

Troubleshooting the Cisco ICM Logger when it Can't Make a Connection to the Listener

Document ID: 20488

Introduction

Prerequisites

- Requirements

- Components Used

- Conventions

Troubleshoot Specific Error Messages Found in the DTP Process Logs on the Cisco

ICM Logger

- Could Not Close Old Connection With xxx.xxx.xxxx

- Hardware Failure

- Unable to Connect to the Network Drive

- Line is Busy

- No Carrier

- No Dial Tone

Related Information

Introduction

This document explains how to troubleshoot specific errors found in the Dynamic Domain Name Services (DDNS) Transfer Protocol (DTP) process logs on the Cisco Intelligent Contact Management (ICM) Logger.

Note: Listeners are servers that receive events and present them for display. Cisco Technical Support uses these event messages in order to open trouble cases and to monitor your enterprise. The error messages that this document discusses can appear in the DTP process logs or in DTP process window in real-time.

Prerequisites

Requirements

There are no specific requirements for this document.

Components Used

This document is not restricted to specific software and hardware versions.

Conventions

Refer to the Cisco Technical Tips Conventions for more information on document conventions.

Troubleshoot Specific Error Messages Found in the DTP Process Logs on the Cisco ICM Logger

Typically, these error messages do not indicate a critical network issue. Since both the Logger and Listener are duplexed, several combinations of connections are available to send critical enterprise messages. This document explains these error messages:

- Could Not Close Old Connection With xxx.xxx.xxxx
- Hardware Failure
- Unable to Connect to Network Drive
- Line is Busy
- No Carrier
- No Dial Tone

Note: Before you contact Cisco Technical Support, check your service contract. If your first-line support is provided by a different vendor, such as a Telephony company, you should contact them in order to resolve these errors before you contact Cisco. In these cases, Cisco Technical Support does not have visibility of ICM events, since the Listener that monitors these events is located with your support provider.

Could Not Close Old Connection With xxx.xxx.xxxx

When the Logger cannot access the modem to dial the Listener because there is another active modem connection, it returns this error message:

```
Could not close old connection with xxx.xxx.xxxx
```

In order to clear the modem, hang up the old connection manually, and complete these steps:

1. Choose **Start > Settings > Control Panel**.
2. Double-click **Dial Up Networking Monitor**.
3. Click **Hang Up**.
4. Click **OK**.

Hardware Failure

When the modem for the Logger cannot make a telephone connection, which prevents it from sending enterprise-wide event messages to the Listeners, it returns this error message:

```
hardware failure
```

This message indicates a problem with the modem, phone line, or data or phone cable. DTP never phones home in this state. The error does not reflect a Cisco ICM system failure; the hardware failure only refers to the modem hardware.

Complete these steps in order to fix this problem.

1. If the Logger has an internal modem, reboot the Logger. If there is an external modem, power cycle the modem itself. If the problem is resolved, but recurs frequently, it is recommended that you replace the modem. If you have questions about recommended modem types, contact your Cisco representative.
2. If the first step fails, test the phone line manually. If you cannot make a phone call using a handset, call your Telephony carrier in order to resolve the issue. If you can make calls using a handset, but the modem still does not dial out, replace the data cable with a known good cable (for example, swap cables with the other Logger). If this still does not resolve the issue, replace the modem.

Unable to Connect to the Network Drive

Sometimes the modem for the Logger can successfully dial the modem for the Listener and complete a handshake to log on to the Listener, but cannot map a network drive to the Listener. When this happens, the Logger cannot send enterprise-wide event messages to the Listener, and returns this error message:

Unable to connect to network drive

When this error occurs, the Logger is placed into an error mode that prevents any additional attempts at phoning out for one hour. While it is normal to receive this error occasionally, if it occurs continually, remedial action must be taken.

There are three issues that can cause this error:

- Incorrect DTP configuration on the Logger
- Incorrect account setup on the Listener or Listeners
- Incorrect Microsoft Windows NT Service Pack on the Logger

If you have been trained on setup for the DTP process and are comfortable using the Microsoft Windows NT registry editor, you can confirm the phone numbers, accounts, and passwords for DTP. A common configuration error is to have the modem number for one Listener configured with the host name of the opposite Listener. Be sure to check that the numbers are assigned correctly.

If this fails to resolve the issue, reload the Microsoft Windows NT Remote Access Server (RAS) on the Logger. Once this is complete, also load the correct Windows NT Service Pack. Loading the Service Pack correctly is critical since it contains fixes to the RAS software that are required to resolve this issue. If you have any questions on how to load RAS and the Windows NT Service Pack, contact Cisco Technical Support.

Line is Busy

A Logger modem that cannot make a telephone connection to the Listener sometimes displays these error messages:

line is busy

no carrier

no dial tone

These errors are usually caused by momentary Telephony issues on the sending or receiving end. A Logger that displays these errors usually repairs itself. You can tell when this happens when you view the DTP process for the "Remove remote resources" message, which displays after a successful connection to the Listener.

If the problem persists longer than 15 minutes (the DTP process automatically redials every few minutes) try these troubleshooting tips:

- Test the modem phone line by connecting a standard phone and checking for local and long distance dial tone. If there is no dial tone, contact your Telephony provider.
- If there is a dial tone, confirm the trunk access code, and dial a known long distance number to test the line. Once you confirm the long distance dialing sequence, compare this to the numbers dialed by the DTP process. In order to check this number, observe the DTP logs and look for the dial string. If the access code has changed or you believe the number is incorrect, contact Cisco Technical Support to make the correction in the registry on the Logger.
- If everything appears correct from the previous step, try to dial the Listener phone number(s) manually using the handset. If you continually get a busy signal or other Telephony error, report the issue to Cisco Technical Support, as there can be an issue on the receiving end that needs to be resolved.
- If none of these tests resolve the issue or you are unfamiliar with the testing steps, open a case with Cisco Technical Support.

No Carrier

See "Line is Busy".

No Dial Tone

See "Line is Busy".

Related Information

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

All contents are Copyright © 2006–2007 Cisco Systems, Inc. All rights reserved. Important Notices and Privacy Statement.

Updated: Jul 31, 2006

Document ID: 20488
