

System Configuration

Notifications module



Administration manual

for system providers

8/5/2022

Product line Neo, version 7.x

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

EVOIP^{neo}

EVOLUTION^{neo} / XXL / eco

INSPIRATION^{neo}

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 <https://www.asctechnologies.com>.

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Contents

| | | |
|----------|---|-----------|
| 1 | General information..... | 4 |
| 2 | Introduction..... | 5 |
| 3 | Main view..... | 6 |
| 3.1 | Toolbar..... | 7 |
| 3.1.1 | Search | 8 |
| 4 | Detail view | 9 |
| 4.1 | Tab Details..... | 10 |
| 4.2 | Tab Notification..... | 10 |
| 4.3 | Tab Recipient..... | 11 |
| 4.3.1 | Assign registered users | 12 |
| 4.3.2 | Edit registered users..... | 13 |
| 4.3.3 | Remove registered users..... | 14 |
| 4.3.4 | Assign unregistered recipients..... | 14 |
| 4.3.5 | Edit unregistered recipients | 15 |
| 4.3.6 | Remove unregistered recipients | 15 |
| 4.3.7 | Assign SNMP Trap Recipients | 16 |
| 4.3.8 | Edit SNMP Trap Recipients | 17 |
| 4.3.9 | Remove SNMP Trap Recipients..... | 18 |
| 4.3.10 | Assign Stackdriver recipient | 18 |
| 4.3.11 | Remove Stackdriver recipient..... | 19 |
| 4.4 | Tab Additional Settings..... | 20 |
| 4.5 | Tab Tenants..... | 20 |
| 4.5.1 | Add assigned tenants | 21 |
| 4.5.2 | Remove assigned tenants | 22 |
| 5 | Edit notification..... | 23 |
| 6 | Notification recommendations | 24 |
| 7 | Notifications | 29 |
| | Glossary | 57 |

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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*.








The main view displays all system notifications.

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

Rows per page: 50 1 - 50 of 295

Fig. 1: Main view (example)

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

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

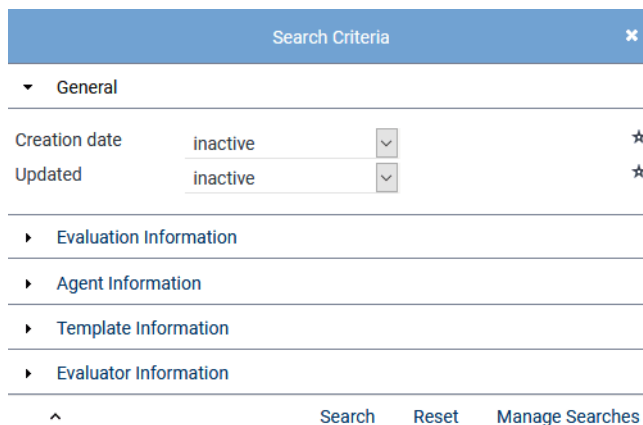





Fig. 3: Window Search Criteria (example)

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.

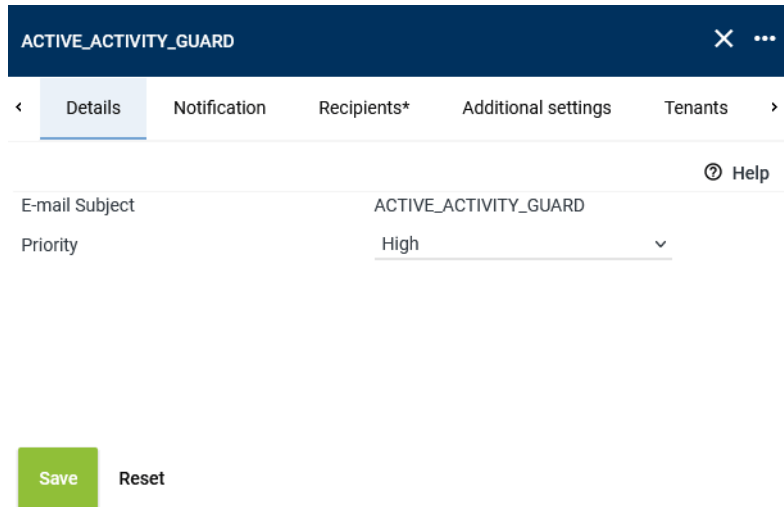


Fig. 4: Notifications module - detail view

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 Recipient", 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.

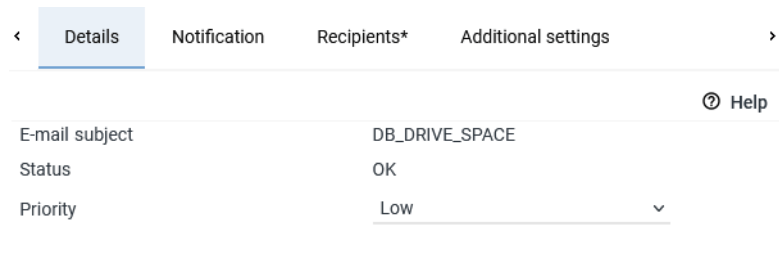



Fig. 5: Tab Details

| | |
|---|---|
|  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.

