ManitouNEO

Watchdog Messages

Watchdog Messages can be a source of vital information about your Manitou system. Each message contains messages that can be displayed across the scrolling message bar, popped up as a warning in the workstations, and/or generated as alarms. This guide steps through how to set these messages and lists the messages in their raw state.

To set a Watchdog Message to **scroll** on the Watchdog message bar:

- Within the Supervisor workstation click the Message Types tab on the Watchdog form and select the appropratie message to change, then click Edit.

- Drop down the Alert Type field and select Scroll Bar.

- Click the User Groups that should see the message.

- Repeat for all appropriate messages.

- Click Save.

To set a Watchdog Message to **Pop-up** to an Operator in the workstations:

- Within the Supervisor workstation click the Message Types tab on the Watchdog form and select the appropriate message to change, then click Edit.

- Drop down the Alert Type field and select Pop-Up.

- Click the User Groups that should see the message.

- Repeat for all appropriate messages.
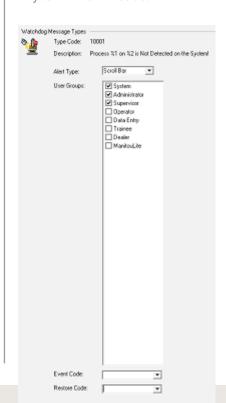
- Click Save.

To generate any Watchdog Message as an **alarm**:

- Within the Supervisor workstation click the Message Types tab on the Watchdog form and select the appropriate message to change, then click Edit.

- Click the drop down to the right of the event code, if enabled.

- Select the event code presented.

- If available, select the restore code.

- Repeat for all appropriate messages, and note the Message numbers.

- Save the record.

- Open the Operator Workstation or ManitouNEO Web interface and navigate to SYS-REC1 Programming form.

- Translate the specific zones from the *Z and *Y events to new output events.

- Tie them to appropriate Action Pattterns.

- Save the record.

Additional Notes:

- Each operation will decide which groups of people should see what messages and if the messages should alarm.

- It is a good practice to review these messages at least once a year for any new information and to ensure the right people are receiving the notifications.

- All Watchdog Alarms produce to the SYS-REC1 account, unless manually mapped elsewhere in your database by Support or your DB Administrator.

Watchdog Messages (cont.)

Zone	Message
10001	Process %1 on %2 is Not Detected on the System!
10002	No activity for '%1' of priority %2 for monitoring group %3 being handled by %4!
10003	FEP Limit Exceeded, attempt to add FEP %1 denied.
10004	FEP %1 on %2 Keepalive Timeout! Connection problem with the Marshaller.
10005	FEP %1 on %2 Lost Connection with the Marshaller.
10007	No One Handling Alarms in Monitoring Group %1.
10014	%1 is Out-of-Sync with the Broker.
10015	No Default Customer (%1:%2), Processing Complete. Signal Not Processed.
10016	Signal Arrived For %1 Customer (%2), Signal Not Processed.
10017	Late-To Customer (Serial No. %1), Not found. Signal Not Processed.
10018	Serious Error, 'Unknown Event Code' (%1), Default Event Definition Used.
10019	No Overdue Checker/Delivery thread detected on the System! Late-To's and internally delayed signals will not be processed!
10020	Failed to restart process %1 on %2!
10022	Remaining Customer Limit is %1.
10023	Maximum Number of %1 Exceeded.
10024	Signal Not Processed! Enter Manually (%1).
10025	Process %1 on %2 has exited!
10026	(Non-Manitou) Process %1 on %2 has exited!
10027	The Broker lost its connection to the Bold Monitor service.
10028	Database Commit failure from Signal Handler! One or more signals may be lost! RawId: %1
10029	Various messages from the DB Manager
10030	DB instance %1 has failed!
10031	No secondary DB instances are available - failover to secondary DB unavailable
10032	Primary DB auto fail over to %1!
10033	Various messages from the Event Centre
10034	The system clock has been changed! Alarm handling and other timeouts could be affected!
10035	Alarm Progress Problem for '%1' of priority %2!
10036	Potential Signal Processing Problem (%1).
10037	No Signal Handling threads detected on the System! Signals will not be processed!
10038	User %1 has exceeded %2 login failure limit of %3 failures in a session from IP address %4. Possible hack attempt.
10039	Access Control Synchronization Failure (Serial No. %1).
10040	License violation. FEP %1 receivers list reduced by %2 due to insufficient licensing.
10041	FEP %1 at IP Address %2 %3. It is attempting to connect to the Marshaller.
10042	Failed to update Alarm Counts (Serial No. %1).
10044	Failed to insert Alarm Activity (Serial No. %1, LSeqNo %2).
10045	Maximum retry count for creating recurring reached (Serial No. %1).
10046	Failed to create recurring (Serial No. %1).
10047	Signal Handler failed to activate customer [%1]
10048	Reminder Customer (Serial No. %1), Not Found. Signal Not Processed
10050	Failed to load alarm %1 with Broker
10051	%1 Signal Handler Threads on machine %2 not able to get a working DB resource.
10052	Multiple Listen-In sections found, subsequent section ignored [%1:%2:%3].
10053	Caller Id Customer (Serial No. %1), Not Found. Signal Not Processed.
10054	Binary Data Customer (Serial No. %1), Not Found. Signal Not Processed.
10055	Listen-In Customer (Serial No. %1), Not Found. Signal Not Processed.
10056	Sub-Account Customer (Serial No. %1), Not Found Signal Not Processed.
10057	No active System Account customer could be found to process expired Follow-up signal
10058	Signal Arrived For %1 Customer (%2), Signal Not Processed.

Watchdog Messages (cont.)

10059   Broker SimpleCall Exception (%1 - Params: %2) Exception Error: %3 - %4 - %5

10060   Auto-Dispatch Gateway not in contact with CSAA Message Broker!

10061   Server %1 CPU utilization exceeding threshold averaging %2% for the last %3 minute(s)!

10062   Server %1 network adapter %2 utilization exceeding threshold averaging %3% for the last %4 minute(s)!

10063   Server %1 hard drive %2 space utilization exceeding threshold averaging %3% for the last %4 minute(s)!

10064   Sureview Connection Problem

10065   Server %1 has not reported server health information in the last %2 minute(s)!

10066   System configuration violates UL minimum requirements! (%1)

10099   Publishing of '%1' report (%2) failed.

%n - indicates parameters to be fed into the message at the time of message creation.