ShoreTel **PL**atform **A**larming with **S**NMP and **H**TTPS

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Introduction

ShoreTel SPLASH provides 24/7/365 proactive alarm monitoring and management services for advanced and emerging ShoreTel architectures. Utilizing a proven delivery methodology based on secure https while delivered within a managed framework.

ShoreTel SPLASH provides a proactive, holistic approach to monitoring, managing and protecting critical network infrastructures ensuring business continuity.

SPLASH was developed by Reilly Telecom Inc., the makers of AlarmTraq (www.alarmtraq.com). SPLASH can be used as a front-end product to pass ShoreWare alarms to AlarmTraq or can be used stand-alone to send ShoreWare traps to any SNMP manager or alarms can be sent over secure https using a web service.

SPLASH runs as a Windows service and monitors the event log of the Windows server running ShoreWare services. When a new log entry has been created, SPLASH sends the log entry as an SNMP version 2c trap or over secure https to the destination SNMP manager IP address specified in the Windows Registry (see installation).

Send alarms as SNMP Notification

SPLASH can send alarms as an SNMP version 2c notification messages (traps) to the destination SNMP Manager (AlarmTraq, Solarwinds, or HP OpenView).

The Management Information Base (MIB) files specify all of the data, or "managed objects" that the alarms makes available. Each object has a unique object identifier (OID), which consists of numbers separated by decimal points, a human-readable label, and other parameters. When an SNMP manager wants to know the value of an object, it queries the alarm using the appropriate OID. For more information see "Appendix B: SNMP MIB File" at the end of this document.
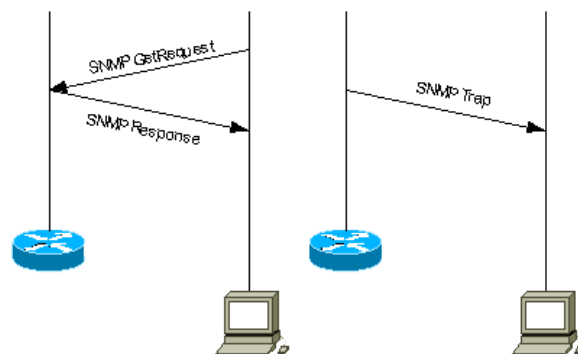
Figure 1 SNMP Trap

Send alarms over secure HTTPS

SPLASH can send alarms over secure HTTPS. Hypertext Transfer Protocol Secure (HTTPS) is a combination of the Hypertext Transfer Protocol with the SSL/TLS protocol to provide encrypted communication and secure identification of a network web server.

A Web Service is required to receive alarms using this method.
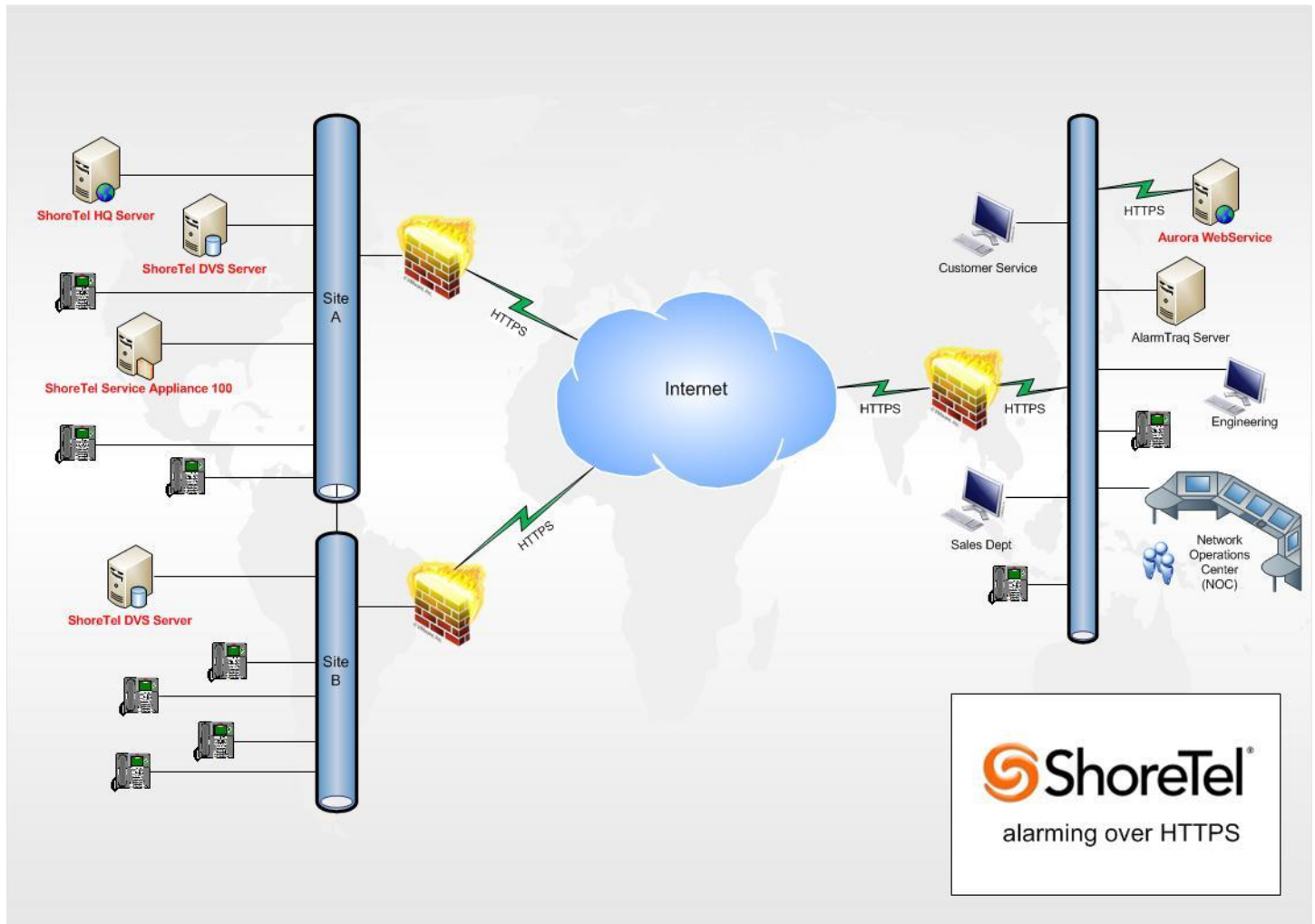
Figure 2 Secure HTTPS

Supported Platforms

SPLASH on the following versions of Windows:

- Windows Server 2003 and 2003 R2
- Windows Server 2008 and 2008 R2
- Windows 7

The SPASH installer bundles all of SPLASH's prerequisites. There are no additional software requirements.

Installation

To install SPLASH, simply download and run the installer, which is a standard Windows *setup.exe* (msi package) and will run as a graphical wizard.

The installer must be run with elevated privileges. Installing SPLASH does not require a system reboot.
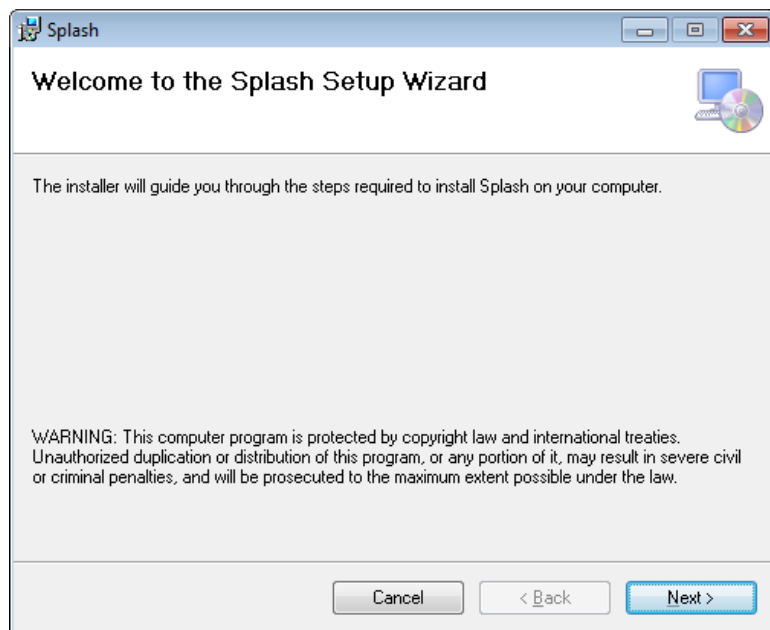
1- Run the setup.exe file to begin Installation, and then click Next.
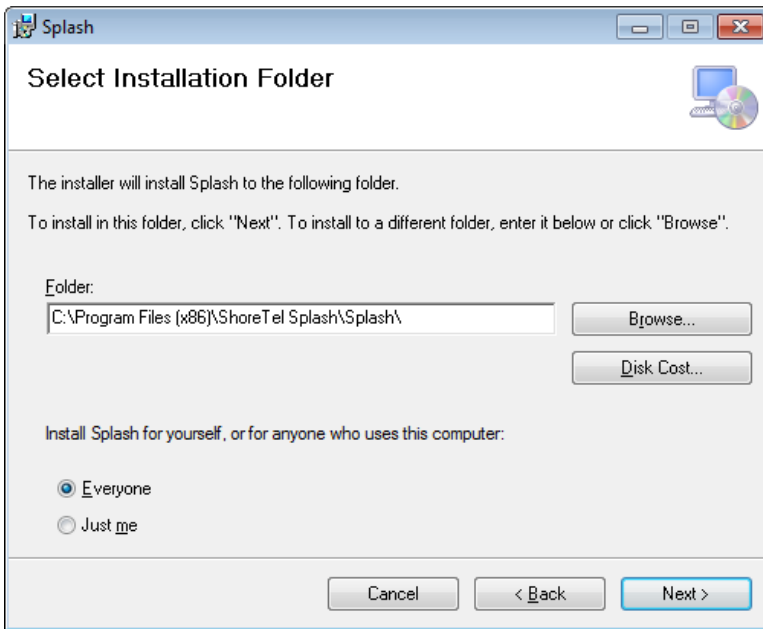
2- Select the installation path. The default path for a 64-bit machine is **C:\Program Files (x86)\ShoreTel Splash\Splash**. The default path for a 32-bit machine is **C:\Program Files\ShoreTel Splash\Splash**
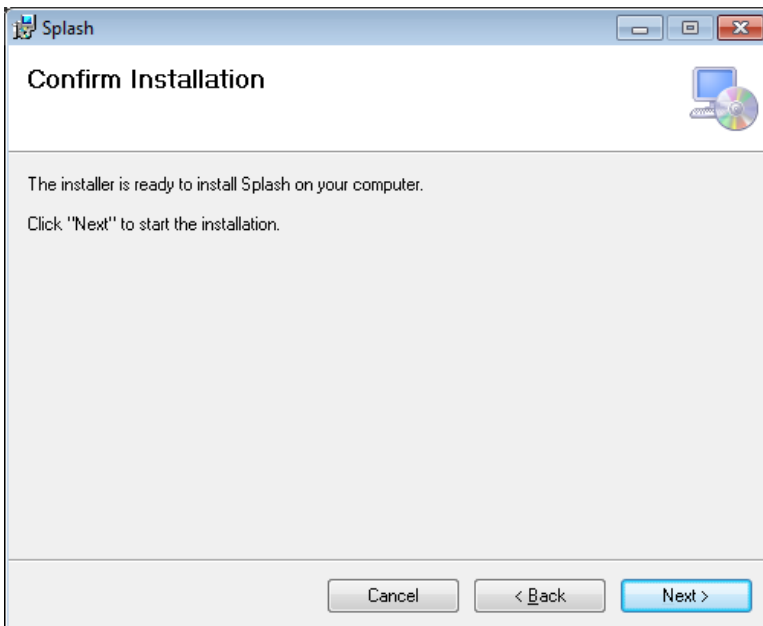
3- Confirm the installation and click Next

