

System Configuration

Notifications module



Administration manual

for system providers

10/19/2021

Product line neo, version 6.x

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

EVOIPneo

EVOLUTIONneo / XXL / eco

INSPIRATIONneo

Please note that you can always find the most up-to-date technical documentation and product updates in the partner area on our website at <http://www.asctechnologies.com>.

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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	↓	×	×	

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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 Recipients</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. Example: If the notification <i>EMPLOYEE_ACCOUNT_PW_EXPIRATION</i> is activated, then the employee whose password is about to expire will receive a notification automatically without having to select a recipient for the notification first.</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>Search</i>	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 .
		The icon  (Search) is displayed whenever the search has been adjusted by means of a filter.
	<i>Reset search</i>	Resets all manually entered search criteria. The search is started without manual filter settings.
	<i>Activate</i>	Activates the notification. To activate a notification, at least 1 recipient has to be entered.
	<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>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 descriptions of the default functions such as *Search*, *Print*, *Adjust table* or *Help* refer to the user manual for system providers *General information - System Configuration*.

3.1.1

Search

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

1. In the toolbar, click on the icon  or  (*Search*).
⇒ The window *Search Criteria* appears.

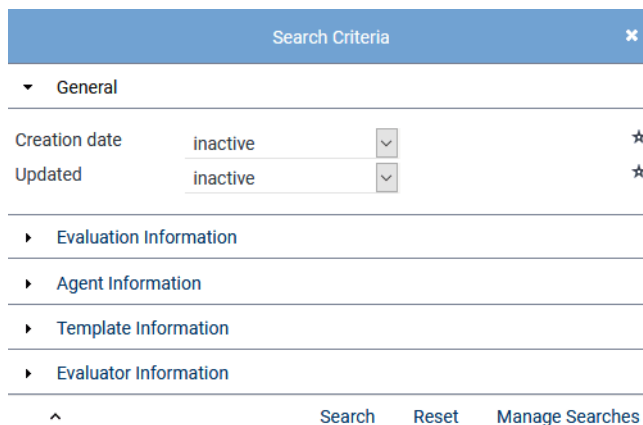





Fig. 3: Window Search Criteria (example)

2. Set the respective search criteria.
NOTICE! It depends on the respective module which search criteria are available.
3. 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.
4. To display all original sets of data in the main view again, i. e. to reset the manually entered search criteria, click on the icon  (*Reset search*) in the toolbar.

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

By clicking on 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.

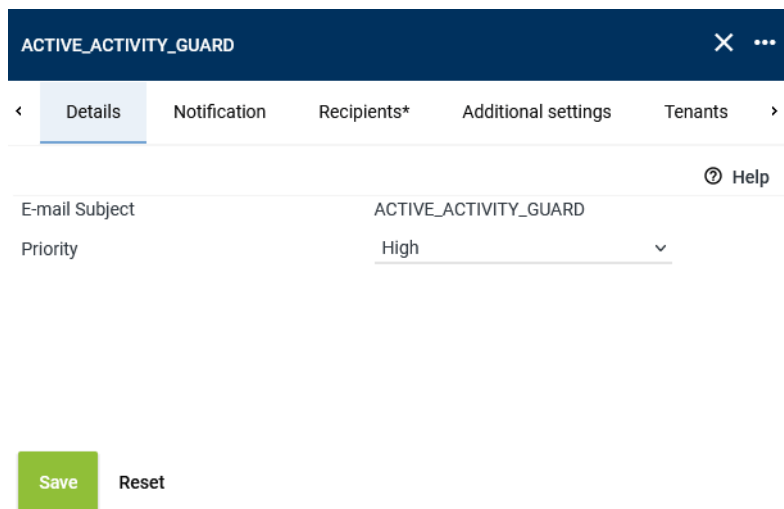


Fig. 4: Notifications module - detail view

The detail view consists of the following tabs:

- *Details*

Here, you can edit the details of the notification.

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

- *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. 11.](#)

- *Additional Settings*

Here, you can edit additional settings of the notification.

See [chapter "Tab Additional Settings", p. 20.](#)

- *Tenants*

Here, you can assign the notifications to selected tenants.

Notification configurations of the system provider which involve the assignment to a tenant overwrite the tenant's configuration.

Notification configurations of the system provider which involve the assignment to a tenant cannot be edited, activated, or deactivated by the assigned tenant. Only the system administrator can make changes.

See [chapter "Tab Tenants", p. 20.](#)

The following licenses are required to have the tab displayed and to be able to use this option:

- *Tenant Specific Configuration*
1 license per system
- *Tenant*

1 license per tenant

The number of tenants which can be created is limited to the number of tenant licenses in the system.

During the installation, 2 tenants (system administrator and 1st tenant) are created in the system by default.

4.1

Tab Details

Here, you can edit the details of the notification.

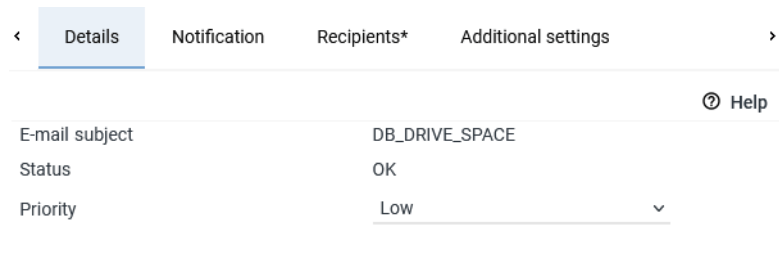



Fig. 5: Tab Details

 Help	Opens the online help.
<i>E-mail 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. Define the priority of the notification. Possible priorities: <ul style="list-style-type: none"> • Very high • High • Medium • Low

4.2

Tab Notification

Here, you see the content of the notification.

