

ShoreTel Event Filter Setup

and Useful Events (including spare failovers)

Creating Event Filters are straightforward for the ShoreTel system and can be extremely useful. Inflow typically looks at a few key events to assist customers but there are several that can be monitored.

ShoreTel 14.2

- 1 Navigate to **Maintenance > Event Filters**
- 2 Click **Add New**
- 3 Select the **Event ID** radio button and enter the event ID to be monitored. See list below.
- 4 Enter in the target email address for notification. Inflow recommends sending the messages to a distribution group (ex. *ShoreTel_Alerts@yourcompany.com*) for ease of administration rather than maintaining a list on the ShoreTel system that may need to be changed in the future.

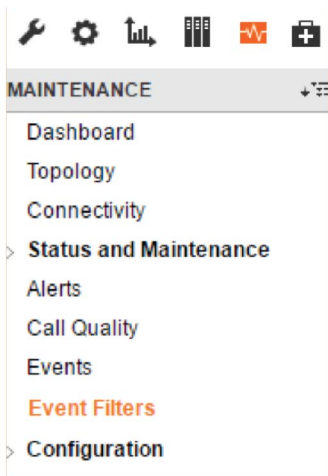
Standard Event List

- 1319 (911 Call)
- 1342 (D-Channel Down)
- 166 (Fan Running Slow)
- 167 (Fan Failure)
- 2703 (Spare will failover to Site X)
- 2704 (Spare failed over to Site X)
- 2705 (Spare failed back to home Site)

Event Filters					
Add new					
Source	Category	Event ID	Type	Server	Email
ShoreWare	Any	1319	Any	Headquarters	ShoreTel_Alerts@yourcompany.com
ShoreWare	Any	1342	Any	Headquarters	ShoreTel_Alerts@yourcompany.com
ShoreWare	Any	166	Any	Headquarters	ShoreTel_Alerts@yourcompany.com
ShoreWare	Any	167	Any	Headquarters	ShoreTel_Alerts@yourcompany.com
ShoreWare	Any	2703	Any	Headquarters	ShoreTel_Alerts@yourcompany.com
ShoreWare	Any	2704	Any	Headquarters	ShoreTel_Alerts@yourcompany.com
ShoreWare	Any	2705	Any	Headquarters	ShoreTel_Alerts@yourcompany.com

ShoreTel Connect

1 Navigate to **Maintenance Tab > Event Filters**



2 Click **New**

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SOURCE	CATEGORY	EVENT ID	TYPE	SERVER	EMAIL
<input checked="" type="checkbox"/> ShoreWare	Any	1319	All	All	ShoreTel_Alerts@yourcompany.com
<input type="checkbox"/> ShoreWare	Any	1342	All	All	ShoreTel_Alerts@yourcompany.com
<input type="checkbox"/> ShoreWare	Any	166	All	All	ShoreTel_Alerts@yourcompany.com
<input type="checkbox"/> ShoreWare	Any	167	All	All	ShoreTel_Alerts@yourcompany.com
<input type="checkbox"/> ShoreWare	Any	2703	All	All	ShoreTel_Alerts@yourcompany.com
<input type="checkbox"/> ShoreWare	Any	2704	All	All	ShoreTel_Alerts@yourcompany.com
<input type="checkbox"/> ShoreWare	Any	2705	All	All	ShoreTel_Alerts@yourcompany.com

Need Help?

Contact our expert support team by calling **855.9.INFLOW** today!