4- Wait for installation to complete.
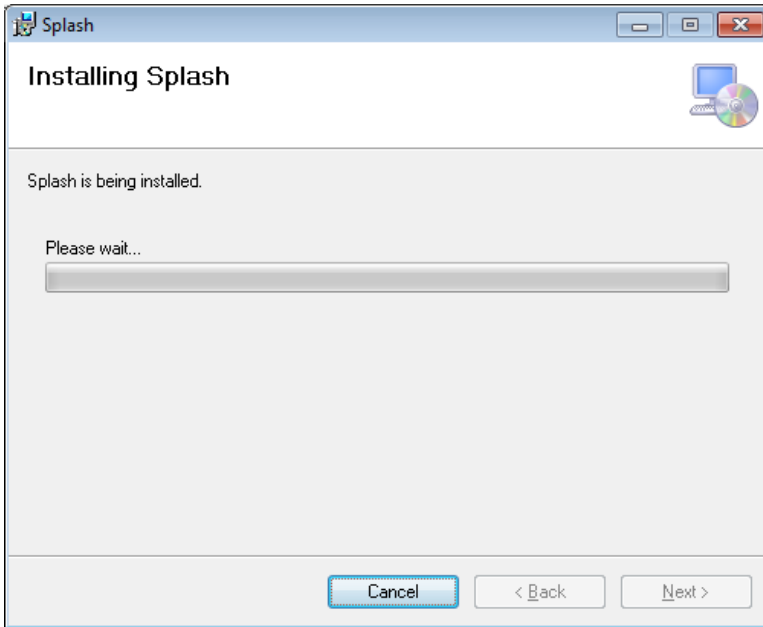
5- After the installation has been completed, click Close.
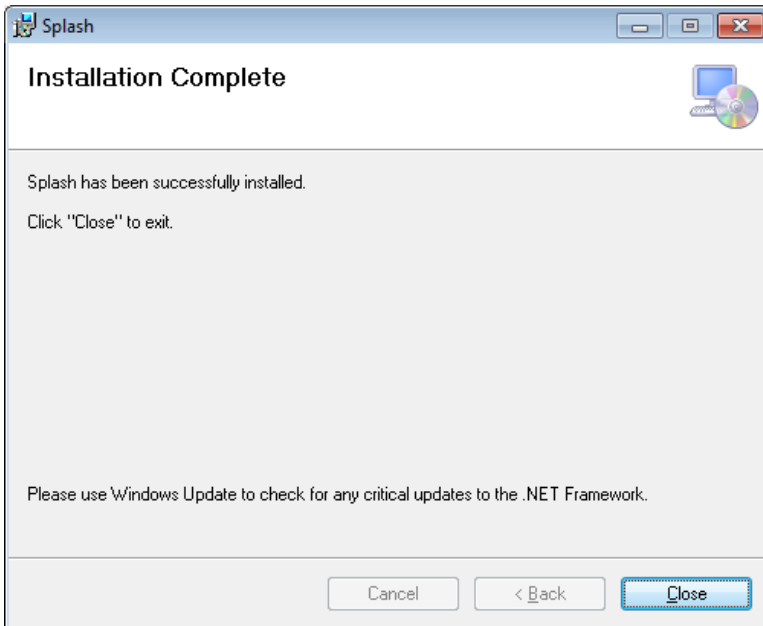
System Configuration

Before starting SPLASH, you will need to add some configuration options to the Windows registry in order for SPLASH to send SNMP traps to your alarm monitoring system such as AlarmTraq.

Starting the service for the first time

Open the Windows Services window by clicking Run > Administrative Tools > Services. Select the service named ShoreTel Splash and select 'Start Service' from the toolbar.
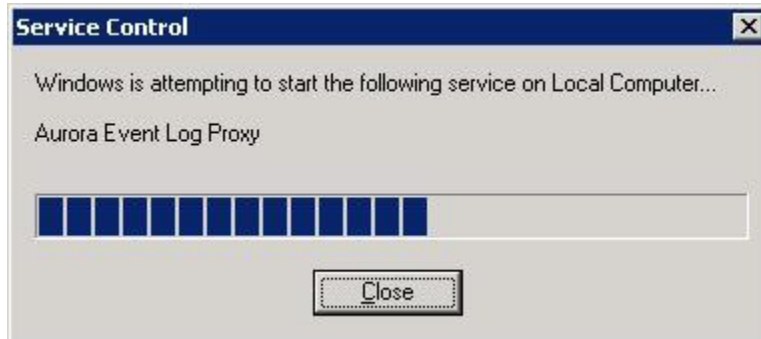
Once the SPLASH service has started, select 'Stop Service' from the toolbar. This step is required to populate the Windows Registry with the following entries:

- DefaultDestination
- ProxyProductID

Edit the Windows Registry

The Registry Editor (regedit.exe) is included with Windows to enable you to view and edit the contents of the Registry. When you open the Registry Editor, you'll see a window divided into two panes. The left side shows a tree with folders (see Structure of the Registry above), and the right side shows the contents (values) of the currently selected folder (key).

- To expand a certain branch, click on the little plus sign [+] to the left of any folder, or just double-click on the folder.
- To display the contents of a key (folder), just click the desired key, and look at the values listed on the right side. You can add a new key or value by selecting New from the Edit menu. You can rename any value and almost any key with the same method used to rename files; right-click on an object and click rename, or click on it twice (slowly), or

just press F2 on the keyboard. Lastly, you can delete a key or value by clicking on it, and pressing Delete on the keyboard, or by right-clicking on it, and choosing Delete.

HKEY_LOCAL_MACHINE - this branch contains information about all of the hardware and software installed on your computer.

Run RegEdit32

To open the Registry Editor, click Run… and type **RegEdit**

Navigate to the following section:

64-bit machine
HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\ ShoreTel Splash\Splash

32-bit machine
HKEY_LOCAL_MACHINE\SOFTWARE\ShoreTel Splash\Splash
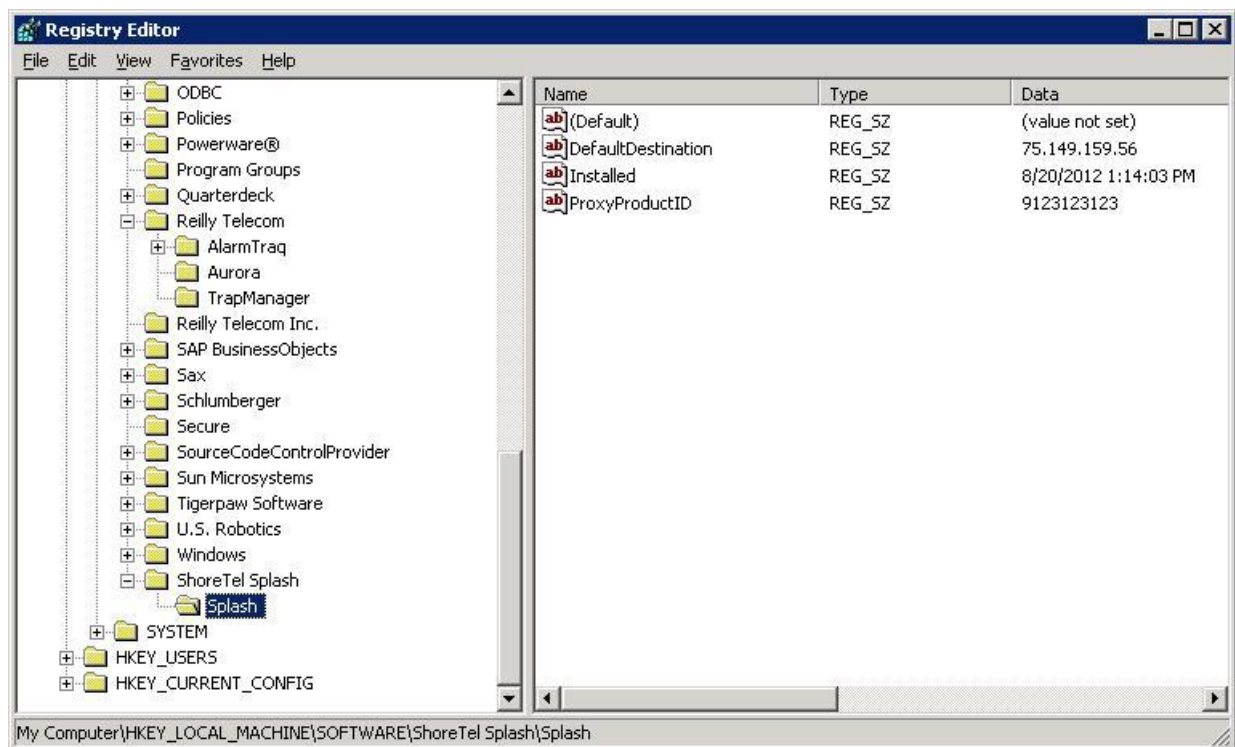
Edit the following Registry keys:

DefaultDestination

Enter the IP Address of the SNMP manager where traps will be directed. If more than one destination is desired, delimit the entries with a semicolon (;).