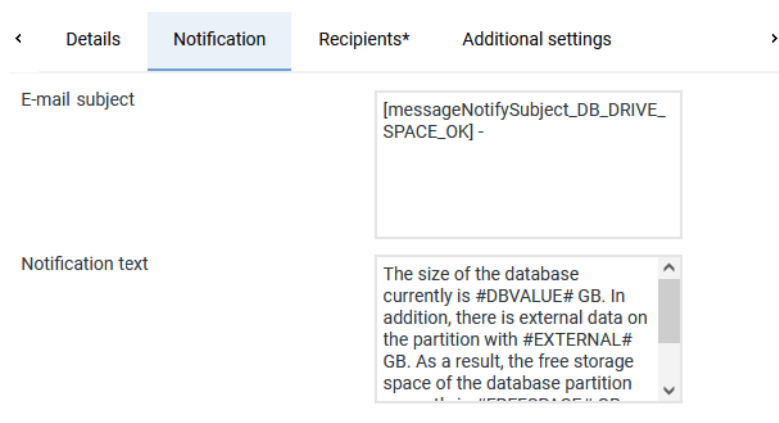


Fig. 6: Tab Notification

| | |
|-----------------------|--|
| <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 Recipient

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 recipient (user cannot enter recipients).

✗ = No dynamic recipient (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 Manager 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 to revoke the selection, click on the respective line while holding the [Ctrl] key down.

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

Rows per page 20 1 - 12 of 12

Add Cancel

Fig. 9: Select registered users (example)

- 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 in the group field Registered Users.


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

Fig. 10: Registered user added

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

4.3.2

Edit registered users

- To select whether a user is supposed to be notified internally, via CLIENT *command* or by e-mail, select the respective user from the list and click on the icon  (*Edit*). One of the 3 options must have been activated.

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

Fig. 11: Edit registered user (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*.

- Select 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"/> |

Fig. 12: Select 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> | The following security levels are available: <i>NOAUTH / NOPRIV</i> : The external SNMP program does not have to authenticate with the SNMP agents; the notification about the current system status is transferred without encryption. No additional entries are necessary. <i>AUTH / NOPRIV</i> : Select this option if you want the external SNMP program to authenticate with the SNMP agent. To do so, select an authentication protocol and enter a corresponding password; the notification about the current system status is transferred without encryption. <i>AUTH / PRIV</i> : Select this option if you want the external SNMP program to authenticate with the SNMP agent and that the notification is transferred with encryption. To do so, select an authentication protocol with a corresponding password as well as a privacy protocol which additionally encrypts the SNMP communication by means of the privacy password. |
| <i>Authentication protocol</i> | Select the authentication protocol. The protocols <i>MD5</i> and <i>SHA</i> are available. |
| <i>Authentication password</i> | Enter a password with a length of 8 to 15 characters. |
| <i>Privacy protocol</i> | Select the privacy protocol. The protocols <i>DES</i> and <i>AES-128</i> are available. |
| <i>Privacy password</i> | Enter a password with a length of 8 to 15 characters. |

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



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

4.3.8

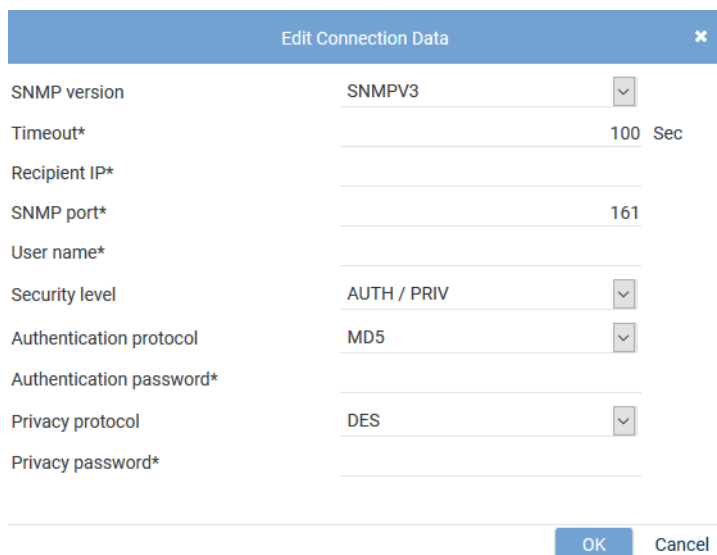
Edit SNMP Trap Recipients

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

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

Fig. 22: Edit SNMP Trap Recipients (example)

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



Dialog box titled "Edit Connection Data" with a close button (X) in the top right corner. The form contains the following fields:

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

At the bottom right are "OK" and "Cancel" buttons.

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 | <input type="checkbox"/> |

Fig. 29: Tab Additional Settings

| | |
|-------------------------------|---|
| Keep (days) | 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. 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. |
| Export before deletion | Select whether the notification is supposed to be exported before it is deleted. <input checked="" type="checkbox"/> = Notification is exported before being deleted. On the server in the directory <i>C:\Program Files (x86)\ASC\ASC Product Suite\logs\Export</i> (depending on the installation directory), the file <i>DeletedNotifications.csv</i> 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. <input type="checkbox"/> = Notification is not exported before being deleted. |

4.5

Tab Tenants

Here, you can assign the notifications to selected tenants.

