains information about the format of the audio data before the audio data are actually stored.