ProxyProductID

This is an optional parameter that will send the assigned string to be used to identify the server sending the trap. If sending the trap to AlarmTraq, the **ProxyProductID** must be a 10-digit number starting with the digit '**9**'.

Verify Operation

Once the registry entries have been populated you are ready to start the service and verify operation.

Start SPLASH service

Open the Windows Services window by clicking Run > Administrative Tools > Services. Select the service named ShoreTel Splash and select 'Start Service' from the toolbar.
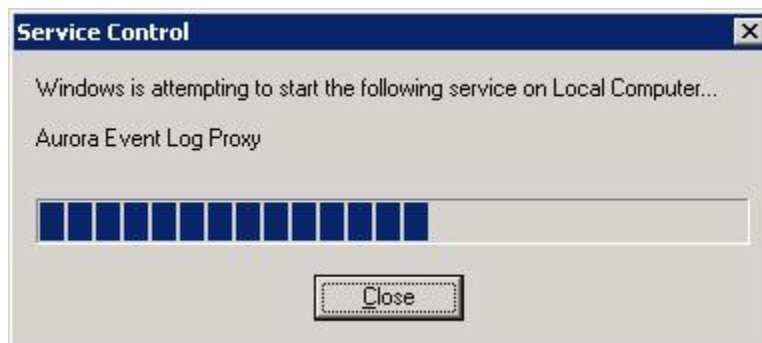
Open the SPLASH EventLog_MM-d-YYYY.log

Open the EventLog_MM-d-YYYY.log file located in the Logs folder:

 64-bit machine

C:\Program Files (x86)\ShoreTel Splash\Splash\Logs\EventLog_MM-d-YYYY.log

32-bit machine

C:\Program Files\ShoreTel Splash\Splash\ Logs\EventLog_MM-d-YYYY.log

MO	OB/ID	Code	Type	Comments
shoreWareShoreTel-Splash	0	ACT	WAR	Service started successfully.
shoreWareShoreTel-Splash	1	ACT	WAR	Service stopped.
shoreWareCallAccounting	2008	ACT	MIN	ShoreTel-CDR service stopping.
shoreWareCollaborationManagerConferenceAttendant	4402	ACT	MIN	ShoreWare CMCA started
shoreWareCollaborationManagerConferenceAttendant	4403	ACT	MIN	ShoreWare CMCA stopped
shoreWareCSIS	1898	CLR	WAR	CSIS Web Services starting
shoreWareCSIS	1899	ACT	MAJ	CSIS Web services failed to start. (The embedded error code is a Microsoft error code.) Contact ShoreTel Customer Support and be prepared to provide the CSIS log for review.
shoreWareCSIS	2400	ACT	WAR	CSIS Web Services stopping
shoreWareCSIS	2401	ACT	MAJ	CSIS Web services experienced a non-fatal error. (The embedded error code is a CSIS or Microsoft error code.) Contact ShoreTel Customer Support and be prepared to provide the CSIS log for review.
shoreWareCSIS	2402	ACT	WAR	User authenticated
shoreWareCSIS	2403	ACT	WAR	The specified user is no longer authorized for CSIS server access. Causes include client logout, or an inactive connection as the result of a client going offline without logging out.
shoreWareCSIS	2405	CLR	WAR	CSIS Service started. Client access to CSIS Services is enabled.
shoreWareCSIS	2406	ACT	MIN	CSIS Service stopped. Client access to CSIS Services is disabled. (Web services continue to run.)
shoreWareCSIS	2426	ACT	WAR	CSIS Server Statistics
shoreWareDirectorUtils	920	ACT	MIN	The ShoreWare Director has stopped the RPC Server. 14.2
shoreWareDirectorUtils	921	ACT	MIN	The ShoreWare Director has started the RPC Server. 14.2
shoreWareDirectorUtils	927	ACT	MIN	Database is dropped on server at x.x.x.x Please check the remote server to confirm the operation is completed. 14.2
shoreWareDirectorUtils	928	ACT	MIN	Server at x.x.x.x switched to use database on Local. Please check remote server to confirm the operation is completed. 14.2
shoreWareDirectorUtils	930	RES	WAR	Local database is resync'd to HQ.
shoreWareDirectorUtils	931	ACT	MIN	Replication is stopped on all remote servers.
shoreWareDirectorUtils	932	ACT	MIN	Remote is too far 1809 seconds behind HQ .
shoreWareDirectorUtils	1400	CLR	WAR	ShoreTel-DirectorUtil service starting.
shoreWareDirectorUtils	1401	ACT	MIN	ShoreTel-DirectorUtil service stopping.
shoreWareDirector2	4953	ACT	MIN	Director preview: User x logged in to the preview in read-only mode. 14.2

shoreWareDRS	3100	CLR	WAR	The Distributed Routing Service has started successfully.
shoreWareDRS	3101	ACT	MIN	The Distributed Routing Service has been stopped.
shoreWareDRS	3108	ACT	MIN	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. DRS re-established communications with the specified switch.
shoreWareDRS	3109	CLR	WAR	DRS re-established communications with the specified switch.
shoreWareDTAS	3300	CLR	WAR	Distributed Telephony Application Service starting
shoreWareDTAS	3301	ACT	MIN	Distributed Telephony Application Service stopping
shoreWareDTAS	3310	CLR	WAR	ShoreWare Distributed Telephony Application Service connected to ShoreWare Telephony Management Server.
shoreWareDTAS	3311	ACT	MIN	ShoreWare Distributed Telephony Application Service disconnected from ShoreWare Telephony Management Server. This may be a result of an administrative action network outage or unexpected behavior.
shoreWareDTAS	3312	ACT	MIN	ShoreWare Distributed Telephony Application Service disconnected from ShoreWare Telephony Service Provider running. This may be a result of an administrative action network error or unexpected behavior.
shoreWareDTAS	3315	ACT	MIN	ShoreWare Distributed Telephony Application Service encountered a RPC exception. The exception code is "1753 - 0x000006D9: There are no more endpoints available from the endpoint mapper. RtrClnt: 0x006E0F38 server: localhost".
shoreWareEventWatch	1200	ACT	MIN	The ShoreWare Event Watch service has started.
shoreWareEventWatch	1201	ACT	MIN	The ShoreWare Event Watch service has stopped.
shoreWareIMServer	4500	ACT	MIN	ShoreWare IM Server Started
shoreWareIMServer	4500	CLR	WAR	ShoreWare IM Server Started
shoreWareIMServer	4501	ACT	MIN	ShoreWare IM Server Stopped
shoreWareIpPhoneConfigSvc	2700	ACT	MIN	ShoreWare IPCS Server Started.
shoreWareIpPhoneConfigSvc	2702	ACT	MIN	ShoreWare IPCS Server Stopped.
shoreWareIpPhoneConfigSvc	2713	ACT	WAR	The IP-Phone Device has been updated to be managed by Switch: x 14.2
shoreWareIpPhoneDispSvr	2800	CLR	WAR	The ShoreTel IP Phone Display Service has started successfully.
shoreWareIpPhoneDispSvr	2801	ACT	MIN	The ShoreTel IP Phone Display Service has

				been stopped.
shoreWareIpPhoneDispSvr	2807	ACT	MIN	Complete database refresh failed 14.2
shoreWareLogging	3910	ACT	MIN	Log file C:\Shoreline Data\\Logs\xprt.Log deleted due to rollover. 14.2
shoreWareMySQL	100	ACT	MAJ	Error : for more information see Help and Support Center at http:www.mysql.com.
shoreWareMySQL	100	ACT	MIN	ShoreTel-MYSQLConfig: Normal shutdown For more information see Help and Support Center at http:www.mysql.com.
shoreWareMySQL	100	ACT	WAR	ShoreTel-MYSQLConfig: Normal shutdown For more information see Help and Support Center at http:www.mysql.com.
shoreWareNone	105	CLR	WAR	The service was started.
shoreWareNone	108	ACT	MIN	The service was stopped.
shoreWarePortMapper	700	ACT	MIN	ShoreTel-Portmap service starting.
shoreWarePortMapper	701	ACT	MIN	ShoreTel-Portmap service stopping. 14.2
shoreWareServicesManager	4243	ACT	MIN	Service stts is not ready
shoreWareServicesManager	4244	CLR	WAR	All services are ready
shoreWareServicesManager	4249	ACT	WAR	Services Manager received command reboot
shoreWareServicesManager	4274	ACT	WAR	Services Manager received command to change root password from stts
shoreWareServicesManager	4275	ACT	WAR	Services Manager detected a new core dump
shoreWareServicesManager	4282	ACT	WAR	Space used for core dumps has been exceeded.
shoreWareServicesManager	4287	ACT	MIN	Compact Flash errors could not be corrected 14.2
shoreWareShoreWareDbMgmt	905	CLR	WAR	ShoreWare Database Management Service has started
shoreWareShoreWareDbMgmt	933	ACT	MIN	You are in violation of your license agreement for the ShoreTel product. Your system license is invalid. You may purchase additional licenses through your ShoreTel reseller. 14.2
shoreWareShoreWareDbMgmt	937	ACT	MIN	You are in violation of your license agreement for the ShoreTel product. ShoreTel has not received your contact information. 14.2
shoreWareSwitch	100	ACT	MAJ	The ShoreTel Voice Switch is receiving too many events from the NT Server. Possibly caused by an application problem on the ShoreTel server. Check the ShoreTel server for events that might indicate an application problem. Troubleshoot the problem and reb
shoreWareSwitch	101	101	MIN	Flash memory area is corrupt. If problem persists, return for repair.
shoreWareSwitch	102	ACT	MAJ	Application is unable to erase area of Flash memory.

