

ALM0107 - OAI Data link is down

DESCRIPTION

Alarm indicates communication problems between the MiCC server and the Inter-tel PBX. When this occurs, SMDR and ACD data links will also be down.

SEVERITY

Major

IMPACT

No data is being collected from the Media Server

TROUBLESHOOTING STEPS

Follow normal data collection troubleshooting. More information can be found in the following knowledgebase article:

<http://micc.mitel.com/kb/TroubleshooterGuide50571.aspx>

APPLIES TO

CCM 6.0 only

Keywords: ALM0107 OAI Data link down data collection

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<http://micc.mitel.com/kb/KnowledgebaseArticle51665.aspx>

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