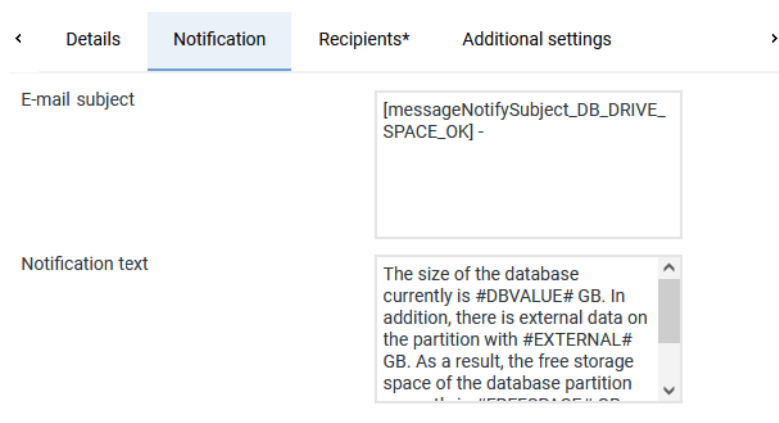


Fig. 6: Tab Notification

<i>E-mail subject</i>	Shows the e-mail subject of the notification and the corresponding resource string (e. g. <code>[messageNotifySubject_DRIVE_SPACE_UNKNOWN]</code>). 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.
<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 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
No records found			

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

Stackdriver Recipient

Name	Server
No records found	

Fig. 7: Tab Recipient

<i>Relevant for AlarmMan</i>	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. 14

Group field **E-Mail Addresses**

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

Group field **SNMP Trap Recipients**

- [chapter "Assign SNMP Trap Recipients"](#), p. 16
- [chapter "Edit SNMP Trap Recipients"](#), p. 17
- [chapter "Remove SNMP Trap Recipients"](#), p. 18

Group field **Stackdriver Recipient**

- [chapter "Assign Stackdriver recipient"](#), p. 18
- [chapter "Remove Stackdriver recipient"](#), p. 19



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

4.3.1

Assign registered users

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

Registered User			
<div> <div></div> <div></div> <div></div> </div>			
Name ↕	Internal	CC	E-mail
No records found			
<div> <div></div> <div></div> </div>			

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			

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Add Cancel

Fig. 9: Select registered users (example)

- To add selected users, click on the button *Add*.
To discard the selection and close the window, click on the button *Cancel*.
- 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 CLIENTcommand 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 CLIENTcommand 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* (CLIENTcommand) 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"/>	✓ ✕

E-Mail Addresses

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

- 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

- 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



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

E-Mail Addresses ▼


E-Mail	Language	
<input type="text" value="johnsample@company.com"/>	en_US ▼	 

Create Delete


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

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

4.3.5 Edit unregistered recipients

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

E-Mail Addresses ▼



E-Mail	Language	
<input type="text" value="johnsample@company.com"/>	en_US	

Create Delete

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



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

E-Mail Addresses ▼

E-Mail	Language	
<input type="text" value="johnsample@company.com"/>	en_US ▼	 

Create Delete

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

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

4.3.6 Remove unregistered recipients

- 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

Create Delete

Fig. 19: Remove unregistered recipient (example)

4.3.7 Assign SNMP Trap Recipients

To be able to use this option, the [SNMP](#) service must have been installed and configured.



For more information about the installation and configuration of the [SNMP](#) service refer to the installation manual for system providers *Configuration Microsoft Windows Server 2019*.

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

SNMP Trap Recipients		
SNMP Version	Recipient IP	SNMP port
No records found		

Add Edit Delete

Fig. 20: Group field SNMP Trap Recipients

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

Edit Connection Data	
SNMP version	SNMPV3
Timeout*	100 Sec
Recipient IP*	
SNMP port*	161
User name*	
Security level	AUTH / PRIV
Authentication protocol	MD5
Authentication password*	
Privacy protocol	DES
Privacy password*	

OK Cancel

Fig. 21: Window Edit Connection Data (example)

- 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: 100
<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: 161
<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>	<p>The following security levels are available:</p> <p>NOAUTH / NOPRIV: 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.</p> <p>AUTH / NOPRIV: 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.</p> <p>AUTH / PRIV: 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.</p>
<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

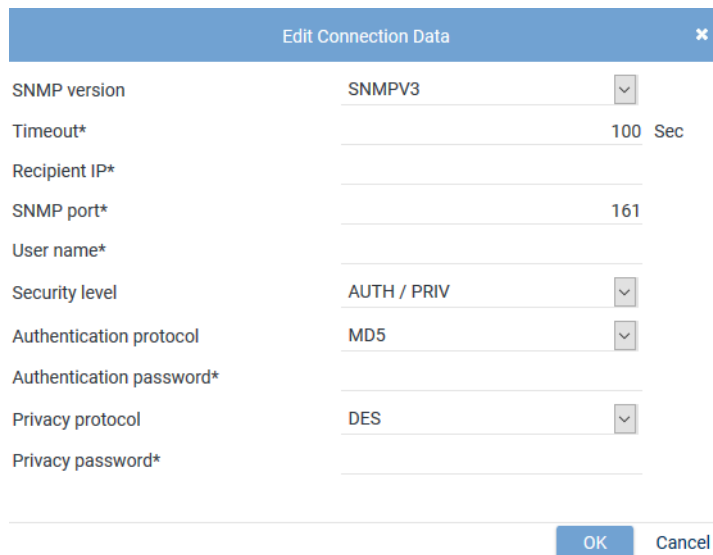
Edit SNMP Trap Recipients

- 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.



Dialog box titled "Edit Connection Data" with a close button (X). The fields are as follows:

SNMP version	SNMPV3	▼
Timeout*	100	Sec
Recipient IP*		
SNMP port*	161	
User name*		
Security level	AUTH / PRIV	▼
Authentication protocol	MD5	▼
Authentication password*		
Privacy protocol	DES	▼
Privacy password*		

Buttons: OK, Cancel

Fig. 23: Window Edit Connection Data (example)

3. Change the values of the [SNMP Trap Recipient](#). A description of the fields can be found in [chapter "Assign SNMP Trap Recipients", p. 16](#).
4. 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

1. 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)

4.3.10 Assign Stackdriver recipient

To be able to use this option, a Google Stackdriver drive must have been installed and configured.

For information about the installation refer to the installation manual for system provider *Installation Google Stackdriver*.



For information about how to set up and configure the Google Stackdriver drive refer to the administration manual for system providers *Configuration drives*.

1. To assign a Stackdriver recipient, click on the icon  (*Add*).

Stackdriver Recipient	
No records found	

Fig. 25: Group field Stackdriver Recipient

- To select a recipient from the list, click on the line with the corresponding information.
To select several recipients or to revoke the selection, click on the respective line while holding the [Ctrl] key down.

Stackdriver Recipient				
Device Type	Name	Path	Free Disk Space	Server
STACKDRIVER	STACKDRIVER			WIN-6QC3QF6Q7U9
Rows per page 20 1 - 1 of 1				
				Add Cancel


Fig. 26: Stackdriver recipient (example)

- To add the selected recipients, click on the button *Add*.
To discard the selection and close the window, click on the button *Cancel*.
- The selected recipient is added in the group field Stackdriver Recipient.

Stackdriver Recipient	
STACKDRIVER	WIN-6QC3QF6Q7U9

Fig. 27: Stackdriver recipient added

4.3.11 Remove Stackdriver recipient

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

Stackdriver Recipient	
Name	Server
STACKDRIVER	WIN-6QC3QF6Q7U9

Fig. 28: Remove Stackdriver recipient (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. 29: 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>

4.5

Tab Tenants

Here, you can assign the notifications to selected tenants.

