

What Does the ICM Event "The router state size of 31 MB has grown beyond the alarm limit of 30 MB" Mean?

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Questions

Introduction

What does the Cisco ICM event, "The router state size of 31 MB has grown beyond the alarm limit of 30 MB," mean and does it indicate a problem?

Related Information

Introduction

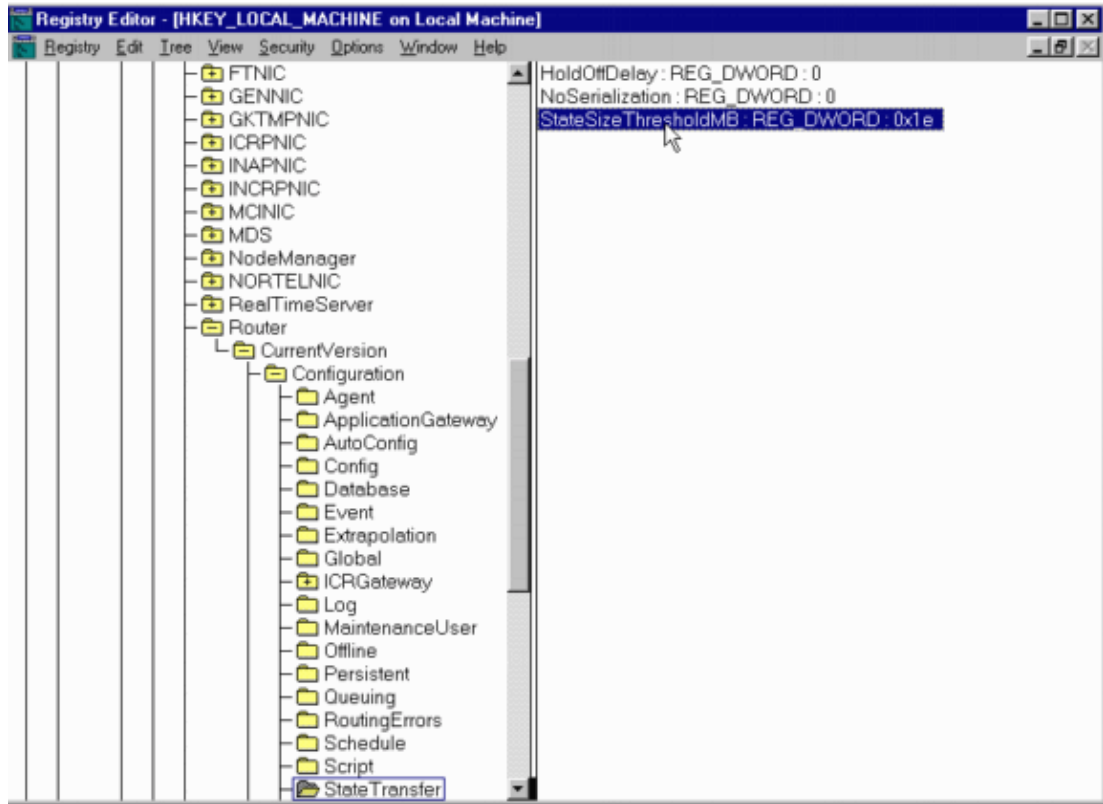
A feature in the Cisco Intelligent Contact Management (ICM) allows you to monitor the size of the ICM Call Router configuration that is currently in memory. The ICM Call Router configuration contains information about your ICM system configuration and routing scripts. This event can be viewed on the ICM Call Router in the Router Process window. It can also be viewed by using the dumplog utility against the `rtr` log file.

Q. What does the Cisco ICM event, "The router state size of 31 MB has grown beyond the alarm limit of 30 MB," mean and does it indicate a problem?

