GENESYS

AN ALCATEL-LUCENT COMPANY

VoiceGenie 7.2

Tools

System Reference Guide

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Document Version: 09-2007

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1 Introduction

This guide serves as the system reference manual for the VoiceGenie Tools software for VoiceGenie 7.2. It is intended to provide a complete reference for all aspects related to the configuration, metrics and alarming of all the Call Analyst and Quality Advisor platform components: the log agent, the log monitor and the VG Tools Server.

Chapter

2   Log Agent

2.1 Directory Structure

This section describes the directory structure of the log agent. Each of these directories is a subdirectory of `/usr/local/vg-tools/logagent/.`

Subdirectory	Description
bin	Contains log agent executables.
config	Contains the log agent component configuration file.
logs	Contains OA&M log files for the log agent.
logs/calllogs	Contains call logs that have matched some user subscription. These call logs are to be sent to the log monitor at the next scheduled call log update.
logs/calllogs/inProgress	Contains call logs for all *active* calls that have matched one or more subscriptions. When the call is terminated, a random number is generated and used to evaluate whether the call fits within the sample size of the matched subscription(s). If so, the call log is moved to the `logs/calllogs` directory.
scripts	This directory is not currently used.

2.2 Configuration

The following is a list of the parameters used by the log agent. There are other parameters in the log agent configuration which are used by the OA&M framework. A description of these configuration parameters can be found in the *VoiceGenie 7.2 OA&M Framework User's Guide*.

2.2.1 Common

This section describes the configuration parameters used by both the Call Analyst and Quality Advisor.

Parameter Name	Description	Default Value
analyst.agent.rollover_interval	This parameter defines the period of time, in seconds, between statistic updates, and is relative to the beginning of the hour, rather than the log agent start time. If the specified interval does not evenly divide into an hour, the last update in the hour will be sent on hour rollover, after which the process repeats. This parameter must take on a value less than 3600 seconds (1 hour).	300
analyst.agent.statqueue	This parameter indicates the directory in which to store any stat updates that were not acknowledged by the log monitor. The default location is `/usr/local/vg-tools/logagent/logs`.	/usr/local/vg-tools/logagent/logs
analyst.agent.callLifespan	This parameter is a timeout, in seconds, for active calls being monitored by the log agent. If a log is not received for a period of time exceeding the `callLifespan,` then the call is considered terminated. When the log agent determines that the call is no longer active, it will collect the statistics for that call and then remove the call from the active call list.	7200
analyst.license.file	This parameter indicates the location of the license file.	/usr/local/phoneweb/config/ vglicense.txt

2.2.2 Call Analyst

This section describes the configuration parameters that are related to the collection and delivery of call logs.

Parameter Name	Description	Default Value
analyst.agent.callLogUpdate.interval	This parameter indicates the amount of time to wait, in seconds, before sending the next set of call logs. This interval is relative to the start time (see below), if specified. Otherwise the interval is relative to the time at which the log agent was started.	1200 (20 mins)
analyst.agent.callLogUpdate.startTime	This parameter indicates the time at which to send the first call log. Each subsequent update will be relative to this time. This parameter is specified as a time string in 24-hour format (ie: `hh:mm`)	Not set by default
analyst.agent.callLogUpdate.LogsSent BetweenPause	This parameter indicates the number of logs to send before pausing. This is usually used when it is expected that a large number of logs will be matching user subscriptions. By pausing between sending sets of call logs, we ensure that the OA&M framework is not flooded.	25
analyst.agent.callLogUpdate.Pause BetweenCallLogs	This parameter, used in conjunction with the `LogsSentBetweenPause` parameter, indicates the amount of time to wait between sending sets of call logs. The units for this parameter are milliseconds.	25
analyst.agent.callLogDir	This parameter indicates the directory in which to store call logs matching user subscriptions. The default location is `/usr/local/vg-tools/logagent/logs/calllogs`. Note that there should be a subdirectory called `inProgress` in the call logs directory.	/usr/local/vg-tools/logagent/logs/calllogs

2.2.3 Quality Advisor

This section describes the configuration parameters that are related to service quality failures that are reported from the log agent.

Parameter Name	Description	Default Value
servicequality.agent.CallAnswer.threshold	This parameter indicates the maximum acceptable time (in ms) that the platform can take to answer a call.	3000
servicequality.agent.CallReject.threshold	This parameter indicates the maximum acceptable time (in ms) that the platform can take to reject a call.	3000
servicequality.agent.CumulativeResponse. threshold	This parameter indicates the maximum acceptable time (in ms) that the platform can take to play a prompt following user interaction.	4000
servicequality.agent.FirstPromptInbound. threshold	This parameter indicates the maximum acceptable time (in ms) that the platform can take to play the first prompt on an inbound call.	3000
servicequality.agent.InterPrompt.threshold	This parameter indicates the maximum acceptable time (in ms) that the platform can take to play a prompt after a previous prompt when no user interaction has taken place in between the 2 prompts.	4000
servicequality.agent.FirstPromptOutbound. threshold	This parameter indicates the maximum acceptable time (in ms) that the platform can take to play the first prompt on an outbound call.	3000
servicequality.agent.AudioGap.threshold	This parameter indicates the largest acceptable audio gap (in ms) that the platform can have while playing back audio to the user.	200

Parameter Name	Description	Default Value
servicequality.agent.ReportFailureOnCall Lifespan	This parameter is used to determine whether the log agent will signal an error if the call is deleted due to not receiving a log for longer than the call lifespan **Note:** If this parameter and the `servicequality.logmon.Report DroppedCall` parameter in the Log Monitor are both true, then the call will be counted as *two* Service Quality failures. This occurs because the Log Agent and Log Monitor will independently detect the call as failed. It is therefore recommended that only one of these two parameters be enabled.	Don't report the failure (false)
servicequality.agent.InboundRejectNo FailureCodes	This parameter specifies `incall_reject` reason codes which should not be flagged as call failures. The parameter is a list, delimited by the | character.	decline
servicequality.agent.OutboundRejectNo FailureCodes	This parameter specifies `outcall_reject` reason codes which should not be flagged as call failures. The parameter is a list, delimited by the | character.	busy|decline|fax| noanswer|hangup

2.3 Common Issues

2.3.1 I'm not receiving any statistics

This may occur if the CMP proxy is not configured to send metric data to the log agent. To check the CMP proxy's configuration, log into SMC and click on the configuration tab. Under the concise configuration view, select the configuration link for the machine you are updating and then click on the edit button for the CMP proxy component. Search for the parameter `cmp.log_sinks` and ensure the text `LOGAGENT` appears in the bar delimited list for that parameter. If the text is not present, your installation did not complete successfully. Please reinstall the log agent.