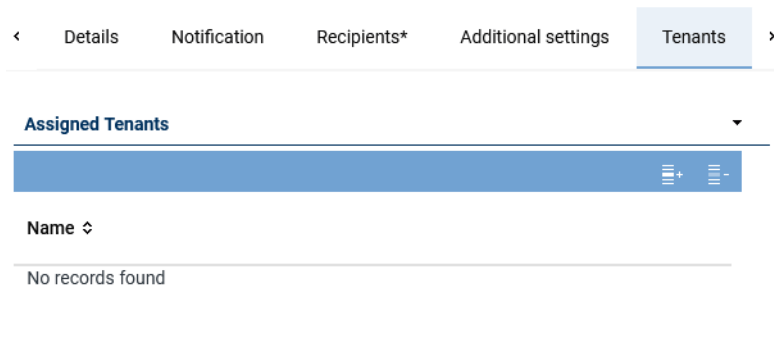


Fig. 30: Tab Tenants

4.5.1 Add assigned tenants

1. To add tenants, click on the icon  (Add).

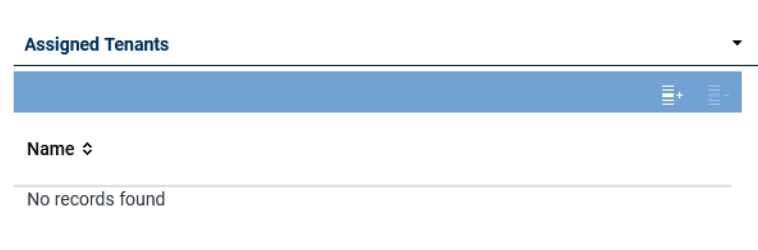


Fig. 31: Group field Assigned Tenants

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

Assigned Tenants					
Tenant	Contact Person	E-mail	Street	City	Country
1st-Tenant					
2nd-Tenant					
3rd-Tenant					
<div> <div>Rows per page 20</div> <div>1 - 3 of 3</div> <div> <div><</div> <div><<</div> <div>>></div> <div>></div> </div> </div>					
					<div>Add</div> <div>Cancel</div>

Fig. 32: Select assigned tenants (example)

3. To add the selected tenants, click on the button *Add*.
To discard the selection and close the window, click on the button *Cancel*.
4. The selected tenant is added in the group field *Assigned Tenants*.

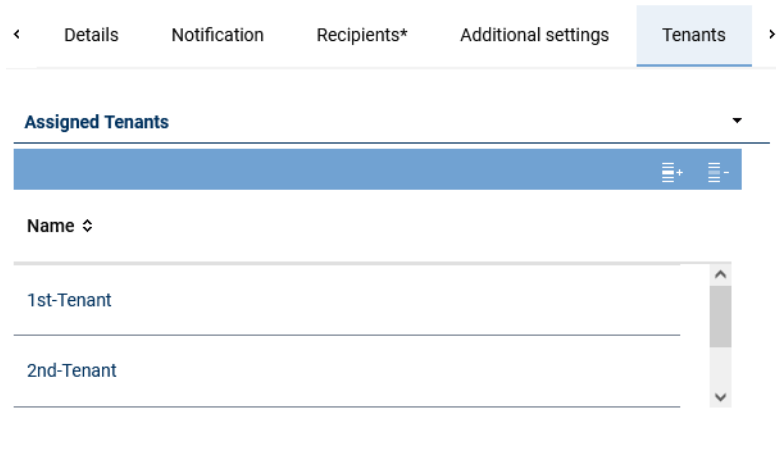



Fig. 33: Add assigned tenants (example)

4.5.2

Remove assigned tenants

1. To remove an assigned tenant from the list, select the corresponding entry in the list and click on the icon  (*Remove*).

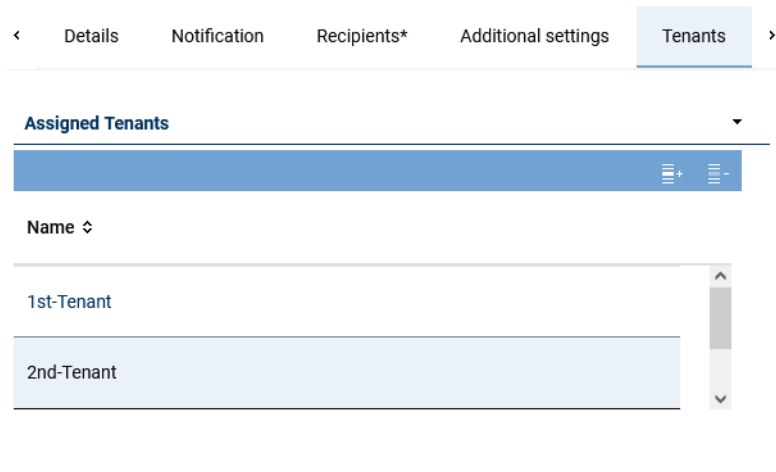
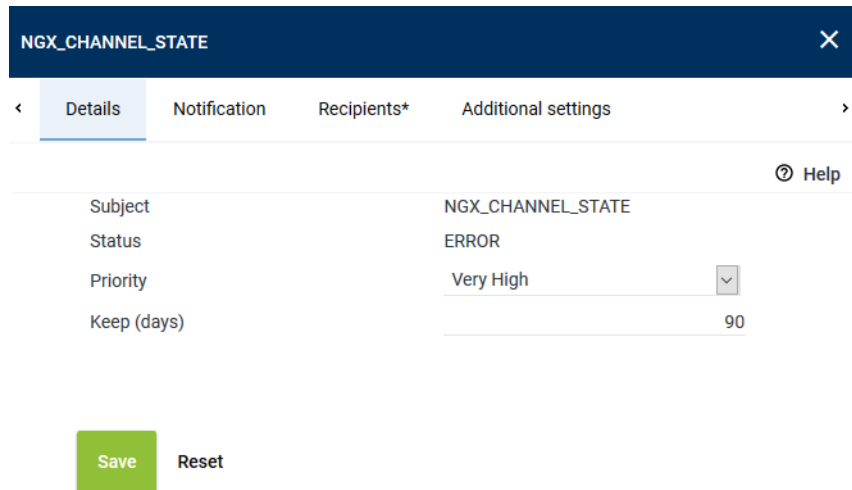


Fig. 34: Remove assigned tenant (example)

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. 10](#), [chapter "Tab Notification", p. 10](#), [chapter "Tab Additional Settings", p. 20](#), 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	
Details Notification Recipients* Additional settings	
Subject	NGX_CHANNEL_STATE
Status	ERROR
Priority	Very High
Keep (days)	90

