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Framework Management Layer User's Guide

SNMP Traps

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SNMP Traps

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There are two types of SNMP trap messages you can receive from Genesys applications:

- Application-generated—SNMP traps that only those server applications listed [here](#) and built with the management library can generate.
- Alarm-related—SNMP traps that SCS generates on behalf of any Genesys server it monitors.

This section describes both types of SNMP traps, and lists the application types for server applications as they are displayed in SNMP traps.

Application-Generated SNMP Traps

Application-generated SNMP traps are generated only by those server applications that are listed [here](#) and that are built with the management library.

Application-Generated SNMP Traps

Trap	Variable Name	String Format and Valid Values	Description
gsServerUpTrap	gsServersLastTrap	String format: <server name>:server is UP	Reports that a server was down but is running again. The <server name> in the message is the server's application name in the Configuration Database. For example: tserver_1:server is UP
gsServerDownTrap	gsServersLastTrap	String format: <server name>:server is DOWN	Reports that a server has gone down. The <server name> in the message is the server's application name in the Configuration Database. For example: tserver_1:server is DOWN
gsAlarm	gsServersLastAlarm	String format: <server name>:0:<alarm code>:<alarm message>	Reports that a server has encountered an alarm situation. A server itself generates this trap. Do not confuse with gSmlSCserverAlarm which is generated by Solution Control Server based on log events it receives from other servers.
tsLinkStatusTrap	tsLastChangedLinkStatus	String format: server <server name>	Reports that T-Server link status has been

		(<server number>) - link <link name> status changed - <0,1> (<DOWN,UP>)	changed.
gsPollingSignal	gsPollingLastTrap	String format: <server name>:<value> Valid Value: Any positive integer	Sent in response to a polling signal from the server. If the polling ID status is set to ON (see gsPollingTable), the server's polling ID increases by a set amount every time the server sends the polling signal. The server then sends the new value to SCS. The new value becomes the value inside of the variable gpPollingLastTrap, which SCS sends to NMS as the trap gpPollingSignal. The server name in the message is the server's application name in the Configuration Database. For example: tserver_1:122 This message means that the last SNMP polling signal, which the T-Server application named tserver_1 sent to the SCS, was number 122.

Alarm-Related SNMP Traps

Alarm-related SNMP traps are SNMP traps that SCS generates on behalf of any Genesys server it monitors.

Application-Generated SNMP Traps

Trap	Variable Name	String Format and Valid Values	Description
gsMLAlarm	gsAlarmId	integer	The unique identifier of the Alarm Condition name as configured in the Configuration Database.
	gsAlarmLogText	string	The text of the log event that triggered this alarm.
	gsAlarmMessageIds	string	The unique identifier of the log event that

			triggered or removed this alarm.
	gsAlarmApplicationName	string	The name of the application that reported this alarm as specified in the Configuration Database.
	gsAlarmApplicationType	string	The type of application that reported this alarm as specified in the Configuration Database.
	gsAlarmAppHostName	string	The host name of the application that reported this alarm.
	gsAlarmCategory	string	The alarm category as specified in the Configuration Database: Critical, Major, or Minor.
	gsAlarmGUID	string	The unique identifier of the Alarm Clearance Trap with Alarm Creation Trap.

Application Types in SNMP Traps

The following tables lists application types for server applications—their database IDs and abbreviations—as they are displayed in alarm-related SNMP traps. The table also presents the application type names as displayed by the Configuration Layer.

