

## AAS - No SEI events are received by the AAS Service

<b>Problem Summary</b>	No SEI events are received by the AAS Service.
<b>Error Message</b>	None
<b>Possible Cause</b>	Network connection has failed
<b>Recommended Action</b>	<ul style="list-style-type: none"> <li>• Check the Symposium SEI logs. Ensure that the update frequency is not set to 0 or blank in the Windows registry:  Base: HKEY_LOCAL_MACHINE/SOFTWARE/Cisco Systems, Inc./ICM/&lt;ICM instance&gt;/PG&lt;XX&gt;/PG/CurrentVersion/AASS/aas&lt;X&gt;/AASData/Config  <b>Note:</b> PG&lt;XX&gt; represents PG name. aas&lt;X&gt; represents AAS name.  Values: AASSEIUpdateFrequency</li> <li>• Try to ping the other machine from the AAS machine.</li> <li>• Try to ping the AAS machine from the other machine.</li> </ul>
<b>Release</b>	Release 7.5(1) and 8.0
<b>Associated CDETS #</b>	None.