Save **Reset**

Fig. 35: Save changes

See also

 [Tab Recipients](#) [► 11]

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
CONFIGURATION_STATUS	!	The configuration is not correct. Please check the configuration parameters.	Check the configuration parameters.	↑ (High)
CONNECTION_STATUS	!	The service <i>name</i> on server <i>IP address</i> or <i>server name</i> is not available.	Reboot the affected server.	↑↑ (Very high)
CONVERSATION_STREAM_MISSING		One or several streams are missing in the conversation <i>conversation ID</i> (recording issue).	Contact ASC support at +49 700 27278776.	↑ (High)
CORE_AVAILABILITY_STATUS	!	The server is not available.	Check the server.	↑↑ (Very high)
CTICONNECT_MODULE_STATE	!	The module <i>neo application</i> for the PBX <i>name</i> is not ready for operation.	Reboot the affected server.	↑↑ (Very high)
CTICONNECT_MONITOR_POINTS_STATE	!	Monitoring in module <i>neo application</i> has failed for <i>extension</i> .	Contact ASC support at +49 700 27278776.	↑ (High)
CTICONNECT_PBX_CONNECTION_STATE	!	The module <i>neo application</i> is not connected with <i>name</i> .	Check the connection to the PBX .	↑↑ (Very high)
CTICONNECT_RC_CONNECTION_STATE	!	Recording Control is not connected.	Reboot the affected server.	↑↑ (Very high)
CTICONNECT_RECORDING_EXTENSIONS_STATE	!	Activating the recorder extensions in module <i>neo application</i> has failed for <i>extension</i> .	Contact the PBX manufacturer and/or ASC support at +49 700 27278776.	↑ (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. NOTICE! This notification is an INFO notification for the feature <i>Recording Content Validation</i> . The feature <i>Recording Content Validation</i> allows checking recordings for functionality.	Contact the PBX manufacturer and/or ASC support at +49 700 27278776.	↑ (High)
DATABASE_BACKUP_STATE	!	An error occurred while backing up the database.	Check whether there is enough storage space for a database backup.	↑↑ (Very high)

6

Notification recommendations

Subject	Status	Description	Measures	Priority
DATABASE_CONNECTION_ERROR		The primary database has failed.	Check the database.	↑↑ (Very high)
DB_DRIVE_SPACE	!	* The size of the database currently is <i>storage space</i> GB. In addition, there is external data on the partition with <i>used storage space</i> GB As a result, the free storage space of the database partition currently is <i>free storage space</i> GB.	Make more storage capacity available to the database partition.	↑↑ (Very high)
DB_DRIVE_SPACE	⚠	* The size of the database currently is <i>storage space</i> GB. In addition, there is external data on the partition with <i>used storage space</i> GB As a result, the free storage space of the database partition currently is <i>free storage space</i> GB.	Make more storage capacity available to the database partition.	↑ (High)
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 provide more storage capacity, <ul style="list-style-type: none"> • assign the tenant more storage capacity, or • archive the data, or • transfer data to a storage expansion. 	↑ (High)
DRIVE_SPACE	⚠	* On drive <i>name</i> only <i>free storage</i> GB remains. On drive <i>name</i> only <i>free storage</i> GB remains. Attention! When the capacity reaches the error level, calls which have not been archived/not been moved to an expansion/not been transferred are deleted.	The error level will be reached soon. If the drive is the callpool, archiving or copying to a <i>storage expansion</i> can be configured to avoid loss of data. If it is a different drive other than the callpool, <ul style="list-style-type: none"> • increase the drive capacity, or • manually delete data to make sufficient capacity available. NOTICE! The following capacity values are recommended when configuring the drive: <ul style="list-style-type: none"> • Capacity level: 15 % of drive capacity 	↑ (High)

Subject	Status	Description	Measures	Priority
			<ul style="list-style-type: none"> Warn level: 10 % of drive capacity Error level: 5 % of drive capacity <p>For information about the configuration of drives refer to the administration manual for system providers <i>System Configuration - Configuration drives</i>.</p>	
FILEMAN_INVALID_PACKAGE_FOUND		* The package <i>name</i> is invalid.	Contact ASC support at +49 700 27278776.	↑ (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>	Contact ASC support at +49 700 27278776.	↑ (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>	Contact ASC support at +49 700 27278776.	↑ (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 configured and whether the Firewall accepts a connection. If the problem continues to exist, restart the service <i>DongleManConnector</i>.</p>	↑ (High)

Subject	Status	Description	Measures	Priority
RECORDING_EXTENSION_STATE	❗	* 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.	↑ (High)
RECORDING_EXTENSION_STATE	⚠	* 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.	◆ (Medium)
RECORDING_FILE_ERROR		* The following error occurred while writing the file <i>name</i> for the module <i>name</i> : <i>error code</i>	Contact ASC support at +49 700 27278776.	↑ (High)
RECORDING_MODULE_RC_CONNECTION_STATE	❗	The recording module <i>name</i> has lost the connection to Recording Control.	Contact ASC support at +49 700 27278776.	↑ (High)
RECORDING_MODULE_STATE	❗	The module <i>name</i> is not available. <i>Description</i> .	Reboot the affected server.	↑↑ (Very high)
RECORDING_STREAM_DATA_MISSING		* The data for stream <i>stream ID</i> in conversation <i>conversation ID</i> is missing. NOTICE! This notification is an INFO notification for the feature <i>Recording Content Validation</i> . The feature <i>Recording Content Validation</i> allows checking recordings for functionality.	Contact ASC support at +49 700 27278776.	↑ (High)
RECORDING_STREAM_OPEN_FAILED		* Opening stream <i>stream ID</i> in conversation <i>conversation ID</i> has failed. NOTICE! This notification is an INFO notification for the feature <i>Recording Content Validation</i> . The feature <i>Recording Content Validation</i> allows checking recordings for functionality.	Contact ASC support at +49 700 27278776.	↑ (High)
TRUNK_STATE	❗	Trunk <i>number</i> is not connected.	Check the cabling between recording card, PBX, and, if required, primary multiplex connection.	↑ (High)
UNCAUGHT_EXCEPTION		An unexpected error has occurred: <i>description</i>	Contact ASC support at +49 700 27278776.	↑ (High)

* A tenant-specific configuration is possible for this notification (option)