				If problem persists, return for repair.
shoreWareSwitch	103	ACT	MAJ	Application is unable to write area of flash memory. If problem persists, return for repair.
shoreWareSwitch	105	ACT	MAJ	A software exception occurred. Contact ShoreTel Customer Support and be prepared to provide the log files for further analysis.
shoreWareSwitch	106	ACT	MAJ	A task exception occurred. The ShoreTel Voice 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.
shoreWareSwitch	107	ACT	WAR	A restart request has been received - system is being shutdown and restarted.
shoreWareSwitch	108	ACT	MAJ	No longer reported in NT event log. This event code reports internal software debug statements for use by ShoreTel developers.
shoreWareSwitch	109	ACT	MAJ	The switch cannot seize a trunk. Verify that the trunk line is connected to the ShoreTel Voice Switch. Check wiring between ShoreTel Voice Switch and the telephone company De-marc. Connect a phone or telephone test set to the line, then go offhook and l
shoreWareSwitch	110	ACT	MIN	Trunk port has been taken out of service by the administrator.
shoreWareSwitch	111	CLR	WAR	The trunk line is again functional and is back in service.
shoreWareSwitch	112	CLR	WAR	Trunk port has been put back in service by the administrator.
shoreWareSwitch	113	CLR	WAR	Specified extension port removed from service. Put the port back in service when the system administrator indicates that it is appropriate.
shoreWareSwitch	114	CLR	WAR	Specified extension port is back in service.
shoreWareSwitch	115	CLR	WAR	The switch was reset and subsequently restarted. The event also provides current version information for the switch.

shoreWareSwitch	116	ACT	MAJ	The switch is unable to communicate with the other ShoreTel Voice Switch specified in the event. The switches are not able to place calls to each other. The specified switch may be off or disconnected from the network. Check the switch in question to con
shoreWareSwitch	117	ACT	WAR	The switches established a connection and are communicating with each other.
shoreWareSwitch	119	ACT	MIN	The switch is losing an excessive number of packets. Verify that your network configuration meets ShoreTel requirements.
shoreWareSwitch	127	ACT	MAJ	The call cannot be forwarded to the specified extension. Confirm that the specified extension's call handling mode configuration is valid. This error can appear when the destination extension is connected to a ShoreTel Voice Switch that is either offline
shoreWareSwitch	130	ACT	MAJ	An incoming fax transmission call was not redirected to the fax extension. Confirm that the extension is properly configured for fax redirection. Confirm that the fax extension is operating properly.
shoreWareSwitch	131	ACT	MAJ	The ShoreTel Voice Switch was unable to configure the specified extension on the desired port. Reboot the switch. If this error persists, contact ShoreTel Customer Support.
shoreWareSwitch	132	ACT	WAR	The specified extension dialed a restricted number. Inform user about dial-out restrictions.
shoreWareSwitch	138	ACT	MAJ	Memory block corruption detected. Reboot the switch. If the event persists, replace the switch.
shoreWareSwitch	140	ACT	MAJ	The flash memory in the ShoreTel Voice Switch is bad. Replace the switch.
shoreWareSwitch	143	ACT	MIN	The specified port did not receive proper echo cancellation properties. The trunk or phone connected to the port may exhibit poor sound quality or echo. Use ShoreTel Director to reset the port. If the error was reported on a phone port, lift the phone's

shoreWareSwitch	144	ACT	WAR	The specified trunk connected to the port for two or more hours. Confirm that an active call is in progress. If no call is present, reset the port from ShoreTel Director.
shoreWareSwitch	145	ACT	MIN	The echo suppression software was unable to adapt to a call in progress. No action for an isolated occurrence. If the error persists, follow the course of action suggested for Event 143.
shoreWareSwitch	146	ACT	WAR	The echo suppression software is properly configured.
shoreWareSwitch	147	ACT	WAR	The echo suppression software is properly configured.
shoreWareSwitch	148	ACT	MIN	The echo suppression software detected a low echo-return loss on the specified port. This error can occur when modem or fax calls connect to a port. Event is infrequent and random. No action for an isolated occurrence. If the error persists, follow the c
shoreWareSwitch	149	ACT	MIN	The echo suppression software detected a low echo-return loss on the specified port. No action for an isolated occurrence. If the error persists, follow the course of action suggested for Event 143.
shoreWareSwitch	151	ACT	WAR	Reboot due to configuration change.
shoreWareSwitch	152	ACT	MIN	The DSP on this switch is nearing capacity.
shoreWareSwitch	153	ACT	MAJ	The DSP on this switch reached maximum capacity. In most instances, this event does not affect operations. No action for an isolated occurrence. If the error persists, reboot the switch.
shoreWareSwitch	157	ACT	MAJ	The DHCP server responded negatively to a DHCP lease renewal request. The IP address previously assigned to the switch is no longer available for that device. The DHCP server assigns the switch a new IP address. In ShoreTel Director, display the Switches
shoreWareSwitch	158	ACT	MIN	The DHCP lease for the switch expired and the switch is currently obtaining a new IP address. While the switch is obtaining another IP address, it is unable to communicate with the ShoreTel server.

				In ShoreTel Director, display the Switches page and open
shoreWareSwitch	159	ACT	MAJ	The IP address currently stored in the switch's flash memory is not the same as the address that DHCP is trying to assign to it. The switch automatically reboots and obtains a new address.

In ShoreTel Director, display the Switches page and open the swit |
| shoreWareSwitch | 160 | ACT | MAJ | The ShoreTel Voice Switch experienced a fatal internal software error.

Contact ShoreTel Customer Support for updated information about fatal errors. |
| shoreWareSwitch | 161 | ACT | MAJ | The ShoreTel Voice Switch stopped communicating with the TMS Server. This error can result from a CPU overload on the ShoreTel server.

Check the ShoreTel server for applications that are placing inordinate demands on the processor. Correct any applicatio |
| shoreWareSwitch | 162 | ACT | MAJ | A device with the same IP address as the switch appeared on the network.

Remove the offending device from the network, or ask the network administrator to assign the switch an alternate IP address. |
| shoreWareSwitch | 163 | ACT | WAR | The switch is connected to the Ethernet network. |
| shoreWareSwitch | 163 | ACT | WAR | Switch NGTNCT00 T1K: Autonegotiation done: using port 1: 100Mb Full Duplex |
| shoreWareSwitch | 164 | ACT | MAJ | The switch is no longer connected to the Ethernet network.

Confirm that network cables and ports are connected properly and are in working order. |
| shoreWareSwitch | 165 | ACT | MIN | The twisted pairing wiring for an ethernet cable is reversed.

Although the switch continues to function, replace the suspect cable. |
| shoreWareSwitch | 166 | ACT | MAJ | The fan in the ShoreTel Voice Switch failed.

Replace the ShoreTel Voice Switch. |
| shoreWareSwitch | 167 | ACT | MIN | The fan in the ShoreTel Voice Switch is running slow. If the condition persists, the switch may overheat.

If this event is accompanied by Event 168, no action is required. If the error persists, |

				replace the switch.
shoreWareSwitch	168	ACT	WAR	The fan in the switch is running normally.
shoreWareSwitch	169	ACT	WAR	The internal operating temperature of the switch is within normal operating parameters.
shoreWareSwitch	169	ACT	WAR	Operating temperature: normal.Operating temperature: normal
shoreWareSwitch	170	ACT	MIN	The internal operating temperature of the switch is above the acceptable range.

Check if the event is accompanied by Event 166. If so, replace the switch. If the fan is working properly, check the environment in which the switch is operating to confirm t |
| shoreWareSwitch | 171 | ACT | MAJ | The internal operating temperature of the switch exceeded the acceptable operating range. The switch may soon fail.

Check if the event is accompanied by Event 166. If so, replace the switch. If the fan is working properly, check the physical location of |
| shoreWareSwitch | 172 | ACT | MAJ | The ShoreTel Voice Switch was unable to write to the flash memory.

Reboot the switch. If the error persists, contact ShoreTel Customer Support. |
| shoreWareSwitch | 173 | ACT | MAJ | The 48-Volt DC power supply failed.

Replace the switch. |
| shoreWareSwitch | 174 | ACT | MAJ | The 70-Volt DC power supply failed.

Replace the switch. |
| shoreWareSwitch | 175 | ACT | WAR | The power supply that reported a failure is once again operating correctly. |
| shoreWareSwitch | 176 | ACT | MAJ | The firmware upgrade for the switch failed.

Check the switch event logs for subsequent appearances of Events 177 and 178. The presence of these events means that the switch automatically recovered and you can ignore the alert of upgrade failure. If Event |
| shoreWareSwitch | 177 | ACT | WAR | A firmware upgrade started. |
| shoreWareSwitch | 178 | ACT | WAR | The firmware upgrade was successful. |
| shoreWareSwitch | 179 | ACT | MAJ | Board failure.

Return for repair. |

shoreWareSwitch	180	ACT	MAJ	Board failure. Return for repair.
shoreWareSwitch	181	ACT	MAJ	Board failure. Return for repair.
shoreWareSwitch	182	ACT	MAJ	Board failure. Return for repair.
shoreWareSwitch	183	ACT	MAJ	Board failure. Return for repair.
shoreWareSwitch	184	ACT	MAJ	Board failure. Return for repair.
shoreWareSwitch	185	ACT	MAJ	Board failure. Return for repair.
shoreWareSwitch	186	ACT	MAJ	Board failure. Return for repair.
shoreWareSwitch	187	ACT	MAJ	Board failure. Return for repair.
shoreWareSwitch	188	ACT	MIN	Temperature in room too cool. Fix the environment.
shoreWareSwitch	189	ACT	MAJ	Temperature in room too cold. Fix the environment.
shoreWareSwitch	1300	ACT	WAR	The trunk on the specified port was continuously active for the number of minutes specified. This message is generated after every two hours of continuous trunk activity. Check the trunk and verify that an active call is in progress. If no call is prese
shoreWareSwitch	1301	ACT	MAJ	Another ShoreTel Server attempted to take control of the switch. Only one ShoreTel server can control a switch; multiple servers cannot manage a switch simultaneously. Decide which ShoreTel server you want to manage the switch, then delete the switch fr
shoreWareSwitch	1303	ACT	MAJ	The IP address configured for the switch in Director is not the IP address the switch is using. From Director, change the switch's IP address to match the address the switch uses.

