

# Resolving the "Invalid DMP Destination" Error and Deleting the Peripheral Gateway

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## **Introduction**

This document describes how to take a Peripheral Gateway (PG) out-of-service. You would do this when you close a contact center, when it is necessary to remove the PG from the Cisco Intelligent Contact Management (ICM) configuration, so that there are no references to an out-of-service PG.

## **Prerequisites**

### **Requirements**

Readers of this document should have knowledge of these topics:

- How to configure and maintain Cisco ICM.
- How to install the components of Cisco ICM.

### **Components Used**

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

- Cisco ICM versions 4.5.x and later

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**

For more information on document conventions, refer to the Cisco Technical Tips Conventions.

# Problem

When you have to close a contact center, you can physically turn off the power of the PG at the location to be closed. However, when you turn off the power, alarms such as these are generated:

- "PG01 has not communicated with the Central Controller for xx minutes"

OR

- "invalid DMP destination"

## If You See an "Invalid DMP Destination" Error

The error can appear in the Event Viewer in the Monitor ICM program on an Admin Workstation (AW), but it occurs only if the Event Filter criteria are configured to display router errors and warnings. The error shows up in the CCAgent (CCAG) log on one or both CallRouters, based on which CallRouter is configured for the PG noted in the error message. On the CallRouter, you can view the error in the CCAgent Process window, or in the CCAG log file with the help of the Dumplog Utility. Here is the format of the error message:

```
Message from MDS client <client> (class <class>, type <type>)  
contains an invalid DMP destination <PGNum>. Discarding.
```

<PGNum> indicates a PG number that is no longer in service but is still referenced in the router configuration.

## Solution

When a PG is no longer in production, the CallRouters no longer need to show this PG in the configuration. You must coordinate a safe time (low traffic on the network) with the customer, because this process requires you to stop and restart CallRouters A and B.

When you have established a safe time, complete these steps:

1. Determine which CallRouter (A or B) is currently not active. In order to do so, execute the **RTTEST** command. For more information, see The Cisco ICM RTTEST Utility.
2. On the non-active CallRouter, open the ICM setup icon from the desktop.

If you cannot see the icon on the desktop, complete these steps:

- a. From the desktop, go to **Start > Run**.

The Run dialog box is displayed.

- b. Type `X:\icr\bin\setup` in the Run dialog box. Here, X indicates the drive Cisco ICM is installed.
  - c. Click **OK**.
3. Select **RouterX** from the Instance Components list, where "X" indicates either A or B.
  4. Click **Edit**.
  5. Click **Yes** if you are prompted to stop ICM services.
  6. Click **Next** until the Device Management Protocol Properties screen is displayed.
  7. In the **PG devices** section, locate the PG number to be removed from the ICM system.

This number is the same as the DMP destination number listed in the "invalid DMP destination" error message.

8. Clear the selection of the PG number.

9. Continue through the setup process, but do not make any other changes.
10. In the Setup Complete screen, check the **Yes, start the ICM Node Manager** check box.
11. Click **Finish**.
12. When the router processes have restarted, execute the **RTTEST** command again. Verify whether this CallRouter is still the non-active CallRouter.
13. Perform steps 1 through 12 on the other CallRouter.
14. Update the Hosts and Lmhosts files on Logger A, and use the **Sendall.bat** command to update all ICM nodes.

For more information on the **Sendall.bat** command, see How to Update ICM Node Host Files Using the Sendall.bat Command.

When you remove the PG from the CallRouters setup properties, CallRouters A and B are instructed to ignore the assigned Device Management Protocol (DMP) ID. Therefore, the Central Controller Agent (CCAG) process on the CallRouter no longer attempts to communicate with the PG Agent (PGAG) process that runs on the nonexistent PG, and the "invalid DMP destination" errors no longer occur.

If necessary, your next step would be to delete the PG from the ICM configuration. You can accomplish this on any AW.