2.3.2 I'm not receiving call logs

This may occur for a number of reasons:

1. Ensure the directories `/usr/local/vg-tools/logagent/logs/calllogs` and `/usr/local/vg-tools/logagent/logs/calllogs/inProgress` exist.

2. Ensure there is sufficient disk space on the file system to store call logs.

3. Ensure you are subscribed to the calls you want to collect and ensure that the call matches the target associated with the subscription.

4. Check the call logs configuration parameters to determine when the next call log update is supposed to occur.

If a call log was collected, but there was a problem writing extra information associated with the call log or moving the call log, there will be an error logged in the log file. This usually has to do with the file system (missing directories or out of disk space).

If the directory `/usr/local/vg-tools/logagent/logs/calllogs` has files in it, it probably means the log agent has not sent call logs yet because it is waiting until the next call log update to send the call logs. If it is taking to long too send, you may want to update the call log update interval to a smaller time.

3 Log Monitor

3.1 Directory Structure

This section describes the directory structure of the log monitor. Each of the directories is found under `/usr/local/vg-tools/logmon/.`

Subdirectory	Description
bin	Contains the log monitor executables.
config	Contains the log monitor component configuration file and data source configuration file (`odbc.ini`).
logs	Contains the log files for the log monitor.
logs/calllogs	Contains the call logs that were received and processed by the log monitor.
logs/calllogerrors[*]	Contains the call logs that were received but could not be transformed into the Call Analyst XML format, or written to disk.
logs/tx-queue	Contains database transactions that were serialized to disk. This should only occur if there is a problem accessing the database.
logs/tx-errors[*]	Contains transactions that failed after several execution attempts. This should only occur if there is a problem accessing the database.
scripts	Contains the scripts used to generate the tools database.

* **Note:** The error directories should be occasionally cleaned by a system administrator. Due to filesystem limitations, performance and stability may be affected if the number of files exceeds 64000.

3.2 Configuration

The following is a list of the parameters used by the log monitor. There are other parameters in the log monitor configuration which are used by the OA&M framework and a description of these configuration parameters can be found in the *VoiceGenie 7.2 OA&M Framework User's Guide.*

3.2.1 Common

This section describes the configuration parameters that are related to features of both Call Analyst and Quality Advisor.

Parameter Name	Description	Default Value
analyst.monitor.analystConfig	This parameter indicates the location of the `analyst-config.xml.` It uses this file to locate configuration files for each of the analyses offered by the VG Tools Server. Details on the `analyst-config` file can be found in the server configuration document.	/usr/local/vg-tools/common/ analyst-config.xml
analyst.monitor.txQueuePath	This parameter indicates the directory in which to place serialized transactions. Transactions will be serialized to this directory in the event of database failure.	/usr/local/vg-tools/logmon/ logs/tx-queue
analyst.monitor.txErrorsPath	This parameter indicates the directory in which to place erroneous transactions that could not be written to the database.	/usr/local/vg-tools/logmon/ logs/tx-errors
analyst.monitor.dbDSN	This parameter indicates the data source to use when connecting to the database.	MySQL
analyst.monitor.dbUser	This parameter indicates the user name to use when connecting to the database	pw
analyst.monitor.dbPasswd	This parameter indicates the password to use when connecting to the database	pw
analyst.license.file	This parameter indicates the location of the license file.	/usr/local/phoneweb/config/ vglicense.txt

3.2.2 Call Analyst

This section describes the configuration parameters that are related to features of the Call Analyst.

Parameter Name	Description	Default Value
analyst.monitor.xslFile	This parameter indicates the location of the XSL files that are used to process the raw `pw-metrics` log. The list of files are specified in a semi-colon delimited list.	/usr/local/vg-tools/logmon/config/ subd.xslt;/usr/local/vg-tools/logmon/ config/transform-session.xslt

3.2.3 Quality Advisor

This section describes the configuration parameters that are related to features of Quality Advisor.

General Parameters

The following are general parameters for the Quality Advisor.

Parameter Name	Description	Default Value
servicequality.monitor.ServiceQuality Period	This parameter indicates the interval at which service quality data will be forwarded to the log monitor so that the log monitor can determine the quality of the cluster. The time is in seconds and valid values are `300, 360, 600, 720, 900, 1200, 1800,` and `3600`.	900
servicequality.monitor.ServiceQuality Threshold	This parameter indicates the percentage at which to issue a service quality alarm. Once the percentage of successful calls drops below the specified percentage, the log monitor will issue an alarm indicating that the service quality dropped too low. The percentage must contain 2 decimal places.	98.00
servicequality.monitor.QualityCheck TimeBuffer	This parameter indicates the amount of time to wait (in sec) from the end of the last service quality period before checking the service quality. This is primarily used so that the log monitor will wait for any late updates from the log agents, in case of lag or differences in clock.	120
servicequality.monitor.MinAlertNum	This parameter indicates the minimum number of calls that need to be recorded before the service quality alarm is issued at the critical level.	100

Parameter Name	Description	Default Value
servicequality.logmon.ReportDroppedCall	This parameter indicates whether or not the log monitor should perform dropped call detection. **Note:** If this parameter and the `servicequality.agent.ReportFailureOnCallLifespan` parameter in the Log Agent are both true, then the call will be counted as *two* Service Quality failures. This occurs because the Log Agent and Log Monitor will independently detect the call as failed. It is therefore recommended that only one of these two parameters be enabled.	Detect dropped calls (true)
servicequality.monitor.DroppedCall.FirstCheckBuffer	This parameter indicates the amount of time in hours to look back for dropped calls when the log monitor is started.	5

Latency Thresholds

Each of the following parameters indicates the latency threshold criteria for a specific latency. The criterion consists of a latency threshold and percentile. The latency threshold format is as follows: `<threshold>|<percentile>`. When latency data is collected for a service quality period, the configured percentile value is calculated. For example, if the configured percentile is 95, the log monitor will calculate the 95th percentile for that latency. If the calculated percentile value is above the specified latency threshold, an error is logged.

