

VOIP Monitor Subsystem is in partial service or OOS

Problem Summary	VOIP Monitor Subsystem is in partial service or OOS
Error Message	VOIP Monitor Subsystem shows as in partial service or OOS on " <i>Control Center - Network Services</i> " page
Possible Cause	<ol style="list-style-type: none"> 1. One or both (in case of HA) of the Cisco Desktop VoIP Monitor Service in the cluster are OOS. 2. One or both (in case of HA) of the Cisco Desktop Call/Chat Service in the cluster are OOS. 3. Cisco Desktop LDAP Monitor Service is OOS. 4. None of the above, but the LDAP between the nodes (HA) are out of synch in terms of which is the active node. <p>Check both LDAP for the "ipHostName:" entry, under key " dn: svrType=LRM Server, o=CCX". The value should be the same in both LDAP.</p> <ol style="list-style-type: none"> 5. Node2's VoipMon SS failed to connect to node2's LDAP with ConnectionException. <p>e.g. %MIVR-LIB_LDAP-3-LDAP_CON_ERROR:Error accessing LDAP: ldap url=ldap://10.208.16.64:389 exception is java.net.ConnectException: Connection refused]</p>
Recommended Action	<p>For possible causes 1 to 3, restart the problematic services followed by VoIp Monitor Service. Make sure the services are running.</p> <p>For possible causes 4, restart the LDAP Monitor Service followed by the VoIp Monitor Service on the active node.</p> <p>For possible cause 5, reboot both uccx servers.</p>
Release	Unified CCX Release 8.0 & Unified CCX Release 8.5
Associated CDETS #	CSCtk34897,CSCtn16852