A. This non-route impacting event is nothing more than an informational message indicating that as the ICM configuration size has grown, the ICM Call Router in-memory state size has grown beyond a preset threshold. The value of this threshold is defaulted at 30 MB, and is set in the ICM Call Router's registry. There are two options for eliminating the message:

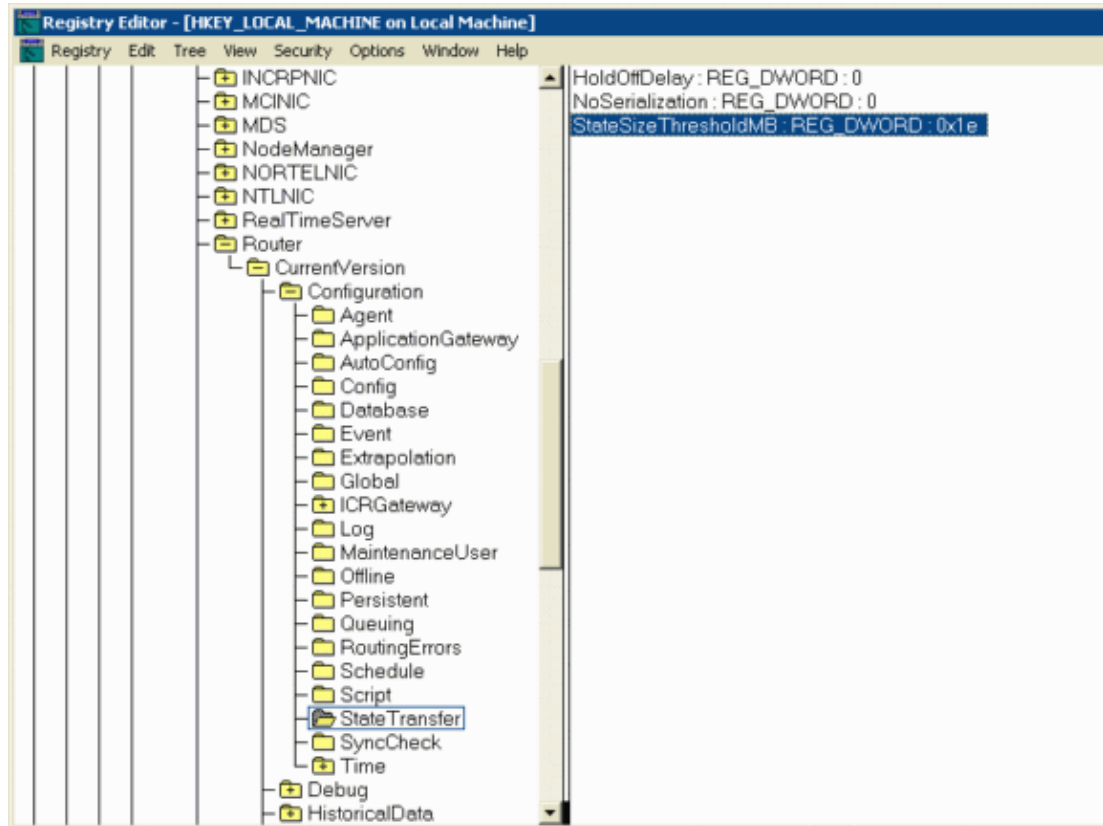
1. Reduce the in-memory state size by deleting old, unneeded ICM configuration including dialed numbers, labels, and scripts. If there is a lot of old configuration to be deleted, then the state size may be reduced well below the preset state size threshold.
2. Use Registry Editor on the ICM Call Router to adjust the state size threshold value. To open the Registry Editor, click **Start > Run** and type either `regedt32` or `regedit` in the **Run** window.
3. Drill-down to the following registry key and increase the value of **StateSizeThresholdMB** to a desired value.
 - ◇ For ICM 4.6.2 and earlier

```
HKEY_LOCAL_MACHINE\SOFTWARE\Cisco Systems Inc.\ICM\
```



