

System Configuration

Notifications module



Administration manual

for tenants

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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2 Introduction

2 Introduction

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



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








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	↓	×	×

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Fig. 1: Main view (example)

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

Active	Shows whether the notification has been activated.  = 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.

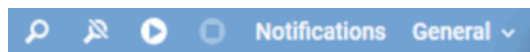








Fig. 2: Toolbar Notifications module

	<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.

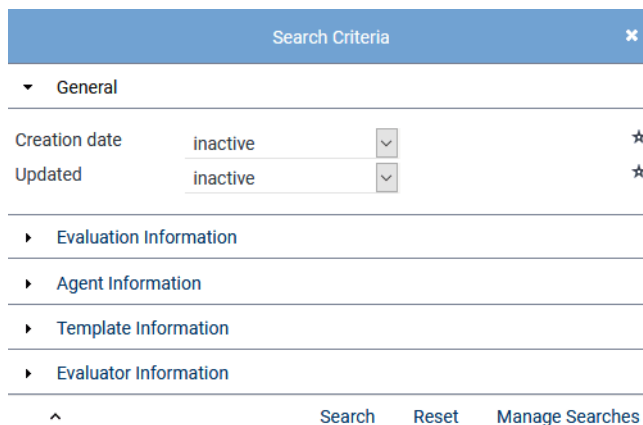





Fig. 3: Window Search Criteria (example)

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.

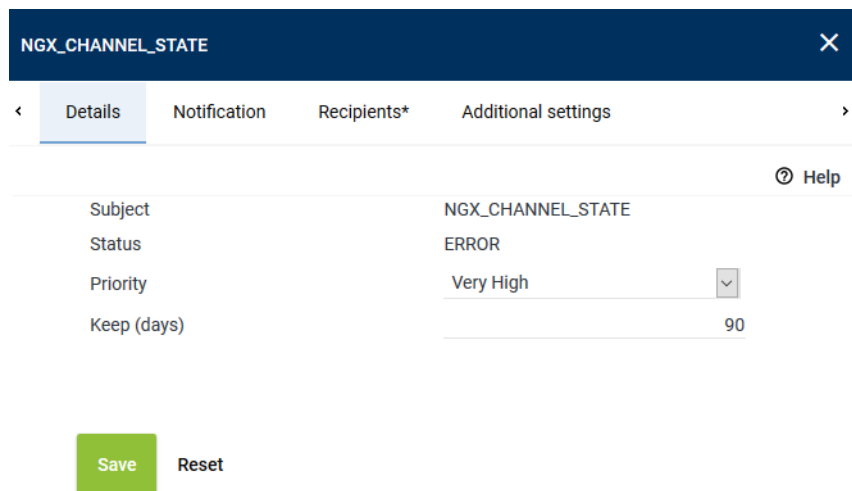


Fig. 4: Notifications module - detail view

The detail view consists of the following tabs:

- **Details**
Here, you can edit the details of the notification.
See [chapter "Tab Details", p. 9](#).
- **Notification**
Here, you see the content of the notification.
See [chapter "Tab Notification", p. 10](#).
If several system notifications have been selected in the main view, the tab *Notification* is not displayed.
- **Recipients**
Here, you can edit the recipients of the notification. Recipients can only be configured for notifications without dynamic recipients.
See [chapter "Tab Recipient", p. 10](#).
- **Additional settings**
Here, you can edit additional settings of the notification.
See [chapter "Tab Additional Settings", p. 19](#)

4.1

Tab Details

Here, you can edit the details of the notification.

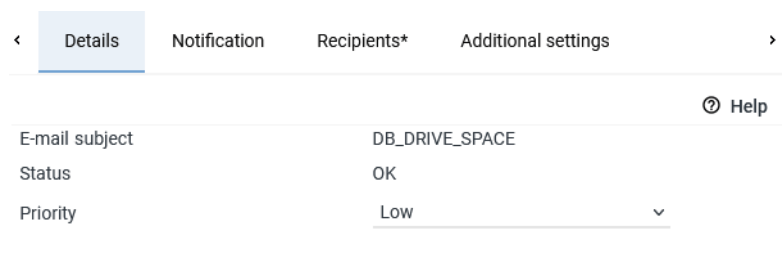
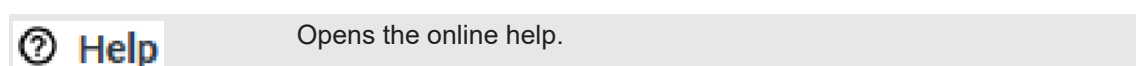


Fig. 5: Tab Details



<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.

