

RTR0022 - Enterprise server is not ready to receive connection

DESCRIPTION

Oranda router could not reach Enterpriser server. Specifically Realtime Server on the port, default is 5024, is not reachable. There might be a network connection problem. Or Enterprise server has not been started fully.

Please check network connection and make sure Enterprise server is up running.

SEVERITY

Warning

IMPACT

Realtime statistics will not be accurate, but calls will continue to route.

TROUBLESHOOTING STEPS

1. Use Ping command to make sure the Enterprise server is reachable.
2. Please make sure Enterprise service is started
3. Please wait until you see the log line of EnterpriseServerLog.txt: *Realtime server at Host:Port has started. Ready to receive connections from Contact Center Client* (Note, default port for Realtime server is 5024).

APPLIES TO

5.10.4.0

Keywords: RTR0022 enterprise server not ready receive connection

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<http://micc.mitel.com/kb/KnowledgebaseArticle52203.aspx>

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