

Cisco Unified Web and E–Mail Interaction Manager Version 4.2(4) Listener Service Instance Hangs While Starting

Document ID: 109596

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Introduction

Cisco Unified Web and E–Mail Interaction Manager version 4.2(4) listener service instance hangs while starting. This document explains how to troubleshoot this issue.

Prerequisites

Requirements

Cisco recommends that you have knowledge of installing Cisco Unified Web and E–Mail Interaction Manager. Refer to [Installing Cisco Unified Web and E–Mail Interaction Manager](#) for more information.

Components Used

The information in this document is based on the Cisco Unified Web and E–Mail Interaction Manager version 4.2(4).

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 information on document conventions.

Problem

With Cisco Unified Web and E–Mail Interaction Manager version 4.2(4), a process instance hangs in *Starting* mode in some circumstances. One common example is the *Listener* instance that hangs in *Starting* mode if it cannot successfully communicate with the designated CTI server(s).

Solution

Complete these steps in order to resolve this issue:

1. On the CIM file server, open the file
%install_dir%\CIM\eService\config\egpl_process_ids.properties.
2. Take a note of the **process ID** that is associated with the process whose instance is stuck in *Starting* mode.
3. On the CIM database server, open **SQL Query Analyzer**.
4. Run this query against the CIM master database (by default called eGMasterDB):

```
SELECT * FROM egpl_dsm_instance WHERE instance_name like '%listener%'
```

5. In the results, take a note of the **instance ID** (column = instance_id) for the listener process that is in the *Starting* state.

Note: For the column state, 3 = **Running**, 4 = **Stopped**, 6 = **Starting**.

6. Run this query to update the state field in the table to the *Stopped* state:

```
UPDATE egpl_dsm_instance SET state = 4 WHERE instance_id = XXXX
```

7. Open the CIM system console, and navigate to the process whose instance was previously stuck in the *Starting* state. For example, navigate to **System > Shared Resources > Services > Listener > Listener > Listener-process**.
8. Click the red **X** icon in order to stop the process, and verify the state is *Stopped*.
9. On the CIM services server, open **Windows Task Manager**.
10. Click the **Processes** tab, and verify that the **process ID** noted in step 1 no longer shows in the list of running processes. If it still appears in the process list, click the **End Process** button in order to manually end the process.

Note: You may have to add the Process ID (PID) column to the display if it is not already. (Choose **View > Select Columns > PID (Process Identifier)**.)

11. On the CIM system console, start the process first and then the instance. For example:
 - a. Navigate to **System > Shared Resources > Services > Listener > Listener > Listener-process**.
 - b. Click the **Start** button (green play icon), and verify that the process successfully enters the *Running* state.
 - c. Navigate to **System > Partitions > <partition> > Services > Listener > Listener > Listener-instance**.
 - d. Click the **Start** button (green play icon), and verify that the instance successfully enters the *Running* state.
12. If the instance continues to hang in the *Starting* state, collect the applicable logs and investigate the root cause for the process or instance being unable to start successfully.

For the *Listener* process, this issue is typically related to these situations:

- Incorrect CTI server configuration (that is, *<ip_address>: <port>*)
- Nonexistent secondary CTI server definition (for a simplex CTI deployment, the single server should be listed as both primary and secondary for the Listener instance)
- Network connectivity failure between the CIM services server and the CTI server(s)

After you complete the above procedure, if you receive the `INVALID_MRD rejection` message from CTISVR (in the log) when *Listener* tries to log in, you must run the **exit_opc** command on the PG where CTISVR runs in order to clear the messages.

Note: The **exit_opc** command instructs the OPC process to exit on both sides of the PG, if duplexed. Node Manager forces the process to restart, which then forces a reload of the configuration for the Call Router. All internal peripheral and agent states are flushed (which means logged out), and then the OPC and Peripheral Interface Manager (PIM) relearn the PG and its configuration.

Related Information

- **Recommended Tracing Levels for Troubleshooting IPCC Issues**
 - **How to Use the Dumplog Utility**
 - **Using the OPCTest Command-Line Utility**
 - **Voice Technology Support**
 - **Voice and Unified Communications Product Support**
 - **Technical Support & Documentation – Cisco Systems**
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Updated: Feb 09, 2009

Document ID: 109596