◇ For ICM version 5.0 and later

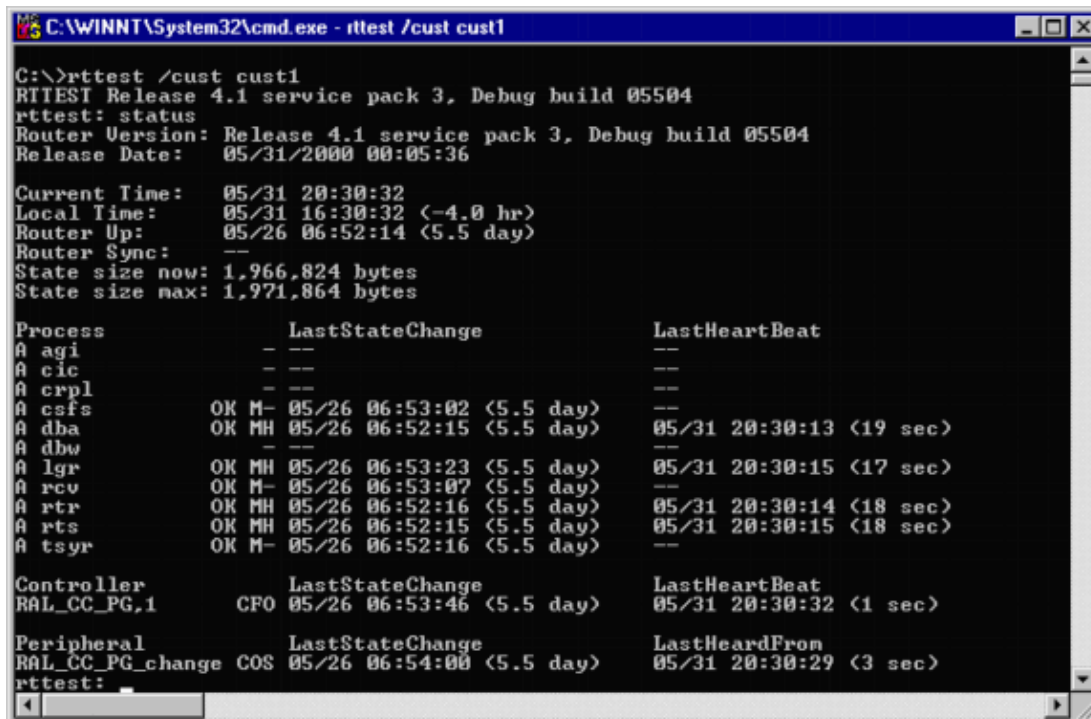
HKEY_LOCAL_MACHINE\SOFTWARE\GeoTel\ICR\<cust_inst>\Router<A/B>\Router\Currentversion\Configuration\StateTransfer



Regardless of the method used to eliminate the informational message, if the in-memory ICM Call Router configuration again exceeds the configured value of **StateSizeThresholdMB**, the same informational message is generated again. The same steps may be taken to eliminate the

message with each occurrence.

In Cisco ICM version 4.1 and later, the **status** command in the **rttest** command line utility may be used to check the current ICM Call Router in-memory state size, as shown in the following example:



```
C:\>rttest /cust cust1
RTTEST Release 4.1 service pack 3, Debug build 05504
rttest: status
Router Version: Release 4.1 service pack 3, Debug build 05504
Release Date: 05/31/2000 00:05:36

Current Time: 05/31 20:30:32
Local Time: 05/31 16:30:32 (-4.0 hr)
Router Up: 05/26 06:52:14 (5.5 day)
Router Sync: --
State size now: 1,966,824 bytes
State size max: 1,971,864 bytes

Process                LastStateChange          LastHeartBeat
A agi                  - ---                    ---
A cic                  - ---                    ---
A crpl                 - ---                    ---
A csfs                 OK M- 05/26 06:53:02 (5.5 day)
A dba                  OK MH 05/26 06:52:15 (5.5 day) 05/31 20:30:13 (19 sec)
A dbw                  - ---                    ---
A lgr                  OK MH 05/26 06:53:23 (5.5 day) 05/31 20:30:15 (17 sec)
A rcv                  OK M- 05/26 06:53:07 (5.5 day)
A rtr                  OK MH 05/26 06:52:16 (5.5 day) 05/31 20:30:14 (18 sec)
A rts                  OK MH 05/26 06:52:15 (5.5 day) 05/31 20:30:15 (18 sec)
A tsyr                 OK M- 05/26 06:52:16 (5.5 day)

Controller             LastStateChange          LastHeartBeat
RAL_CC_PG,1           CF0 05/26 06:53:46 (5.5 day) 05/31 20:30:32 (1 sec)

Peripheral             LastStateChange          LastHeartFrom
RAL_CC_PG_change      COS 05/26 06:54:00 (5.5 day) 05/31 20:30:29 (3 sec)
rttest:
```

Related Information

- [How to Use the Dumplog Utility](#)
- [Cisco ICM rttest Utility](#)
- [Technical Support – Cisco Systems](#)

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