Lucent Technologies
Bell Labs Innovations

CentreVu® Call Management System

Release 3 Version 8

Alarm Origination Manager

585-215-884
Comcode 108771197
Issue 1
June 2000

Notice

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EMC Directive	89/336/EEC
Low Voltage Directive	73/23/EEC

The "CE" mark affixed to the equipment means that it conforms to the above Directives.

Heritage Statement

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Acknowledgment

This document was developed by the Lucent Technologies Information Development Organization for Global Learning Solutions.

About Alarm Origination Manager

Introduction

The *CentreVu* CMS Supplemental Services R3V8 software package includes an enhancement called Alarm Origination Manager (AOM), which allows for remote alarm management and centralized error logging. AOM sends immediate notification of errors to the Lucent Technologies Technical Service Center personnel, who can proactively display the errors and resolve them before you lose valuable data.

You must have CMS R3V8aj.e or higher to have AOM. If you have an earlier version of CMS, you will need to upgrade.

AOM runs on the *Sun Microsystems, Inc. Solaris*® server. It operates independently on each CMS R3V8 server, which means that each server sends and logs alarms independently of the other CMS R3V8 servers.The errors may be logged into the AOM error log, the customer log, or the alarm log.

Note: The AOM feature is available only for US/Canada CMS systems for which a current Maintenance Warranty Agreement is in effect. Expiration of Warranty and/or a Post Warranty Maintenance Agreement will result in the de-activation of the AOM.

Administering AOM

After a V5 or V6 to V8 Speed Center upgrade, the Lucent Technologies provisioning group will work with an on-site Technician to swap the disk. After the V8 system is running, the provisioning group sends a request to the Technical Services Organization (TSO) Database Administration support personnel to administer and activate AOM.

Registration needs to occur only once. If AOM is already active on the system, no further action is necessary.

The customer is responsible for performing a baseload upgrade (for example, r3v8af.f to r3v8aj.e). Once the upgrade has been completed, the customer must contact the Database Administration Group to register AOM.

To register AOM, follow these steps.

Step	Action

1	At the command prompt, enter:
	`pkginfo -x cms`
	The program displays output similar to the following example:
	`cms Lucent Technologies CentreVu(R) Call Management System (sparc) r3v8aj.e`

2	If the installed CMS version is r3v8aj.e or higher, the AOM software must be administered. To register AOM, contact the Database Administration Group at the following E-mail address: **tsodba@lucent.com** Include the following information in your AOM registration request: 1. In the subject line, enter "`CMS AOM registration`" 2. CMS Installation Location Number (IL) - the IL is a 10-digit number which is often found on labels affixed to the CMS server or local switch. 3. CMS dial-up number (the phone number for the modem on your CMS) 4. Your point-of-contact phone number.
	Note: Lucent technicians and CMS provisioning engineers can call 800 248-1234; select prompts. 2, 6, 1, 2. Callers are required to enter identification information to gain access to the DBA group. Authorized dealers must call the Business Partner Care Center at 800-225-0266; select prompts 4 and 4 for registration.

How AOM Works

Whenever the AOM receives an error, it writes this error to a log. At a specified error threshold level, AOM sends an alarm via modem to a remote computer system, such as INADS. The remote system generates a trouble ticket for the Lucent Technical Service Center (TSC) personnel.

Errors or conditions that exceed a certain threshold are defined as active alarms and result in a call to the remote system alarm receiver. The thresholds that cause a condition to become “alarmable” are link outages, archiver and harchiver errors, and disk full or disk read/write errors.

Some examples of alarm types are:

```
ARCH
HARCH
DISK
ACDLINK[i]
ECH_WARNING
ECH_FAILURE
(TEST_ALARM & ES_ALARM)
```

Receiving and Resolving Active Alarms

Services personnel are responsible for administering alarm events, including Expert Systems (ES) and test alarms, on either a local or remote system. A typical scenario might include the following:

Step	Action
1	The AOM receives an error that exceeds the threshold that makes it “alarmable.”
2	The AOM transmits this active alarm event to a remote alarm receiver.
3	The AOM automatically creates a TSC trouble ticket, which is forwarded to Services personnel.
4	Services receives the TSC trouble ticket and enters a call to the *active alarms* program, which displays a list of currently active alarms for the customer site.
5	Services fixes the condition and enters a *alarm-resolve* command, causing the alarm to no longer appear on the active list.