

## ICM Gateway Process goes OOS

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| <b>Problem Summary</b>    | The Unified ICM Gateway Process is out-of-service (OOS).   |
| <b>Error Message</b>      | None.  |
| <b>Possible Cause</b>     | Multiple reasons described below.  |
| <b>Recommended Action</b> | <ol style="list-style-type: none"> <li>1. Is the server readiness state changed to false? Search for SERVER_READINESS_UPDATE in the Runtime log.</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. If you see a false update, then the Gateway is instructed by the Infrastructure to shut down (%MMCA__ICMGW-6-SERVER_READINESS_UPDATE:%[ready=false]).</li> <li>5. Is the PG OK?</li> <li>6. Did the other side of the PG take over?</li> <li>7. Did the network go down?</li> </ol> |
| <b>Release</b>            | Release 7.6(1) and Release 8.0(1)  |
| <b>Associated CDETS #</b> | None.  |