

# **GENESYS**<sup>®</sup>

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# Genesys Intelligent Automation Reference Guide

**SNMP** Traps

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# SNMP Traps

This page gives an introduction to SNMP traps and lists the traps that are currently available within Genesys Intelligent Automation.

#### Important

Intelligent Automation supports Simple Network Management Protocol (SNMP) v2c.

## What are SNMP Traps?

SNMP Traps are a way of allowing systems (SNMP agents) to send asynchronous notifications to SNMP managers. These notifications are conditions that the SNMP managers should be aware of and allow operational departments within an organisation to react accordingly. Genesys Intelligent Automation uses the SNMP Traps protocol to send important notifications to SNMP managers.

The notifications that we send can be grouped under three categories:

- Server stop/start/heartbeat alarms
- · Licensing alarms
- · General/call-flow error alarms

A list of all traps being sent by Genesys Intelligent Automation is detailed later in this page. The traps that Genesys Intelligent Automation can generate are defined by an MIB file.

#### What are MIBs?

SNMP itself does not define which information a managed system should offer. Rather, SNMP uses an extensible design, where the available information is defined by management information bases (MIBs). MIBs describe the structure of the traps and use a hierarchical namespace containing object identifiers (OID). Each OID identifies a variable that can be read or set via SNMP.

Genesys Intelligent Automation traps are defined in the Genesys Intelligent Automation Management Information Bases (MIBs), which are available as part of the Genesys Intelligent Automation release.

#### Reacting to Genesys Intelligent Automation Traps

There is no specific way to respond to the notifications. The actions to be taken depend on each

customer's own processes, available resources, and capabilities. Therefore, we cannot predict in advance all possible combinations of alarm details, especially for the third category, as these depend heavily on the environment, call-flows, and third-party integration such as web services.

We recommend that if there are any errors that you are aware of that are likely to happen (for example, a web service call might time out), then it is worth simulating that in advance so that the Ops team can recognize that particular pattern.

## Configuring Genesys Intelligent Automation to Send Traps

Traps can be configured through the Administration tab in the Genesys Intelligent Automation Control Centre. The following variables can be configured in the Default Server Settings tab:

- Enable Traps by setting **SNMP.Traps.Enabled** to true.
- Enable Server Heartbeat by setting **SNMP.Traps.ServerHeartbeat.Enabled** to true.
- Set the Server Heartbeat frequency using the **SNMP.Traps.ServerHeartbeat.FrequencySeconds** field.
- Provide the Manager host name in SNMP.Traps.ManagerHostName.

| SNMP. Traps. Community                           | public                                | 10110-0  |
|--|---------------------------------------|----------|
| SNMP. Traps. Enabled                             | tue                                   | 10110-0  |
| SAMP.Traps.ManagerHostname                       | bfs-asantiag-it us int genesystab.com | 12110-0  |
| SAMP.Traps.ManagerPort                           | 162                                   | 10110-0  |
| SAMP.Traps.MacGendErrorsTol.og                   | 10                                    | 10110-0  |
| SNMP.Tups.NumPatries                             | 2                                     | 1877-014 |
| SNMP. Traps. Server Heartbeat. Enabled           | taise                                 | 10110-0  |
| SNMP. Traps. Server Heartbeat. Prequency Seconds | 5                                     | 10110-0  |
| SMMP.Traps.TimeoutMillia                         | 3000                                  | 10110-0  |

SNMP Traps and the configuration settings within Genesys Intelligent Automation are covered in detail during the Genesys Intelligent Automation Systems Administration training course.

#### View Traps

The Traps will start to regularly appear in your SNMP manager.

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| NMP MEN               |                              |         | Result Table Trap Roceiver -          |           |  |              |
| MB Tree               |                              |         | Operations Tools Database             |           |  |              |
|                       |                              |         | 0 0 1 3 4                             |           |  |              |
|                       |                              |         | Description                           | Source    | Time                                     | Severity     |
|                       |                              |         | trap001: .1.3.6.1.4.1.41282.1.1.1.1.4 | 30.84.4.2 | 2014-05-16 16:33:19                      |              |
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|                       |                              |         | trap08: 1341414128211114              | 10.84.4.2 | 2014-05-16 10:33:18                      |              |
|                       |                              |         | Naj001 1341414128211114               | 10.84.4.2 | 2014-05-16 16:33:16                      |              |
|                       |                              |         | trap00: 3.3.4.1.41282.1.3.1.1.4       | 10.84.4.2 | 2014-05-14 14:32:14                      |              |
| ana<br>D<br>Ga<br>Max |                              |         |                                       |           |  |              |

## Limitations of SNMP Traps

As traps are sent in an asynchronous mode through UDP from Genesys Intelligent Automation to the configured SNMP manager, there is some uncertainty over delivery of the traps. Therefore, Genesys Intelligent Automation cannot assume that the traps are delivered and the destination cannot assume that all the traps are received.

