

Missing AddrInService events

Problem Summary	Unified CCX CM Telephony Subsystem is in partial service
Error Message	1313: Feb 18 11:08:13.479 IST %MIVR-SS_TEL-7-UNK:calculateSubsystemState -> subsystem partial in service, cause: A number of route points are OOS - RP[num=68921], RP[num=68923] 1314: Feb 18 11:08:13.479 IST %MIVR-SS_TEL-2-SS_PARTIAL_SERVICE:JTAPI subsystem in partial service: Failure reason=A number of route points are OOS - RP[num=68921], RP[num=68923]
Possible Cause	Device being unregistered or Issue with the underlying JTAPI layer
Recommended Action	Register the device and troubleshoot with IPCBU JTAPI team for the reason for the event not being delivered. The address events are logged as follows: 1325: Feb 18 11:08:13.479 IST %MIVR-SS_TEL-6-CTI_ADDRESS_EVENT:Receives: Event=CiscoAddrOutOfService,cause=100,Addr=RP[num=68923] 1326: Feb 18 11:08:13.480 IST %MIVR-SS_TEL-6-CTI_ADDRESS_EVENT:Receives: Event=CiscoAddrInService,Addr=RP[num=68923]
Release	Release 8.0(1) and Release 7.0(1)
Associated CDETS #	NA