[Details](#)
[Notification](#)
[Recipients*](#)
[Additional settings](#)
[Tenants](#)

Assigned Tenants

No records found

Fig. 30: Tab Tenants

4.5.1 Add assigned tenants

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

Assigned Tenants

No records found

Fig. 31: Group field Assigned Tenants

- 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> Rows per page 20 1 - 3 of 3 </div> | | | | | |
| <div> Add Cancel </div> | | | | | |

Fig. 32: Select assigned tenants (example)

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

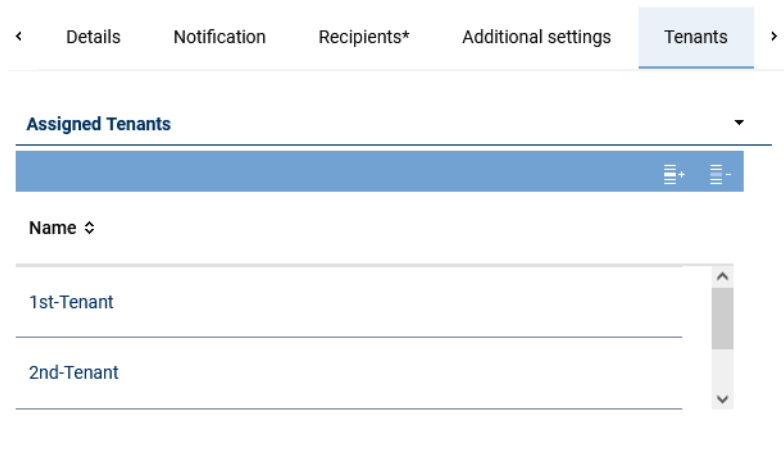



Fig. 33: Add assigned tenants (example)

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*).

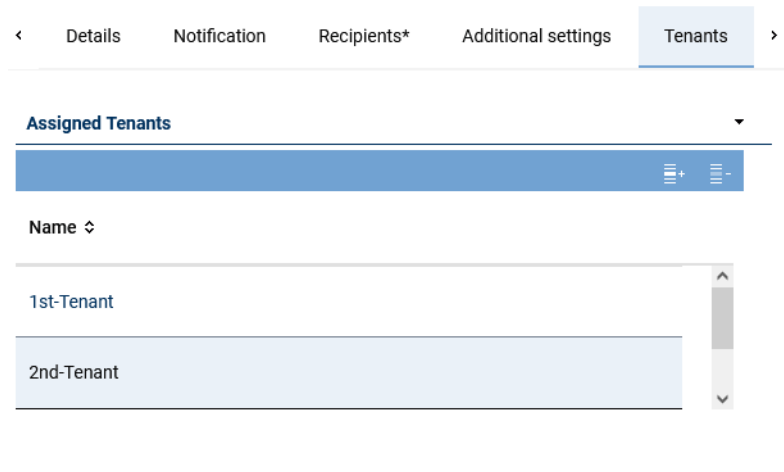
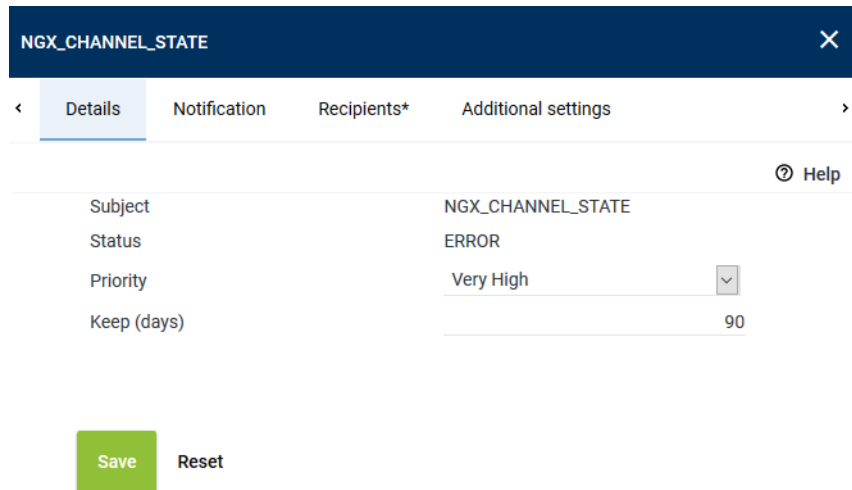


Fig. 34: Remove assigned tenant (example)

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 Recipient](#) [▶ 11]

6

Notification recommendations





ASC urgently recommends to send all notifications listed below to the system provider by e-mail.

| Subject | Status | Description | Measures | Priority |
|--|--------|--|--|-------------------|
| <i>BUFFERTABLE_DELETION_START</i> | | Deletion of non-processed recordings starts in 3 days. NOTICE! The default retention period for non-processed recordings is 60 days. Contact ASC support at +49 700 27278776. | Clean buffer table. | ↑ (High) |
| <i>BUFFERTABLE_THRESHOLD_REACHED</i> | | Threshold value of <i>buffer size</i> for recordings which have not yet been processed has been reached. NOTICE! The default threshold value for data sets in the buffer table is 100.000. Contact ASC support at +49 700 27278776. | Clean buffer table. | ↑ (High) |
| <i>CONFIGURATION_STATUS</i> | ! | The configuration is not correct. Please check the configuration parameters. | Check the configuration parameters. | ↑ (High) |
| <i>CONNECTION_STATUS</i> | ! | 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) |
| <i>CONVERSATION_STREAM_MISSING</i> | | One or several streams are missing in the conversation <i>conversation ID</i> (recording issue). | Contact ASC support at +49 700 27278776. | ↑ (High) |
| <i>CORE_AVAILABILITY_STATUS</i> | ! | The server is not available. | Check the server. | ↑↑ (Very high) |
| <i>CTICONNECT_MODULE_STATE</i> | ! | The module Neo <i>application</i> for the PBX <i>name</i> is not ready for operation. | Reboot the affected server. | ↑↑ (Very high) |
| <i>CTICONNECT_MONITOR_POINTS_STATE</i> | ! | Monitoring in module Neo <i>application</i> has failed for <i>extension</i> . | Contact ASC support at +49 700 27278776. | ↑ (High) |
| <i>CTICONNECT_PBX_CONNECTION_STATE</i> | ! | The module Neo <i>application</i> is not connected with <i>name</i> . | Check the connection to the PBX . | ↑↑ (Very high) |
| <i>CTICONNECT_RC_CONNECTION_STATE</i> | ! | Recording Control is not connected. | Reboot the affected server. | ↑↑ (Very high) |
| <i>CTICONNECT_RECORDING_EXTENSIONS_STATE</i> | ! | Activating the recorder extensions in module Neo <i>application</i> has failed for <i>extension</i> . | Contact the PBX manufacturer and/or ASC support at +49 700 27278776. | ↑ (High) |