## Delete a Peripheral Gateway from ICM Configuration

In order to delete a PG from the ICM configuration, complete these steps:

1. From the corresponding AW machine, run **Script Editor**.
2. Update any active scripts that pertain to the PG.
3. Remove any Services and Skill Groups from nodes that reference the PG.
4. Identify the scripts that reference the Services and Skill Groups of the PG.
5. Start **Configure ICM**.
6. Select **Administer > Show Script Reference**.
7. Select either **Service** or **Skill Group**, which lists all Services or Skill Groups in the Target Name column.
8. Select a **Target Name** that corresponds to the PG.
9. Click **Lookup References**. This lists all scripts that reference the selected Target.
10. Repeat this process for each Target (Service or Skill Group) that corresponds to the PG you want to delete.

Note the scripts that are listed.

**Tip:** You can check references to scripts in Configure ICM, under **Administer > Show Script Reference**. Select each **Target Name** for each Target Type, and click **Lookup References** to view a list of scripts that reference the corresponding target.

In order to remove nodes that reference any components to be deleted, you must remove all active scripts that reference such components. Save the new active script(s) in Script Editor. Complete these steps:

1. Select **File > Script Explorer**, and delete any old versions of scripts which use any Services or Skill Groups that reference the PG.
2. Select **Script > Call Type Manager**, and delete any dialed number entries for the Dialed Number used by the PG.
3. In Call Type Manager, delete any corresponding Script Schedules referenced by any Call Type for any Scripts that only reference components (for example, services, skill groups) for one PG.



**Caution:** Do NOT delete Script Schedules for scripts that reference components of more than one PG. If you are not sure about whether or not a script references components of more than one PG, edit the script manually, and carefully view the nodes in that script to check for components of multiple PGs. By this point, any such scripts must have been updated in Step 12, above.

In order to delete a Script Schedule, complete these steps:

1. Go to **Script Editor**.
2. Select **Script > Call Type Manager**.
3. Select the **Schedules** tab.
4. Select each individual **Call Type** in the drop-down box, and look in the Script column for any references to a Script that is used exclusively for the PG you want to delete.
5. Highlight the **Script Schedule**, and click **Delete**.

**Note:** Do not forget to also delete any such Scripts that only reference components of the PG you want to delete.

6. From the AW, run **Configure ICM**.
7. Delete any of these items that pertain to the PG to be deleted.

**Note:** Delete the items in the exact order they are listed.

- ◆ Agent – Peripherals menu
- ◆ Dialed Number Label – Targets menu

**Note:** Edit the Dialed Number Label record, and **Remove Members** from the corresponding Dialed Number. There is no "Delete" option.

- ◆ Label – Targets menu
- ◆ Peripheral Target – Targets menu
- ◆ Route – Targets menu
- ◆ Skill Group – Peripherals menu
- ◆ Service – Peripherals menu
- ◆ Trunk – Peripherals menu
- ◆ Trunk Group – Peripherals menu
- ◆ Network Trunk Group – Targets menu
- ◆ Call Type – Calls menu
- ◆ Dialed Number – Calls menu
- ◆ Peripheral – Peripherals menu

While in Configure ICM:

8. Select **Administer > Deleted**.
9. Double-click each component in the same order above.
10. Highlight the component in the resultant dialog box.
11. Click the **Destroy permanently** button.

This permanently removes the selected item, so the deleted items no longer appear in any lists. You must also perform this step before you continue to the next step.

While in Configure ICM:

12. Select **Requesters > Configure PG**.
13. Delete the corresponding PG.
14. Exit Configure ICM.

From the PG machine:

15. Run `setup.exe` from the installation media.

16. Delete the corresponding PG.

17. From the CallRouter A/B machines, remove the corresponding PG from the Device Management Protocol Properties screen, if you skipped this earlier.

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## Related Information

- [Using the RTTEST Utility](#)
- [Technical Support – Cisco Systems](#)

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