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> .
AGENTSESSION_TTL_CHANGED	* The deletion time of the agent session <i>session</i> has been changed by <i>user</i> in the <i>module</i> .
ARCHIVE_DELETE_ENABLED	* Deletion on the archives of the configuration <i>name</i> has been activated by <i>user</i> .
ARCHIVE_LEGACY_DELETE_ENABLED	* Deletion on the imported V10 archives of the configuration <i>name</i> has been activated 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_DRAFT	* Archiving job has been created by <i>user</i> .
ARCHIVING_JOB_PAUSE	* Archiving job has been paused by <i>user</i> .
ARCHIVING_JOB_RESUME	* Archiving job has been resumed 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_ALL_TTL_CHANGED_DONE	* The deletion time of all conversations of this tenant have been adjusted. Deletion time delta in relation to start time in days: <i>number</i> ; User: <i>user</i> Updated conversations: <i>conversations</i>
CONVERSATION_ALL_TTL_CHANGED_STARTED	* Adjustment of deletion time of all conversations of this tenant has been started. Deletion time delta in relation to start time in days: <i>number</i> ; User <i>user</i>

Subject	Description
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> .
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> .
CONVERSATION_TTL_CHANGED	* The deletion time of the conversation <i>conversation</i> has been changed by <i>user</i> in the <i>module</i> .
DOWNLOAD_CLIENT_CONVERSATIONDOWNLOAD	* The conversation <i>ID</i> has been downloaded by <i>user</i> with the Download Client.
DOWNLOAD_CLIENT_PACKAGEDOWNLOAD	* The package <i>ID</i> has been downloaded by <i>user</i> with the Download Client.
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_AUTO_LOGOUT	* The employee <i>name</i> has been logged off automatically from <i>IP address or server name</i> in the application <u>neo</u> application.

Subject	Description
EMPLOYEE_CONV_MAIL	<p>* An example text has been saved here.</p> <p>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.</p>
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 on to the application <i>neo application</i> from <i>IP address or server name</i> .
EMPLOYEE_LOGOUT	* The employee <i>name</i> has logged off from <i>IP address or server name</i> in the application <i>neo application</i> .
EMPLOYEE_UPDATE	* Employee <i>name</i> has been changed.
EXPANSION_JOB_CREATE	This notification is currently not available.
EXPANSION_JOB_DEACTIVATE	This notification is currently not available.
EXPANSION_JOB_DELETE	This notification is currently not available.
EXPANSION_JOB_PAUSE	This notification is currently not available.
EXPANSION_JOB_RESUME	This notification is currently not available.
EXPANSION_JOB_UPDATE	This notification is currently not available.
EXPORT_JOB_CREATE	* <i>Export job</i> has been released by <i>user</i> .
EXPORT_JOB_DEACTIVATE	* <i>Export job</i> has been deactivated by <i>user</i> .
EXPORT_JOB_DELETE	* <i>Export job</i> has been deleted by <i>user</i> .
EXPORT_JOB_DRAFT	* <i>Export job</i> has been created by <i>user</i> .
EXPORT_JOB_PAUSE	* <i>Export job</i> has been paused by <i>user</i> .
EXPORT_JOB_RESUME	* <i>Export job</i> has been resumed by <i>user</i> .
EXPORT_JOB_UPDATE	* <i>Export job</i> has been updated by <i>user</i> .
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_ADD	The license <i>name</i> for tenant <i>name</i> has been added by <i>user</i> .
LICENSE_ASSIGNED_EDIT	The license <i>name</i> for tenant <i>name</i> has been edited by <i>user</i> .
LICENSE_CREATED	* User <i>name</i> has installed a license.
LICENSE_DELETE	The license <i>name</i> for tenant <i>name</i> has been removed by <i>user</i> .

Subject	Description
LICENSE_UPDATED	* User <i>name</i> has changed a license assignment for <i>tenant</i> .
LIVE_LISTENING	* User has listened to extension <i>extension</i> live. User has listened to agent <i>name</i> live. User has listened to phone <i>number</i> live.
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> .
RECORDINGPLAN_ACTIONCONFIG_CREATED	* The recording plan action node <i>name</i> has been created by <i>user</i> .
RECORDINGPLAN_ACTIONCONFIG_DELETED	* The recording plan action node <i>name</i> has been deleted by <i>user</i> .
RECORDINGPLAN_ACTIONCONFIG_UPDATED	* The recording plan action node <i>name</i> has been updated by <i>user</i> .
RECORDINGPLAN_PROFILE_ACTIVATED	* The recording plan <i>name</i> has been activated by <i>user</i> .
RECORDINGPLAN_PROFILE_CREATED	* The recording plan <i>name</i> has been created by <i>user</i> .

Subject	Description
RECORDINGPLAN_PROFILE_DELETED	* The recording plan <i>name</i> has been deleted by <i>user</i> .
RECORDINGPLAN_PROFILE_DISABLED	* The recording plan <i>name</i> has been deactivated by <i>user</i> .
RECORDINGPLAN_PROFILE_PRIORITYCHANGE	* The priority of recording plan <i>name</i> has been changed by <i>user</i> .
RECORDINGPLAN_PROFILE_UPDATED	* The recording plan <i>name</i> has been updated 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	* <i>Role</i> has been created by <i>user</i> .
ROLE_DELETE	* <i>Role</i> has been deleted by <i>user</i> .
ROLE_UPDATE	* <i>Role</i> has been changed by <i>user</i> .
SERVER_CREATE	<i>Server</i> has been created by <i>user</i> .
SERVER_DELETE	<i>Server</i> has been deleted by <i>user</i> .
SERVER_UPDATE	<i>Server</i> 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> . 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> .
USERACTION_DELETE	* The conversation <i>conversation (start time)</i> with scope <i>conversation, participant range, recording interval, session, participant view</i> could not successfully be selected to be deleted by <i>user</i> by means of <i>app</i> . The conversation <i>conversation (start time)</i> with scope <i>conversation, participant range, recording interval, session, participant view</i> has successfully been selected to be deleted by <i>user</i> by means of <i>app</i> .
USERACTION_KEEP	* The conversation <i>conversation (start time)</i> with scope <i>conversation, participant range, recording interval, session, participant view</i> could not successfully be selected to be kept by <i>user</i> by means of <i>app</i> . The conversation <i>conversation (start time)</i> with scope <i>conversation, participant range, recording interval, session, participant view</i> has successfully been selected to be kept by <i>user</i> by means of <i>app</i> .

