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# Workbench User's Guide

Alarm Console

# Alarm Console

The Workbench Alarm is a dedicated console that displays a real-time statistics summary of active alarms, as well as a real-time data-table of active and historic alarms.

The statistics summary displays Total, Critical, Major and Minor metrics for:

**All Source Active Alarms**, from Workbench and Genesys Engage

**Workbench Active Alarms**, from only Workbench

**Genesys Engage Active Alarms**, from only Genesys Engage

The real time data-table displays the below listed details of all alarms, be those active or closed. Every column is provided with a sorting/searching option based on its data type, which makes the alarm identification much easier.

- The different data information of an alarm is segregated as columns in the data-table.
  - **Generated** - The date and time of an alarm generation.
    - Note: Timestamps are stored in UTC and translated to local time based on the Users Browser Time-Zone
  - **Status** - Indicates if the alarm event status is Active/Closed.
  - **Severity** - Denotes the severity of the alarm event. It can be Critical, Major or Minor.
  - **Alarm Message** - The message about the alarm event in text format.
  - **Host** - The name of the Host/Server associated to the alarm event.
  - **Application** - The name of the application associated to the alarm event.
  - **Data-Center** - The name of the Data-Center associated to the alarm (Workbench only not Engage) event.
  - **Sent to RAM Service** - The date and time by when the alarm event was sent to the Genesys Remote Alarm Monitoring (RAM) Service.
  - **Expiration** - The time (in seconds) by when the alarm event will automatically expire/clear.
  - **Cleared** - The date and time at when the alarm event was cleared.
  - **ID** - The internal ID of the alarm event.

The real time data-table is also equipped with the following buttons for easy sort, filter and export options.

- Show only Active Alarms - A filter to show only the active alarms available
- Clear Active Alarm: a DataTable row icon to Close/Clear a single Alarm
- Clear Active Alarm(s): a button to Close/Clear multiple/selected (max 200 at a time) active Alarm
- Export - Gives the option to export the data-table in either PDF or Excel format
- Column Visibility - Gives the option to show/hide the columns that you prefer.
- Normal/Full-Screen - To toggle between the normal and full screen mode.

## Alarm Console

- Column Reordering - Allows to move columns left or right within the data-table.
- Column Search/Filter - Filter data-table events based on Date & Time, drop-down filter or text searches
- Column Sort
  - 'Generated' and 'Sent to RAM Service'

An example Workbench **Alarm Console** shown below:

The screenshot displays the Workbench Alarm Console interface. At the top, there are three summary cards for active alarms:

- All Source Active Alarms:** Total 21, Critical 0, Major 5, Minor 16.
- Workbench Active Alarms:** Total 16, Critical 0, Major 0, Minor 16.
- PureEngage Active Alarms:** Total 5, Critical 0, Major 5, Minor 0.

Below these cards is a table of active alarms. The table has columns for Generated, Status, Severity, Alarm Message, Host, Application, and Data-Center. The table shows 14 rows of active alarms, all with a severity of Major. The first three rows are active, and the remaining 11 are closed.

Generated	Status	Severity	Alarm Message	Host	Application	Data-Center
Tue 13 Oct 2020 15:04:30	Active	Major	Check point 2020-10-13T19:34:30	cc-app-dev-demo-3	slp	
Tue 13 Oct 2020 15:04:24	Active	Major	Check point 2020-10-13T19:34:24	cc-app-dev-demo-3	urs	
Tue 13 Oct 2020 14:10:21	Active	Major	Host 'cc-app-dev-demo-1' inaccessible - LCA is not listening on port 4999	cc-app-dev-demo-4	scs	
Tue 13 Oct 2020 14:10:20	Active	Major	Connection to LCAServer 'cc-app-dev-demo-1' at host 'cc-app-dev-demo-1', port 4999 lost	cc-app-dev-demo-4	scs	
Tue 13 Oct 2020 14:10:20	Active	Major	Host 'cc-app-dev-demo-1' unavailable	cc-app-dev-demo-4	scs	
Tue 13 Oct 2020 14:04:30	Closed	Major	Check point 2020-10-13T18:34:30	cc-app-dev-demo-3	slp	
Tue 13 Oct 2020 14:04:24	Closed	Major	Check point 2020-10-13T18:34:24	cc-app-dev-demo-3	urs	
Tue 13 Oct 2020 13:04:30	Closed	Major	Check point 2020-10-13T17:34:29	cc-app-dev-demo-3	slp	
Tue 13 Oct 2020 13:04:24	Closed	Major	Check point 2020-10-13T17:34:24	cc-app-dev-demo-3	urs	
Tue 13 Oct 2020 12:04:30	Closed	Major	Check point 2020-10-13T16:34:29	cc-app-dev-demo-3	slp	
Tue 13 Oct 2020 12:04:24	Closed	Major	Check point 2020-10-13T16:34:24	cc-app-dev-demo-3	urs	

## Alarm Console and Workbench Data-Center Syncing

### Important

- Post a Workbench Data-Center sync, **only Active Alarms** will be synced; Engage Alarms are not synced because each Workbench Data-Center IO component has its own integration to the Engage Solution Control Server (SCS) component and therefore syncing is not required.

## Alarm Console Counters

### Important

- If/when bulk Alarms are cleared via GA/GAX/SCI there may be a slight delay in the Workbench Alarm Counter updates