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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:

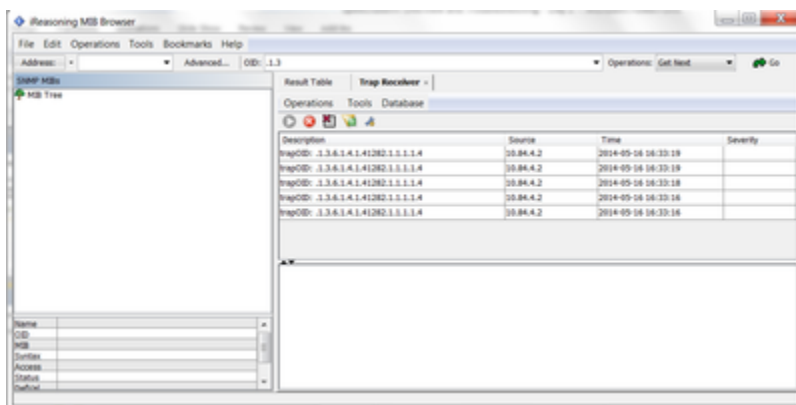
- Enable Traps by setting **SNMP.Traps.Enabled** to true.
- Enable Server Heartbeat by setting **SNMP.Traps.ServerHeartbeat.Enabled** to true.
- Set the Server Heartbeat frequency using the **SNMP.Traps.ServerHeartbeat.FrequencySeconds** field.
- Provide the Manager host name in **SNMP.Traps.ManagerHostName**.

SNMP Traps Community	public	remove
SNMP Traps Enabled	True	remove
SNMP Traps ManagerHostName	gfs-ecantag-it-us.int.genesyslab.com	remove
SNMP Traps ManagerPort	162	remove
SNMP Traps MaxSendErrorToLog	10	remove
SNMP Traps NumEntries	2	remove
SNMP Traps ServerHeartbeat.Enabled	False	remove
SNMP Traps ServerHeartbeat.FrequencySeconds	5	remove
SNMP Traps TimeoutMills	2000	remove

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.



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.

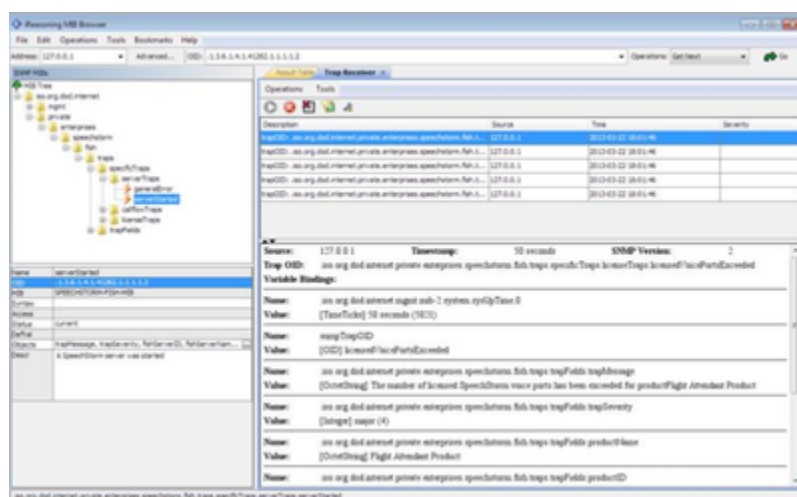
Server Traps

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:



Genesys Intelligent Automation Traps and Descriptions

Trap OID	Trap Name	Severity	Description	User Action
.1.3.6.1.4.1.41282.1.1.1.3	server-status-UP	Minor	A Genesys Intelligent Automation server was started. This cancels a server-status-DOWN trap that was fired from the same fish-server-ID.	No action needed.
.1.3.6.1.4.1.41282.1.1.1.3	server-status-DOWN	Critical	A Genesys Intelligent Automation server was stopped. This generally signals a graceful or planned stop but there may be other cases when the process ends unexpectedly and does not have the opportunity to send an SNMP notification. A server-status-UP trap with the same fish-server-ID should be sent when this server component is started again.	The Genesys Intelligent Automation service must be restarted on that specific server after checking the logs if it is not a planned activity.
.1.3.6.1.4.1.41282.1.1.1.4	server-status-heartbeat	Minor	A trap that is sent periodically from each Genesys Intelligent Automation server to indicate that the server process is still running. The scheduling for these can be adjusted from within the Genesys Intelligent Automation GUI. They can also be disabled if desired	No action needed as this will be switched off in the platform.
.1.3.6.1.4.1.41282.1.1.2.1	callflow-block-exception	Major	An error occurred while processing a particular block as part of a callflow.	Check the specific error in fish VUI logs and take action accordingly

Trap OID	Trap Name	Severity	Description	User Action
			This could have been caused by a malformed script, an uninitialized variable, an instruction in a script to log an error, a failed web service call from within the block, or any other kind of general error that might occur within a callflow block.	in the call flow level.
.1.3.6.1.4.1.41282.1.1.1.3.1	licensed-voice-ports-exceeded	Major	The system attempted to check out a license for a new voice call when there were no available licenses remaining.	Check the SS fish/LMAdmin logs and identify host from which the voice ports license issue is reported and then contact SS with details for support/guidance.
.1.3.6.1.4.1.41282.1.1.1.3.2	licensed-product-ports-exceeded	Major	The system attempted to check out a license for a new product-based module during a call when there were no available licenses remaining.	Check the SS fish/LMAdmin logs and identify host and product from which the licenses issue is reported and then contact SS with details for support/guidance.
.1.3.6.1.4.1.41282.1.1.1.3.1	general-error	Major	An unexpected error was reported. This will generally be sent as a major error.	Check the specific error in fish logs and take action accordingly.