Subject	Description
USERACTION_MUTE	<p>* The recording of the conversation <i>conversation (start time)</i> with scope <i>conversation, participant range, recording interval, session, participant view</i> could not be muted successfully for internal participants by user by means of app.</p> <p>The recording of the conversation <i>conversation (start time)</i> with scope <i>conversation, participant range, recording interval, session, participant view</i> has been muted successfully for external participants by user by means of app.</p> <p>The recording of the conversation <i>conversation (start time)</i> with scope <i>conversation, participant range, recording interval, session, participant view</i> has been muted successfully for internal participants by user by means of app.</p>
USERACTION_MUTE_EXTERNAL	<p>* The recording of the conversation <i>conversation (start time)</i> with scope <i>conversation, participant range, recording interval, session, participant view</i> could not be muted successfully for external participants by user by means of app.</p> <p>The recording of the conversation <i>conversation (start time)</i> with scope <i>conversation, participant range, recording interval, session, participant view</i> has been muted successfully for external participants by user by means of app.</p>
USERACTION_MUTE_INTERNAL	<p>* The recording of the conversation <i>conversation (start time)</i> with scope <i>conversation, participant range, recording interval, session, participant view</i> could not be muted successfully for internal participants by user by means of app.</p> <p>The recording of the conversation <i>conversation (start time)</i> with scope <i>conversation, participant range, recording interval, session, participant view</i> has been muted successfully for internal participants by user by means of app.</p>
USERACTION_START	<p>* The recording of the conversation <i>conversation (start time)</i> with scope <i>conversation, participant range, recording interval, session, participant view</i> has been started successfully by user by means of app.</p> <p>The recording of the conversation <i>conversation (start time)</i> with scope <i>conversation, participant range, recording interval, session, participant view</i> could not be started successfully by user by means of app.</p>
USERACTION_STOP	<p>* The recording of the conversation <i>conversation (start time)</i> with scope <i>conversation, participant range, recording interval, session, participant view</i> has been stopped successfully by user by means of app.</p> <p>The recording of the conversation <i>conversation (start time)</i> with scope <i>conversation, participant range, recording interval, session, participant view</i> could not be stopped successfully by user by means of app.</p>
USERACTION_UNMUTE	<p>* The recording of the conversation <i>conversation (start time)</i> with scope <i>conversation, participant range, recording interval, session, participant view</i> could not be unmuted successfully for internal participants by user by means of app.</p>

Subject	Description
	<p>The recording of the conversation <i>conversation (start time)</i> with scope <i>conversation, participant range, recording interval, session, participant view</i> has successfully been unmuted for external participants by <i>user</i> by means of <i>app</i>.</p> <p>The recording of the conversation <i>conversation (start time)</i> with scope <i>conversation, participant range, recording interval, session, participant view</i> has successfully been unmuted <i>user</i> by means of <i>app</i>.</p>
USERACTION_UNMUTE_EXTERNAL	<p>* The recording of the conversation <i>conversation (start time)</i> with scope <i>conversation, participant range, recording interval, session, participant view</i> could not successfully be unmuted for external participants by <i>user</i> by means of <i>app</i>.</p> <p>The recording of the conversation <i>conversation (start time)</i> with scope <i>conversation, participant range, recording interval, session, participant view</i> has successfully been unmuted for external participants by <i>user</i> by means of <i>app</i>.</p>
USERACTION_UNMUTE_INTERNAL	<p>* The recording of the conversation <i>conversation (start time)</i> with scope <i>conversation, participant range, recording interval, session, participant view</i> has successfully been unmuted for internal participants by <i>user</i> by means of <i>app</i>.</p> <p>The recording of the conversation <i>conversation (start time)</i> with scope <i>conversation, participant range, recording interval, session, participant view</i> could not be unmuted successfully for internal participants by <i>user</i> by means of <i>app</i>.</p>

* A tenant-specific configuration is possible for this notification (option)

Notification type: INFO

Subject	Description
ACTIVATION_PERIOD	The activation period for the temporary <i>neo</i> licenses 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	<p>* Until <i>date</i> you must release <i>number of</i> activities to be evaluated.</p> <p>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.</p> <p>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.</p>
AGENT_RELEASE_SESSIONS_REMINDER	<p>* Until <i>date</i> you must release <i>number of</i> activities to be evaluated.</p> <p>You have to release <i>number</i> sessions for evaluation until <i>date</i>.</p>
ANALYSIS_ERROR	* The session <i>number</i> from <i>date of name</i> could not be analyzed. Error: <i>Error message</i> .

Subject	Description
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.
CD_SURVEY_IMPORT_ASSIGNED	* A customer survey for the session with the call ID <i>number</i> has been created and released successfully. A customer survey for the activity with the call ID <i>number</i> has been created and released successfully.
CD_SURVEY_IMPORT_ERROR	* A customer survey could not be saved. A customer survey could not be created. For more information check the job execution in System Monitoring. 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. 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. 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> . 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.
CD_SURVEY_IMPORT_NOT_ASSIGNED	* 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.

Subject	Description
	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.
CD_SURVEY_SESSION_ASSIGNED	* The activity with the call ID <i>number</i> has been mapped to a customer survey and the customer survey has been released. The session with the call ID <i>number</i> has been mapped to a customer survey and the customer survey has been released.
COACHING_ACCEPTED	* The training package <i>name</i> has been accepted by the agent <i>name</i> . The training package <i>name</i> has been accepted by trader <i>name</i> .
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	* 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> . 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> .
COACHING_FINALIZED	* The agent <i>name</i> has finished the training package <i>name</i> . 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 in conversation <i>conversation ID</i> for tenant <i>tenant</i> with participants <i>employees extensions agent IDs</i> are missing.
CTICONNECT_STREAM_REQUEST_FAILED	* An error with code <i>error code</i> for CTI-ID in conversation <i>conversation ID</i> for tenant <i>tenant</i> with participants <i>employees extensions agent IDs</i> has occurred. NOTICE! This notification is an INFO notification for the feature <i>Recording Content Validation</i> . The feature <i>Recording Content Validation</i> allows checking recordings for functionality.
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.

Subject	Description
DATABASE_CONNECTION_ERROR	The primary 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	<p>* 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.</p> <p>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</p>
DEVICE_IS_OUT_OF_SPACE	While executing job <i>job name</i> of type <i>job type</i> on server <i>IP address or server name</i> , the following hard disk was written to until completely full: <i>name of the hard disk</i> .
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> .
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	* 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.

Subject	Description
	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.
EVALUATION_RECEIVED	* 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. You have been evaluated.
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 <i>neo 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>
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.










Subject	Description
NON_FATAL_ERROR	* An non-fatal error has occurred: <i>description</i> .
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.
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> .

