

High Availability over WAN - JTAPI Subsystem is Out of Service on one of the nodes

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| Problem Summary | In HAoWAN deployment, on one of the nodes the JTAPI Subsystem is OOS. |
| Error Message | Possible errors are in the MIVR logs. It could say that there are no ports for a Port group for this node. Or it could say that the number of ports is inconsistent. |
| Possible Cause | In addition to checking other possible causes for this issue, a couple of more things to check for in a HAoWAN deployment is, 1. Have the port been created for both the nodes(for each port group). 2. Are the number of ports between the nodes the same for each port group. |
| Recommended Action | If ports are entirely missing for the node, go to the port group configuration page in Appadmin under Telephony Subsystem and create the ports. If the number of ports is inconsistent, then update the node that has fewer ports or do a JTAPI Data resync |
| Release | Release 8.0(1) |
| Associated CDETS # | None |