

## H.323 Service Out of Service

<b>Problem Summary</b>	The H.323 service is out of service. Although it is out of service, the H.323 Service allows calls in progress to complete, but does not accept new calls.
<b>Error Message</b>	None.
<b>Possible Cause</b>	H.323 Service is not registered to a Gatekeeper.
<b>Recommended Action</b>	In VBAAdmin, verify the Gatekeeper IP address by typing showGatekeeper. On the Gatekeeper, type show Gatekeeper endpoints
<b>Release</b>	Release 7.0(2)
<b>Associated CDETS #</b>	None.
<b>Possible Cause</b>	There are no in-service Call Servers. The Call Server may take itself out of service when Unified ICME response times become too long.
<b>Recommended Action</b>	Within the Operations Console, go to Device Management > Unified CM. Go to <b>Engine &gt; Engine Configuration</b> . Change <b>New Call Throughput Upper Threshold</b> and <b>Call Event Throughput Upper Threshold</b> values to <b>30000</b> .
<b>Release</b>	Release 7.0(2)
<b>Associated CDETS #</b>	None.
<b>Possible Cause</b>	A user has administratively taken the H.323 Service out of service.
<b>Recommended Action</b>	A user can administratively take the Call Server out of service by selecting <b>Go Out of Service</b> from <b>AppAdmin &gt; Engine</b> . To resolve this issue, start the service.
<b>Release</b>	Release 7.0(2)
<b>Associated CDETS #</b>	None.
<b>Possible Cause</b>	The H.323 Service has gone out of service due to an internal processing error.
<b>Recommended Action</b>	Consult your support provider for additional information regarding this type of event.
<b>Release</b>	Release 7.0(2)
<b>Associated CDETS #</b>	None.