Subject	Description
	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_SILENCE_DETECTED	* In conversation <i>conversation ID</i> for tenant with participants <i>employees</i> , <i>extensions</i> , <i>Agent IDs</i> , silence has been detected. NOTICE! This notification is an INFO notification for the feature <i>Recording Content Validation</i> . The feature <i>Recording Content Validation</i> allows checking recordings for functionality.
RECORDING_STREAM_DATA_MISSING	* The data for stream <i>stream ID</i> in conversation <i>conversation ID</i> for tenant <i>tenant</i> with participants <i>employees extensions agents IDs</i> is missing. NOTICE! This notification is an INFO notification for the feature <i>Recording Content Validation</i> . The feature <i>Recording Content Validation</i> allows checking recordings for functionality.
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> for tenant <i>tenant</i> with participants <i>employees extensions Agents IDs</i> has occurred. NOTICE! This notification is an INFO notification for the feature <i>Recording Content Validation</i> . The feature <i>Recording Content Validation</i> allows checking recordings for functionality.
RECORDING_STREAM_OPEN_FAILED	* Opening stream <i>stream ID</i> in conversation <i>conversation ID</i> for tenant <i>tenant</i> with participants <i>employees extensions agent IDs</i> has failed. NOTICE! This notification is an INFO notification for the feature <i>Recording Content Validation</i> . The feature <i>Recording Content Validation</i> allows checking recordings for functionality.
RECORDING_STREAM_PACKET_LOSS	* Packet loss for stream <i>stream ID</i> in conversation <i>conversation ID</i> for tenant <i>tenant</i> with participants <i>employees extensions agent IDs</i> has been detected. NOTICE! This notification is an INFO notification for the feature <i>Recording Content Validation</i> . The feature <i>Recording Content Validation</i> allows checking recordings for functionality.
RECORDING_STREAM_SILENCE_DETECTED	* In conversation <i>conversation ID</i> for tenant with participants <i>employees</i> , <i>extensions</i> , <i>Agent IDs</i> , silence has been detected.
REPORT_AVAILABLE	* The report <i>name</i> is available.












Subject	Description
<i>SIP_WARNING</i>	An error occurred while sending a SIP message from <i>neo</i> application to IP address or server name: <i>description</i> .
<i>TIMEOUT_DELETE_INSERTER_BUFFER</i>	Attention: Cleanup of buffer tables has been running for more than one hour. The execution for this job continues, though. Please check the execution times and adjust them if required.
<i>TIMESLOT_CONFIGURATION_CHANGED</i>	<i>Name</i> has changed the configuration of time slot <i>board name</i> .
<i>UNCAUGHT_EXCEPTION</i>	An unexpected error occurred: <i>description</i> .

* A tenant-specific configuration is possible for this notification (option)

Notification type: MONITORING







Subject	Status	Description	Measures
<i>ALARM_CONNECTION_STATE</i>		The alarm device with the serial number <i>number</i> has not been activated on the recorder.	
<i>ALARM_CONNECTION_STATE</i>		The recorder has been connected with the alarm device with the serial number <i>number</i> .	
<i>ALARM_CONNECTION_STATE</i>		The recorder has lost the connection to the alarm device with the serial number <i>number</i> .	
<i>ALARM_CONNECTION_STATE</i>		The connection state between the recorder and the alarm device with the serial number <i>number</i> is unknown.	
<i>ARCHITECTURE_FAILOVER_STATE</i>		The recording architecture <i>name</i> has been activated and is running in primary mode.	
<i>ARCHITECTURE_FAILOVER_STATE</i>		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>	
<i>ARCHITECTURE_STATE</i>		The architecture <i>name</i> is ready to be used.	
<i>ARCHITECTURE_STATE</i>		The architecture <i>name</i> does not work properly.	
<i>ASC_KEY_MANAGEMENT_AVAILABILITY</i>		* The <i>neo</i> key is not required.	

















Subject	Status	Description	Measures
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.	
BOARD_STATE	!	The configuration of board <i>name</i> has failed. The board <i>name</i> does not record. The board <i>name</i> has been configured. The board <i>name</i> has not yet been initialized. The board <i>name</i> cannot be used.	Check <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	▦	No conflicts between .ini file and configuration found.	
CONFIGURATION_INIFILE_CONFLICT	!	Configuration mismatch with .ini file for <i>conflicting values</i> .	The INI file contains a different configuration from an older <i>neo</i> version which is no longer sent by the GUI. Check the new settings in the GUI and adjust them, if required.
CONFIGURATION_STATUS	✓	The module has been configured correctly.	
CONFIGURATION_STATUS	!	The configuration is not correct. Please check the configuration parameters.	Check the configuration parameters.
CONFIGURATION_STATUS	✕	This notification is temporarily unavailable.	










Subject	Status	Description	Measures
CONFIGURATION_STATUS		This notification is temporarily unavailable.	
CONNECTION_STATUS		The service <i>name</i> on the server <i>IP address or server name</i> is available.	
CONNECTION_STATUS		The service <i>name</i> on server <i>IP address or server name</i> is not available.	Reboot the affected server
CONNECTION_STATUS		The status of the service <i>name</i> on the server <i>IP address or server name</i> is unknown.	
CORE_AVAILABILITY_STATUS		The server is available.	
CORE_AVAILABILITY_STATUS		The server is not available.	Check the server.
CTICONNECT_MODULE_STATE		The module <i>neo application</i> for the PBX <i>name</i> is closed.	
CTICONNECT_MODULE_STATE		The module <i>neo application</i> for the PBX <i>name</i> is unknown.	
CTICONNECT_MODULE_STATE		The module <i>neo application</i> for the PBX <i>name</i> is not ready for operation.	Reboot the affected server
CTICONNECT_MODULE_STATE		The module <i>neo application</i> for the PBX <i>name</i> is unknown.	
CTICONNECT_MONITOR_POINTS_STATE		Monitoring in module <i>neo application</i> has succeeded.	
CTICONNECT_MONITOR_POINTS_STATE		Monitoring in module <i>neo application</i> has failed for <i>extension</i> .	Contact ASC support at +49 700 27278776.
CTICONNECT_PBX_CONNECTION_STATUS		The module <i>neo application</i> is connected with <i>name</i> .	
CTICONNECT_PBX_CONNECTION_STATE		The module <i>neo application</i> is not connected with <i>name</i> .	Check the connection to the PBX .
CTICONNECT_PBX_CONNECTION_STATUS		The module <i>neo application</i> is connected with <i>name</i> and is not connected with <i>name</i> .	
CTICONNECT_RC_CONNECTION_STATUS		The Recording Control connection is not required anymore.	

Subject	Status	Description	Measures
CTICONNECT_RC_CONNECTION_STATUS	✓	Recording Control is connected.	
CTICONNECT_RC_CONNECTION_STATE	!	Recording Control is not connected.	Reboot the affected server
CTICONNECT_RC_CONNECTION_STATUS	✕	The connection state is currently unknown.	
CTICONNECT_RECORDING_EXTENSIONS_STATE	✓	Activating the recorder extensions in module <i>neo</i> application has succeeded.	
CTICONNECT_RECORDING_EXTENSIONS_STATE	!	Activating the recorder extensions in module <i>neo</i> application has failed for <i>extension</i> .	Contact the PBX manufacturer and/or ASC support at +49 700 27278776.
DATABASE_BACKUP_STATE	✓	The database backup has been successful.	
DATABASE_BACKUP_STATE	!	An error occurred while backing up the database.	Check whether there is enough storage space for a database backup.
DATABASE_BACKUP_STATE	✕	The state of the database backup is unknown.	
DATABASE_CONNECTION	✓	The database is available to the system.	
DATABASE_CONNECTION	!	The primary 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.	

