

ALM0100 - MiTAI Link is down

DESCRIPTION

When MiTAI Proxy Server loses the connection to the PBX, we raise an alarm as major (high) and clear it when connection to the same PBX is re-established.

SEVERITY

High

IMPACT

Depending on the customer setup, the impact could be either medium or severe. If the environment is set up for resiliency, there will not be a significant impact. Ports will not be able to process calls for about one minute during failover/home back. This is normal behavior during fail over/home back. If the environment is not set up for resiliency, the impact is more significant. Calls cannot be processed until the connection to the PBX is re-established.

TROUBLESHOOTING STEPS

To troubleshoot this issue, check the following:

- Network issues
- PBX was restarted
- PBX is down for unknown reasons, for example, error, crash etc.
- PC network card is no longer functioning

APPLIES TO

CCM 6.0 SP1

Keywords: MiTAI Link down

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