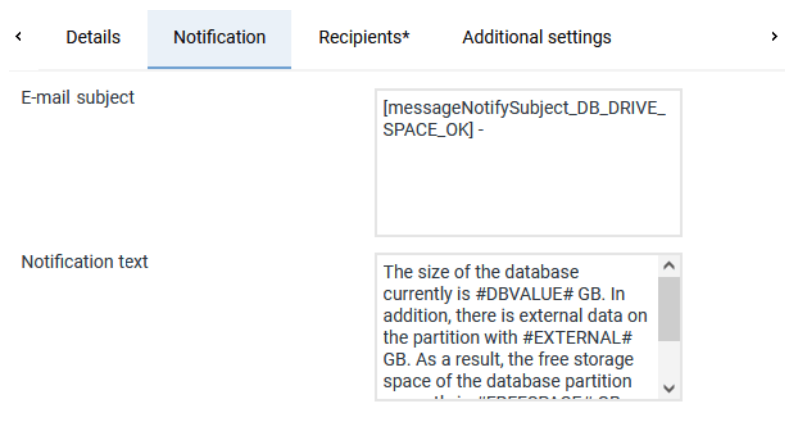


Fig. 6: Tab Notification

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

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

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

Group field **Registered User**

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

Group field **E-Mail Addresses**

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

Group field *SNMP Trap Recipients*

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

Name ↕	Internal	CC	E-mail
No records found			

Fig. 8: Group field Registered User

2. To select a user from the list, click on the line with the corresponding information.
To select several users or 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			

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Add Cancel

Fig. 9: Select registered users (example)

3. To add selected users, click on the button *Add*.
To discard the selection and close the window, click on the button *Cancel*.
4. The selected user is added 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* (CLIENT`command`) or *E-mail*:
☒ = Notification has been activated.
☐ = Notification has not been activated.

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


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

Fig. 12: 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

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


E-Mail Addresses	
E-Mail	Language
No records found	
Create Delete	

Fig. 14: Group field E-Mail Addresses

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



E-Mail Addresses	
E-Mail	Language
New e-mail address	de_DE
Create Delete	

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


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

E-Mail Addresses	
E-Mail	Language
johnsample@company.com	en_US
Create Delete	

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

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

4.3.5 Edit unregistered recipients

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

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

Create Delete



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

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

E-Mail Addresses	
E-Mail	Language
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

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

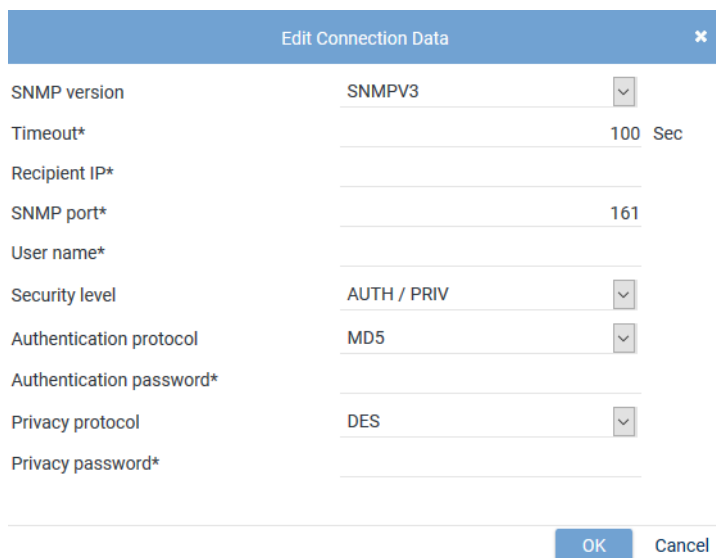


Fig. 21: Window Edit Connection Data (example)

3. Complete all required fields:

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

	cation 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.

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. 23: Window Edit Connection Data (example)

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

4.3.9 Remove SNMP Trap Recipients

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	
<div> <div></div> <div></div> <div></div> </div>	
Name	Server
No records found	

Fig. 25: Group field Stackdriver Recipient

2. 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
<div> Rows per page 20 ▼ 1 - 1 of 1 < < > > </div>				
				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	
<div> <div>+</div> <div>-</div> </div>	
Name	Server
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	
<div> <div>+</div> <div>-</div> </div>	
Name	Server
STACKDRIVER	WIN-6QC3QF6Q7U9

Fig. 28: Remove Stackdriver recipient (example)

4.4 Tab Additional Settings

Here, you can edit additional settings of the notification.



