

**PIM not connecting ? Stuck ACTIVATING**

<b>Problem Summary</b>	The PIM is stuck in the ACTIVATING state
<b>Error Message</b>	None.
<b>Possible Cause</b>	<ol style="list-style-type: none"> <li>1. A timeout socket error will usually be observed in the log for this and the next two problems.</li> <li>2. Are the IP addresses in the A and B PIM correct for their respective primary and standby Expert Advisor runtimes?</li> <li>3. Is the Port correct in icm setup?</li> <li>4. Has the ProtocolVersion registry setting for the PIM been changed to 13 if you are using a version of ICM prior to Unified ICM 7.5(1)?</li> </ol>
<b>Recommended Action</b>	<ol style="list-style-type: none"> <li>1. Verify Expert Advisor is up and running.</li> <li>2. Also the A and B side Expert Advisors should match on each side (I.E. A side should point to A/A, B side should point to B/B.</li> <li>3. The port should always be 42067.</li> <li>4. You will see an OPEN_REQ get sent but it will be rejected in the log for this failure.</li> </ol>
<b>Release</b>	Release 7.6(1).
<b>Associated CDETS #</b>	None.