Application Type Representations

Type ID	Type Abbreviation	Type Name
01	TServer	T-Server
01	N/A	Programmable Gateway Framework
02	StatServer	Stat Server
03	BillingServer	Billing Server
06	VoiceTreatmentServer	Voice Treatment Server
08	DBServer	Database Access Point
09	CallConcentrator	Call Concentrator
10	SDialer	CPD Server
11	ListManager	List Manager
12	OSServer	Outbound Contact Server
15	RouterServer	Universal Routing Server
21	ConfigurationServer	Configuration Server

23	ThirdPartyServer	Third Party Server
26	DARTServer	Obsolete
28	CustomServer	Custom Server
29	ExternalRouter	External Router
31	VirtualRP	Virtual Routing Point
32	Database	Obsolete
33	NetVector	Web Option
34	DetailBiller	Detail Biller
35	SummaryBiller	Summary Biller
36	NACD	Network Overflow Manager
37	BackUpControlClient	Backup Control Client
38	InfomartStatCollector	CC Analyzer Data Sourcer
40	IVRInterfaceServer	IVR Interface Server
41	IServer	I-Server
42	MessageServer	Message Server
43	SCS	Solution Control Server
45	SNMPAgent	SNMP Agent
46	RealDBServer	DB Server
48	WFMDDataAggregator	WFM Data Aggregator
50	WFMScheduleServer	WFM Schedule Server
52	ETLProxy	ETL Proxy
54	GVCServer	GVP-Voice Communication Server
55	VSSSystem	VSS System
58	CCAnalyzerDataMart	CC Analyzer Data Mart
59	ChatServer	Chat Server
60	CallbackServer	Callback Server
61	CoBrowsingServer	Co-Browsing Server
62 ^a	SMSServer	SMS Server
63	ContactServer	Contact Server
64	EmailServer	E-Mail Server
65	MediaLink	MediaLink
66	WebInteractionRequestsServer	Web Interaction Requests Server
67	WebStatServer	Web Stat Server
68	WebInteractionServer	Web Interaction Server
69	WebOptionRoutePoint	Web Option Route Point
74	VoIPController	Voice over IP Controller
77	HAProxy	High Availability Proxy
78	VoIPStreamManager	Voice over IP Stream Manager

79	VoIPDMXServer	Voice over IP DMX Server
80	WebAPIServer	Web API Server
81	LoadBalancer	Load Balancer
82	ApplicationCluster	Application Cluster
83	LoadDistributionServer	Load Distribution Server
84	GProxy	G-Proxy
85	GIS	Genesys Interface Server
86	AgentDesktopDeliveryServer	GCN Delivery Server
88	IVRDT	IVR DirectTalk Server
89	GCNThinServer	GCN Thin Server
90	ClassificationServer	Classification Server
91	TrainingServer	Training Server
92	UniversalCallbackServer	Universal Callback Server
93	CPDServerProxy	CPD Server Proxy
94	XLinkController	XLink Controller
95	KWorkerPortal	K-Worker Portal
96	WFMServer	WFM Server
97	WFMBuilder	WFM Builder
98	WFMReports	WFM Reports
99	WFMWeb	WFM Web
100	KnowledgeManager	Knowledge Manager
101	IVRDriver	IVR Driver
102	IVRLibrary	IVR Library
103	LCSAdapter	LCS Adapter
104	DesktopNETServer	Desktop NET Server
105	Siebel7ConfSynchComponent	Siebel7 ConfSynchComponent
106	Siebel7CampSynchComponent	Siebel7 CampSynchComponent
107	GenericServer	Generic Server
108	GenericClient	Generic Client
109	CallDirector	Call Director
110	SIPCommunicationServer	SIP Communication Server
111	InteractionServer	Interaction Server
112	IntegrationServer	Integration Server
113	WFMDaemon	WFM Daemon
114	GVPPolicyManager	GVP Policy Manager
115	GVPCiscoQueueAdapter	GVP Cisco Queue Adapter
116	GVPTextToSpeechServer	GVP Text To Speech Server
117	GVPASRLogManager	GVP ASR Log Manager