shoreWareSwitch	1305	ACT	WAR	Reports the switch's memory usage.
shoreWareSwitch	1305	RES	WAR	Switch stats
shoreWareSwitch	1306	ACT	MIN	An attempted call exceeded the limit on the number of media streams allowed for multiple sites. May indicate the number of media streams configured for multiple-site calls cannot handle the inter-site call traffic. From ShoreTel Director, open the Site P
shoreWareSwitch	1307	ACT	WAR	Not reported in NT event log.
shoreWareSwitch	1308	ACT	MIN	The T1 switch is in a local or payload loopback. Your service provider is performing diagnostic tests.
shoreWareSwitch	1309	ACT	WAR	Loopback on this switch removed.
shoreWareSwitch	1310	ACT	MAJ	The T1 switch is experiencing framing errors. Check the cabling. Contact your service provider.
shoreWareSwitch	1310	ACT	MIN	T1E1 framing error Yellow Alarm
shoreWareSwitch	1311	ACT	WAR	Framing restored.
shoreWareSwitch	1311	CLR	WAR	T1K: T1E1 framing ok
shoreWareSwitch	1312	ACT	MAJ	T1 switch lost the T1 carrier signal. Check the cabling. Contact your service provider.
shoreWareSwitch	1313	ACT	WAR	T1 carrier signal restored.
shoreWareSwitch	1314	ACT	MAJ	Notable event while reading non-volatile switch configuration. No action. The configuration received from the server supplies any missing data.
shoreWareSwitch	1316	ACT	WAR	The system disconnected trunks on the reported ports as a result of option settings in Director.
shoreWareSwitch	1317	ACT	WAR	ShoreTel SoftSwitch started.
shoreWareSwitch	1317	ACT	MIN	Switch SoftSwitch Service Control: ShoreWare Software Telephony Switch Still trying to restart SoftSwitch. Starting
shoreWareSwitch	1319	ACT	MIN	User called emergency number. No action -- someone already called for help.
shoreWareSwitch	1320	ACT	MAJ	The ShoreTel SoftSwitch failed to start because it was unable to contact the NT event log. This message appears only after SoftSwitch successfully contacts the NT Event Log Manager—meaning that the error condition is cleared (possibly by the clearing of

shoreWareSwitch	1324	ACT	WAR	Certain configuration changes, for example, changing signaling protocols for a SGT1, requires a switch reboot.
shoreWareSwitch	1325	ACT	MIN	Can only be caused by issuing a command via ipbxctl. The command is only for use by ShoreTel support personnel. This message confirms that SoftSwitch stopped on command from the NT Service Manager. No action is needed.
shoreWareSwitch	1326	ACT	WAR	SoftSwitch service stopped. If the SoftSwitch service does not restart within two minutes, perform a manual restart and contact ShoreTel Technical Support.
shoreWareSwitch	1326	ACT	MIN	Switch SoftSwitch Service Control: Soft Switch Stopping - Internally Generated1005
shoreWareSwitch	1330	ACT	MAJ	SoftSwitch service stopped. If the SoftSwitch service does not restart within two minutes, perform a manual restart and contact ShoreTel Technical Support.
shoreWareSwitch	1331	ACT	MAJ	A software assertion failed. If the problem persists, contact ShoreTel Customer Support and be prepared to provide the log files for further analysis.
shoreWareSwitch	1332	ACT	WAR	Incoming call on trunk failed to route. Check trunk configuration.
shoreWareSwitch	1333	ACT	WAR	Incoming call on trunk failed to route. Check trunk configuration.
shoreWareSwitch	1334	ACT	WAR	Outgoing call failed due to no available trunks. Verify that trunks are in-use.
shoreWareSwitch	1337	ACT	WAR	Switch X: DEBUG MSG: REGISTER expired CCO not configured for sip:7000@x.x.x.x:50015. 14.2
shoreWareSwitch	1338	ACT	WAR	PSTN failover feature invoked. Verify network connectivity between sites.
shoreWareSwitch	1339	ACT	MAJ	Request to record a call failed. If the problem persists, contact ShoreTel Customer Support and be prepared to provide the log files for further analysis.
shoreWareSwitch	1340	ACT	MIN	Attempt to conference using switch conference resources failed.

				Check switch configuration.
shoreWareSwitch	1341	ACT	MIN	Bandwidth limits have been exceeded. Check site configuration.
shoreWareSwitch	1342	ACT	MAJ	PRI D channel down. If the problem persists, contact PRI service provider.
shoreWareSwitch	1342	ACT	MIN	T1E1 PRI D channel down
shoreWareSwitch	1343	ACT	WAR	PRI D channel up.
shoreWareSwitch	1343	ACT	MIN	Switch NGTNCT00 T1K: T1E1 PRI D channel up
shoreWareSwitch	1343	CLR	WAR	T1E1 PRI D channel up
shoreWareSwitch	1344	ACT	WAR	Information about SIP trunk registrations.
shoreWareSwitch	1355	ACT	MIN	Monitoring Agent was started. ==14.2==
shoreWareSwitch	1357	ACT	MIN	Switch x: DEBUG MSG: REGISTER expired CCO not configured for sip:7000@x.x.x.x:50015registrations.
shoreWareSwitch	16777331	ACT	MIN	Switch WLFRCT00 HQ: System has restarted. Product: ShoreWare Firmware Version: 17.41.7076.0 BootROM Version: NA Hardware Version: NA
shoreWareSwitch	16778533	ACT	MIN	Switch SoftSwitch Service Control: ShoreWare Software Telephony Switch Still trying to restart SoftSwitch. Starting
shoreWareSwitch	16778542	ACT	MIN	Switch SoftSwitch Service Control: Soft Switch Stopping - Internally Generated1005
shoreWareSysMgmtDatabase	2710	ACT	MIN	The IP Address for IP-Phone Device: 0010491432EE has been set to NULL in the configuration database because another IP Phone has contacted the system with the IP address that had been assigned to the device. The IP Phone with the IP Address now set to NUL
shoreWareSysMgmtInterface	900	ACT	WAR	User Administrator successfully logged in
shoreWareSysMgmtInterface	901	ACT	WAR	User admin failed to log in
shoreWareSysMgmtInterface	925	ACT	WAR	QuickLook Logging: User Administrator logging from client 192.168.2.99 has invoked Reboot switch NGTNCT00 T1K.
shoreWareSysMgmtInterface	17302429	ACT	MIN	QuickLook Logging: User Administrator logging from client 192.168.2.99 has invoked Restart switch WLFRCT00 HQ.
shoreWareTMS	200	ACT	WAR	The Telephony Management Server has logged an informational debug message. The debug message contents are listed in the alarm.
shoreWareTMS	201	CLR	WAR	ShoreTel-TMS service started.
shoreWareTMS	202	ACT	MIN	ShoreTel-TMS service stopped.
shoreWareTMS	203	ACT	WAR	Switch upgraded to the version of firmware identified in the event.

shoreWareTMS	204	ACT	MAJ	An upgrade to the switch's firmware failed. This switch does not operate properly until the firmware upgrade is complete. Review the event log and correct any errors related to the upgrade failure. Reset the switch from ShoreTel Director. If the event pe
shoreWareTMS	205	ACT	MIN	TMS detected a configured switch with a changed IP address changed. The event reports previously assigned and current MAC and IP addresses for the switch. Ensure that the Switch <MAC Address> is set up with a correct IP address. If the DHCP lease for the
shoreWareTMS	206	ACT	MAJ	TMS detected a switch with a MAC address and/or an IP address that conflicts with the address(es) configured for the device in ShoreTel Director. The conflicting address or addresses result from a misconfigured DHCP server or an incorrect switch record.
shoreWareTMS	211	ACT	MIN	The switch is no longer able to boot from flash memory and is now booting via FTP. The cause of the error is a failed firmware upgrade, bad firmware, or a reset caused by pressing the reset button. Reburn flash memory. On the ShoreTel server, open a comm
shoreWareTMS	212	ACT	MIN	TMS detects a switch with outdated firmware. New switches ship with base firmware that is "down" from the current version. An automatic upgrade is confirmed when the device is put into service. (This event also appears during field Upgrades.) From ShoreT
shoreWareTMS	213	ACT	MAJ	The MAC address in the switch's configuration record is incorrect. From ShoreTel Director, open the switch configuration record and correct the MAC address.
shoreWareTMS	214	ACT	MIN	The firmware file filessys.dll does not match the TMS file version. The switch's firmware cannot be upgraded. Re-install the ShoreTel server software. If the event persists, contact ShoreTel Customer Support.

shoreWareTMS	220	ACT	MIN	Switch x software version incompatible. A switch firmware upgrade will be initiated the next time the switch boots. ==14.2==
shoreWareTMS	221	ACT	MAJ	A switch firmware upgrade may not be possible. This error appears when the "\Shoreline Communications\ShoreTel Server" does not have the "FileSys.dll" file, and TMS can't find or access this file. If this error appears frequently, contact ShoreTel Custom
shoreWareTMS	223	ACT	MIN	TMS corrected a configuration mismatch that it detected on a switch. No action. If this error appears frequently, contact ShoreTel Customer Support.
shoreWareTMS	223	RES	WAR	Detected an unexpected configuration change. This may indicate that TMS was not notified of a change. The configuration inconsistency has been corrected.
shoreWareTMS	225	ACT	MIN	Service stop initiated after receiving service control.
shoreWareTMS	226	ACT	MIN	Application stop initiated after receiving service control. ==14.2==
shoreWareTMS	227	CLR	WAR	ShoreTel-TMS service starting.
shoreWareTMS	227	ACT	WAR	TMS service started.
shoreWareTMS	228	CLR	WAR	ShoreTel-TMS application starting.
shoreWareTMS	230	ACT	MIN	TMS failed to detect a network interface on the ShoreTel server. Reboot the server. Troubleshoot the server's network configuration and make necessary repairs or modifications.
shoreWareTMS	231	ACT	MAJ	The configuration on the switch does not match the one stored on TMS. The mismatch can cause irregular behavior on devices connected to this switch. The error appears when there are network problems between the ShoreTel server and the switch, or is genera
shoreWareTMS	233	ACT	MIN	TMS has disconnected from the switch. This may be as a result of a network outage administrative action or unexpected switch behavior.
shoreWareTMS	233	ACT	MIN	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 fo
shoreWareTMS	234	CLR	WAR	TMS has connected to the switch.
shoreWareTMS	234	ACT	WAR	TMS detected a switch and opened