<

Details

Notification

Recipients*

Additional settings

>

Settings

Keep (days)

90

Export before deletion

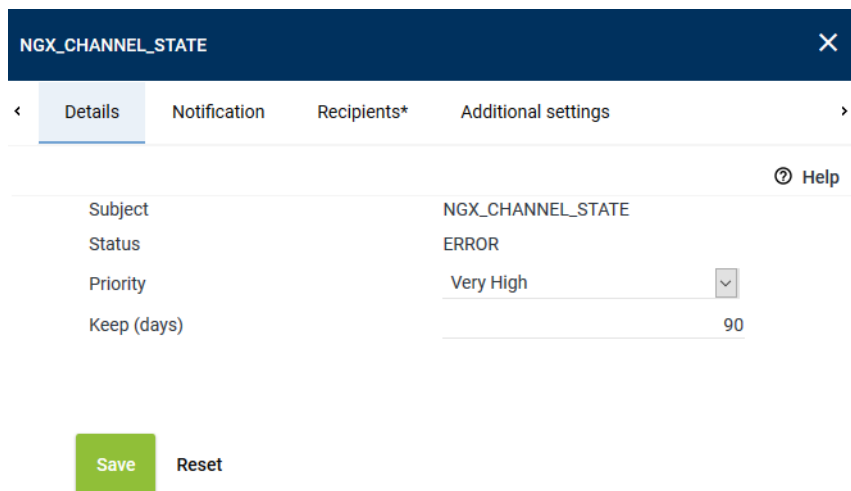
☐

Fig. 29: Tab Additional Settings

Keep (days)	<p>Shows for how long the notification is kept. Once the indicated retention period has passed, the notification is deleted from the database of all recipients. The value 0 implies that the notification will never be deleted.</p> <p>NOTICE! When configuring the retention time, consider the duty of documentation which extends to some notification types. For performance reasons of the database, the retention period should not be too long.</p>
Export before deletion	<p>Select whether the notification is supposed to be exported before it is deleted.</p> <p><input checked="" type="checkbox"/> = Notification is exported before being deleted.</p> <p>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.</p> <p>That way, relevant audit notifications can be made accessible to external parties for evidence purposes without granting them direct access to the recording system.</p> <p><input type="checkbox"/> = Notification is not exported before being deleted.</p>

5 Edit notification

1. In the main view, select a notification the data of which you would like to edit.
2. In the detail view, make all necessary changes in the tabs (see [chapter "Tab Details", p. 9](#), [chapter "Tab Notification", p. 10](#), [chapter "Tab Additional Settings", p. 19](#), and Tab Additional Settings).
3. Once you have finished adjusting the settings, click on the button **Save** to save the settings. To discard the entries, click on the button **Reset**.



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

Fig. 30: Save changes

See also

Tab Recipient [▶ 10]

Notifications

Here, you find a list of possible notifications:

Notification type: AUDIT

Subject	Description
AGENT_SESSION_DELETE	Session has been deleted by <i>user</i> .
AGENT_SESSION_PAUSE	The replay of the agent session <i>session</i> has been paused by <i>user</i> .
AGENT_SESSION_REPLAY	The session <i>session</i> has been replayed by <i>user</i> .
AGENT_SESSION_SAVEASWAVE	The session <i>session</i> has been saved as WAVE file by <i>user</i> . The activity <i>activity</i> has been saved as WAVE file by <i>user</i> .
AGENT_SESSION_SEARCH	The search criteria that the user has searched are displayed.
AGENT_SESSION_STOP	The replay of the agent session <i>session</i> has been stopped by <i>user</i> .
AGENT_SESSION_UPDATE	Session has been changed by <i>user</i> .
AGENTSESSION_TTL_CHANGED	The deletion time of the agent session <i>session</i> has been changed by <i>user</i> in the <i>module</i> .
ARCHIVE_DELETE_ENABLED	Deletion on the archives of the configuration <i>name</i> has been activated by <i>user</i> .
ARCHIVE_LEGACY_DELETE_ENABLED	Deletion on the imported V10 archives of the configuration <i>name</i> has been activated by <i>user</i> .
ARCHIVING_JOB_CREATE	Archiving job has been created by <i>user</i> .
ARCHIVING_JOB_DEACTIVATE	Archiving job has been deactivated by <i>user</i> .
ARCHIVING_JOB_DELETE	Archiving job has been deleted by <i>user</i> .
ARCHIVING_JOB_DRAFT	Archiving job has been created by <i>user</i> .
ARCHIVING_JOB_PAUSE	Archiving job has been paused by <i>user</i> .
ARCHIVING_JOB_RESUME	Archiving job has been resumed by <i>user</i> .
ARCHIVING_JOB_UPDATE	Archiving job has been changed by <i>user</i> .
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.
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> .
EMPLOYEE_CONV_MAIL	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>

Subject	Description
	Direction: <i>conversation direction</i> Phone number employees/agent: <i>number</i> Phone number customer: <i>number</i> Further information: <i>message text</i> 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.
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 application 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.
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> .
JOB_MONITORING_EDIT	The job with the name <i>name</i> has been paused by user <i>name</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.
RECORDINGPLAN_ACTIONCONFIG_CREATED	The recording plan action node <i>name</i> has been created by <i>user</i> .
RECORDINGPLAN_ACTIONCONFIG_DELETED	The recording plan action node <i>name</i> has been deleted by <i>user</i> .
RECORDINGPLAN_ACTIONCONFIG_UPDATED	The recording plan action node <i>name</i> has been updated by <i>user</i> .