6

Notification recommendations

| Subject | Status | Description | Measures | Priority |
|----------------------------------|--------|--|---|-------------------|
| 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) |
| 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) |
| DIRECTORY_STATE | ! | The directories <i>directories</i> exceed the pre-configured value. The following directories are checked by default: <ul style="list-style-type: none"> • Finished Recordings • Invalid Recordings • RCInfo • RCInfo/failed The preset default value is 1000. | The setting is sved in the ini. file of the Service Managers in <i>DirectoryMonitor/Observe-dObjects</i> and can be adjusted there anytime. The objects to be monitored are separated by semicolons (";"); the object pair directory/threshold value are separated by pipes (" "). Non-existent directories are not monitored. If changes are made in the .ini file, the Service-Man must be restarted. | ↑↑ (Very high) |

| Subject | Status | Description | Measures | Priority |
|-------------|---|--|--|---|
| DRIVE_SPACE |  | <p>* Depending on the affected drive, different notifications are issued:</p> <ul style="list-style-type: none"> Drive <i>name</i> has reached the storage capacity of <i>free storage</i> GB. Loss of recordings may occur on the recording server. For system storages: 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. For storage expansions: Drive <i>name</i> has reached the storage capacity of <i>free storage</i> GB. It is urgently recommended to expand the storage capacity. | <ul style="list-style-type: none"> Fore more storage capacity on the storage expansion, provide more storage. If the drive is the system storage (callpool), check the archiving, transfer, and expansion jobs or provide more storage. If the drive is a different drive, increase the drive capacity, or manually delete data to make sufficient capacity available. |  (High) |
| DRIVE_SPACE |  | <p>* Depending on the affected drive, different notifications are issued:</p> <ul style="list-style-type: none"> On drive <i>name</i> only <i>free storage</i> GB remains. For system storages: 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. For storage expansions: On drive <i>name</i> only <i>free storage</i> GB remains. Expand the storage capacity. | <p>The error level will be reached soon.</p> <ul style="list-style-type: none"> If the drive is the system storage (callpool), archiving or copying to a <i>storage expansion</i> can be configured to avoid loss of data. If this is the storage expansion, increase the drive capacity. If the drive is a different drive, increase the drive capacity, or manually delete data to make sufficient capacity available. <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 |  (High) |

| Subject | Status | Description | Measures | Priority |
|---------------------------------|--------|---|---|-------------|
| | | | For information about the configuration of drives refer to the administration manual for system providers <i>System Configuration - Configuration drives</i> . | |
| 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 | ! | 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> . | ↑ (High) |
| 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) |

| Subject | Status | Description | Measures | Priority |
|--------------------------------------|---|--|---|--|
| 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>session</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 on litigation hold on <i>date</i> by <i>user</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 on <i>date</i> by <i>user</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 | * Drive <i>name</i> has been created by <i>user</i> . |
| DRIVE_DELETED | * Drive <i>name</i> has been deleted by <i>user</i> . |
| DRIVE_UNMOUNTED | * Network drive <i>name</i> has been disconnected by <i>user</i> . |
| DRIVE_UPDATED | * 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 Neo <i>application</i> . |

| Subject | Description |
|--------------------------|---|
| EMPLOYEE_CONV_MAIL | <p>* Dear <i>first name last name</i>, a new conversation has been recorded. Call ID: <i>Call ID</i> Date: <i>date</i> Time from: <i>start time</i> Time to: <i>end time</i> Direction: <i>conversation direction</i> Phone number employees/agent: <i>number</i> Phone number customer: <i>number</i> Further information: <i>message text</i></p> <p>NOTICE! The message text and the subject are exemplary and 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 Neo <i>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 Neo application. |
| 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> . |

| Subject | Description |
|------------------------------------|--|
| 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> . |
| LICENSE_UPDATED | * User <i>name</i> has changed a license assignment for <i>tenant</i> . |
| LIVE_LISTENING | * <i>User</i> has listened to extension <i>extension</i> live. <i>User</i> has listened to agent <i>name</i> live. <i>User</i> has listened to phone <i>number</i> live. |
| PBX_CREATE | * <i>PBX</i> has been created by <i>user</i> . |
| PBX_DELETE | * <i>PBX</i> has been deleted by <i>user</i> . |
| PBX_INTEGRATION_ACTIVATE | * <i>PBX integration</i> has been activated by <i>user</i> . |
| PBX_INTEGRATION_CREATE | * <i>PBX integration</i> has been created by <i>user</i> . |
| PBX_INTEGRATION_DEACTIVATE | * <i>PBX integration</i> has been deactivated by <i>user</i> . |
| PBX_INTEGRATION_DELETE | * <i>PBX integration</i> has been deleted by <i>user</i> . |
| PBX_INTEGRATION_UPDATE | * <i>PBX integration</i> has been changed by <i>user</i> . |
| PBX_UPDATE | * <i>PBX</i> has been changed by <i>user</i> . |
| RECORDING_ARCHITECTURE_ACTIVATE | * <i>Recording architecture</i> has been activated by <i>user</i> . |
| RECORDING_ARCHITECTURE_CREATE | * <i>Recording architecture</i> has been created by <i>user</i> . |
| RECORDING_ARCHITECTURE_DEACTIVATE | * <i>Recording architecture</i> has been deactivated by <i>user</i> . |
| RECORDING_ARCHITECTURE_DELETE | * <i>Recording architecture</i> has been deleted by <i>user</i> . |
| RECORDING_ARCHITECTURE_UPDATE | * <i>Recording architecture</i> 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> . |

