

ICM 7.2(5), 7.2(6) and 7.2(7): OPC Capture Files Fills Up Hard Drive, Resulting in Unreliable System

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Introduction

In Cisco Intelligent Contact Management (ICM) versions 7.2(5), 7.2(6) and 7.2(7), the Open Peripheral Controller (OPC) process of the Peripheral Gateway (PG) creates data files for troubleshooting. These files are supposed to be maintained by a scheduled job on the PG. The script that creates this job on 7.2(5), 7.2(6) and 7.2(7) is broken and the script is not created. These capture files can get very large, and will continue to grow and fill the hard drive if not controlled.

This document discusses how to troubleshoot the issue.

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- Cisco ICM
- Cisco ICM Peripherals

Components Used

The information in this document is based on Cisco ICM versions 7.2(5), 7.2(6) and 7.2(7).

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.

Background Information

As a way to reduce time to resolution, a new feature was added to the OPC process of the PG component

starting with 7.2(5). This feature records the messaging of OPC so an issue can be reproduced by reducing turnaround time of diagnosis and speeding resolution. Capturing this messaging creates large data files that need to be maintained so the hard drive of the PG is not filled. One way these files are maintained is through scheduled jobs on the system that purge old files and maintain the appropriate volume of data. In ICM 7.2(5), 7.2(6) and 7.2(7), the script that is used to schedule this job for the OPC capture files does not perform properly and the scheduled job is not created. As a result of the scheduled job not being created, the OPC capture data is not controlled and allowed to grow uncontrolled which fills the PG s hard drive. This problem will occur on both sides of a duplexed PG as the OPC process is running in sync on each side, so both sides create capture files. This will lead to both sides of the PG filling up at nearly the same time.

The volume at which these files grow is directly related to the call flows and load on the system.

Because of a second script that is executed after installation on a Simplified IPCC deployment, the scheduled job does get created by another means and the log files are controlled.

Problem

Starting in ICM 7.2(5), the OPC process of the PG creates data files for troubleshooting. These files are supposed to be maintained by a scheduled job on the PG. The script that creates this job on 7.2(5), 7.2(6) and 7.2(7) is broken and the script is not created. These capture files can get very large, and will continue to grow and fill the hard drive if not controlled.

As the hard drive fills, the system will be unpredictable and unreliable. The same problem will occur concurrently on the duplexed side of the PG which results in both sides of the PG reaching capacity at similar times. Also, the volume of data in these files is proportional to the load of the system.

Note: This issue should not be seen on Simplified Cisco Contact Center Enterprise deployments as a second script runs later in the setup process that will create the script.

The easiest way to verify that the cleanup is not happening is to to check the scheduled jobs on the PG. This can be done in two different ways.

1. First, from the **Control Panel**, select **Scheduled Tasks**. In the list of tasks, if the cleanup task is present, there should be a job scheduled at 2:57am. Double-click on the scheduled item and the details will show the cleanup script similar to "**c:\icm\bin\OPCCleanup.bat 5g**". If the above entries are not present, then the job has not been created.
2. Another way to check for the scheduled job is from the command line. Use that **AT** command which will list all the scheduled jobs on the system. Again, if the cleanup job is not present, then the job has not been scheduled.

From the command line the scheduled job would look similar to this:

```
Status ID Day Time Command Line
-----
19 Each M T W Th F S Su 2:57 AM cmd /C "C:\icm\bin\OPCCleanup.bat 5g"
```

Solution

If you are running Cisco ICM 7.2.5 or 7.2.6, the job can be easily created from the command prompt. The following command would need to be modified to point to the correct ICM root for the given installation. The command should be run on all PG components.

```
AT 2:57 /EVERY:m,t,w,th,f,s,su cmd /C "C:\icm\bin\OPCCleanup.bat 5g"
```

From the command again use the **AT** command to verify that the job was created as described above. If the PG requires a reboot after a manual workaround, the manual workaround/job will remain without an issue. Re-running setup will not undo the AT job.

Related Information

- **Technical Support & Documentation – Cisco Systems**
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