Parameter Name	Default Value
servicequality.monitor.PageFetch.LatencyThreshold	1500|95
servicequality.monitor.AudioFetch.LatencyThreshold	1000|95
servicequality.monitor.GrammarFetch.LatencyThreshold	1000|95
servicequality.monitor.DataFetch.LatencyThreshold	2000|95
servicequality.monitor.JavaScriptFetch.LatencyThreshold	1000|95
servicequality.monitor.PageCompile.LatencyThreshold	100|95
servicequality.monitor.JavaScriptExecution.LatencyThreshold	50|99
servicequality.monitor.MRCPASRSessionEstablish.LatencyThreshold	100|95
servicequality.monitor.MRCPTTSSessionEstablish.LatencyThreshold	100|95

Parameter Name	Default Value
servicequality.monitor.MRCPASRSetParams.LatencyThreshold	100|95
servicequality.monitor.MRCPASRGetParams.LatencyThreshold	100|95
servicequality.monitor.MRCPASRStop.LatencyThreshold	100|95
servicequality.monitor.MRCPDefineGrammar.LatencyThreshold	500|95
servicequality.monitor.MRCPRecognize.LatencyThreshold	500|95
servicequality.monitor.MRCPGetResult.LatencyThreshold	100|95
servicequality.monitor.MRCPRecogStartTimers.LatencyThreshold	100|95
servicequality.monitor.MRCPSpeak.LatencyThreshold	100|95
servicequality.monitor.MRCPTTSSetParams.LatencyThreshold	100|95
servicequality.monitor.MRCPTTSGetParams.LatencyThreshold	100|95
servicequality.monitor.MRCPTTSStop.LatencyThreshold	100|95
servicequality.monitor.MRCPPause.LatencyThreshold	100|95
servicequality.monitor.MRCPResume.LatencyThreshold	100|95
servicequality.monitor.MRCPBargeIn.LatencyThreshold	100|95
servicequality.monitor.MRCPControl.LatencyThreshold	100|95
servicequality.monitor.InitialResponseTime.LatencyThreshold	4000|95
servicequality.monitor.CallAnswer.LatencyThreshold	2000|95
servicequality.monitor.CallReject.LatencyThreshold	2000|95
servicequality.monitor.FirstPromptInbound.LatencyThreshold	2000|95
servicequality.monitor.FirstPromptOutbound.LatencyThreshold	2000|95
servicequality.monitor.InterPrompt.LatencyThreshold	2000|95
servicequality.monitor.CumulativeResponse.LatencyThreshold	2000|95
servicequality.monitor.DTMFInputResponse.LatencyThreshold	2000|95
servicequality.monitor.ASRInputResponse.LatencyThreshold	2000|95
servicequality.monitor.NoInputResponse.LatencyThreshold	2000|95
servicequality.monitor.RecordingResponse.LatencyThreshold	2000|95
servicequality.monitor.TransferResponse.LatencyThreshold	2000|95

3.3 Common Issues

3.3.1 The log monitor won't start up

This may occur if the default shell for user `pw` was changed. You need to export the environment variable `ODBCINI=/usr/local/vg-tools/logmon/config/odbc.ini` in the profile for the new default shell for user `pw,` log out and back in as `pw,` and then restart the CMP proxy.

3.3.2 I'm not receiving any statistics

This may occur if the log agent is not generating statistics. Please refer to 2.3 Common Issues for possible ways to correct this issue.

Another possibility is that there was an error writing statistics to the database. In this is the case, you will likely find serialized transactions in the directories specified in the `analyst.txQueuePath` and `analyst.txErrorsPath` configuration items. Proceed by ensuring that you can connect to the database using the user name and password specified in the log monitor configuration file.

3.3.3 I'm not receiving call logs

This may occur if the log agent has not yet sent the call logs. Please refer to common issues in the log agent for what to look for in this case.

This may also occur if there is an error processing the logs. To see if there were errors processing the log, check to see if there are any files in the directory specified by `call-log-error-dir` in `analyst-config.xml.` If there are files in that directory, there should be error logs in the log file which may explain why the processing failed.

Chapter

4 VG Tools Server

The XML file `analyst-config.xml,` found in directory `/usr/local/vg-tools/common,` contains various configuration items that affect:

- The analyses offered by the server

- The maintenance of XML call logs matching user subscriptions

- The maintenance of hourly, daily, weekly and monthly summarized statistics

4.1 Analyses Available from the Server

The `<analyses>` element in `analyst-config.xml` contains one or more `<analysis>` child elements. Each of the `<analysis>` children declares the availability of a given analysis, including information such as the Java class responsible for generating reports, and the location of the relational DB mapping file for the analysis. An example for the Barge-In analysis is provided below. Under most circumstances, there will be no need to modify any of the items configured in the `<analyses>` section.

```
<analysis name="Barge-In Analysis">
  <category>Usability</category>
  <description>
   Statistics highlighting the frequency of ASR and DTMF
barge-in
      for specific fields in an application.  Used for
gauging the
   usefulness of prompts in guiding callers through a
call flow.
  </description>

<schema>http://10.0.0.124:8080/schemas/BargeIn.xml</schema>

<stylesheet>http://10.0.0.124:8080/styles/BargeIn.xml</stylesheet>
```

```
  <report-
viewer>com.voicegenie.analyst.client.viewers.BargeInViewe
r
  </report-viewer>
  <report-
generator>com.voicegenie.analyst.generators.BargeInAnalys
is
  </report-generator>
  <db-
config>C:\dl\testInstall\CallAnalyst\config\BargeInDB.xml
</db-config>
</analysis>
```

4.2 Location of CLC

The Log Agent and Log Monitor are VG Tools components that reside on the media platform and are responsible for collecting and persisting call logs and statistics. In order to communicate with these components, the VG Tools Server makes use of the CLC. The VG Tools Server communicates with the platform components in order to notify them of any modifications to the list of Analysis Targets or to call log subscriptions (see the *Tools User's Guide*). In `analyst-config.xml,` look for the following configuration items:

Configuration Item	Description
<clc-host>	The IP address of the media platform on which the Log Monitor is running
<clc-port>	The port that the CLC is running on. The default port is 8999.
<clc-interval>	Specifies the period of time, in seconds, between notification updates. If, for example, the interval is set to 60 seconds, then platform components would be made aware of any new/deleted call log subscriptions or analysis targets no later than 1 minute following creation/deletion.

4.3 Maintenance of Call Logs

The following table lists the configuration items that affect the maintenance of call logs on the VG Tools Server.

