

AAS - Error reports that SEIEventService does not start

Problem Summary	Error reports that SEIEventService does not start.
Error Message	None
Possible Cause	Incorrect configuration.
Recommended Action	<p>Ensure that the user name and password for the Symposium installation in the Windows registry are correct. (Default is “nortel” and “nortel” for SEI.)</p> <p>Base: HKEY_LOCAL_MACHINE/SOFTWARE/Cisco Systems, Inc./ICM/<ICM instance>/PG<XX>/PG/CurrentVersion/AASS/aas<X>/AASData/Config</p> <p>Note: PG<XX> represents the PG name. aas<X> represents the AAS name.</p> <p>Values: AASSEIUserName, AASSEIUserPassword</p> <p>Also, verify that the Symposium server can be accessed through the IP and port in the Windows registry: Base: HKEY_LOCAL_MACHINE/SOFTWARE/Cisco Systems, Inc./ICM/<ICM instance>/PG<XX>/PG/CurrentVersion/AASS/aas<X>/AASData/Config.</p> <p>Note: PG<XX> represents the PG name. aas<X> represents the AAS name.</p> <p>You can accomplish this by:</p> <ul style="list-style-type: none"> • Pinging the IP address/host of the Symposium server. • Telneting to the IP address/host and Symposium port to see if you can connect. • Values: AASSEINamingServiceIP, AASSEINamingServicePort <p>If you are unable to telnet to the IP address/host and the Naming Service Port, on the Symposium server:</p> <ol style="list-style-type: none"> 1. Check if the TAO Naming Service is running on the Symposium 2. Run NamingViewer in the folder: d:/Nortel/TAO13/bin <ul style="list-style-type: none"> • “Default” displays. • Click Root > NortelNetworks > SymposiumCallCenterServer. • A list displays, where two of the items are SEI and your Site Name for Symposium. • Click your Site Name to see another list that also includes SEI. • Double-click SEI (under the Site Name) and some information displays that contains the CORBA IOR and the IP address and port of the SEI service. • If you do not see the IOR in the NamingViewer, make the following change, restart the Symposium Services, and try running the NamingViewer: <ul style="list-style-type: none"> On the Symposium server, add an entry to the hosts file for the Symposium host with the CLAN IP address before the entry for the Symposium host with the 127.0.0.1 IP address. For example, here is the original file: <pre>127.0.0.1 localhost # 127.0.0.1 MYMACHINENAME # Map computer name to local host</pre> Here is the file after adding an example CLAN IP address: <pre>127.0.0.1 localhost # 192.168.252.40 MYMACHINENAME # New Entry</pre>

	127.0.0.1 MYMACHINENAME # Map computer name to local host
Release	Release 7.5(1) and 8.0
Associated CDETS #	None.