

Configure Email Notification for Specific Node in the CUCM Cluster

Contents

[Introduction](#)

[Prerequisites](#)

[Requirements](#)

[Components Used](#)

[Lab Cluster Information](#)

[Configure](#)

[Verify](#)

[Troubleshoot](#)

[Related Information](#)

Introduction

This document describes the procedure to configure the email notification for a specific node in the cluster.

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- Simple Mail Transfer Protocol (SMTP) Server IP/Host Name
- SMTP Server Reachability
- Cisco Unified Communications Manager (CUCM) Cluster IPs

Components Used

The information in this document is based on these software and hardware versions:

- Microsoft Exchange SMTP server
- Call Manager version:14.0.1.12900-161

"The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, ensure that you understand the potential impact of any command.

Lab Cluster Information

CUCM 14SU2 cluster:

10.1.66.15 << Publisher
10.1.66.16 << Subscriber

Windows Server 2016 (SMTP server):
10.1.66.11

Configure

Email notification for only Publisher node (10.1.66.15) in the cluster is required.

Step 1. Login into CUCM Publisher node and navigate to Cisco Unified OS Administration:

Navigation Cisco Unified OS Administration ▼ Go

Cisco Unified Serviceability
Cisco Unified CM Administration
Cisco Unified Reporting
Cisco Unified OS Administration
Disaster Recovery System

Logout

Cisco Unified Operating System Administration
For Cisco Unified Communications Solutions

Show ▼ Settings ▼ Security ▼ Software Upgrades ▼ Services ▼ Help ▼

WARNING: No backup device is configured. This is required to recover your system in case of failure.

Cisco Unified Operating System Administration

System version: 14.0.1.12900-161

VMware Installation: 128 vCPU Intel(R) Xeon(R) CPU E5-2699A v4 @ 2.40GHz, disk 1: 110Gbytes, 8192Mbytes RAM, Partitions aligned

Step 2. Navigate to Settings > SMTP:

Show Settings Security Software Upgrades Services Help

IP
NTP Servers
SMTP
Time
Version

Service is configured. This is required to recover your system in case of failure.


Cisco Unified Operating System Administration

System version: 14.0.1.12900-161


VMware Installation: 128 vCPU Intel(R) Xeon(R) CPU E5-2699A v4 @ 2.40GHz, disk 1: 110Gbytes, 8192Mbytes RAM, Partitions aligned

Step 3. Add the SMTP server IP/Hostname and click on **Save**.

SMTP Settings

 Save

Status

 Status: Ready



SMTP Host

Hostname or IP Address*


Status The SMTP server could not be contacted.

 **Note:** Once you save configuration, make sure status shows as "The SMTP server is available"

SMTP Settings

 Save  Delete

Status

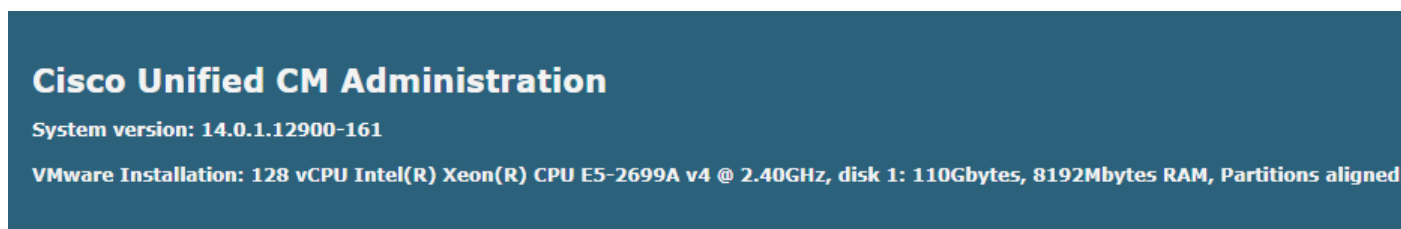
 Update successful

SMTP Host

Hostname or IP Address*

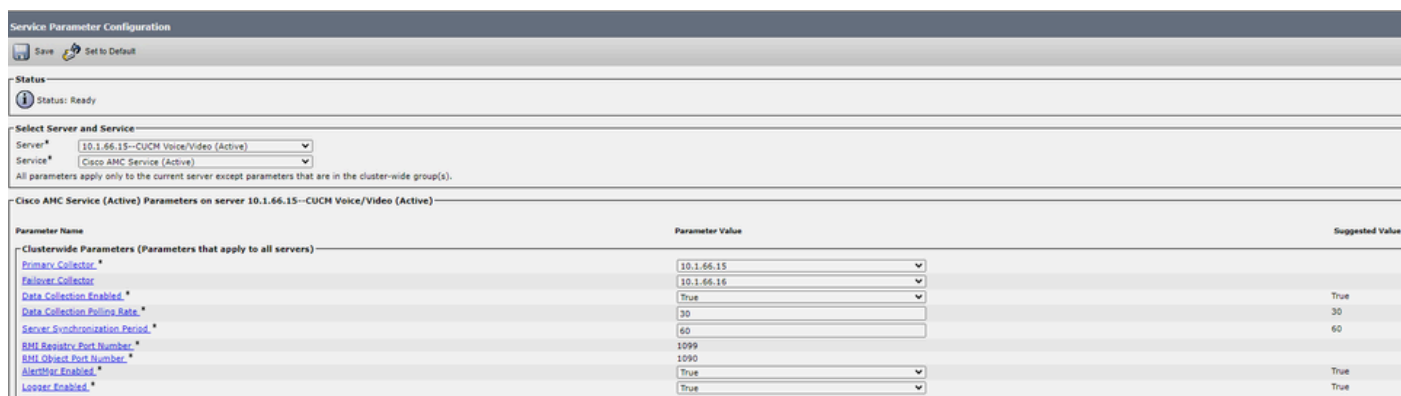
Status The SMTP service is available.