Configuration Item	Description
<call-log-dir>	Log Agents are responsible for collecting logs for any calls matching a user's subscription, and forwarding them to the Log Monitor. The Log Monitor attempts to convert the call logs from the VoiceGenie proprietary PW-Metrics log format into an XML format understood by the Reporting Client. Successfully converted call logs are placed in the directory pointed to by the `<call-log-dir>` configuration item. *Default Value:* `$ANALYST_ROOT/LogMon/logs/calllogs`
<call-log-error-dir>	Specifies the directory in which to place PW-Metrics logs for calls that could not be converted into XML. *Default Value:* `$ANALYST_ROOT/LogMon/logs/calllogerrors`
<call-log-lifecycle>	Specifies the maximum period of time for which call logs will be maintained on the server. Any call logs older than the `<call-log-lifecycle>` will be automatically deleted by the server. *Default Value:* 14 days
<call-log-error-lifecycle>	Specifies the maximum period of time for which PW-Metric logs in the `<call-log-error-dir>` will be maintained. Logs older than the `<call-log-error-lifecycle>` will be automatically deleted by the server. *Default Value*: 14 days
<max-call-log-dir-size>	Places a maximum on the amount of disk space the `<call-log-dir>` is permitted to consume. *Default Value:* 1000 MB
<max-call-log-err-dir-size>	Places a maximum on the amount of disk space the `<call-log-error-dir>` is permitted to consume. *Default Value:* 100 MB

Configuration Item	Description
<max-logs-per-subscription>	Places a maximum on the number of call logs that each subscription can have at one time. If the maximum number of logs is reached, call logs will no longer be saved for that subscription. *Default Value:* 500

4.4 Maintenance of Summarized Statistics

The following table lists the elements used to configure the maintenance of statistical summaries:

Configuration Item	Description
<hourly-statistics-lifecycle>	The Hourly Statistics Lifecycle defines how long hourly statistics are maintained in the database, and defaults to 14 days. This means that tools users will be able to request hourly reports for the previous two weeks. Detailed *hourly* statistics for dates prior to that point in time will have been deleted.
<daily-statistics-lifecycle>	The period of time for which daily totals will be maintained in the database. *Default Value:* 90 days
<weekly-statistics-lifecycle>	The period of time for which weekly totals will be maintained in the database. *Default Value:* 12 months
<monthly-statistics-lifecycle>	The period of time for which monthly totals will be maintained in the database. *Default Value:* 36 months
<call-failure-lifecycle>	The period of time for which call failure information will be mainted in the database. *Default Value:* 36 months

The above listed configuration item should be modified to suit the needs and constraints of your deployment. For example, it is perfectly reasonable to significantly increase the hourly and daily statistics lifecycles if you are collecting statistics from a test platform, or a platform handling a relatively small call volume. However, if your VG Tools Server has limited database space, or your are looking to collect statistics for many different Analysis Targets, keeping hourly statistics longer than one or two weeks may require an

unreasonable amount of disk space. In general, the amount of disk space consumed by statistics is proportional to:

- The number of Analysis Targets defined (see the *Tools User's Guide*)
- Call volume (assuming a uniform distribution of calls among Analysis Targets)
- The complexity of deployed applications (statistics for an application with many different pages will consume more space than statistics for a simple application with one page)

A Health SNMP Gets

Using SNMP Get, a number of health parameters about the VoiceGenie software are retrievable. This section outlines what health information can be retrieved for the Log Agent and Log Monitor.

A.1 Log Agent

Name	OID	Type	Description
startTime	.1.3.6.1.4.1.7469.3.9.30.1.1.1	Scalar	Start time of the log agent
numCurrentCalls	.1.3.6.1.4.1.7469.3.9.30.1.2.1	Scalar	The number of calls currently being processed
numProcessedCalls	.1.3.6.1.4.1.7469.3.9.30.1.3.1	Scalar	The total number of calls that have been processed

A.2 Log Monitor

Name	OID	Type	Description
startTime	.1.3.6.1.4.1.7469.3.9.32.1.1.1	Scalar	Start time of the log monitor
DBMode	.1.3.6.1.4.1.7469.3.9.32.1.2.1	Scalar	Indicates whether the log monitor is writing data to the DB or disk.
lastStatUpdate	.1.3.6.1.4.1.7469.3.9.32.1.3.1	Scalar	The time of the last stat update the log monitor received
lastUpdateAgent	.1.3.6.1.4.1.7469.3.9.32.1.4.1	Scalar	The network ID of the agent that sent the last stat update

B

Logging Traps

The Log Agent and Log Monitor can send a trap to indicate that a situation that may be of interest to the user has occurred. The following is a list of OID suffixes that can be sent from the specified component.

B.1 Log Agent

The OID prefix for all Log Agent traps is `.1.3.6.1.4.1.7469.251.1.313`. To get the OID of the trap, append the prefix with the value in the suffix column. For example, `VGLOG-INVALID-LOGMON-ID` has an OID of `.1.3.6.1.4.1.7469.251.1.313.169870312`.

B.1.1 Severity – Critical (LOG_0)

Name	OID suffix	Response Code	Impacts	Causes	Recommended Actions	Message
VGLOG-INVALID-LOGMON-ID	169870312	CKCFG/ REVG	Log agent won't start	Failed to locate the log monitor	Ensure the log monitor is on the same cluster as the log agent	Invalid log monitor network ID specified
VGLOG-DIR-ERR	169870315	CKCFG/ REVG	Log agent won't start	The `config` items pointing to directories have invalid values	Ensure the paths are valid for `config` parameters that have a path as a value	Failed to open file

B.1.2 Severity – Error (LOG_1)

Name	OID suffix	Response Code	Impacts	Causes	Recommended Actions	Message
VGLOG-CHOICE-PATH-ERR	167774564	REVG	Will lose choice path and data associated with it	Corrupted XML sent between the log agent and log monitor	Collect a log and report to VoiceGenie	Invalid choice path
VGLOG-CHOICE-TYPE-ERR	167774565	REVG	Will lose choice path and data associated with it	Corrupted XML sent between the log agent and log monitor	Collect a log and report to VoiceGenie	Invalid choice type
VGLOG-XML-MISSING-ATTR	167774664	REVG	Will fail to load resulting data	Corrupted XML sent between the log agent and log monitor	Collect a log and report to VoiceGenie	Missing attribute in XML node
VGLOG-XML-INVALID-ATTR	167774665	REVG	Will fail to load resulting data	Corrupted XML sent between the log agent and log monitor	Collect a log and report to VoiceGenie	Invalid attribute in XML node
VGLOG-INVALID-XML	167774666	REVG	Will fail to load resulting data	Corrupted XML sent between the log agent and log monitor	Collect a log and report to VoiceGenie	Invalid XML

