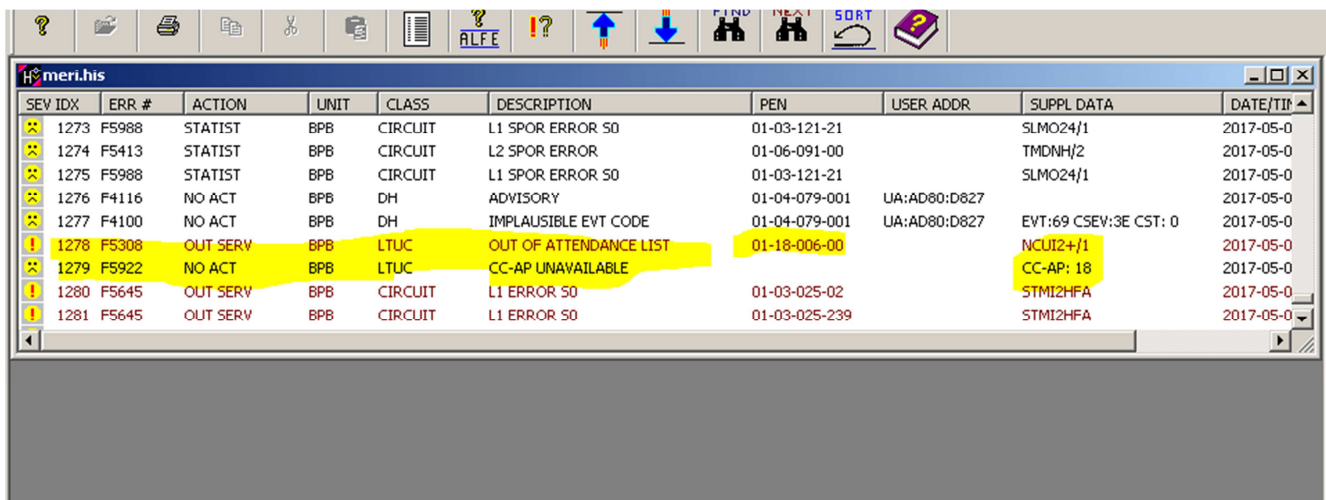


Is there anything other than a network condition that would cause both the NCUI and CC-AP to both go offline at the same time?? Customer claims no network issues and this keeps happening with outages of less than one minute.

I have pulled the error logs from the NCUI card. Logged into the AP processor, I don't see any signs of power loss reloads on either the NCUI card or AP. There is also a shelf 17 which is not affected during these outages. They are on a different network address and subnet.

So the STMI back at the main PBX is not the culprit either.



SEV IDX	ERR #	ACTION	UNIT	CLASS	DESCRIPTION	PEN	USER ADDR	SUPPL DATA	DATE/TIME
1273	F5988	STATIST	BPB	CIRCUIT	L1 SPOR ERROR S0	01-03-121-21		SLMO24/1	2017-05-0
1274	F5413	STATIST	BPB	CIRCUIT	L2 SPOR ERROR	01-06-091-00		TMDNH/2	2017-05-0
1275	F5988	STATIST	BPB	CIRCUIT	L1 SPOR ERROR S0	01-03-121-21		SLMO24/1	2017-05-0
1276	F4116	NO ACT	BPB	DH	ADVISORY	01-04-079-001	UA:AD80:D827		2017-05-0
1277	F4100	NO ACT	BPB	DH	IMPLAUSIBLE EVT CODE	01-04-079-001	UA:AD80:D827	EVT:69 CSEV:3E CST: 0	2017-05-0
1278	F5308	OUT SERV	BPB	LTUC	OUT OF ATTENDANCE LIST	01-18-006-00		NCUI2+/1	2017-05-0
1279	F5922	NO ACT	BPB	LTUC	CC-AP UNAVAILABLE			CC-AP: 18	2017-05-0
1280	F5645	OUT SERV	BPB	CIRCUIT	L1 ERROR S0	01-03-025-02		STMI2HFA	2017-05-0
1281	F5645	OUT SERV	BPB	CIRCUIT	L1 ERROR S0	01-03-025-239		STMI2HFA	2017-05-0