

## H.323 Service Process Restarts Unexpectedly

<b>Problem Summary</b>	H.323 Service process restarts unexpectedly
<b>Error Message</b>	None
<b>Possible Cause</b>	An internal memory error occurred in the H.323 Service.
<b>Recommended Action</b>	Search the H.323 Service logs for an occurrence of the word <b>EXCEPTION</b> around the time of the failure. If found, this indicates a memory corruption issue. Contact your support provider for additional information.
<b>Release</b>	Release 7.0(2)
<b>Associated CDETS #</b>	None.
<b>Possible Cause</b>	Another possibility is the user accidentally hung the H.323 Service console window by highlighting text on the screen or using the scroll bar to view the contents of the console window.
<b>Recommended Action</b>	Check the H.323 Service logs for an occurrence of the phrase <b>H.323 Service will be restarted in 1800 seconds</b> . If no EXCEPTION errors are found around that time, it indicates that the user inadvertently hung the H.323 Service process.
<b>Release</b>	Release 7.0(2)
<b>Associated CDETS #</b>	None.