

## ALM0122 - Storage service is not polling

### DESCRIPTION

The Storage Service is not polling emails from the configured Mail Servers or the polling process is taking a long time to complete.

### SEVERITY

Major

### IMPACT

This prevents new emails from being correctly loaded into the system.

### TROUBLESHOOTING STEPS

To troubleshoot this alarm, please do the following:

- Verify that the Storage Service is started and executing correctly.
  - You can validate the Storage service activities in the **StorageService.log** log file found in the default path **[InstallDir]\CCM\Logs\**.
- Verify that the configured Mail Servers are active and responding correctly to requests.
  - You can test your mail settings in **YourSite Explorer**. There are separate test buttons for incoming and outgoing settings.
- Verify that the network connections for each Mail Server are performing as expected.
  - Attempt to log in to the email server using another client application.

### APPLIES TO

7.0 I6 (beta)

**Keywords:** ALM0122 storage service email MCC not polling

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<http://micc.mitel.com/kb/KnowledgebaseArticle52019.aspx>

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