				communications with the device.
shoreWareTMS	235	ACT	WAR	New TAPI connection accepted from a user at a specific IP address.
shoreWareTMS	237	ACT	WAR	The TAPI connection to the specified user was closed.
shoreWareTMS	238	ACT	MIN	A user's remote TSP configuration tried to get ownership access to an extension the user does not own. Contact the user and help him or her correct the client configuration.
shoreWareTMS	239	ACT	MAJ	The switch at an IP address does not correspond to the switch type identified in the configuration database. Edit the switch configuration information to reflect the correct data. Correct the IP address, or delete the switch, and create a new switch con
shoreWareTMS	241	ACT	MAJ	TMS received an error code from the call accounting service in response to logged data. Contact ShoreTel Customer Support and be prepared to provide server logs from the day of the occurrence. Note: This error is sometimes the result of a "false positiv
shoreWareTMS	243	ACT	MIN	TMS is not responding to internal messages in a timely fashion. This event can precede a significant failure in TMS. Contact ShoreTel Customer Support and be prepared to provide server logs from the day of the occurrence.
shoreWareTMS	244	ACT	MIN	A TAPI connection request was denied due to an invalid login or password. Contact the user and assist him or her with login information.
shoreWareTMS	246	ACT	WAR	The Telephony Management Server has logged an informational debug message. The debug message contents are contained in the alarm.
shoreWareTMS	246	ACT	WAR	A logic assertion within TMS failed. No action, unless the event is accompanied by system failures. If system failures are occurring, contact ShoreTel Support.
shoreWareTMS	247	ACT	WAR	The log file cannot write new events because it reached its maximum size. This event typically results from a configuration that creates an event loop. Review all configured call handling modes for loops. Example: UserA forwards calls to

				userB, who in t
shoreWareTMS	248	ACT	WAR	TMS failed to write to a log files. (The embedded error code identifies the cause of the write failure.) No action. Log files are not essential for telephony operations. If the problem persists, contact ShoreTel Customer Support.
shoreWareTMS	249	ACT	WAR	A write to the log file failed because the file was locked by another process. This event can occur during normal backups of system log files. Local administrators can choose to suspend logging activity during scheduled backups.
shoreWareTMS	251	ACT	WAR	When TMS notified a remote TSP of a new call, the remote TSP failed to accept or acknowledge that notification. No action. If the event is accompanied by unusual client behavior, report the error to ShoreTel Customer Support.
shoreWareTMS	252	ACT	WAR	The system clock was changed. No action. Changing the system clock can result in inaccurate call timers for applications and skew call detail reporting records. A system clock adjustment only affects calls in progress at the time of the change.
shoreWareTMS	253	ACT	MAJ	This error can occur when a Call Agent switch is replaced and the previous switch is still on-line, or if an IP phone is moved from one ShoreTel IP Phone System to another. This error can cause the IP phone to exhibit unexpected behavior. Reconfigure th
shoreWareTMS	255	ACT	MIN	This server is not configured in ShoreTel Director as one of the ShoreTel servers; or IP addresses on this server do not match any of the configured IP addresses for servers in ShoreTel Director. The administrator must configure this server correctly in
shoreWareTMS	256	ACT	MIN	ShoreTel servers cannot be configured with loopback IP addresses. The administrator must configure this server correctly in ShoreTel Director and

				ensure that the correct IP address is given.
shoreWareTMS	257	ACT	MAJ	This server is unable to connect to ShoreTel database on headquarters server. The administrator must ensure there is network connectivity between this server and headquarters server. If the network connection is present and this condition persists, conta
shoreWareTMS	258	ACT	MAJ	The main headquarters server is configured with a loopback IP address. The administrator must provide the correct IP address of the headquarters server.
shoreWareTMS	259	ACT	WAR	When administrator changes the IP address of a remote server, The ShoreTel Telephony Management Service on that remote server is reinitialized with the new IP address. This event indicates the start of the initialization process.
shoreWareTMS	260	ACT	WAR	When the administrator changes the IP address of a remote server, The ShoreTel Telephony Management Service on that remote server is reinitialized with the new IP address. This event indicates end of the reinitialization process.
shoreWareTMS	261	ACT	MIN	The ShoreTel Telephony Management Service is reinitialized if configuration changes caused this server to be deleted and added again, or the service remains in standby if this server is deleted.
shoreWareTMS	262	ACT	MAJ	The IP address configured for this ShoreTel server changed in configuration database and ShoreTel Telephony Management service is reinitialized with the new IP address.
shoreWareTMS	275	ACT	MIN	The Telephony Management Server scheduler was slow to process a message ==14.2==
shoreWareTMS	277	ACT	MIN	The Telephony Management Server logged a call-control debug message. ==14.2==
shoreWareTMS	16842985	ACT	MIN	TMS has disconnected from switch "WLFRCT00 HQ" 192.168.2.70. This may be as a result of a network outage administrative action or unexpected switch behavior.
shoreWareTMS	16842986	ACT	MIN	TMS has connected to switch "WLFRCT00 HQ" 192.168.2.70.

shoreWareVMPortManager	401	CLR	WAR	Voice Mail Port Manager starting.
shoreWareVMPortManager	402	ACT	WAR	Voice Mail Port Manager service stopped. This error usually results from an intentional service stoppage, stoppage by a dependent service, or application failure.

No action if the service was intentionally stopped by a user. Otherwise, check the event lo |
| shoreWareVMPortManager | 410 | ACT | WAR | A message was not completely recorded. The hard drive on which \shoreline data\vms resides is full.

Free up space on the drive. |
| shoreWareVMPortManager | 411 | ACT | WAR | The person leaving a voice message was silent for more than 30 seconds, triggering automatic termination of the recording. The message is still sent so no action is required. |
| shoreWareVMPortManager | 414 | ACT | MAJ | The outbound AMIS phone number %1 for System ID %2 was a wrong number.

No more attempts are made to this system/number until it is corrected. Verify that the number is correct. |
| shoreWareVMPortManager | 415 | ACT | MAJ | The outbound AMIS phone number for System ID %1 was not found.

Verify that the System ID includes a phone number associated with it. Verify that the System ID includes a phone number associated with it. |
shoreWareVMPortManager	416	ACT	MAJ	An internal error occurred. The system was unable to delete an AMIS message from the outbound message queue. System ID%1 Mailbox ID %2 Message ID %3
shoreWareVMPortManager	417	ACT	MAJ	The undeliverable AMIS message from %2 was not able to be delivered to %3 for AMIS System ID %1. The message is being deleted.
shoreWareVMPortManager	418	ACT	MAJ	An error occurred during the delivery of an AMIS message from %2 to %3 for AMIS System ID %1, which prevents retrying delivery at a later time. The message is missing.
shoreWareVMPortManager	419	ACT	MAJ	An error occurred during the delivery of an AMIS message from %2 to %3 (AMIS System ID:mailbox), and the system tried %1 times to deliver this message. The message is returned to the sender and deleted from the outbound queue.
shoreWareVMPortManager	420	ACT	MAJ	An internal error occurred communicating between the Port Manager and another server. The error code was %1.

shoreWareVMPortManager	421	ACT	MAJ	Number of delivery attempts (%2) to AMIS System ID %1 exceeded. Verify that the number is correct.
shoreWareVMPortManager	422	ACT	MAJ	Voice mail has failed to open the required lines for proper operation. This may indicate a failure of the Telephony Management Server or Software Telephony Switch. ==14.2==
shoreWareVMPortManager	1001	CLR	WAR	Voice Mail Message Server starting.
shoreWareVMPortManager	1002	ACT	WAR	Voice Mail message service stopped. This error usually results from an intentional service stoppage, stoppage by a dependent service, or application failure. No action if the service was intentionally stopped by a user. Otherwise, check the event log for
shoreWareVMPortManager	1003	ACT	WAR	A message was not completely recorded. The hard drive on which \shoreline data\vms resides is full. Take necessary action to free up space on the hard disk.
shoreWareVMPortManager	1004	ACT	WAR	The voice mail system cannot locate message storage directory \shoreline data\vms on the ShoreTel server. Verify that the hard drive or drive partition where \shoreline data\vms resides is operating properly. Correct any disk problems and restart the ser
shoreWareVMPortManager	1005	ACT	WAR	The hard drive on which the message storage directory \shoreline data\vms resides is nearly full. When no disk space remains, Voice Mail is unable to store new messages. This error appears once each day when the system disk is more than 90% full. Free up
shoreWareVMPortManager	1006	ACT	WAR	The Voice Mail system failed to a mailbox.dat file on the disk where the message storage directory \shoreline data\vms resides. The write failure can result from corrupted data or a Windows NT error. Verify that the hard drive or drive partition where \s
shoreWareVMPortManager	1007	ACT	WAR	The hard drive on which the message storage directory \shoreline data\vms resides is full. The mailbox a user attempted to create was not added. Free up disk space on the hard drive where \shoreline data\vms resides.

shoreWareVMPortManager	1009	ACT	WAR	Unable to open required entry in the registry. This may indicate an installation problem. Contact ShoreTel Customer Support and be prepared to provide the voice mail log files for further analysis.
shoreWareVMPortManager	1011	ACT	WAR	The Voice Mail server was unable to retrieve a message because it was unable to read the disk. Verify that the hard drive or drive partition where \shoreline data\vms resides is operating properly. Correct any disk problems and restart the server. If the
shoreWareVMPortManager	1014	ACT	WAR	Error resulted from a failure with a specific mailbox. This event results from a full mailbox included in a distribution list (or any other general failure related to a mailbox). Verify that the mailbox is full. If not, contact ShoreTel Customer Support
shoreWareVMPortManager	1015	ACT	MAJ	The mail server cannot access resources. This event corresponds to a logged NT event indicating serious problems that can prevent clients from retrieving voice mail. Contact ShoreTel Customer Support and be prepared to provide the voice mail log files fo
shoreWareVMPortManager	1016	ACT	MAJ	The Voice Mail server failed to add a message to a user mailbox. The probable cause is corrupted mailbox data. Verify that the mailbox is functioning properly. If not, contact ShoreTel Customer Support and be prepared to provide the voice mail log files
shoreWareVMPortManager	1018	ACT	MAJ	The SMTP server is not forwarding stored messages on to recipients. Verify that the SMTP server is down or that its address is set up incorrectly.
shoreWareVMPortManager	1019	ACT	MAJ	Message sent to a remote server returned. Contact ShoreTel Customer Support and be prepared to provide the voice mail log files for further analysis.
shoreWareVMPortManager	1020	ACT	MAJ	A Voice Mail server looks up its own address in the database. The event indicates that the server was unable to locate a database record that matched its server name and/or IP address. The probable cause is incorrect server

