

## ALM0155 - Elasticsearch is down

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### DESCRIPTION

This alarm is raised when Elasticsearch does not respond to connection attempts, search queries, and indexing (read/write) requests.

### SEVERITY

High

### IMPACT

The Storage Service cannot function, and search queries in multimedia will be non-responsive.

### TROUBLESHOOTING STEPS

1. Collect a support package using the Contact Center Client.
2. Restart the Elasticsearch service.
3. Contact support to investigate the cause of the service failure.

### APPLIES TO

MiCC Version 8.0 or newer

**Keywords:** ALM0155 elasticsearch down

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<http://micc.mitel.com/kb/KnowledgebaseArticle52348.aspx>

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