| Subject | Description |
|--------------------------------------|--|
| 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> . |
| 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 | * Tenant <i>name</i> has been created by <i>user</i> . |
| TENANT_DELETED | * Tenant <i>name</i> has been deleted by <i>user</i> . Tenant <i>name</i> with 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 | * 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> . |

| Subject | Description |
|--------------------------|---|
| | 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 | <p>* 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>.</p> <p>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>.</p> |
| 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 <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 been muted successfully 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 been muted successfully for internal participants by <i>user</i> by means of <i>app</i>.</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 <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 been muted successfully for external participants by <i>user</i> by means of <i>app</i>.</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 <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 been muted successfully for internal participants by <i>user</i> by means of <i>app</i>.</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 <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 started successfully by <i>user</i> by means of <i>app</i>.</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 <i>user</i> by means of <i>app</i>.</p> |

| Subject | Description |
|----------------------------|--|
| | 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 <i>user</i> by means of <i>app</i> . |
| 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 <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> <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 Neo 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^{neo}. If the minimum number of releases is not reached, the missing activities will be released automatically.</p> |

| Subject | Description |
|--|--|
| | You must release sessions for evaluation in the Sessions module in INSPIRATION ^{neo} . If the minimum number of releases is not reached, the missing sessions will be released automatically. |
| AGENT_RELEASE_SESSIONS_REMINDER | * Until <i>date</i> you must release <i>number of</i> activities to be evaluated. Until <i>date</i> you must release <i>number of</i> sessions to be evaluated. |
| ANALYSIS_ERROR | * Session <i>number</i> from <i>date</i> of <i>name</i> could not be analyzed. Error: <i>error message</i> |
| ARCHIVING_FAILED_FILEMAN_NOT_CONNECTED | * The archiving <i>name</i> on server <i>name</i> could not be carried out since the File Manager is not connected. |
| ASSIGNMENT_EVALUATION_EXPIRED | * The time to evaluate the assignment has expired on <i>date</i> . |
| ASSIGNMENT_RESET | * Assignments have been reset. |
| BUFFERTABLE_ACCESS_VIOLATION | When capturing the values of non-processed recordings, errors regarding database access rights occurred. |
| BUFFERTABLE_DELETION_START | Deletion of non-processed recordings starts in 3 days. NOTICE! The default retention period for non-processed recordings is 60 days. Contact ASC support at +49 700 27278776. |
| BUFFERTABLE_THRESHOLD_REACHED | Threshold value of <i>buffer size</i> for recordings which have not yet been processed has been reached. NOTICE! The default threshold value for data sets in the buffer table is 100.000. Contact ASC support at +49 700 27278776. |
| 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 edited. |
| 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. |

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

| Subject | Description |
|--------------------------------------|--|
| 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 | <p>* An error with code <i>error code</i> for <i>CTI-ID</i> in conversation <i>conversation ID</i> for tenant <i>tenant</i> with participants <i>employees extensions agent IDs</i> has occurred.</p> <p>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.</p> |
| DATABASE_BACKUP_STATE | <p>The database backup has been successful.</p> <p>The state of the database backup is unknown.</p> <p>An error occurred while backing up the database.</p> |
| DATABASE_CONNECTION_ERROR | The primary database has failed. |
| DATABASE_CONNECTION_FAILOVER_OCCURED | Database management has switches the connection to the secondary database. |
| DATABASE_CONNECTION_OK | The database is available in the system. |
| DEFINE_TRAINING_SESSION | <p>* You have been assigned the session as a training activities by <i>user</i> on <i>date</i>. You will find your 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. |

| Subject | Description |
|--|---|
| 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. 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 Neo <i>application</i> has expired. |
| JOB_EXECUTION_CALLED | * The job execution job <i>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 job <i>name</i> of the job type <i>job type</i> has been completed successfully. The job execution announced: <i>description</i> |

| Subject | Description |
|-------------------------------------|--|
| JOB_EXECUTION_RUNNING | * The job execution job <i>name</i> of the job type <i>job type</i> has been started. The job execution announced: <i>description</i> |
| 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> |
| JOB_EXECUTION_WARNING | * The job execution job <i>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 Neo key management password could not be changed! |
| KEY_MANGEMENT_PASSWORD_CHANGE_OK | * The Neo 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 | An error description of the problem can be found here. |
| LYNC_WARN_UNKNOWN | An error description of the problem can be found here. |
| 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 | 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_EMOTIONS | In the session of agent <i>name</i> from <i>date</i> to <i>date</i> , the following emotions have been detected: <i>emotions</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. |

