

Graceful_shutdown_does_not_work_when_Call_Server_is_in_partial_service

Problem Summary	Graceful shutdown does not work when Call Server is in partial service.
Error Message	In OAMP Call Server status shows as "UP" when actual Call server state is "Stopped".
Description	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.
Possible Cause	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.
Recommended Action	When the Call Server is in partial service, administrator should always do a normal shutdown instead of graceful shutdown.
Release	Release 9.0(1)
Associated CDETS #	CSCtz61700

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