

# If Logger Process Continually Exits and Restarts Due to Exhausted Buffer Pool, Increase Buffer Pool Size

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## Introduction

This document explains the procedure to increase the size of the buffer pools that the Message Delivery Service (MDS) and other processes use on a Logger.

## Prerequisites

### Requirements

Cisco recommends that you have knowledge of these topics:

- Cisco Intelligent Contact Management (ICM) configuration
- Microsoft Windows NT Registry Utility

### Components Used

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

- Cisco ICM version 4.5.x and later
- Microsoft Windows NT version 4.0 and Windows 2000

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.

## Problem

Typically, you need to increase the size of the buffer pools when:

- The Logger service exits and restarts continually.

- Dumplogs indicate that the Logger has almost run out of buffer space.
- The default buffer pool size is set at 1024 during setup.
- The MDS process has run out of buffers, and forces a restart of Logger A.

Here are the errors you can find in Dumplog:

```
Dumplog of MDS process on Logger

06:26:36 la-lgr Trace: Thread[142]: Start Config Transaction 2000004868
06:26:39 la-lgr Trace: 1020 messages queued for output to MDS Process.
06:26:39 la-lgr Fail: Buffer Pool Exhausted (1024 buffers allocated).
06:26:57 la-lgr Initializing Event Management System (EMS) Library.
06:26:57 la-lgr Trace: EMS Server pipe
profi\LoggerA\lgrEMSPipe enabled for profi\LoggerA\lgr
```

## Solution

The initial BufferLimit values can be different from those listed here due to previous adjustments. If they are different, increase the existing value to the next higher byte value (for example, from 128 to 256). You must then monitor the process to ensure that the error does not reoccur.

**Note:** You need to make changes on several machines and to several different registry keys.

1. Check registry entries on the Logger for:

```
HkeyLocalMachineSoftware\Geotel\ICR\<cust_inst>\
  LoggerA\MDS\CurrentVersion\Clients\LoggerA\MDS\CurrentVersion\Process\
```

BufferLimit:REG\_DWORD:0x400 (0x400 = 1024)

Change the BufferLimit value from **0x400 = 1024** to **0x800 = 2048**.

2. Check registry entries on the Logger for:

```
HkeyLocalMachine\Software\Geotel\ICR\<cust_inst>\
  LoggerA\MDS\CurrentVersion\Process
```

BufferLimit:REG\_DWORD:0x400 0x400 = 1024

Change the BufferLimit value from **0x400 = 1024** to **0x800 = 2048**.

**Note:** You need to make buffer size changes on both LoggerA and LoggerB. You also need to check and change the buffer size on both Routers.

1. Check registry entries on the Router for:

```
HkeyLocalMachine Software\Geotel\ICR\<cust_inst>\
  RouterA\MDS\CurrentVersion\Clients\lgr
```

BufferLimit:REG\_DWORD:0x400

Change the BufferLimit value from **0x400 = 1024** to **0x800 = 2048**.

2. Check registry entries on the Router for:

```
HkeyLocalMachineSoftware\Geotel\ICR\<cust_inst>\RouterA\MDS\
  CurrentVersion\Clients\rtr
```

Change the BufferLimit from **0x800 (2048)** to **0x1000 (4096)**.

3. Check registry entries on the Router for:

```
HkeyLocalMachineSoftware\Geotel\ICR\CurrentVersion\Process
```

Change the BufferLimit from **0x40 (64)** to **0x80 (128)**.

Many processes have buffer pool values set in the MDS process. You can change these values if you observe similar errors.

Ensure that you set the BufferLimit on both sides of a duplex system, and on both the Logger and Router or the PG and Router.

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## Related Information

- [Technical Support & Documentation – Cisco Systems](#)

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