Step 4. Navigate to Cisco Unified CM Administration Page.

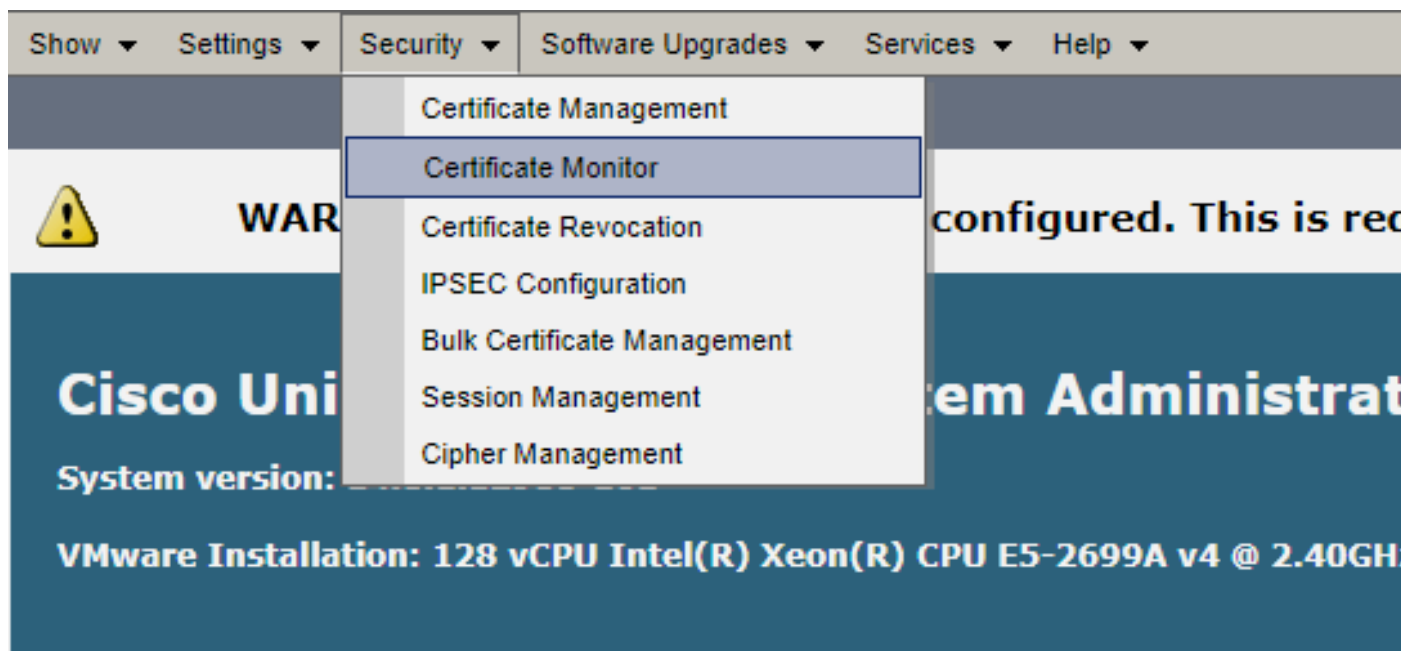


Step.5 Navigate to System > Service Parameters > Select publisher node and "Cisco AMC service" at service.

Check that the Primary Collector is a Publisher node IP/hostname.




Step 6. Configure "Certificate Monitoring" On CUCM publisher. On OS administration, go to Security > Certificate monitoring:




Step 7. Configure Notification time at your convenience, check "Enable E-mail Notification" and add email IDs (You can add more than one email address separated by semicolon).

Certificate Monitor

 Save

Status

 Update successful

Certificate Monitor Configuration

Notification Start Time**

Notification Frequency* Days Hours

Enable E-mail notification

Enable LSC Monitoring

E-mail IDs

Step 8. Click **Save**. After this, you receive email notifications at the time configured for certificate status. This is an example of an email notification:

```
Date: Wed, 20 Mar 2024 14:06:03 -0600 (CST)
From: certmgr@[REDACTED]
To: testcatchmail@[REDACTED]
Subject: URGENT: Certificate expiration Notification - CertValidLessthanADay
Mime-Version: 1.0
Content-Type: text/plain; charset=us-ascii
Content-Transfer-Encoding: 7bit
X-Priority: 1
Importance: high

Certificate expiration Notification:
  Certificate name: CAPF-1ffd28ad.der
  Unit: CAPF
  Type: own-cert
  Expiration: Wed Mar 20 14:51:03:000 CST 2024 / Wed Mar 20 20:51:03:000 GMT 2024
```

Configure the custom alert/notification in RTMT:

Refer to this link for alert configuration:

<https://supportforums.cisco.com/t5/collaboration-voice-and-video/how-to-configure-the-alerts-and-email-notification-in-rtmt/ta-p/3139725>

Verify

There is currently no verification procedure available for this configuration.

Troubleshoot

This section provides information you can use in order to troubleshoot your configuration.

In case the alert not working for the specific node, collect these logs:

- RIS Data Collector Logs
- AMC Service (change the log level to debug)
- AMC Service Alert Log
- Event Viewer Application and Syslog
- Packet capture from publisher

Related Information

- [Cisco Technical Support & Downloads](#)