

## RTR0005 - Front End Communication Alarm - SIP Listener

### DESCRIPTION

This is an emailed alarm that indicates when the router has lost connection with the Sip Listener Service on the front end server.

### SEVERITY

Critical

### IMPACT

Call routing will not function.

### TROUBLESHOOTING STEPS

1. Verify the prairieFyre SIP Listener service is running on the front end server(s).
2. Verify that the router has a connection to the front end server specified in the details column of the emailed alarm. You can test the connection by performing a ping on the front end server specified in the details column (ex. FE1.rjclync.com).
3. Verify that the IP address for the Enterprise Server is in the registry of the front end server. The IP address of the Enterprise Server should be in HKEY\_LOCAL\_MACHINE\SOFTWAREWow6432Node\prairieFyre Software Inc\CCM\Common\EnterpriseIPAddress.
4. Verify the router FQDN in the media server \ routing in YSE is correct.

### APPLIES TO

5.10 SP1

**Keywords:** RTR0005 Front End Communication SIP Listener

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