				information or incorrect IP a
shoreWareVMPortManager	1023	ACT	MIN	Major SMTP failure. SMTP may not be installed correctly on this server. 14.2
shoreWareVMPortManager	1101	CLR	WAR	Voice Mail Application service started.
shoreWareVMPortManager	1102	ACT	MAJ	Voice Mail Application service stopped. This error usually results from an intentional service stoppage, stoppage by a dependent service, or application failure.
shoreWareVMPortManager	1109	ACT	WAR	The system was unable to write to the mailbox.dat file on the disk where the message directory \shoreline data\vms resides. A write failure is usually the result of corrupted data or a Windows NT error. Verify that the hard drive or drive partition wher
shoreWareVMPortManager	1110	ACT	WAR	The hard disk drive or disk partition where the message directory \shoreline data\vms resides is full. Voice mail is unable to accept any new messages until disk space is made available. Free up disk space on the drive where \shoreline data\vms resides.
shoreWareVMPortManager	1111	ACT	WAR	The message was too short to retain. Error is no longer logged.
shoreWareVMPortManager	1112	ACT	WAR	The voice mail system was unable to locate system prompts. The hard disk drive or disk partition where the message directory \shoreline data\vms resides is unavailable, was intentionally removed from the system, or is corrupted. Verify that the hard dri
shoreWareVMPortManager	1113	ACT	WAR	An attempt to log into this mailbox failed. While this event can indicate an unauthorized user, it most often results from a forgotten (or mistyped) password.
shoreWareVMPortManager	1114	ACT	WAR	The server was unable to locate the indicated message number. The hard disk drive or disk partition where the message directory \shoreline data\vms resides is unavailable or someone intentionally removed the message file from the system. Verify that the

shoreWareVMPortManager	1115	ACT	WAR	The server was unable to locate the indicated message number. The hard disk drive or disk partition where the message directory \shoreline data\vms resides is unavailable or someone intentionally removed the message file from the system. Verify that the
shoreWareVMPortManager	1116	ACT	WAR	The server was unable to locate the indicated message number. The hard disk drive or disk partition where the message directory \shoreline data\vms resides is unavailable or someone intentionally removed the message file from the system. Verify that the
shoreWareVMPortManager	1119	ACT	MAJ	Sending of voice messages failed. Restart mail server.
shoreWareVMPortManager	1121	ACT	MIN	The voice mail system has been unable to send a message to some servers for more than 90 minutes 14.2
shoreWareVMPortManager	1122	ACT	WAR	see alarm for details
shoreWareWorkGroupSvrII	1600	ACT	WAR	WorkgroupServer Started
shoreWareWorkGroupSvrII	1604	ACT	WAR	WorkgroupServer Stopping. No action if server was stopped intentionally. Otherwise, review the WG*.log and SC*.log to identify reason for stoppage.

Appendix A: SNMP Notification Message

Once the trap message has been received by the manager application, several variables included in the message will define the alarm data required by your application to generate an event.

```
NOTIFICATION received 8/17/2012 10:13:36 AM


        SNMP Version: Two

      Agent Address: 192.168.2.70:161

   Notification OID: 1.3.6.1.4.1.37137.2.70.1.2.1

   Notification Name: alarmtraqShoreTelTrap


1.3.6.1.4.1.37137.2.70.1.1.60.0 [shoreTelSystemName] WIN-QTP44NVI1DD

1.3.6.1.4.1.37137.2.70.1.1.61.0 [shoreTelLogType] MSWinEventLog

1.3.6.1.4.1.37137.2.70.1.1.62.0 [shoreTelAlertLevel] 2

1.3.6.1.4.1.37137.2.70.1.1.63.0 [shoreTelLogName] Application

1.3.6.1.4.1.37137.2.70.1.1.64.0 [shoreTelEventCount] 0

1.3.6.1.4.1.37137.2.70.1.1.65.0 [shoreTelEventDateTime] 8/17/2012 10:13:24 AM

1.3.6.1.4.1.37137.2.70.1.1.66.0 [shoreTelEventID] 233

1.3.6.1.4.1.37137.2.70.1.1.67.0 [shoreTelEventSource] ShoreWare

1.3.6.1.4.1.37137.2.70.1.1.68.0 [shoreTelEventUserName] Unknown User

1.3.6.1.4.1.37137.2.70.1.1.69.0 [shoreTelEventUserType] N/A

1.3.6.1.4.1.37137.2.70.1.1.70.0 [shoreTelEventLogType] Warning

1.3.6.1.4.1.37137.2.70.1.1.71.0 [shoreTelEventComputerName] WIN-QTP44NVI1DD

1.3.6.1.4.1.37137.2.70.1.1.72.0 [shoreTelEventCategoryString] TMS

1.3.6.1.4.1.37137.2.70.1.1.73.0 [shoreTelEventDataString]

1.3.6.1.4.1.37137.2.70.1.1.74.0 [shoreTelEventExpandedString] TMS has disconnected from
switch "WLFRCT00 HQ SG30" (192.168.2.73).  This may be as a result of a network outage,
administrative action, or unexpected switch behavior.

1.3.6.1.4.1.37137.2.70.1.1.76.0 [shoreTelEventOriginatingIP] 192.168.2.70
```

```
1.3.6.1.4.1.37137.2.70.1.1.78.0 [shoreTelProxyProductID] 9123123123
```