Name	OID suffix	Response Code	Impacts	Causes	Recommended Actions	Message
VGLOG-GEN-XML-ERR	167774667	REVG	Will fail to send data	Out of memory on system or failure in `libxml`	Collect a log and report to VoiceGenie	Generate XML error
VGLOG-INVALID-SET	167774767	REVG	Will fail to serialize and send data	Internal failure when passing data	Report to VoiceGenie	Invalid set
VGLOG-INVALID-STAT-COLL	167774868	REVG	Will fail to serialize and send data	Internal failure when passing data	Report to VoiceGenie	Invalid stat collection
VGLOG-INVALID-LIC-FILE	167774875	REVG	No CA or QA data will be collected	The product is not licensed	Request a license for the product you want to use	invalid license file
VGLOG-INVALID-COL-VAL	167774876	REVG	Will fail to load stats from xml	Invalid xml was passed in	Report to VoiceGenie	Invalid column value
VGLOG-INVALID-RESULT-SET	167774877	REVG	Will fail to load stats from xml	Invalid xml was passed in	Report to VoiceGenie	Invalid result set stored in stat collection
VGLOG-INSUFF-BIN-VALUES	167774878	REVG	Will fail to load stats from xml	Invalid xml was passed in	Report to VoiceGenie	Insufficient bin values
VGLOG-OPEN-FILE-ERR	169871312	CKCFG/ REVG	May not be able to send call logs	Invalid path or permission on the call log dir is invalid	Check the permissions	Failed to open file

Name	OID suffix	Response Code	Impacts	Causes	Recommended Actions	Message
VGLOG-READ-DIR-ERR	169871313	CKCFG/REVG	May not be able to send call logs	Invalid path or permission on the call log dir is invalid	Check the permissions	Unable to read directory
VGLOG-ADD-RECORD-ERR	169871412	CKCFG/REVG	Failed to store data	Internal failure	Report to VoiceGenie	Failed to add a record set to the collection attempt map
VGLOG-CREATE-RECORD-ERR	169871413	CKCFG/REVG				Error: unable to create record
VGLOG-ADD-STAT-REC-ERR	169871716	CKCFG/REVG	Failed to store data	Internal failure	Report to VoiceGenie	Failed to add a new stat record to a newly created record set
VGLOG-INVALID-FLAG	169871717	REVG	In invalid state so ignoring the data	Internal failure	Report to VoiceGenie	Received invalid flag value
VGLOG-METRICS-SYNTAX-ERR	169871512	REVG	Ignore the data passed in (possible loss of data)	Internal failure	Report to VoiceGenie	Metrics syntax error
VGLOG-INVALID-TIMESTAMP	169871513	REVG	Ignore the data passed in (possible loss of data)	Internal failure	Report to VoiceGenie	Invalid timestamp

Name	OID suffix	Response Code	Impacts	Causes	Recommended Actions	Message
VGLOG-INVALID-START-TIME	169871514	REVG	Ignore the data passed in (possible loss of data)	Internal failure	Report to VoiceGenie	Error: invalid start time
VGLOG-CALL-END-WO-START	169871516	REVG	Ignore the data passed in (possible loss of data)	Internal failure	Report to VoiceGenie	Warning
VGLOG-SESSION-EXIST	169871612	REVG	Duplicate session, drop data for second one	Internal failure	Report to VoiceGenie	Error: session already exists
VGLOG-TIME-CONV-ERR	169871613	REVG	May not calculate data for that session	Failure to convert the timestamp in system function	Report to VoiceGenie	Error: Unable to convert time for session
VGLOG-NOTFIND-START-TIME	169871614	REVG	May not calculate data for that session	Internal failure	Report to VoiceGenie	Error: cannot find start time for session
VGLOG-UPDATE-DIST-FAIL	169871615	REVG	May not calculate data for that session	Internal failure	Report to VoiceGenie	Error: failed to update distribution for session
VGLOG-NO-SINK-SPECIFIED	169871616	REVG	Won't send stats	Internal failure	Report to VoiceGenie	No sink specified

Name	OID suffix	Response Code	Impacts	Causes	Recommended Actions	Message
VGLOG-NO-BRG-SESS-FOUND	169871617	REVG	May not calculate transfer data correctly	Internal failure	Report to VoiceGenie	Unable to find session which is related to the bridge
VGLOG-CHOICE-NO-DATA	169871712	REVG	May not calculate menu data correctly	Internal failure	Report to VoiceGenie	Error: no data to parse in choice select
VGLOG-CHOICE-NO-SPACE	169871713	REVG	May not calculate menu data correctly	Internal failure	Report to VoiceGenie	Error: no space found in choice select
VGLOG-CHOICE-NO-EQUAL	169871714	REVG	May not calculate menu data correctly	Internal failure	Report to VoiceGenie	Error: no equal found in choice select
VGLOG-CHOICE-INVALID-ACT	169871715	REVG	May not calculate menu data correctly	Internal failure	Report to VoiceGenie	Error: invalid action found in choice select
VGLOG-CHOICE-NO-BAR	169871718	REVG	May not calculate menu data correctly	Internal failure	Report to VoiceGenie	Error: no bar found in choice select
VGLOG-CRT-XML-BUF-ERR	169871812	REVG	Cannot send XML data	Internal failure (`libxml` failure)	Report to VoiceGenie	Error creating XML buffer for stat update
VGLOG-CRT-XML-WRITER-ERR	169871813	REVG	Cannot send XML data	Internal failure (`libxml` failure)	Report to VoiceGenie	Error creating XML Writer

Name	OID suffix	Response Code	Impacts	Causes	Recommended Actions	Message
VGLOG-PARSE-XML-ERR	169871814	REVG	Cannot read XML data	Internal failure (`libxml` failure)	Report to VoiceGenie	Failed to parse xml
VGLOG-LOAD-SUBS-ERR	169871815	REVG	Subscriptions won't be loaded or used	Internal failure	Report to VoiceGenie	Failed to load subscription
VGLOG-INVALID-XML	169871818	REVG	Targets aren't loaded	Internal failure	Report to VoiceGenie	Invalid XML
VGLOG-MULTI-INCALL-INIT	169872025	REVG	Call answer latency will be calculated from the second `incall_initiated`	Internal failure	Report to VoiceGenie	multiple `incall` initiated for session
VGLOG-MULTI-INCALL-BEGIN	169872026	REVG	Inbound first prompt latency will be calculated from the second `incall_begin`	Internal failure	Report to VoiceGenie	multiple `incall` begin for session
VGLOG-MULTI-OUTCALL-BEGIN	169872027	REVG	Outbound first prompt latency will be calculated from the second `outcall_begin`	Internal failure	Report to VoiceGenie	multiple outcall begin for session

