

Chime Critical Alerts

Critical Alert Types:

1. QUEUE LOGGED OUT
2. IM SERVICE UNAVAILABLE
3. WATCHLIST UNAVAILABLE
4. DBSERVICE UNAVAILABLE

QUEUE LOGGED OUT

This alert fires when a Queue dispatcher fails to successfully Sign-In to Sametime Server.

Most common causes:

Queue dispatcher Sametime account password expired
Sametime server was recycled (restarted)
Network/DNS/Connectivity issue

For Example:

Time Stamp: 29 March 2016 16:29:18 EDT
Queue: Chime Queue
Type: Queue Logged Out

Reason: ErrorCode: -2147483623 | HexErrorCode: 0x80000019 | ErrorDescription: low-level network error occurred

IMSERVICE UNAVAILABLE

This alert fires when a Queue fails to create Instant Messaging session with the experts to notify them of incoming seeker requests.

Most common causes:

Network/DNS/Connectivity issue
Issue with Sametime Server

For Example:

Time Stamp: 01 April 2016 08:17:54 EDT
Queue: Chime Queue
Type: IM Service Unavailable

Reason: IM Service Unavailable

WATCHLIST UNAVAILABLE

This alert fires when a Queue fails to get Sametime status (Available/Away/In a Meeting/Do not Disturb) of experts to determine their availability to notify agents of incoming seeker requests.

Most common causes:

Network/DNS/Connectivity issue

Issue with Sametime Server

For Example:

Time Stamp: 01 April 2016 08:17:54 EDT

Queue: Chime Queue

Type: Watch List Service Unavailable

Reason: Awareness Service Unavailable

DBSERVICE UNAVAILABLE

This alert fires when Chime server fails to log chat conversations that have taken place between seeker and agents.

Most common causes:

Database password expired

Database ACL/rights issue (unable to save new chat record)

Network/DNS/Connectivity issue

For Example:

Chime Instance: <http://chimeserver/chime>

Time Stamp: 22 January 2016 04:16:03 CST

Queue: Chime Queue

Type: DB SERVICE UNAVAILABLE

Reason: XXXXXXXX XXXXXXXXXXXXX XXXXXXXXXXXXXXXXX