Appendix B: SNMP MIB File

The destination SNMP Manager will need to compile the *ShoreTelSplash.mib* SNMP MIB file in order to translate the incoming trap messages and variables.

```
SHORETELSPLASH-MIB DEFINITIONS ::= BEGIN


IMPORTS

MODULE-IDENTITY, OBJECT-TYPE, NOTIFICATION-TYPE, enterprises FROM SNMPv2-SMI;


sysUpTime, snmpTrapOID

FROM SNMPv2-MIB


DisplayString,  TEXTUAL-CONVENTION

FROM SNMPv2-TC;


alarmtraq OBJECT IDENTIFIER ::= { enterprises 37137 }

alarmtraqMibs     OBJECT IDENTIFIER ::= { alarmtraq 2 }

alarmtraqServices  OBJECT IDENTIFIER ::= { alarmtraqMibs 70 }



alarmtraqsnmp MODULE-IDENTITY

  LAST-UPDATED "0105010000Z"

  ORGANIZATION "Reilly Telecom, Inc."

  CONTACT-INFO "Postal: Reilly Telecom, Inc.

      465 Washington Ave

      North Haven, CT 06473

      USA


      Tel: +1 203 234 9115

      E-mail: support@alarmtraq.com
```

```
          WWW: http://www.alarmtraq.com"

   DESCRIPTION "This SNMP MIB module (Specification) embodies REILLY TELECOM INC's
proprietary

   intellectual property. REILLY TELECOM INC retains all title and ownership in the

   Specification, including any revisions.


   REILLY TELECOM INC grants all interested parties a non-exclusive license to use

   and distribute an unmodified copy of this Specification in connection with management

   of REILLY TELECOM INC's products, and without fee, provided this copyright notice

   and license appear on all copies. "


   REVISION        "200910291200Z"

   DESCRIPTION     "Fixed some trap OIDs: 37137.2.70.1.12 added"


   REVISION        "201206151200Z"

   DESCRIPTION     "Added support for ShoreTel products via Snare."


   ::= { alarmtraqServices 1 }




alarmtraqsnmpObjects OBJECT IDENTIFIER ::= { alarmtraqsnmp 1 }

alarmtraqsnmpNotifications OBJECT IDENTIFIER ::= { alarmtraqsnmp 2 }


-- The alarmtraqsnmpObjects Group


alarmtraqSiteName OBJECT-TYPE

   SYNTAX DisplayString (SIZE(1..255))

   ACCESS accessible-for-notify

   STATUS current
```

```
  DESCRIPTION "The Site Name Reporting Message which will be placed into the SNMP
notification with a trap."

  ::= { alarmtraqsnmpObjects 1 }


alarmtraqProductID OBJECT-TYPE

  SYNTAX DisplayString (SIZE(1..10))

  ACCESS accessible-for-notify

  STATUS current

  DESCRIPTION "The Product ID of the site reporting the alarm."

  ::= { alarmtraqsnmpObjects 2 }


alarmtraqOrigIPAddress OBJECT-TYPE

  SYNTAX DisplayString (SIZE(1..32))

  ACCESS accessible-for-notify

  STATUS current

  DESCRIPTION "The IP Address of the device originally reporting the alarm."

  ::= { alarmtraqsnmpObjects 3 }


alarmtraqSiteAccountNumber OBJECT-TYPE

  SYNTAX DisplayString (SIZE(1..32))

  ACCESS accessible-for-notify

  STATUS current

  DESCRIPTION "The Account Number assigned to the site."

  ::= { alarmtraqsnmpObjects 4 }


alarmtraqSiteSystemType OBJECT-TYPE

  SYNTAX DisplayString (SIZE(1..255))

  ACCESS accessible-for-notify

  STATUS current

  DESCRIPTION "The System type field for this site."
```

```
  ::= { alarmtraqsnmpObjects 5 }


alarmtraqSiteNotes OBJECT-TYPE

  SYNTAX DisplayString (SIZE(1..255))

  ACCESS accessible-for-notify

  STATUS current

  DESCRIPTION "The Notes field for this site."

  ::= { alarmtraqsnmpObjects 6 }


alarmtraqAlarmDescription OBJECT-TYPE

  SYNTAX DisplayString (SIZE(1..255))

  ACCESS accessible-for-notify

  STATUS current

  DESCRIPTION "The specific alarm description in the AlarmTraq MO database."

  ::= { alarmtraqsnmpObjects 7 }


alarmtraqSiteGUID OBJECT-TYPE

  SYNTAX DisplayString (SIZE(1..255))

  ACCESS accessible-for-notify

  STATUS current

  DESCRIPTION "The Unique Identifier(GUID) for this site."

  ::= { alarmtraqsnmpObjects 8 }


alarmtraqSiteAssetID OBJECT-TYPE

  SYNTAX DisplayString (SIZE(1..255))

  ACCESS accessible-for-notify

  STATUS current

  DESCRIPTION "The Asset ID for this site."

  ::= { alarmtraqsnmpObjects 9 }
```

```
alarmtraqAlarmID OBJECT-TYPE

  SYNTAX DisplayString (SIZE(1..255))

  ACCESS accessible-for-notify

  STATUS current

  DESCRIPTION "The AlarmTraq AlarmId assigned to this trap."

  ::= { alarmtraqsnmpObjects 10 }


alarmtraqSiteContactName OBJECT-TYPE

  SYNTAX DisplayString (SIZE(1..50))

  ACCESS accessible-for-notify

  STATUS current

  DESCRIPTION "The ContactName field for this site."

  ::= { alarmtraqsnmpObjects 11 }


alarmtraqSiteContactPhone OBJECT-TYPE

  SYNTAX DisplayString (SIZE(1..50))

  ACCESS accessible-for-notify

  STATUS current

  DESCRIPTION "The ContactPhone field for this site."

  ::= { alarmtraqsnmpObjects 12 }


alarmtraqSiteContactAddress1 OBJECT-TYPE

  SYNTAX DisplayString (SIZE(1..50))

  ACCESS accessible-for-notify

  STATUS current

  DESCRIPTION "The ContactAddress1 field for this site."

  ::= { alarmtraqsnmpObjects 13 }
```

```
alarmtraqSiteContactAddress2 OBJECT-TYPE

  SYNTAX DisplayString (SIZE(1..50))

  ACCESS accessible-for-notify

  STATUS current

  DESCRIPTION "The ContactAddress2 field for this site."

  ::= { alarmtraqsnmpObjects 14 }


alarmtraqSiteContactCity OBJECT-TYPE

  SYNTAX DisplayString (SIZE(1..50))

  ACCESS accessible-for-notify

  STATUS current

  DESCRIPTION "The ContactCity field for this site."

  ::= { alarmtraqsnmpObjects 15 }


alarmtraqSiteContactState OBJECT-TYPE

  SYNTAX DisplayString (SIZE(1..50))

  ACCESS accessible-for-notify

  STATUS current

  DESCRIPTION "The ContactState field for this site."

  ::= { alarmtraqsnmpObjects 16 }


alarmtraqSitePostalCode OBJECT-TYPE

  SYNTAX DisplayString (SIZE(1..50))

  ACCESS accessible-for-notify

  STATUS current

  DESCRIPTION "The Postal Code field for this site."

  ::= { alarmtraqsnmpObjects 17 }


alarmtraqAlarmRaw OBJECT-TYPE
```

```
   SYNTAX DisplayString (SIZE(1..255))

   ACCESS accessible-for-notify

   STATUS current

   DESCRIPTION "The RAW alarm data stored in the database."

   ::= { alarmtraqsnmpObjects 31 }



alarmtraqAlarmCode OBJECT-TYPE

   SYNTAX DisplayString (SIZE(1..50))

   ACCESS accessible-for-notify

   STATUS current

   DESCRIPTION "The alarm code for this alarm."

   ::= { alarmtraqsnmpObjects 32 }



alarmtraqAlarmType OBJECT-TYPE

   SYNTAX DisplayString (SIZE(1..50))

   ACCESS accessible-for-notify

   STATUS current

   DESCRIPTION "The alarm type for this alarm."

   ::= { alarmtraqsnmpObjects 33 }



alarmtraqAlarmSeverity OBJECT-TYPE

   SYNTAX INTEGER {indeterminate(0),

                   critical(1),

                   major(2),

                   minor(3),

                   warning(4),

                   info(5)}

   ACCESS accessible-for-notify

   STATUS current
```

```
    DESCRIPTION "The alarm severity for this alarm."

  ::= { alarmtraqsnmpObjects 34 }



alarmtraqAlarmOrigIP OBJECT-TYPE

  SYNTAX DisplayString (SIZE(1..50))

  ACCESS accessible-for-notify

  STATUS current

  DESCRIPTION "The IP Address of the device where this alarm originated."

  ::= { alarmtraqsnmpObjects 35 }



alarmtraqAlarmOrigTelephone OBJECT-TYPE

  SYNTAX DisplayString (SIZE(1..50))

  ACCESS accessible-for-notify

  STATUS current

  DESCRIPTION "The caller-id received for this alarm."

  ::= { alarmtraqsnmpObjects 36 }



alarmtraqAlarmOrigPort OBJECT-TYPE

  SYNTAX DisplayString (SIZE(1..50))

  ACCESS accessible-for-notify

  STATUS current

  DESCRIPTION "The port this alarm was received."

  ::= { alarmtraqsnmpObjects 37 }



shoreTelSystemName OBJECT-TYPE

  SYNTAX DisplayString (SIZE(1..50))

  ACCESS accessible-for-notify

  STATUS current

  DESCRIPTION "The system name as reported by Snare var(0)."
```

```
  ::= { alarmtraqsnmpObjects 60 }


shoreTelLogType OBJECT-TYPE

  SYNTAX DisplayString (SIZE(1..50))

  ACCESS accessible-for-notify

  STATUS current

  DESCRIPTION "The log type as reported by Snare var(1) This will always be
'MSWinEventLog'."

  ::= { alarmtraqsnmpObjects 61 }


shoreTelAlertLevel OBJECT-TYPE

  SYNTAX DisplayString (SIZE(1..50))

  ACCESS accessible-for-notify

  STATUS current

  DESCRIPTION "The alert level as reported by Snare var(2)."

  ::= { alarmtraqsnmpObjects 62 }


shoreTelLogName OBJECT-TYPE

  SYNTAX DisplayString (SIZE(1..50))

  ACCESS accessible-for-notify

  STATUS current

  DESCRIPTION "The log name as reported by Snare var(3).This will always be
'Application'."

  ::= { alarmtraqsnmpObjects 63 }


shoreTelEventCount OBJECT-TYPE

  SYNTAX DisplayString (SIZE(1..50))

  ACCESS accessible-for-notify

  STATUS current

  DESCRIPTION "Based on the internal Snare var(4) event counter. Rotates at 'MAXDWORD'."
```

```
  ::= { alarmtraqsnmpObjects 64 }


shoreTelEventDateTime OBJECT-TYPE

  SYNTAX DisplayString (SIZE(1..50))

  ACCESS accessible-for-notify

  STATUS current

  DESCRIPTION "This is the date time stamp of the event record by Snare var(5)."

  ::= { alarmtraqsnmpObjects 65 }


shoreTelEventID OBJECT-TYPE

  SYNTAX DisplayString (SIZE(1..50))

  ACCESS accessible-for-notify

  STATUS current

  DESCRIPTION "This is the Windows Event ID as reported by Snare var(6)."

  ::= { alarmtraqsnmpObjects 66 }


shoreTelEventSource OBJECT-TYPE

  SYNTAX DisplayString (SIZE(1..50))

  ACCESS accessible-for-notify

  STATUS current

  DESCRIPTION "This is the Windows Event Log from which the event record was derived as
reported by Snare var(7)."

  ::= { alarmtraqsnmpObjects 67 }


shoreTelEventUserName OBJECT-TYPE

  SYNTAX DisplayString (SIZE(1..50))

  ACCESS accessible-for-notify

  STATUS current

  DESCRIPTION "This is the Window's user name as reported by Snare var(8)."

  ::= { alarmtraqsnmpObjects 68 }
```

```
shoreTelEventUserType OBJECT-TYPE

  SYNTAX DisplayString (SIZE(1..50))

  ACCESS accessible-for-notify

  STATUS current

  DESCRIPTION "This is the Window's user type as reported by Snare var(9)."

  ::= { alarmtraqsnmpObjects 69 }



shoreTelEventLogType OBJECT-TYPE

  SYNTAX DisplayString (SIZE(1..50))

  ACCESS accessible-for-notify

  STATUS current

  DESCRIPTION "The Event Log Type as reported by Snare var(10)."

  ::= { alarmtraqsnmpObjects 70 }



shoreTelEventComputerName OBJECT-TYPE

  SYNTAX DisplayString (SIZE(1..50))

  ACCESS accessible-for-notify

  STATUS current

  DESCRIPTION "This is the Windows computer name as reported by Snare var(11)."

  ::= { alarmtraqsnmpObjects 71 }



shoreTelEventCategoryString OBJECT-TYPE

  SYNTAX DisplayString (SIZE(1..50))

  ACCESS accessible-for-notify

  STATUS current

  DESCRIPTION "This is the category of audit event, as detailed by the Windows event
logging system as reported by Snare var(12)."

  ::= { alarmtraqsnmpObjects 72 }
```

```
shoreTelEventDataString OBJECT-TYPE

  SYNTAX DisplayString (SIZE(1..50))

  ACCESS accessible-for-notify

  STATUS current

  DESCRIPTION "This contains the data strings as reported by Snare var(13)."

  ::= { alarmtraqsnmpObjects 73 }



shoreTelEventExpandedString OBJECT-TYPE

  SYNTAX DisplayString (SIZE(1..1024))

  ACCESS accessible-for-notify

  STATUS current

  DESCRIPTION "This contains the expanded data strings as reported by Snare var(14)."

  ::= { alarmtraqsnmpObjects 74 }



shoreTelMD5Checksum OBJECT-TYPE

  SYNTAX DisplayString (SIZE(1..50))

  ACCESS accessible-for-notify

  STATUS current

  DESCRIPTION "The md5 checksum (optional) of the event as reported by Snare var(15)."

  ::= { alarmtraqsnmpObjects 75 }



shoreTelEventOriginatingIP OBJECT-TYPE

  SYNTAX DisplayString (SIZE(1..50))

  ACCESS accessible-for-notify

  STATUS current

  DESCRIPTION "The IP Address of Snare."

  ::= { alarmtraqsnmpObjects 76 }



shoreTelEventProductID OBJECT-TYPE
```

```
  SYNTAX DisplayString (SIZE(1..50))

  ACCESS accessible-for-notify

  STATUS current

  DESCRIPTION "The Product ID assigned by the Aurora gateway for this device."

  ::= { alarmtraqsnmpObjects 77 }



shoreTelProxyProductID OBJECT-TYPE

  SYNTAX DisplayString (SIZE(1..50))

  ACCESS accessible-for-notify

  STATUS current

  DESCRIPTION "The Product ID assigned by the Aurora Proxy Service for this device."

  ::= { alarmtraqsnmpObjects 78 }



-- The alarmtraqsnmpNotifications Group



alarmtraqShoreTelTrap NOTIFICATION-TYPE

        OBJECTS { shoreTelSystemName, shoreTelLogType, shoreTelAlertLevel,
shoreTelLogName, shoreTelEventCount,

                  shoreTelEventDateTime, shoreTelEventID, shoreTelEventSource,
shoreTelEventUserName,

              shoreTelEventUserType, shoreTelEventLogType, shoreTelEventComputerName,
shoreTelEventCategoryString,

                  shoreTelEventDataString, shoreTelEventExpandedString,
shoreTelEventOriginatingIP

                }

        STATUS current

        DESCRIPTION "This trap is sent by AURORA after an equipment alarm is detected in
the Windows Event Log."

        ::= { alarmtraqsnmpNotifications 1 }



END
```

Index

No index entries found.