Subject	Description
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> .
STATUS_MONITORING_RESET	The job with the name <i>name</i> has been reset by user <i>name</i> .
TENANT_UPDATED	Tenant <i>name</i> has been changed by <i>user</i> .
USERACTION_DELETE	<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 deleted 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 deleted by <i>user</i> by means of <i>app</i>.</p>
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>

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

Subject	Description
	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> .
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>

Notification type: INFO

Subject	Description
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<u>neo</u>. If the minimum number of releases is not reached, the missing activities will be released automatically.</p> <p>You must release sessions for evaluation in the Sessions module in INSPIRATION<u>neo</u>. If the minimum number of releases is not reached, the missing sessions will be released automatically.</p>
AGENT_RELEASE_SESSIONS_REMINDER	<p>Until <i>date</i> you must release <i>number of</i> activities to be evaluated.</p> <p>Until <i>date</i> you must release <i>number of</i> sessions to be evaluated.</p>
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.
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.

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

Subject	Description
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	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.
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 CTI-ID in conversation <i>conversation ID</i> for tenant <i>tenant</i> with participants <i>employees extensions agent IDs</i> has occurred.</p> <p>NOTICE!</p> <p>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>
EMPLOYEE_ACCOUNT_ADMIN_PW_EXPIRATION	The password of <i>user</i> will expire in <i>number</i> days.
EMPLOYEE_ACCOUNT_INACTIVE	Due to inactivity your account will be deactivated in <i>number</i> days (on <i>date</i>). Your last login was on: <i>date</i> .
EMPLOYEE_ACCOUNT_INACTIVE_SOON	Due to inactivity your account will be deactivated in <i>number</i> days (on <i>date</i>). Your last login was on: <i>date</i> .
EMPLOYEE_ACCOUNT_IS_LOCKED	The account <i>name</i> of employee <i>name</i> has been locked.
EMPLOYEE_ACCOUNT_NEW_PW	An account has been created for you. Your access data is: user name: <i>name</i> ; password: <i>password</i> .
EMPLOYEE_ACCOUNT_PW_EXPIRATION	Your password will expire in <i>number of days</i> (on <i>date</i>).
EMPLOYEE_ACCOUNT_PW_REQUEST	You have requested a new password. Password: <i>Password</i> .
EMPLOYEE_FAILED_LDAP_CONNECTION	Your LDAP login process has failed due to a connection problem.
EVALUATION_AGREED	The evaluation of agent <i>name</i> from <i>date</i> with the final grade <i>grade</i> has been accepted.

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

Subject	Description
PHONES_IMPORT	Number 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.
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> . Trader <i>name</i> has started quiz <i>name</i> on <i>date</i> .
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.




Subject	Description
RECORDING_STREAM_DATA_MISSING	<p>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.</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>
RECORDING_STREAM_DECRYPTION_ERROR	<p>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.</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>
RECORDING_STREAM_OPEN_FAILED	<p>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.</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>
RECORDING_STREAM_PACKET_LOSS	<p>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.</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>
RECORDING_STREAM_SILENCE_DETECTED	<p>In conversation <i>conversation ID</i> for tenant with participants <i>employees, extensions, Agent IDs</i>, silence has been detected.</p>
REPORT_AVAILABLE	<p>Report <i>name</i> is available.</p>

Notification type: MONITORING

Subject	Status	Description	Measures
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.	

Subject	Status	Description	Measures
ARCHITECTURE_STATE	⚠	The architecture <i>name</i> does not work properly.	
DATABASE_CONNECTION	✓	The database is available in the system.	
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.	
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.
DRIVE_AVAILABILITY	✓	Drive <i>name</i> is available.	
DRIVE_AVAILABILITY	❗	Drive <i>name</i> is currently not available.	Check

Subject	Status	Description	Measures
			<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> .
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: 	<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.

Subject	Status	Description	Measures
		On drive <i>name</i> only <i>free storage</i> GB remains. Expand the storage capacity.	NOTICE! The following capacity values are recommended when configuring the drive: <ul style="list-style-type: none"> • Capacity level: 15 % of drive capacity • Warn level: 10 % of drive capacity • Error level: 5 % of drive capacity For information about the configuration of drives refer to the administration manual for system providers <i>System Configuration - Configuration drives</i> .
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.	
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_WARNLEVEL		The threshold value <i>value</i> has been reached.	Request a new license file.
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> .	
RDX_ARCHIVE		Configuration <i>name</i> has been deactivated. The status of the drives is irrelevant.	

Subject	Status	Description	Measures
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.	

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

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Glossary

Alarm Manager

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

API server

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

LDAP

Lightweight Directory Access Protocol

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)

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.

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)