Workbench User's Guide

Supported Alarms

5/2/2025

Supported Alarms

This table shows the types of alarms supported specifically for the Workbench Remote Alarm Monitoring Service from Genesys.

More alarms may display within Workbench, but only the alarm types listed below will be forwarded to Genesys as part of the Remote Alarm Monitoring Service.

Alarm Name	Alarm Level	Alarm Description
Not Enough Disk Space	Critical	An application detects low disk space
Licensing violation is identified, the violation type [type]	Critical	Licensing violation is identified, the violation type [type]
Cannot connect to server	Major	Reports that the application cannot connect to the server
Cannot open port	Major	Cannot open port [port number] for listening, reason [reason]
Client / Server incompatibility	Major	Client version [number-1] is incompatible with server version [number-2]
Application terminated due to internal condition	Major	Application terminated due to internal condition
Host [host name] inaccessible. LCA is not listening on port [port number]	Major	Host [host name] inaccessible. LCA is not listening on port [port number]
Host [host name] unavailable	Major	A host where Genesys daemon applications are running is unavailable (turned off)
Host [host name] unreachable	Major	The Management Layer cannot reach the host where Genesys daemon applications are running (no route to the host)
All [total licenses] licenses are in use already, registration rejected	Major	All [total licenses] licenses are in use already, registration rejected
Error reading backup file '[name]': '[errtext]'	Major	Error reading backup file '[name]': '[errtext]'
Backup file '[name]' is corrupt	Major	Backup file '[name]' is corrupt
Failed to store statistics ([definition]) into backup file '[name]' (error: '[errtext]')	Major	Failed to store statistics ([definition]) into backup file '[name]' (error: '[errtext]')
Configuration Server Error: [error]	Major	Configuration Server Error: [error]
CTI Link disconnected	Major	Failure of connection between any T-Server and its switch