| Subject | Description |
|-----------------------------------|---|
| QUALITY_ALARM_QUIZ_AGENT | * You have triggered a quiz quality alarm. |
| QUIZ_ASSIGNED | * You have been assigned the quiz <i>name</i> . You have access to this quiz in the Quiz module. |
| QUIZ_DEADLINE_AGENT | * The deadline of the quiz <i>name</i> has been reached. Please contact your superior. |
| QUIZ_DEADLINE_ALMOST_REACHED | * The deadline of quiz <i>name</i> has almost been reached. Please finish the quiz until the deadline <i>date</i> . |
| QUIZ_DEADLINE_SUPERVISOR | * The deadline of the quiz <i>name</i> has been reached. Agent <i>name</i> has not 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 | * Agent <i>name</i> has finished 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 | * Agent <i>name</i> has started quiz <i>name</i> on <i>date</i> . The trader <i>name</i> has started the quiz <i>name</i> on <i>date</i> . |
| RAID_ERROR_ADAPTEC | Physical drive added: controller <i>number</i> , connector <i>number</i> , device <i>number</i> , S/N <i>number</i> . Rebuild failed: controller <i>number</i> , logical device <i>number</i> . Logical device has been degraded: controller <i>number</i> , logical device <i>number</i> . Rebuilding: controller <i>number</i> , logical device <i>number</i> . |
| RAID_ERROR_ONBOARD | Volume <i>number</i> : degraded. |
| RAID_ERROR_UNKNOWN | There is no fixed description. The content of the notification is filled dynamically. |
| RECORDING_FILE_ERROR | * The following error occurred while writing the file <i>name</i> for the module <i>name</i> : <i>error code</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. |












| Subject | Description |
|-----------------------------------|---|
| | 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, extensions, Agent IDs</i> , silence has been detected. |
| REPORT_AVAILABLE | * Report <i>name</i> is available. |
| SIP_WARNING | An error occurred while sending a SIP message from Neo <i>application</i> to <i>IP address or server name: description</i> . |
| TIMEOUT_DELETE_INSERTER_BUFFER | 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. |
| TIMESLOT_CONFIGURATION_CHANGED | <i>Name</i> has changed the configuration of time slot <i>board name</i> . |
| UNCAUGHT_EXCEPTION | An unexpected error has occurred: <i>description</i> |

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

Notification type: MONITORING

| Subject | Status | Description | Measures |
|------------------------|--------|---|----------|
| ALARM_CONNECTION_STATE | | Alarm device with serial number <i>number</i> has not been activated on the recorder. | |
| ALARM_CONNECTION_STATE | | The recorder is connected to alarm device with serial number <i>number</i> . | |

| Subject | Status | Description | Measures |
|---------------------------------|--------|---|---|
| ALARM_CONNECTION_STATE | ❗ | The recorder has lost the connection to alarm device with serial number <i>number</i> . | |
| ALARM_CONNECTION_STATE | ⊗ | The status of the connection between the recorder and the alarm device with serial number <i>number</i> is unknown. | |
| ARCHITECTURE_FAILOVER_STATE | ✅ | The recording architecture <i>name</i> has been activated and is running in primary mode. | |
| ARCHITECTURE_FAILOVER_STATE | ⚠️ | Failover has been triggered for recording architecture <i>name</i> . The architecture is running in standby mode now. Error details: Server: <i>name</i> , Service: <i>name</i> , Subject: <i>topic</i> , Description: <i>description</i> | |
| ARCHITECTURE_STATE | ✅ | The architecture <i>name</i> is ready to be used. | |
| ARCHITECTURE_STATE | ⚠️ | The architecture <i>name</i> does not work properly. | |
| ASC_KEY_MANAGEMENT_AVAILABILITY | 🔲 | * The Neo key is not required. | |
| ASC_KEY_MANAGEMENT_AVAILABILITY | ✅ | * The Neo key is available in the system. | |
| ASC_KEY_MANAGEMENT_AVAILABILITY | ❗ | * The Neo 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 currently not available. | |
| BOARD_SHUTDOWN | ❗ | The hardware is not ready and requires a shutdown of the recording server. | |
| BOARD_STATE | ✅ | Board <i>name</i> is ready. | |
| BOARD_STATE | ❗ | Configuration of board <i>name</i> has failed. Board <i>name</i> does not record. Board <i>name</i> has been configured. Board <i>name</i> has not yet been initialized. 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. |

| Subject | Status | Description | Measures |
|--------------------------------|---|--|--|
| | | | If the error continues to exist after waiting for about 5 minutes, restart the recorder. |
| 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 Neo 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 currently not available. | |
| CONFIGURATION_STATUS |  | This notification is currently not available. | |
| CONNECTION_STATUS |  | The service <i>name</i> on 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 service <i>name</i> on 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 Neo <i>application</i> for the PBX <i>name</i> is closed. | |
| CTICONNECT_MODULE_STATE |  | The module Neo <i>application</i> for the PBX <i>name</i> is unknown. | |
| CTICONNECT_MODULE_STATE |  | The module Neo <i>application</i> for the PBX <i>name</i> is not ready for operation. | Reboot the affected server. |












| Subject | Status | Description | Measures |
|---------------------------------------|--------|---|--|
| CTICONNECT_MODULE_STATE | ✕ | The module Neo <i>application</i> for the PBX <i>name</i> is unknown. | |
| CTICONNECT_MONITOR_POINTS_STATE | ✓ | Monitoring in module Neo <i>application</i> has succeeded. | |
| CTICONNECT_MONITOR_POINTS_STATE | ! | Monitoring in module Neo <i>application</i> has failed for <i>extension</i> . | Contact ASC support at +49 700 27278776. |
| CTICONNECT_PBX_CONNECTION_STATE | ✓ | The module Neo <i>application</i> is connected with <i>name</i> . | |
| CTICONNECT_PBX_CONNECTION_STATE | ! | The module Neo <i>application</i> is not connected with <i>name</i> . | Check the connection to the PBX . |
| CTICONNECT_PBX_CONNECTION_STATE | ⚠ | The module Neo <i>application</i> is connected with <i>name</i> and is not connected with <i>name</i> . | |
| CTICONNECT_RC_CONNECTION_STATE | 🔲 | The recording control connection is no longer required. | |
| CTICONNECT_RC_CONNECTION_STATE | ✓ | Recording Control is connected. | |
| CTICONNECT_RC_CONNECTION_STATE | ! | Recording Control is not connected. | Reboot the affected server. |
| CTICONNECT_RC_CONNECTION_STATE | ✕ | The connection status is currently unknown. | |
| CTICONNECT_RECORDING_EXTENSIONS_STATE | ✓ | Activating the recorder extensions in module Neo <i>application</i> has succeeded. | |
| CTICONNECT_RECORDING_EXTENSIONS_STATE | ! | Activating the recorder extensions in module Neo <i>application</i> 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 in the system. | |
















