

ICM Gateway Process goes OOS

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| Problem Summary | The Unified ICM Gateway Process is out-of-service (OOS). |
| Error Message | None. |
| Possible Cause | Multiple reasons described below. |
| Recommended Action | <ol style="list-style-type: none"> 1. Is the server readiness state changed to false? Search for SERVER_READINESS_UPDATE in the Runtime log. 2. View the available log files from the CLI: file list activelog mmca/logs/runtime. 3. View the appropriate log file from the CLI: file view activelog mmca/logs/runtime/LOGILENAME. 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]). 5. Is the PG OK? 6. Did the other side of the PG take over? 7. Did the network go down? |
| Release | Release 7.6(1) and Release 8.0(1) |
| Associated CDETS # | None. |