

Graceful\_shutdown\_does\_not\_work\_when\_Call\_Server\_is\_in\_partial\_service

<b>Problem Summary</b>	Graceful shutdown does not work when Call Server is in partial service.
<b>Error Message</b>	In OAMP Call Server status shows as "UP" when actual Call server state is "Stopped".
<b>Description</b>	Call Server goes to partial state when PIM goes down. When a graceful shutdown is performed in the partial state the above error message appears.
<b>Possible Cause</b>	When a graceful shutdown is performed on a Call Server in partial state, it cannot perform the usual task of shutting down PIM and other services as it is already down and it goes to stopped state. However, call server windows service still shows running.
<b>Recommended Action</b>	When the Call Server is in partial service, administrator should always do a normal shutdown instead of graceful shutdown.
<b>Release</b>	Release 9.0(1)
<b>Associated CDETS #</b>	CSCtz61700

<Replace this entire line with the required category or categories.>