Subject	Status	Description	Measures
DB_DRIVE_SPACE	✓	* The size of the database currently is <i>storage space</i> GB. In addition, there is external data on the partition with <i>used storage space</i> GB As a result, the free storage space of the database partition currently is <i>free storage space</i> GB.	
DB_DRIVE_SPACE	!	* The size of the database currently is <i>storage space</i> GB. In addition, there is external data on the partition with <i>used storage space</i> GB As a result, the free storage space of the database partition currently is <i>free storage space</i> GB.	Make more storage capacity available to the database partition.
DB_DRIVE_SPACE	✗	* The current storage consumption cannot be assessed. Check the DB user rights for PostgreSQL: SELECT pg_database_size('asc_rs') and for MSSQL: EXEC sp_databases;	
DB_DRIVE_SPACE	⚠	* The size of the database currently is <i>storage space</i> GB. In addition, there is external data on the partition with <i>used storage space</i> GB As a result, the free storage space of the database partition currently is <i>free storage space</i> GB.	Make more storage capacity available to the database partition.
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.
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> .

Subject	Status	Description	Measures
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 storage capacity of <i>free storage</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		<p>* On drive <i>name</i> only <i>free storage</i> GB remains.</p> <p>On drive <i>name</i> only <i>free storage</i> GB remains. Attention! When the capacity reaches the error level, calls which have not been archived/not been moved to an expansion/not been transferred are deleted.</p>	<p>The error level will be reached soon.</p> <p>If the drive is the callpool, archiving or copying to a <i>storage expansion</i> can be configured to avoid loss of data.</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. <p>NOTICE! The following capacity values are recommended when configuring the drive:</p> <ul style="list-style-type: none"> • Capacity level: 15 % of drive capacity • Warn level: 10 % of drive capacity • Error level: 5 % of drive capacity <p>For information about the configuration of drives refer to the administration manual for system providers <i>System Configuration - Configuration drives</i>.</p>
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.	





Subject	Status	Description	Measures
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.	
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.

Subject	Status	Description	Measures
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.	
LICENSE_FILE_AVAILABILITY		The license file is not available.	Request a new license file. ATTENTION! A missing license file will cause loss of data after 30 days after having received this notification.
LICENSE_FILE_VALIDATION		The license file is valid.	
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.
LICENSE_WARNLEVEL		The threshold value <i>value</i> has been reached.	Request a new license file.
LICENSING_AUTHENTICATION_SERVER		The authentication server has been connected.	
LICENSING_AUTHENTICATION_SERVER		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> . 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 is connected. 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 configured and whether the Firewall accepts a connection. If the problem continues to exist, restart the service <i>DongleManConnector</i> .
LICENSING_AUTHENTICATION_SERVER		The connection to the authentication server could not be established. Please check the connection data and the configuration of the firewall.	

Subject	Status	Description	Measures
LYNC_CONNECTOR_STATE_PRIMARY	✓	Lync Connector okay.	
LYNC_CONNECTOR_STATE_PRIMARY	!	Lync Connector error.	
LYNC_CONNECTOR_STATE_PRIMARY	✕	Lync Connector unknown.	
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.

Subject	Status	Description	Measures
			<ul style="list-style-type: none"> Check the MUTC Framer 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.
<i>NTP_CONNECTION</i>	✓	The connection to the NTP server has been established successfully.	
<i>NTP_CONNECTION</i>	!	The connection to the following NTP server could not be established: <i>NTP server</i> .	
<i>PBXINTEGRATION_RECORDER_CONFIGURATION</i>	✓	All recorders have been configured for the integration <i>name</i> .	
<i>PBXINTEGRATION_RECORDER_CONFIGURATION</i>	!	No recording server has been configured for the integration <i>name</i> .	Check the configuration.
<i>PBXINTEGRATION_RECORDER_CONFIGURATION</i>	⚠	Not all recorders have been configured for the integration <i>name</i> .	
<i>POWER_SUPPLY_STATE</i>	✓	The power supply unit is OK (works properly).	
<i>POWER_SUPPLY_STATE</i>	!	The power supply unit has failed.	Have the power supply unit replaced by ASC.
<i>POWER_SUPPLY_STATE</i>	✕	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.
<i>RAID_CONTROLLER_STATE</i>	✓	The RAID controller <i>name</i> is active.	
<i>RAID_CONTROLLER_STATE</i>	!	The following error occurred: <i>error message</i>	
<i>RAID_CONTROLLER_STATE</i>	✕	The RAID controller status is unknown.	
<i>RDX_ARCHIVE</i>	🔲	* The configuration <i>name</i> has been deactivated. The status of the drives is irrelevant.	
<i>RDX_ARCHIVE</i>	✓	* All RDX drives of the configuration <i>name</i> are ready.	

Subject	Status	Description	Measures
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	✅	* Module <i>name</i> has successfully registered all SIP phone numbers on the PBX.	
RECORDING_EXTENSION_STATE	❗	* 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.
RECORDING_EXTENSION_STATE	⚠	* 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.	Contact ASC support at +49 700 27278776.
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> .	Reboot the affected server
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_SHUTDOWN_MODE	✅	Shutdown mode is no longer active.	
RECORDING_SHUTDOWN_MODE	⊗	Unknown status of the shutdown mode.	

Subject	Status	Description	Measures
RECORDING_SHUTDOWN_MODE		The shutdown mode has been activated by the core for <i>service</i> on <i>IP address</i> or <i>server name</i> .	
RECORDING_WARN_LEVEL		The warn level of <i>number</i> recordings is no longer exceeded for <i>name of the recording module</i> on <i>server name</i> . The warn level of <i>number of</i> recordings has been activated for <i>name of the recording module</i> on <i>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</i> on <i>server name</i> .	
SERVICES_RUNNING_STATE		The following services could be started: <i>names</i> .	
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 transition mode is active and will expire in <i>number with unit</i> .	
TRANSITIONAL_MODE		Transition 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</i> or <i>server name</i> is available.	
UPDATER_CONFIG_FOUND		The updater configuration for server <i>IP address</i> or <i>server name</i> is not available.	Check the IP address and the server name.

* A tenant-specific configuration is possible for this notification (option)

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

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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)

PBX

Private Branch Exchange

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

WAVE file format is a container format to digitally save audio data and is based on the Resource Interchange File Format (RIFF) defined by Microsoft for Windows. (Source: Wikipedia 23rd February 2021)