

Checklist – Cannot Open AW Applications, Applications Sluggish, Cannot Edit Scripts, Cannot View Real Time Reports

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Introduction

This document provides a checklist that you can use to troubleshoot issues in a Cisco Intelligent Contact Management (ICM) environment.

Use this checklist for any of these reasons:

1. Your Admin Workstation (AW) applications are sluggish or react slowly.
2. You are unable to open or use Cisco ICM processes on the AW (for example, Script Editor, Configuration Manager Tool, and Lock Administration).
3. You are unable to edit Scripts.
4. You are unable to view real time reports.

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- Cisco ICM

Components Used

The information in this document is based on these software and hardware versions:

- Cisco ICM version 4.6.1 and earlier

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.

Additional Information

If your problem is not solved after you complete this checklist, complete the Escalate section at the end of this document, and send the information to the Cisco Technical Assistance Center (TAC).

Checklist

1. What version of Cisco ICM do you use?

2. What is the current Hot Fix or Service Release that you have applied?

3. What AW Node is in question?

4. Does the AW react slowly?

5. Is there a recent Dr. Watson log?

`c:\winnt\drwtsn32.log`

Yes	No
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6. If yes, when was the Dr. Watson file written?

`findstr /i when drwtsn32.log`

Refer to How to Use the **findstr** Command for more information.

7. If there is a recent drwtsn32.log file, which application or process wrote to the drwtsn32.log?

`findstr /i app drwtsn32.log`

Refer to How to Use the **findstr** Command for more information.

8. Have you installed the latest Microsoft Windows NT Service Packs?

Yes	No
-----	----

9. Is the local hard drive near capacity on the AW?

Yes	No
-----	----

10. Does the problem occur when you open Script Editor?

Yes	No
-----	----

11. Is an error message reported?

Yes	No
-----	----

If yes, what is the error message?

--

12. Does a re-boot of the PC fix the problem?

Yes	No
-----	----

Refer to Shutting Down and Rebooting a Cisco ICM Remote System for more information.

13. Is the IP address for the Primary Real Time Distributor (RTD) available in the host file?

Yes	No
-----	----

14. Is there a reliable network connection to the Primary RTD?

In order to check this, issue the **tracert** command. From a command window or Telnet session:

```
tracert geocustAW# (AW host name or ip address)
```

Yes	No
-----	----

Refer to Using the Trace Route Utility for more information.

15. Do Cisco ICM Services run on the Primary RTD?

Yes	No
-----	----

Refer to How to Use the **net** Command for more information.

16. Does a re-boot of the Primary RTD fix the problem?

Yes	No
-----	----

Refer to Shutting Down and Rebooting a Cisco ICM Remote System for more information.

17. Are there any SQL errors on the Primary RTD?

```
c:\mssql\log\errorlog
```

In order to view the error log, use the **type** command.

Yes	No
-----	----

18. If there are SQL errors, what is the exact text of the error messages in the log?

--

19. Is there a secondary distributor for the AW?

Yes	No
-----	----

20. Is the IP address for the Secondary RTD in the host file?

Yes	No
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21. Is there a reliable network connection to the Secondary Real Time Distributor?

In order to check this, use the **tracert** command. From a command window or in a Telnet session:

```
tracert geocustaw# (AW host name or ip address)
```

Yes	No
-----	----

Refer to Using the Trace Route Utility for more information.

22. Do the Cisco ICM Services run on the Secondary RTD?

Yes	No
-----	----

Refer to How to Use the **net** Command for more information.

23. Does a re-boot of the Secondary RTD fix the problem?

Yes	No
-----	----

Refer to Shutting Down and Rebooting a Cisco ICM Remote System for more information.

24. Are there any SQL errors on the Secondary RTD?

```
c:\mssql\log\errorlog
```

To view the error log, use the **type** command.

Yes	No
-----	----

25. If there are SQL errors, what is the exact text of the error messages in the log?

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26. Does the problem occur when you open the Configuration Manager Tool?

Yes	No
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27. Is an error message reported?

Yes	No
-----	----

28. If yes, what is the error message?

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29. Does the problem occur on another Client AW?

Yes	No
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30. Does the problem occur on the RTD?

Yes	No
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Escalate

If the problem still persists after you complete the checklist, you can open a service request through the TAC Service Request Tool (registered customers only) .

Please provide this information:

1. A detailed description of the problem.
2. The **Drwtsn32.log**, if applicable.
3. The SQL log file, if applicable.

If the problem seems to be related to either the Primary RTD or the Secondary RTD, provide these log files with log entries of approximately 30 minutes before the problem occurred:

- **RPL dumplog** rpl /bt xx:xx /of HDS#rpl
- **LGR dumplog** lgr /bt xx:xx /of HDS#lgr
- **RCV dumplog** rcv /bt xx:xx /of LGR#rcv
- **NM dumplog** nm /bt xx:xx /of HDS#nm /nobin

Note: xx:xx represents the start time of logging.

Note: # represents the HDS node (for example, HDS5).

Refer to Using the Dumplog Utility for more information.

If the problem seems to be related to the client AW only, provide these log files with log entries of approximately 30 minutes before the problem occurred.

- **EDT dumplog** edt /bt xx:xx of AW#

Note: xx:xx represents the start time of logging.

Note: # represents the HDS node (for example, HDS5).

Refer to Using the Dumplog Utility for more information.

Attach Files to an E-mail to Cisco Technical Support

1. Click attach@cisco.com.
2. Type the Service Request number in the Subject line.
3. Attach files, and send e-mail.

Related Information

- [Using the Trace Route Utility](#)
- [Using the Dumplog Utility](#)
- [Technical Support & Documentation – Cisco Systems](#)

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