# Types of Traps

#### Reactive Traps

These traps are sent when there is some condition in Genesys Intelligent Automation that requires administrative attention. For example, if your Genesys Intelligent Automation license expires or if there is an error in a script block.

#### Server Traps

These traps are sent when the Tomcat Server is started or shutdown.

#### Genesys Intelligent Automation Server Heartbeat

Genesys Intelligent Automation Server Heartbeat can be used to monitor the status of the Server. The traps are sent at regular intervals that can be defined in the Genesys Intelligent Automation Default Server Settings. For example, if the Server is alive message is not received, it could indicate that the Server is down.

The following image shows an example of licenses that exceeded alerts:

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# Genesys Intelligent Automation Traps and Descriptions

| Trap OID             | Trap Name                      | Severity | Description   | <b>User Action</b>  |
|----------------------|--------------------------------|----------|---|---|
| .1.3.6.1.4.1.41282.1 | .1s&r¥&-status-UP              | Minor    | A Genesys<br>Intelligent<br>Automation server<br>was started. This<br>cancels a <b>server-</b><br><b>status-DOWN</b><br>trap that was fired<br>from the same<br>fish-server-ID.   | No action needed.   |
| .1.3.6.1.4.1.41282.1 | ₁serγeı-status-<br>1DOWN       | Critical | A Genesys<br>Intelligent<br>Automation server<br>was stopped. This<br>generally signals a<br>graceful or<br>planned stop but<br>there may be<br>other cases when<br>the process ends<br>unexpectedly and<br>does not have the<br>opportunity to<br>send an SNMP<br>notification. A<br><b>server-status-UP</b><br>trap with the same<br>fish-server-ID<br>should be sent<br>when this server<br>component is<br>started again. | The Genesys<br>Intelligent<br>Automation<br>service must be<br>restarted on that<br>specific server<br>after checking the<br>logs if it is not a<br>planned activity. |
| .1.3.6.1.4.1.41282.1 | .1serYer-status-<br>Teartbeat  | Minor    | A trap that is sent<br>periodically from<br>each Genesys<br>Intelligent<br>Automation server<br>to indicate that the<br>server process is<br>still running. The<br>scheduling for<br>these can be<br>adjusted from<br>within the Genesys<br>Intelligent<br>Automation GUI.<br>They can also be<br>disabled if desired   | No action needed<br>as this will be<br>switched off in the<br>platform.   |
| .1.3.6.1.4.1.41282.1 | -1callflow-block-<br>exception | Major    | An error occurred<br>while processing a<br>particular block as<br>part of a callflow.   | Check the specific<br>error in fish VUI<br>logs and take<br>action accordingly  |

| Trap OID             | Trap Name                           | Severity | Description  | User Action  |
|----------------------|-------------------------------------|----------|--|--|
|                      |                                     |          | This could have<br>been caused by a<br>malformed script,<br>an uninitialized<br>variable, an<br>instruction in a<br>script to log an<br>error, a failed web<br>service call from<br>within the block, or<br>any other kind of<br>general error that<br>might occur within<br>a callflow block. | in the call flow<br>level.   |
| .1.3.6.1.4.1.41282.1 | ျiçeာ္သed-voice-<br>ports-exceeded  | Major    | The system<br>attempted to<br>check out a license<br>for a new voice<br>call when there<br>were no available<br>licenses<br>remaining.   | Check the SS fish/<br>LMAdmin logs and<br>identify host from<br>which the voice<br>ports license issue<br>is reported and<br>then contact SS<br>with details for<br>support/guidance.  |
| .1.3.6.1.4.1.41282.1 | liçensed-product-<br>ports-exceeded | Major    | The system<br>attempted to<br>check out a license<br>for a new product-<br>based module<br>during a call when<br>there were no<br>available licenses<br>remaining.   | Check the SS fish/<br>LMAdmin logs and<br>identify host and<br>product from<br>which the licenses<br>issue is reported<br>and then contact<br>SS with details for<br>support/guidance. |
| .1.3.6.1.4.1.41282.1 | .lgenleital-error                   | Major    | An unexpected<br>error was reported.<br>This will generally<br>be sent as a major<br>error.  | Check the specific<br>error in fish logs<br>and take action<br>accordingly.  |