



DPMS6000/ DS2000 Alarm Surveillance

Overview

Alarms provide indications of notable system events, which may or may not require user action to facilitate normal operation of the Telegence DPMS6000 or DS2000.

Alarm Severity

Four (4) severity designations are assigned to alarms: Critical, Major, Minor and Informational. Below is a description of each severity designation:

Critical	A condition that prevents the system from operating normally, likely causes data loss and requires immediate action to restore normal operation and prevent additional data loss.
Major	A condition that causes the system to operate in diminished capacity, may cause data loss and may require immediate action to prevent additional data loss.
Minor	A condition that may require user action to prevent further failures.
Informational	Notable condition that does not indicate any fault or need for user action.

SNMP Traps

Any alarm generated by the system can be assigned to generate any of the Telegence MIB defined SNMP traps.

Audible Alarms

The DS2000 is optionally equipped with alarm relays that directly interface to the Central Office MAT blocks via dry contacts. Upon receipt of a Critical, Major or Minor alarm condition within the DS2000 collector, the corresponding relay contact will be activated at the CO. Alarms may be remotely reset via the DS2000 GUI application.

E-mail Alarms

An important feature of the DS2000 or DPMS6000 is its ability to automatically generate e-mail messages for each alarm reported by the system. The administrator can easily assign recipients to the e-mail alarms. Recipients may be individually appointed by alarm severity (e.g., administrator with Critical alarms, technician with Minor alarms). The familiar e-mail interface provides network visibility to everyone without the need for specialized training.

Email alarm samples:

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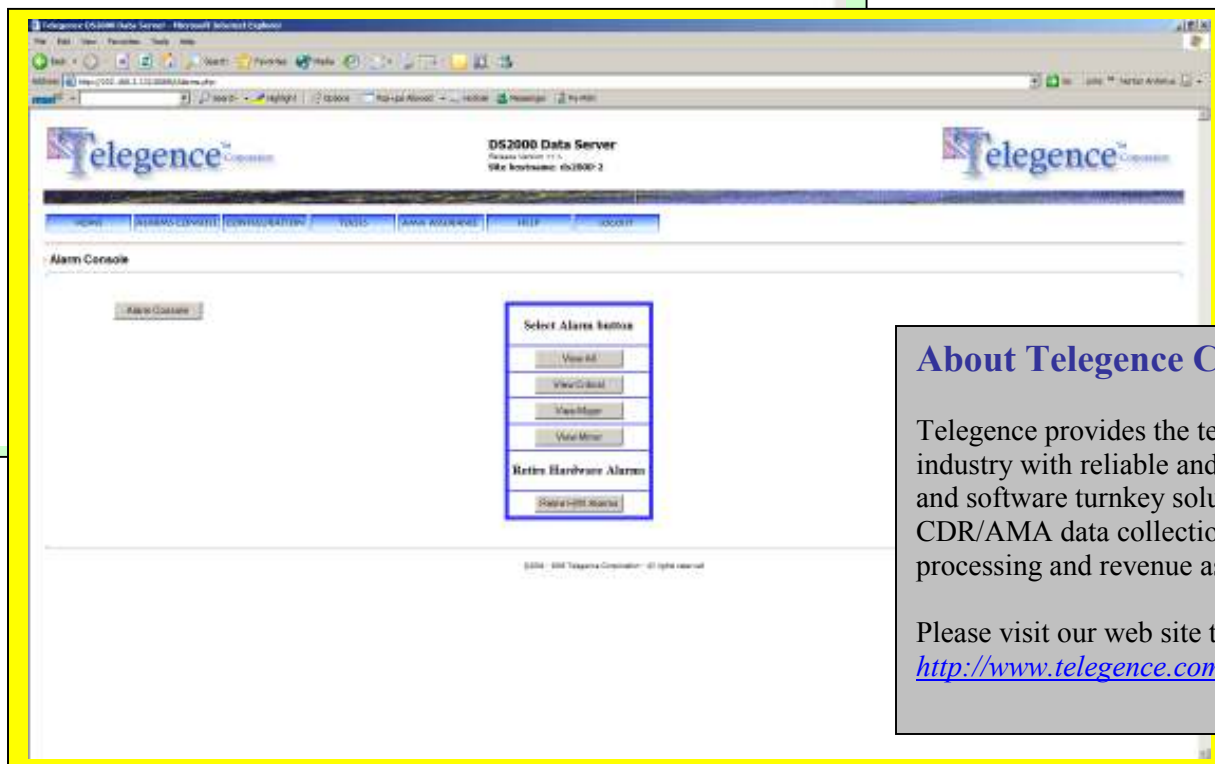
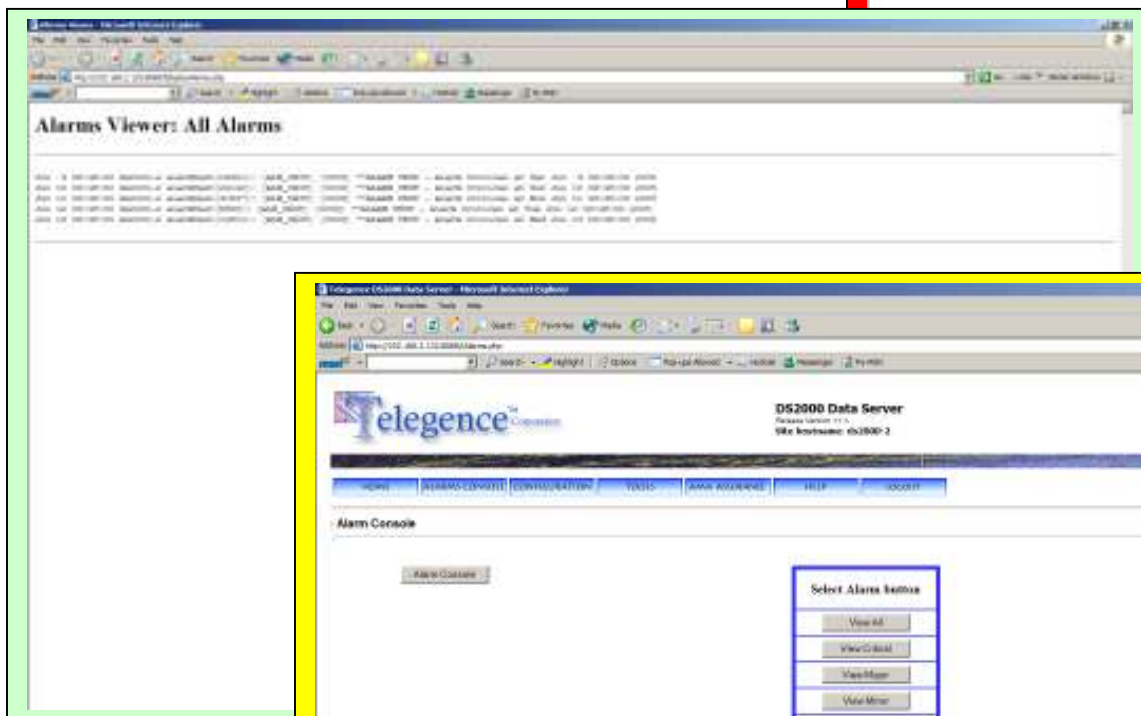
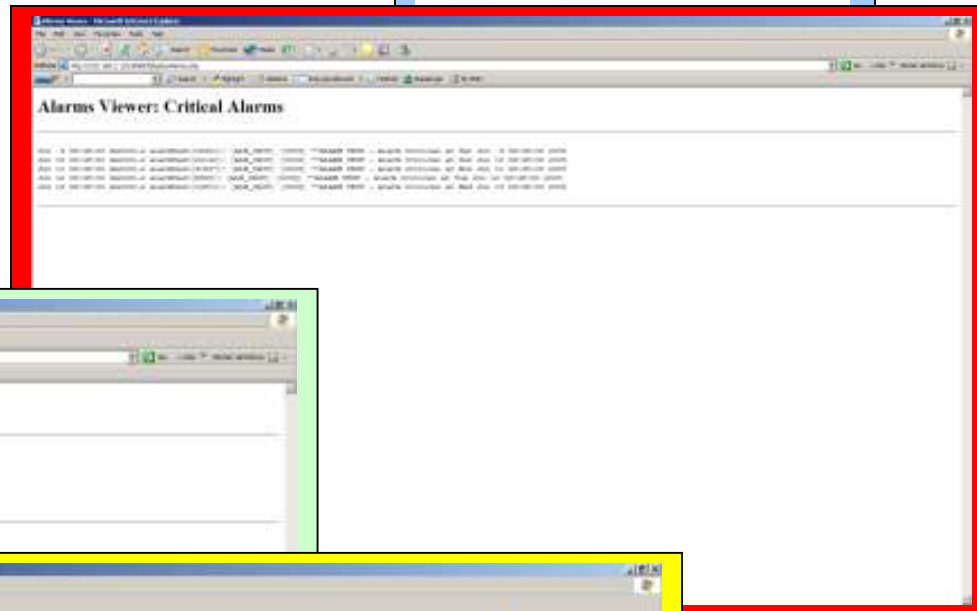
Jul 11 14:32:27 ds2000 network_input[1365]: [ALM_CRIT] No data from
Source 10.25.70.15 in over 215.0 minutes
Jul 12 12:09:52 ds2000-sfld ama[10297]: [ALM_MINOR] TPM-LRC: No entry
in TPM for Terminating Number NPA-NXX: 527498 in file:
/opt/telegence/data/input/complete/U050712090014AMA ORIG: .LAN .CA.
TERM: . . . RSN: 7769297 date-time: 50712 1118573 CC: 720
BTN: 5173949036 AMArecord:
40625c720c036c0000322c036c0000322c50712c00000c000000c0c0c0c000c51
7c3949036c0c00517c4880002c1118573c000000076c00009c50712c1118569c00
0000079c010c30218c0c8c2c042c7769297c720c001c05178820000cffffffffffff
ffffffff3090000c104c102180001c000c
Jul 18 07:39:10 ds2000 ama[26216]: [ALM_MAJOR] File Sequence Number
Error: previous:891 current:893 for input file:
/opt/telegence/data/input/complete/U050718073997AMA
Jul 18 07:39:10 ds2000 ama[26216]: [ALM_MAJOR] Record Sequence Number
Error: previous:0152995 current:0157843 for input file:
/opt/telegence/data/input/complete/U050718073997AMA

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WEB Interface Alarm Console

Both the DS2000 and DPMS6000's Web interfaces feature access to an Alarm Console. This Alarm Console allows the end user to view events and all alarms - critical, major and minor. The alarms are then intuitively displayed for proper analysis and processing.



About Telegence Corporation

Telegence provides the telecommunications industry with reliable and proven hardware and software turnkey solutions for CDR/AMA data collection, mediation, processing and revenue assurance.

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