B.1.3 Severity – Warning (LOG_2)

Name	OID suffix	Response Code	Impacts	Causes	Recommended Actions	Message
VGLOG-PARSE-XML-WAR	167775269	REVG	Will fail to load resulting data	Corrupted XML sent between the log agent and log monitor	Report to VoiceGenie	Parse xml warning
VGLOG-MERGE-SET-WAR	167775270	REVG	Will fail to load resulting data	Internal failure when passing data	Report to VoiceGenie	Failed to merge result sets
VGLOG-INVALID-SET-WAR	167775271	REVG	Will fail to load resulting data	Internal failure when passing data	Report to VoiceGenie	Invalid record set
VGLOG-MISMATCH-COL-SIZE	167775464	REVG	May have extra data reported	Internal error	Report to VoiceGenie	mismatched record column list sizes
VALOG-INVALID-INTERVAL	169872312	CKCFG	Log agent will use default call log interval	Invalid call log interval specified in config	Set the call log interval to a valid value	Invalid call log interval specified
VGLOG-INVALID-NUM-LOG	169872313	CKCFG	Log agent will send all call logs at the appropriate time	Invalid logs sent between pause specified in config	Set the logs sent between pause parameter to a valid value	Invalid number of call logs to send between specified

Name	OID suffix	Response Code	Impacts	Causes	Recommended Actions	Message
VGLOG-INVALID-PAUSE-TIME	169872314	CKCFG	Log agent will not pause between sending logs	Invalid pause between logs specified in `config`	Set the pause between logs interval to a valid value	Invalid pause time between call logs specified
VGLOG-INVALID-TIME-SPEC	169872315	CKCFG	Log agent will not send logs at the specified time	Invalid call log start time specified in `config`	Set the call log start time to a valid value	Invalid start time specified
VGLOG-INVALID-PROMPT-TIME	169872614	REVG	Response latency will not be recorded	Internal error	Report to VoiceGenie	prompt time was before other log
VGLOG-NEG-LATENCY-VALUE	169872615	REVG	Response latency will not be recorded	Internal error	Report to VoiceGenie	latency value was negative
VGLOG-DATA-SERVICE-FAILURE	169872622	REVG	Cannot query data through SNMP	Internal error	Report to VoiceGenie	failed to register with data service

B.2 Log Monitor

The OID prefix for all Log Agent traps is `.1.3.6.1.4.1.7469.251.1.314.` To get the OID of the trap, append the prefix with the value in the suffix column. For example, `VGLOG-LOAD-REG-ERR` has an OID of `.1.3.6.1.4.1.7469.251.1.314.171967466.`

B.2.1 Severity – Critical (LOG_0)

Name	OID suffix	Response Code	Impacts	Causes	Recommended Actions	Message
VGLOG-LOAD-REG-ERR	171967466	CKCFG/ REVG	Log monitor won't start	The path to `analyst-config.xml` is invalid	Ensure the path to `analyst-config.xml` is valid	Failed to load `config` registry from file
VGLOG-DIR-ERR	171967467	CKCFG/ REVG	Log monitor won't start	The `config` items pointing to directories have invalid values	Ensure the paths are valid for `config` parameters that have a path as a value	Failed to open file
VGLOG-SQ-MSG	171967468	CKCFG/ REVG	Users are experiencing too many delays	Some portion of your system is causing delays	Check the components related to the failure	service quality dropped below acceptable level

B.2.2 Severity – Error (LOG_1)

Name	OID suffix	Response Code	Impacts	Causes	Recommended Actions	Message
VGLOG-CHOICE-PATH-ERR	167774564	REVG	Will lose choice path and data associated with it	Corrupted XML sent between the log agent and log monitor	Collect a log and report to VoiceGenie	Invalid choice path

Name	OID suffix	Response Code	Impacts	Causes	Recommended Actions	Message
VGLOG-CHOICE-TYPE-ERR	167774565	REVG	Will lose choice path and data associated with it	Corrupted XML sent between the log agent and log monitor	Collect a log and report to VoiceGenie	Invalid choice type
VGLOG-XML-MISSING-ATTR	167774664	REVG	Will fail to load resulting data	Corrupted XML sent between the log agent and log monitor	Collect a log and report to VoiceGenie	Missing attribute in XML node
VGLOG-XML-INVALID-ATTR	167774665	REVG	Will fail to load resulting data	Corrupted XML sent between the log agent and log monitor	Collect a log and report to VoiceGenie	Invalid attribute in XML node
VGLOG-INVALID-XML	167774666	REVG	Will fail to load resulting data	Corrupted XML sent between the log agent and log monitor	Collect a log and report to VoiceGenie	Invalid XML
VGLOG-GEN-XML-ERR	167774667	REVG	Will fail to send data	Out of memory on system or failure in `libxml`	Collect a log and report to VoiceGenie	Generate XML error
VGLOG-INVALID-SET	167774767	REVG	Will fail to serialize and send data	Internal failure when passing data	Report to VoiceGenie	Invalid set

Name	OID suffix	Response Code	Impacts	Causes	Recommended Actions	Message
VGLOG-INVALID-STAT-COLL	167774868	REVG	Will fail to serialize and send data	Internal failure when passing data	Report to VoiceGenie	Invalid stat collection
VGLOG-INVALID-LIC-FILE	167774875	REVG	No CA or QA data will be collected	The product is not licensed	Request a license for the product you want to use	invalid license file
VGLOG-INVALID-COL-VAL	167774876	REVG	Will fail to load stats from xml	Invalid xml was passed in	Report to VoiceGenie	Invalid column value
VGLOG-INVALID-RESULT-SET	167774877	REVG	Will fail to load stats from xml	Invalid xml was passed in	Report to VoiceGenie	Invalid result set stored in stat collection
VGLOG-INSUFF-BIN-VALUES	167774878	REVG	Will fail to load stats from xml	Invalid xml was passed in	Report to VoiceGenie	Insufficient bin values
VGLOG-CHOICE-PATH-ERR	171968868	REVG	Won't write data for that choice path to the DB	Internal error	Report to VoiceGenie	Invalid choice path
VGLOG-PARSE-XML-ERR	171968966	REVG	Will not write data to DB	Corrupted XML	Report to VoiceGenie	Failed to parse xml
VGLOG-LOAD-SUBS-ERR	171968967	REVG	Will not write data to DB	Corrupted XML	Report to VoiceGenie	Failed to load subscription
VGLOG-XML-MISSING-ATTR	171968968	REVG	Will not write data to DB	Corrupted XML	Report to VoiceGenie	Missing attribute in XML node

