

## VOIP Monitor Subsystem is in partial service or OOS

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| <b>Problem Summary</b>    | VOIP Monitor Subsystem is in partial service or OOS  |
| <b>Error Message</b>      | VOIP Monitor Subsystem shows as in partial service or OOS on " <i>Control Center - Network Services</i> " page   |
| <b>Possible Cause</b>     | <ol style="list-style-type: none"> <li>1. One or both (in case of HA) of the Cisco Desktop VoIP Monitor Service in the cluster are OOS.</li> <li>2. One or both (in case of HA) of the Cisco Desktop Call/Chat Service in the cluster are OOS.</li> <li>3. Cisco Desktop LDAP Monitor Service is OOS.</li> <li>4. None of the above, but the LDAP between the nodes (HA) are out of synch in terms of which is the active node.</li> </ol> <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"> <li>5. Node2's VoipMon SS failed to connect to node2's LDAP with ConnectionException.</li> </ol> <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> |
| <b>Recommended Action</b> | <p>For possible causes 1 to 3, restart the problematic services followed by VoIp Monitor Service. Make sure the services are in the correct state.</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>  |
| <b>Release</b>            | Unified CCX Release 8.0 & Unified CCX Release 8.5  |
| <b>Associated CDETS #</b> | CSCtk34897,CSCtn16852  |