| Subject | Status | Description | Measures |
|-----------------------------|--------|--|---|
| DATABASE_CONNECTION | ❗ | The primary database has failed. | |
| DATABASE_PRIMARY_CONNECTION | ✅ | The primary database is available in 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. | |
| 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. | |
| DIRECTORY_STATE | ✅ | <p>The directories <i>directories</i> do not exceed the pre-configured value.</p> <p>The following directories are checked by default:</p> <ul style="list-style-type: none"> • Finished Recordings • Invalid Recordings • RCInfo • RCInfo/failed <p>The preset default value is 1000.</p> | |
| DIRECTORY_STATE | ❗ | <p>The directories <i>directories</i> exceed the preconfigured value.</p> <p>The following directories are checked by default:</p> <ul style="list-style-type: none"> • Finished Recordings • Invalid Recordings • RCInfo • RCInfo/failed | <p>The setting is saved in the .ini file of the Service Managers in <i>DirectoryMonitor/ObservedObjects</i> and can be adjusted there anytime. The objects to be monitored are separated by semicolons (";"); the object pair directory/threshold value are separated by pipes (" "). Non-existent directories are not monitored. If changes are made in the .ini file, the ServiceMan must be restarted.</p> |

| Subject | Status | Description | Measures |
|---------------------|--------|--|---|
| | | The preset default value is 1000. | |
| DIRECTORY_STATE | ✗ | The directories <i>Finished Recordings</i> , <i>Invalid Recordings</i> , <i>RCInfo</i> <i>RCInfo/failed</i> could not be found. Checking the preconfigured value is not possible. | |
| 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 | ! | <p>* Depending on the affected drive, different notifications are issued:</p> <ul style="list-style-type: none"> • Drive <i>name</i> has reached the storage capacity of <i>free storage</i> GB. Loss of recordings may occur on the recording server. • For system storages: 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. • For storage expansions: Drive <i>name</i> has reached the storage capacity of <i>free storage</i> GB. It is urgently recommended to expand the storage capacity. | <ul style="list-style-type: none"> • Fore more storage capacity on the storage expansion, provide more storage. • If the drive is the system storage (callpool), check the archiving, transfer, and expansion jobs or provide more storage. • If the drive is a different drive, increase the drive capacity, or manually delete data to make sufficient capacity available. |
| 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>* Depending on the affected drive, different notifications are issued:</p> <ul style="list-style-type: none"> • On drive <i>name</i> only <i>free storage</i> GB remains. • For system storages: 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. • For storage expansions: On drive <i>name</i> only <i>free storage</i> GB remains. Expand the storage capacity. | <p>The error level will be reached soon.</p> <ul style="list-style-type: none"> • If the drive is the system storage (callpool), archiving or copying to a <i>storage expansion</i> can be configured to avoid loss of data. • If this is the storage expansion, increase the drive capacity. • If the drive is a different drive, increase the drive capacity, or manually delete data to make sufficient capacity available. <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 |

| Subject | Status | Description | Measures |
|------------------------|---|---|---|
| | | | <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> |
| DRIVE_WRITE_PROTECTION |  | * Write protection is ignored since this is a drive with read-only access. | |
| DRIVE_WRITE_PROTECTION |  | * The drive has no write protection. | |
| DRIVE_WRITE_PROTECTION |  | * The drive has the following write protection: <i>write protection</i> . | |
| DRIVE_WRITE_PROTECTION |  | * The status of the drive is unknown. | |
| IMPORT_STATE_FM |  | No problems have been detected. | |
| IMPORT_STATE_FM |  | <p>An unknown error has occurred: <i>number</i></p> <p>The import directory <i>path</i> has not been found.</p> <p>The source device with the ID <i>number</i> is not a file system device.</p> <p>Wither codec or alternative are invalid.</p> <p>The import format is not supported.</p> <p>Source/Destination device is the same with the ID <i>number</i>.</p> <p>The import path <i>path</i> has not been found.</p> | |
| 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 problems have been detected. | |
| IMPORT_STATE_RC |  | The import directory has not been 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> | |

| Subject | Status | Description | Measures |
|---------------------------------|---|--|---|
| LDAP_CONNECTION |  | * The LDAP server connection is no longer monitored. | |
| LDAP_CONNECTION |  | * 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. | Contact your IT administrator to check which error is affects the LDAP connection. |
| LDAP_CONNECTION |  | * The LDAP connection has been established successfully; however, for the following servers the connection failed: The <i>cause</i> is filled dynamically. | More than one LDAP server has been configured. The connection could be established to one but not to all servers. The system is running. Consult your IT administrator to find out what is the cause for the connection problem. |
| LICENSE_FILE_AVAILABILITY |  | The license file is available. | |
| 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 is 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. | 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> . |

| Subject | Status | Description | Measures |
|------------------------------------|---|---|--|
| | | The authentication server is not connected. You need an authentication server for key management or VM support. | |
| LICENSING_AUTHENTICATION_SERVER |  | The connection to the authentication server could not be established. Please check the connection data and the configuration of the firewall. | |
| 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_STATE |  | The media streamer has established the connection to the local replay service. | |
| MEDIA_STREAMER_LR_CONNECTION_STATE |  | 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. |

