

ALM0128 - Concurrent calls have exceeded licensed amount

DESCRIPTION

This alarm will be triggered when a new incoming call reaches the IVR endpoint and the count for the current active calls have reached the max concurrent calls licensed for SIP.

SEVERITY

Critical

IMPACT

The new call will not be answered by the system and will stay ringing until an active call clears out and reduces the count back to under the licensed limit (Alarm clears).

TROUBLESHOOTING STEPS

Ensure sufficient licenses are present.

APPLIES TO

MiCC Version 8.1 and newer

Keywords: alm0128 concurrent calls exceeded licensed amount SIP

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<http://micc.mitel.com/kb/KnowledgebaseArticle52452.aspx>

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