

## ICM Gateway Process is stuck on starting

<b>Problem Summary</b>	The ICM Gateway Process is stuck on starting.
<b>Error Message</b>	None.
<b>Possible Cause</b>	Multiple reasons explained below.
<b>Recommended Action</b>	<p>Example:</p> <pre>%MMCA___ICMGW-6-SERVER_READINESS_UPDATE: %[ready=true]: \ Received server readiness update</pre> <ol style="list-style-type: none"> <li>1. Verify the server is ready by looking for SERVER_READINESS_UPDATE in the Runtime log. The Gateway does not come up until it is informed by the system infrastructure that the server is ready (the readiness update is true).</li> <li>2. View the available log files from the CLI: file list activelog mmca/logs/runtime</li> <li>3. View the appropriate log file from the CLI: file view activelog mmca/logs/runtime/LOGILENAME .</li> <li>4. Is the ICM Gateway on the runtime listening on the configured port? (Default: 42067).</li> <li>5. Is the PIM started? Is the PIM in activating state? Is the other side of the PIM active (only one side can be active at any time)?</li> <li>6. Is the PIM trying to connect to the right port (Default: 42067)?</li> <li>7. Check the port setting on the PIM, and it should match the ICM Gateway process on the runtime's listening port.</li> <li>8. Can the runtime server and the PIM ping each other?</li> </ol>
<b>Release</b>	Release 7.6(1) and Release 8.0(1)
<b>Associated CDETS #</b>	None.