| Subject | Status | Description | Measures |
|---------------------------|--------|--|--|
| | | | <ul style="list-style-type: none"> • Check the cabling between recorder, phone, and PBX. • Check the cable lengths between recorder, phone, and PBX. • Check the MVTC framer statistics by means of the program XSCDM. For further information refer to the service manual. • If this channel is not required, deactivate it in the time slot configuration. |
| NTP_CONNECTION | ✓ | The connection to the NTP server has been established successfully. | |
| NTP_CONNECTION | ! | The connection to the following NTP server could not be established: <i>NTP server</i> . | |
| POWER_SUPPLY_STATE | ✓ | The power supply unit is OK (works properly). | |
| POWER_SUPPLY_STATE | ! | The power supply unit has failed. | Have the power supply unit replaced by ASC. |
| POWER_SUPPLY_STATE | ✕ | The status of the power supply unit is unknown. | If a power supply unit of ASC is used and the error continues to exist, contact +49 700 27278776. |
| RAID_CONTROLLER_STATE | ✓ | RAID controller <i>name</i> is active. | |
| RAID_CONTROLLER_STATE | ! | The following error has occurred: <i>error message</i> . | |
| RAID_CONTROLLER_STATE | ✕ | The RAID controller status is unknown. | |
| RDX_ARCHIVE | ▣ | * Configuration <i>name</i> has been deactivated. The status of the drives is irrelevant. | |
| RDX_ARCHIVE | ✓ | * All RDX drives of the configuration <i>name</i> are ready. | |
| RDX_ARCHIVE | ! | * All RDX drives of the configuration <i>name</i> are either not connected, are write-protected or have been terminated. | |
| RDX_ARCHIVE | ⚠ | * All RDX drives of the configuration <i>name</i> are full. | |
| RECORDING_EXTENSION_STATE | ✓ | * Module <i>name</i> has successfully registered all SIP phone numbers on the PBX. | |

| Subject | Status | Description | Measures |
|---------------------------------------|--------|---|---|
| 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. |
| 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 connected 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 status. | |
| RECORDING_MODULE_STATE | ✅ | Module <i>name</i> is ready. | |
| RECORDING_MODULE_STATE | ❗ | The module <i>name</i> is not available. <i>Description</i> . | Reboot the affected server. |
| RECORDING_MODULE_STATE | ⊗ | Unknown status. | |
| RECORDING_MODULE_TDM_CONNECTION_STATE | ✅ | The module <i>name</i> has connected with 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. | |
| 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 warning level of <i>number</i> recordings is no longer exceeded for <i>name of the recording module</i> on <i>server name</i> . | |

| Subject | Status | Description | Measures |
|------------------------|--------|---|--|
| | | The warn level of <i>number</i> of recordings has been activated for <i>name of the recording module</i> on <i>server name</i> . | |
| RECORDING_WARN_LEVEL | ✖ | Unknown status. | |
| 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> is not connected. | Check the cabling between recording card, PBX, and, if required, primary multiplex connection. |

* 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.

List of figures

| | | |
|---------|--|----|
| Fig. 1 | Main view (example)..... | 6 |
| Fig. 2 | Toolbar Notifications module | 7 |
| Fig. 3 | Window Search Criteria (example) | 8 |
| Fig. 4 | Notifications module - detail view | 9 |
| Fig. 5 | Tab Details..... | 10 |
| Fig. 6 | Tab Notification | 10 |
| Fig. 7 | Tab Recipient..... | 11 |
| Fig. 8 | Group field Registered User | 12 |
| Fig. 9 | Select registered users (example) | 13 |
| Fig. 10 | Registered user added | 13 |
| Fig. 11 | Edit registered user (example)..... | 13 |
| Fig. 12 | Select notification type (example)..... | 14 |
| Fig. 13 | Remove registered user (example) | 14 |
| Fig. 14 | Group field E-Mail Addresses | 14 |
| Fig. 15 | Entry field for a new e-mail address added | 14 |
| Fig. 16 | Enter e-mail address (example)..... | 15 |
| Fig. 17 | Edit e-mail address (example)..... | 15 |
| Fig. 18 | Enter e-mail address (example)..... | 15 |
| Fig. 19 | Remove unregistered recipient (example)..... | 16 |
| Fig. 20 | Group field SNMP Trap Recipients..... | 16 |
| Fig. 21 | Window Edit Connection Data (example)..... | 16 |
| Fig. 22 | Edit SNMP Trap Recipients (example)..... | 17 |
| Fig. 23 | Window Edit Connection Data (example)..... | 18 |
| Fig. 24 | Remove SNMP Trap Recipients (example)..... | 18 |
| Fig. 25 | Group field Stackdriver Recipient | 19 |
| Fig. 26 | Stackdriver recipient (example) | 19 |
| Fig. 27 | Stackdriver recipient added | 19 |
| Fig. 28 | Remove Stackdriver recipient (example)..... | 20 |
| Fig. 29 | Tab Additional Settings..... | 20 |
| Fig. 30 | Tab Tenants..... | 21 |
| Fig. 31 | Group field Assigned Tenants | 21 |
| Fig. 32 | Select assigned tenants (example)..... | 21 |
| Fig. 33 | Add assigned tenants (example) | 22 |
| Fig. 34 | Remove assigned tenant (example) | 22 |
| Fig. 35 | Save changes | 23 |

List of tables

Glossary

Alarm Manager

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

API server

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

LDAP

Lightweight Directory Access Protocol

MVTC

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

NTP

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

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)