Name	OID suffix	Response Code	Impacts	Causes	Recommended Actions	Message
VGLOG-XML-INVALID-ATTR	171968969	REVG	Will not write data to DB	Corrupted XML	Report to VoiceGenie	Invalid attribute in XML node
VGLOG-INVALID-XML	171968970	REVG	Will not write data to DB	Corrupted XML	Report to VoiceGenie	Invalid XML
VGLOG-GEN-XML-ERR	171968971	REVG	Cannot write data to disk, loss of data	Internal error	Report to VoiceGenie	Generate XML error
VGLOG-CONNECT-DB-ERR	171969066	REVG	Must serialize data to disk until resolved	DB may be down or invalid user name or password was specified	Check the database and the user name, password and data source names in the log monitor `config` file	Failed to connect to database
VGLOG-DB-INSERT-ERR	171969067	REVG	Must serialize data to disk until resolved	Lost connection to DB or internal error	Check the database. If the database is working then report to VoiceGenie	DB error when inserting
VGLOG-DB-SELECT-ERR	171969068	REVG	Must serialize data to disk until resolved	Lost connection to DB or internal error	Check the database. If the database is working then report to VoiceGenie	DB error when selecting
VGLOG-DB-UPDATE-ERR	171969069	REVG	Must serialize data to disk until resolved	Lost connection to DB or internal error	Check the database. If the database is working then report to VoiceGenie	DB error when updating

Name	OID suffix	Response Code	Impacts	Causes	Recommended Actions	Message
VGLOG-TRANSACTION-ERR	171969070	REVG	Loss of data	Failed to load data from a serialized transaction	Report to VoiceGenie	Transaction error
VGLOG-INVALID-SET	171969071	REVG	Must serialize data to disk until resolved	Invalid data in `analyst-config.xml` or internal error	Check the `analyst-config.xml` and report to VoiceGenie	Invalid set
VGLOG-READ-DIST-ERR	171969072	REVG	Must serialize data to disk until resolved	Lost connection to DB or internal error	Report to VoiceGenie	Error reading distribution
VGLOG-MERGE-DIST-ERR	171969073	REVG	Must serialize data to disk until resolved	Internal error	Report to VoiceGenie	Failed to merge distributions
VGLOG-SET-INIT-ERR	171969074	REVG	Must serialize data to disk until resolved	Internal error	Report to VoiceGenie	Failed to initialize the result set
VGLOG-READ-SET-ERR	171969075	REVG	Must serialize data to disk until resolved	Lost connection to DB or internal error	Check the database. If the database is working then report to VoiceGenie	Failed to read the result set key value
VGLOG-DB-RETRIEVE-ERR	171969076	REVG	Must serialize data to disk until resolved	Lost connection to DB or internal error	Check the database. If the database is working then report to VoiceGenie	DB error when retrieving data

Name	OID suffix	Response Code	Impacts	Causes	Recommended Actions	Message
VGLOG-DB-OTHER-ERR	171969077	REVG	Must serialize data to disk until resolved	Internal error	Report to VoiceGenie	DB other error
VGLOG-MERGE-SET-ERR	171969078	REVG	Must serialize data to disk until resolved	Internal error	Report to VoiceGenie	Failed to merge record sets
VGLOG-INIT-TRANSFORM-ERR	171969164	REVG	Will not transform call logs and won't be able to download them to the client	The path to the XSL file is invalid	Ensure `analyst.monitor.xslFile` is pointing to a valid XSL file	Failed to initialize log transform
VGLOG-LOAD-RST-CFG-ERR	171969165	REVG	Must serialize data to disk for that analysis until resolved	There is a problem in `analyst-config.xml`	Report to VoiceGenie	Failed to load the result set `config`
VGLOG-LOAD-CONFIG-ERR	171969166	REVG	Must serialize data to disk for that analysis until resolved	There is a problem in `analyst-config.xml`	Report to VoiceGenie	Unable to load the `config`
VGLOG-FIND-DB-CFG-FAIL	171969167	REVG	Must serialize data to disk until resolved	Invalid file specified as the `analyst-config.xml`	Ensure `analyst.monitor.analystConfig` is set to a valid value. If it is, report to VoiceGenie	Failed to find the `db-config`

Name	OID suffix	Response Code	Impacts	Causes	Recommended Actions	Message
VGLOG-LOAD-FRGN-KEY-ERR	171969168	REVG	Cannot write data to the DB	There is an error in the analysis' XML file	Report to VoiceGenie	Failed to load foreign key
VGLOG-FIND-PRI-COL-ERR	171969169	REVG	Cannot write data to the DB	There is an error in the analysis' XML file	Report to VoiceGenie	Error: failed to find primary key column
VGLOG-REG-MENU-CONT-ERR	171969170	REVG	Must serialize data to disk until resolved	Internal error	Report to VoiceGenie	Failed to register menu context
VGLOG-FETCH-DATA-ERR	171969171	REVG	Must serialize data to disk until resolved	Lost connection to DB or internal error	Check the database. If the database is working then report to VoiceGenie	Error fetching data
VGLOG-SQ-READ-ERR	171969183	REVG	Cannot check service quality	Lost connection to DB or internal error	Check the database. If the database is working then report to VoiceGenie	Error reading service quality data
VGLOG-NO-LAT-MGR	171969184	REVG	Cannot check latency quality	Failed to allocate memory for the latency mgr	Report to VoiceGenie	Unable to get latency mgr instance
VGLOG-LAT-READ-ERR	171969185	REVG	Cannot check latency quality	Lost connection to DB or internal error	Check the database. If the database is working then report to VoiceGenie	Error reading latency data

Name	OID suffix	Response Code	Impacts	Causes	Recommended Actions	Message
VGLOG-LAT-FAIL-MSG	171969186	REVG	Users are experiencing too many delays	Some portion of your system is causing delays	Check the components related to the latency	latency quality dropped below acceptable level
VGLOG-NO-DB-MGR	171969187	REVG	Cannot connect to DB	Lost connection to DB or internal error	Check the database. If the database is working then report to VoiceGenie	Unable to get db mgr instance

B.2.3 Severity – Warning (LOG_2)

