

# CallManager RTMT Error: Replies Contain Error,[ErrorCode]: 13,[ErrorMsg]: RISDC Data Collection Disabled

Document ID: 100467

---

**Introduction**

**Prerequisites**

Requirements

Components Used

Conventions

**Problem**

**Solution**

**NetPro Discussion Forums – Featured Conversations**

**Related Information**

---

## Introduction

This document explains the workaround for the Replies contain error,[ErrorCode]: 13,[ErrorMsg]: RISDC data collection disabled error message that appears when you run the Real Time Monitoring Tool (RTMT) on Cisco Unified Communications Manager (CallManager).

## Prerequisites

### Requirements

There are no specific requirements for this document.

### Components Used

The information in this document is based on Cisco Unified Communications Manager (CallManager) 4.x.

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

### Conventions

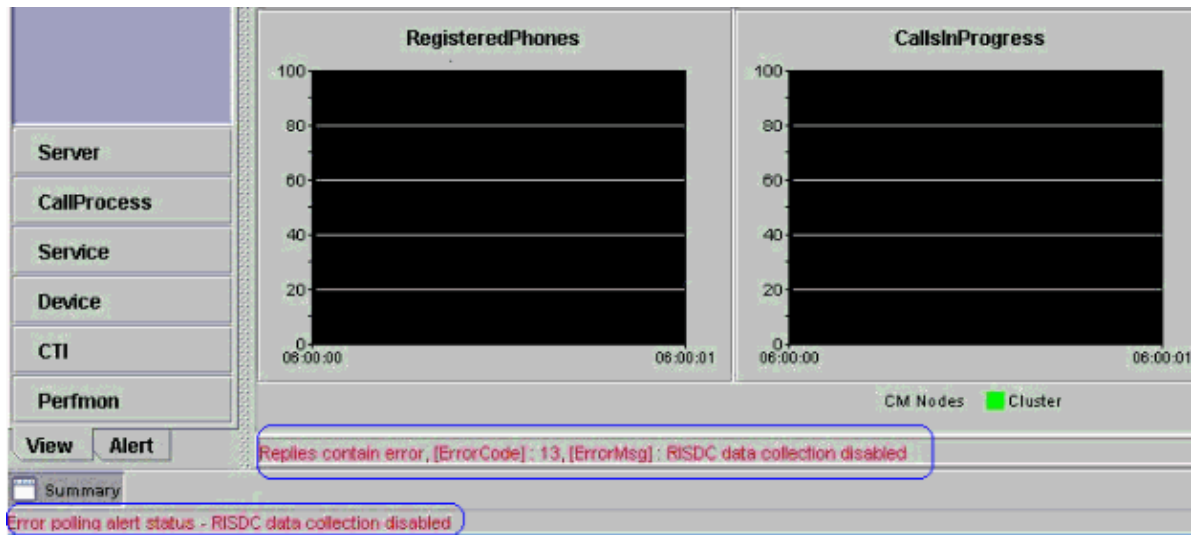
Refer to Cisco Technical Tips Conventions for more information on document conventions.

## Problem

The RTMT does not work, and these error messages appear:

```
Replies contain error,[ErrorCode]: 13,[ErrorMsg]: RISDC data collection disabled
```

```
Error polling alert status - RISDC data collection disabled
```



## Solution

These error messages, prompted by the Real Time Monitoring Tool, usually appear because a Service Parameter is not enabled.

In order to overcome these error messages:

1. Choose **Service Parameters**.

System Route Plan Service Feature Device User Application Help

Cisco CallManager  
For Cisco IP Telephony Solutions

- Cisco IPMA Configuration Wizard
- Cisco CM Attendant Console
- Media Resource
- Service Parameters

CISCO SYSTEMS

**Cisco CallManager 4.1 Administration**

Details

Copyright © 1999 - 2004 Cisco Systems, Inc.  
All rights reserved.

This product contains cryptographic features and is subject to United States and local country laws governing import, export, transfer and use. Delivery of Cisco cryptographic products does not imply third-party authority to import, export, distribute or use encryption. Importers, exporters, distributors and users are responsible for compliance with U.S. and local country laws. By using this product you agree to comply with applicable laws and regulations. If you are unable to comply with U.S. and local laws, return this product immediately.

A summary of U.S. laws governing Cisco cryptographic products may be found at:  
<http://www.cisco.com/wwl/export/crypto/tool/stara.html>  
If you require further assistance please contact us by sending email to [export@cisco.com](mailto:export@cisco.com).

2. Choose **Cisco RIS Data Collector** from the Service menu.

## Service Parameters Configuration

Select the server and the service you want to configure:

Server\*

Service\*

Note: If the service you want to configure is not listed in the Service drop-down, you must activate it using [Service Activation](#).

\* indicates required item

- Cisco Extended Functions
- Cisco Extension Mobility
- Cisco IP Manager Assistant
- Cisco IP Voice Media Streaming App
- Cisco Messaging Interface
- Cisco MOH Audio Translator
- Cisco RIS Data Collector
- Cisco Serviceability Reporter
- Cisco Telephony Call Dispatcher
- Cisco Tftp
- Cisco WebDialer

3. Locate **Data Collection Enabled**, and make sure the value is set to **True**

Parameter Name	Parameter Value	Suggested Value
RIS Cluster TCP Port*	<input type="text" value="2555"/>	2555
RIS Client TCP Port*	<input type="text" value="2556"/>	2556
RIS Client Timeout (sec)*	<input type="text" value="30"/>	30
RIS Cleanup Time of the Day (hr:min)*	<input type="text" value="22:00"/>	22:00
RIS Unused Cisco CallManager Device Store Period (day)*	<input type="text" value="3"/>	3
RIS Unused CTI Records Storage Period (day)*	<input type="text" value="1"/>	1
RIS Maximum Number of Unused CTI Records (records)*	<input type="text" value="3000"/>	3000
Data Collection Enabled*	<input type="text" value="True"/>	True
Data Collection Polling Rate (sec)*	<input type="text" value="False"/>	30
Data Collection Reenumeration Interval (min)*	<input type="text" value="5"/>	5
Server Synchronization Period (sec)*	<input type="text" value="60"/>	60
Primary Collector*	<input type="text" value="172.16.2.200"/>	

## NetPro Discussion Forums – Featured Conversations

Networking Professionals Connection is a forum for networking professionals to share questions, suggestions, and information about networking solutions, products, and technologies. The featured links are some of the most recent conversations available in this technology.

Service Providers: Voice over IP
Voice & Video: Voice over IP
Voice & Video: IP Telephony
Voice & Video: IP Phone Services for End Users
Voice & Video: Unified Communications
Voice & Video: IP Phone Services for Developers
Voice & Video: General

---

## Related Information

- **RTMT Notification: Number of MediaListExhausted Events Exceed 0 within 60 Minutes**
- **Real-Time Monitoring Tool**
- **Voice Technology Support**
- **Voice and Unified Communications Product Support**
- **Recommended Reading: Troubleshooting Cisco IP Telephony**
- **Technical Support & Documentation – Cisco Systems**

---

[Contacts & Feedback](#) | [Help](#) | [Site Map](#)

© 2007 – 2008 Cisco Systems, Inc. All rights reserved. [Terms & Conditions](#) | [Privacy Statement](#) | [Cookie Policy](#) | [Trademarks of Cisco Systems, Inc.](#)

---

Updated: Feb 12, 2008

Document ID: 100467

---