118	GVPBandwidthManager	GVP Bandwidth Manager
119	GVPEventsCollector	GVP Events Collector
120	GVPCacheServer	GVP Cache Server
121	GVPASRLogServer	GVP ASR Log Server
122	GVPASRPackageLoader	GVP ASR Package Loader
123	GVPCommunicationServer	GVP IP Communication Server
124	GVPResourceManager	GVP Resource Manager
125	GVPSPISessionManager	GVP SIP Session Manager
126	GVPMediaGateway	GVP Media Gateway
127	GVPSoftSwitch	GVP Soft Switch
128	GVPCoreService	GVP Core Service
129	GVPVoiceCommunicationServer	GVP Voice Communication Server
130	GVPUnifiedLoginServer	GVP Unified Login Server
131	GVPStatusMonitor	GVP Call Status Monitor
132	GVPReporter	GVP Reporter
133	GVPH323SessionManager	GVP H323 Session Manager
134	GVPASRLogManagerAgent	GVP ASR Log Manager Agent
135	GVPGenesysQueueAdapter	GVP Genesys Queue Adapter
136	GVPIServer	GVP IServer
137	GVPSCPGateway	GVP SCP Gateway
138	GVPSRPServer	GVP SRP Server
139	GVPMRCPSTTS	GVP MRCP TTS Server
140	GVPCCSServer	GVP CCS Server
141	GVPMRCPASRServer	GVP MRCP ASR Server
142	GVPNetworkMonitor	GVP Network Monitor
143	GVPBNManager	GVP OBN Manager
144	GVPSelfServiceProvisioningServer	GVP Self Service Provisioning Server
145	GVPMediaControlPlatform	GVP Media Control Platform
146	GVPFetchingModule	GVP Fetching Module
147	GVPMediaControlPlatformLegacyInterpreter	GVP Media Control Platform Legacy Interpreter
148	GVPControlPlatform	GVP Call Control Platform
149	GVPResourceManager	GVP Resource Manager
150	GVPRedundancyManager	GVP Redundancy Manager
151	GVPMediaServer	GVP Media Server
152	GVPSTNConnector	GVP PSTN Connector
153	GVPReportingServer	GVP Reporting Server
154	GVPSSG	GVP SSG

157	InteractionWorkspace	Interaction Workspace
158	Advisors	Advisors
159	ESSExtensibleServices	ESS Extensible Services
160	CustomerView	Customer View
161	OrchestrationServer	Orchestration Server
162	Reserved	
163	CapturePoint	Capture Point
164	RulesESPServer	Rules ESP Server
165	GenesysAdministrator	Genesys Administrator
166	iWDManager	iWD Manager
167	iWDRuntimeNode	iWD Runtime Node
168	BusinessRulesExecutionServer	Business Rules Execution Server
169	BusinessRulesApplicationServer	Business Rules Application Server
170	VPPolicyServer	VP Policy Server
171	SocialIMS	Social Messaging Server
172	CSTAConnector	CSTA Connector
173	VPMRCPProxy	VP MRCP Proxy
174	UCMConnector	UCM Connector
175	OTICSServer	OT ICS Server
176	OTICSOMPIinfra	OT ICS OMP Infrastructure
177	Advisors-CCAdviser	Advisors-Contact Center Advisor
178	Advisors-FAAdviser	Advisors-Frontline Advisor
179	Advisors-AdvisorsPlatform	Advisors-Advisors Platform
180	Advisors-AdvisorsGenesysAdapter	Advisors-Advisors Genesys Adapter
181	Advisors-AdvisorsCiscoAdapter	Advisors-Advisors Cisco Adapter
182	FederationServer	Federation Server
183	FederationStatProvider	Federation Stat Provider
184	GenesysAdministratorServer	Genesys Administrator Server
185	WebEngagementBackendServer	Web Engagement Backend Server
186	WebEngagementFrontendServer	Web Engagement Frontend Server
187	WebRTCGateway	WebRTC Gateway
188	LRMServer	LRM Server
189	RecordingCryptoServer	Recording Crypto Server
190	GenesysKnowledgeCenterServer	Genesys Knowledge Center Server
191	GenesysKnowledgeCenterCMS	Genesys Knowledge Center CMS

^a Prior to release 8.0, this value was used for the Application Type IS Transport Server. In release 8.0 and later, this value is used for the new application type SMS Server.