Name	OID suffix	Response Code	Impacts	Causes	Recommended Actions	Message
VGLOG-PARSE-XML-WAR	167775269	REVG	Will fail to load resulting data	Corrupted XML sent between the log agent and log monitor	Report to VoiceGenie	Parse xml warning
VGLOG-MERGE-SET-WAR	167775270	REVG	Will fail to load resulting data	Internal failure when passing data	Report to VoiceGenie	Failed to merge result sets
VGLOG-INVALID-SET-WAR	167775271	REVG	Will fail to load resulting data	Internal failure when passing data	Report to VoiceGenie	Invalid record set
VGLOG-MISMATCH-COL-SIZE	167775464	REVG	May have extra data reported	Internal error	Report to VoiceGenie	mismatched record column list sizes

Name	OID suffix	Response Code	Impacts	Causes	Recommended Actions	Message
VGLOG-TRANSFORM-NOT-INIT	171969564	REVG	Will not transform call logs and won't be able to download them to the client	The path to the XSL file is invalid	Ensure `analyst.monitor.xslFile` is pointing to a valid XSL file	Log transform not initialized
VGLOG-LOG-WRITE-ERR	171969565	REVG	Won't be able to download call logs to the client	Disk space is used up or permissions may be incorrect on the call log directory	Ensure there is sufficient disk space to write call logs and that the directory specified in `analyst-config.xml` has permissions set to allow PW to write to it	Failed to write error log file
VGLOG-LOG-CONVERT-ERR	171969566	REVG	Will not transform call logs and won't be able to download them to the client	Failed to convert the call log.	Report to VoiceGenie	Failed to convert log
VGLOG-DB-UPDATE-WAR	171969567	REVG	May not have updated all corresponding data	Internal error or missing tables in DB	Report to VoiceGenie	DB error when updating

Name	OID suffix	Response Code	Impacts	Causes	Recommended Actions	Message
VGLOG-OPEN-CALL-LOG-ERR	171969568	REVG	Won't be able to download call logs to the client	Disk space is used up or permissions may be incorrect on the call log directory	Ensure there is sufficient disk space to write call logs and that the directory specified in `analyst-config.xml` has permissions set to allow PW to write to it	Failed to open call log file
VGLOG-WRITE-CALL-LOG-ERR	171969568	REVG	Won't be able to download call logs to the client	Disk space is used up or permissions may be incorrect on the call log directory	Ensure there is sufficient disk space to write call logs and that the directory specified in `analyst-config.xml` has permissions set to allow PW to write to it	Failed to write call log file
VGLOG-DB-DUPLI-RECORD	171969569	REVG	May not be able to download call logs to the client	Received a call log for the same session more than once	Report to VoiceGenie	Warning: got more than 1 row for session
VGLOG-NO-DB-CONNECTION	171969570	REVG	Must serialize data to disk until resolved	DB may be down or invalid user name or password was specified	Check the database and the user name, password and data source names in the log monitor `config` file	No connection to DB to update choice path
VGLOG-INVALID-ANA-NAME	171969571	REVG	Can't write that analysis' data to the database	Internal error	Report to VoiceGenie	Invalid analysis name received

Name	OID suffix	Response Code	Impacts	Causes	Recommended Actions	Message
VGLOG-GEN-XML-WAR	171969572	REVG	Can't serialize data to disk	Internal error	Report to VoiceGenie	Generate xml warning
VGLOG-PARSE-XML-WAR	171969573	REVG	Can't read serialized data off of the disk	Internal error	Report to VoiceGenie	Parse xml warning
VGLOG-NO-DB-MSG	171969769	REVG	Cannot check service quality	Lost connection to DB or internal error	Check the database. If the database is working then report to VoiceGenie	Not connected to DB, no service quality checking will be done
VGLOG-SQ-WARN-MSG	171969770	REVG	Users are experiencing too many delays	Some portion of your system is causing delays	Check the components related to the failure	service quality dropped below acceptable level
VGLOG-CLEAR-SQ-TABLE-ERR	171969771	CKCFG/ REVG	Data will accumulate in DB	Lost connection to DB or internal error	Check the database. If the database is working then report to VoiceGenie	Failed to clear service quality detail table
VGLOG-CLEAR-LAT-TABLE-ERR	171969772	CKCFG/ REVG	Data will accumulate in DB	Lost connection to DB or internal error	Check the database. If the database is working then report to VoiceGenie	Failed to clear latency failure detail table

Name	OID suffix	Response Code	Impacts	Causes	Recommended Actions	Message
VGLOG-MISSING-SQ-THRESHOLD	171969773	CKCFG	No alarm will be issued for a service quality failure	The service quality threshold is missing from the configuration	Set the variable if service quality alarming is required	service quality threshold invalid or missing, no checks will be done
VGLOG-DATA-SERVICE-FAILURE	171969774	REVG	Cannot query data through SNMP	Internal error	Report to VoiceGenie	failed to register with data service

Appendix

C CLC Health Information

The Log Agent and Log Monitor can return a brief summary of their states to the CLC interface via the `health` command.

C.1 Log Agent

The Log Agent's health information can be obtained by typing `health logagent` at the CLC prompt. The following text will be displayed:

```
Health for Log Agent (logagent) on 10.0.0.146
Started: 2006-02-24/19:26:29.755
 # of current calls: 5
 # of processed calls: 26239
```

The information fields are:

- `# of current calls:` This is the number of calls that the Log Agent is currently processing.

- `# of processed calls:` This is the total number of calls that the Log Agent has completed processing since it was started.

C.2 Log Monitor

The Log Monitor's health information can be obtained by typing `health logmon` at the CLC prompt. The following text will be displayed:

```
Health for Log Monitor (logmon) on 10.0.0.146
Started: 2006-02-24/19:26:29.897
 DB Mode: 2
 Last Stat Update: 2006-03-02/11:44:01.043
 Last Update from agent: 9
```

The information fields are:

- `DB Mode:` The database mode describes the state of the Log Monitor's database connection. If the value is `1`, it means that the database connection has failed, and the Log Monitor is serializing all database

transactions to disk. If the value is 2, the database connection is working normally.

- **Last Stat Update:** This is the most recent time that the Log Monitor received an update from a Log Agent.

- **Last Update from agent:** This is the network ID of the Log Agent that last sent a stat update to the Log Monitor.

Revision History

Version	Date	Change Summary
Draft	April 27th, 2005	Initial release
1.0	May 4th 2005	Incorporated changes from review
1.1	August 16, 2005	Updated documentation to include Quality Analyst
1.2	March 2nd, 2006	Updated for version 7.1
1.3	September 21st, 2007	Updated for version 7.2