DESCRIPTION
This alarm indicates communication problems between the MiContact Center server and the MiVoice Business or CTI Server for a SIP PBX that it is communicating with.

SEVERITY
Critical

IMPACT
The result of the data loss between the MiContact Center server and the PBX could result in real time inaccuracies, reporting accuracies and a loss of historical reporting data.

TROUBLESHOOTING STEPS
Use this knowledge base article.

APPLIES TO
CCM

Keywords: ALM0039

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