

Application Note



ST-0129 March 28, 2006

Event Filters – Best Practice

This application note summarizes a short list common of Event Filters to configure in ShoreWare Director under the Maintenance section after a completing a new installation.

Overview

By creating event filters the ShoreTel system can email you with the requested event code information.

Following is a partial list of recommended event codes that should be configured as "Event Filters" in ShoreWare Director under the Maintenance section.

For a complete listing of event codes refer to the ShoreTel Maintenance Guide, Appendix A.

ShoreWare Director

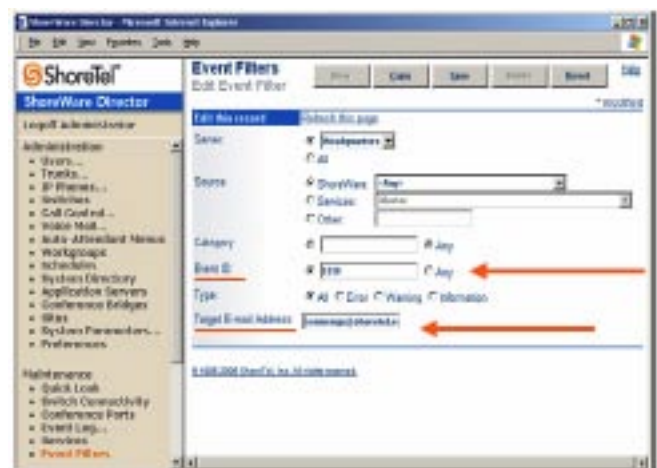
Configure "Event Filters" in ShoreWare Director under the Maintenance section.



Use the "Add New" link to open a configuration template.

Select the "Event ID" field and enter the specific event code you want to be notified of and enter a valid email address in the "Target E-mail Address" field.

(NOTE: Only one email address can be entered per filter defined. Use an email distribution list address if you want multiple parties notified.)



Recommended List of Event Filters to Configure

Following is a partial list of recommended event codes that should be configured as "Event Filters".

(NOTE: For a complete listing of event codes refer to the ShoreTel Maintenance Guide, Appendix A.)

Switch Codes:

106 Error Switch <ShoreGear SwitchHost Name>:
Task exception occurred.

System automatically restarting.

The ShoreGear switch experienced an internal error and is rebooting.

Contact ShoreTel Customer Support and be prepared to provide the ipbx and tmsncc log files for further analysis.

116 Error <ShoreGear Switch Host Name> Lost connection to switch <ShoreGear Switch Host Name>.

The switch is unable to communicate with the other ShoreGear switch specified in the event.

The switches will not be able to place calls to each other.

The remote switch identified in the event may be turned off or disconnected from the network.

Check the switch in question to confirm that it is powered on and connected to the network.

If the switch is properly connected to the network, use ShoreTel Director to verify that it is properly configured.

If you see event ID 205 and 206, update the configuration and power cycle the switch.

After restart, confirm network visibility and the switch's configuration.

117 Information Switch *<ShoreGear Switch Host Name>*: Established connection to switch *<ShoreGear Switch Host Name>*.

The switch has established a connection with the other ShoreGear switch and the two switches are communicating with each other.

No action.

119 Warning Switch *<ShoreGear Switch Host Name>*: Excessive number of packets lost from *<ShoreGear Switch Host Name>*.

The switch is experiencing an excessive number of lost packets.

Verify that your network configuration meets ShoreTel requirements.

1310 Error Switch *<ShoreGear Switch Host Name>*: T1 framing error *<specific error>*.

The T1 switch is experiencing framing errors.

Check the cabling. Contact your service provider.

1319 Warning *<ShoreGear Switch Host Name>*: Emergency Services Call on port *<IPAddress of phone>* from *<User Name>* at *<Extension>*

1342 Error Switch *<ShoreGear Switch Host Name>*: T1 signal error *<specific error>*.

D-Channel Down (newer releases only)

Check the cabling. Contact your service provider.

TMS

233 Warning TMS has disconnected from switch "*<ShoreGear Switch Host Name>*" (*<ShoreGear Switch IP Address>*). This may be as a result of a network outage, administrative action, or unexpected switch behavior.

TMS is reporting that it cannot communicate with the switch.

The disconnect is typically caused by a network-related problem such as outage or degraded performance.

Correct the network problem.

(The event also appears when the switch is taken offline for maintenance.)

234 Information TMS has connected to switch "*<ShoreGear Switch Host Name>*" (*<ShoreGear Switch IP Address>*).

TMS has detected a switch and opened communications with the device.

No action.

Trigger Server

805 Error The notification server has lost connectivity with a notification client. This may indicate a network outage or unexpected client behavior. Client: *<name of affected service>* Status: *<error code>*.

Usually indicates that one of the ShoreWare services crashed without properly closing its connection.

No action, when related to a service failure.

In other instances, check for network outages.

Distributive Routing Service (DRS)

3108 Information The Distributed Routing Service reconnected to this switch: *%n%1* DRS has re-established communications with the specified switch.

No action.

3109 Information The Distributed Routing Service failed to connect to this switch: *%n%1*

Network connectivity may be lost to the specified switch, or the switch may be down.

Fix network connectivity issues, and confirm that the switch is up.



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