

ALM0027 - Media Server Offline

DESCRIPTION

This alarm indicates that the Enterprise server is not logged in to the media server.

SEVERITY

Critical

IMPACT

No connection to the media server, so no ICC controls are available and collection is not currently happening.

TROUBLESHOOTING STEPS

Check the event viewer (Start > Run > type eventvwr), check the logs or verify this knowledgebase article.

APPLIES TO

CCM

Keywords: ALM0027

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<http://micc.mitel.com/kb/KnowledgebaseArticle51369.aspx>

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