Real Time Events Have Stopped

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Introduction

This document describes two reasons why real time events have stopped in Cisco Intelligent Contact Management (ICM).

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 4.6.2 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

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

Background Information

The real time feed is a one−way conduit to provide real time data and statistics to an Administrative Workstation (AW). When you run ICM user applications, such as, Monitor ICR and Script Editor on an AW, a message to indicate that "`real time events have stopped`" appears. This message can occur due to:

- Loss of Network Connectivity (exceeding two seconds)
- Issues in the Local ICM AW

Loss of Network Connectivity

In order to determine the reason for loss of network connectivity, you must first determine whether a distributor AW or a client AW displays the error message.

Note: You need to have configured an AW either as a distributor AW or a client AW during the ICM setup. A distributor AW obtains a real time feed directly from one of the central site ICM routers. A client AW obtains the feed from a distributor AW. Therefore, if a distributor AW loses the feed, the client AW indirectly loses the feed also.

Distributor AW Displays the Message

In order to resolve the issue on a distributor AW, use the **net view** command to list all servers on the Cisco ICM network. If you do not receive a response, check for a network outage, and contact your IS department.

If you receive a response, the list contains all the servers that the distributor AW can "see" with TCP/IP. Look for the system names of the central site routers. They are usually in the form of **geocustrtra** and **geocustrtrb**, where **cust** is the customer name. Refer to ICM Server Naming Conventions.

If you do not know the central site router system names, contact either your local Cisco ICM administrator or the Cisco Technical Assistance Center.

Look at this example, where the customer name is **cust**, and the ICM router is named **rtrx**:

```
ping geocustrtrx −t
```

A reliable network connection returns responses in less than 500 ms:

```
Reply from 161.44.229.218: bytes=32 time<10ms TTL=128
```

If you do not receive a response in under 500 ms, poor network connectivity causes an unreliable real time feed connection:

```
Reply from 161.44.229.218: bytes=32 time<1000ms TTL=128 Request timed out.
```

Contact your network administrator for more information.

Client AW Displays the Message

In order to resolve the issue on a client AW, run ICM setup to determine which machines are the primary and secondary distributors for that client AW. Use the **net view** command to locate the distributor AWs. If this command does not return a list of system names, contact your network administrator.

Use the system name from the **net view** command output to ping the distributor AWs.

Look at this example, where **cust** is the customer name, and **x** is the AW number.

```
ping geocustawx –t
```

A reliable network connection returns responses in less than 500 ms:

```
Reply from 161.44.229.218: bytes=32 time<10ms TTL=128
```

If you do not receive a response in under 500 ms, poor network connectivity causes an unreliable real time feed connection:

```
Reply from 161.44.229.218: bytes=32 time<1000ms TTL=128
Request timed out.
```

Contact your network administrator for more information.

Issues in the Local ICM AW

In order to determine the cause of your error message, complete these troubleshooting steps in the order presented here:

Local SQL Database Resource or Configuration Issue

Run ISQLW and use the **sp_configure** command to check the configuration values that this table lists.

Value	Should Be...
locks	50,000
max async IO	255
memory	0.25 * system RAM
user connections (standard AW)	Between 168 and 256
user connections (HDS or WebView server)	High enough to support the number of users who connect to system remotely
Recovery Interval	1

If these values are not properly configured, contact your IS department or the Cisco Technical Assistance Center to request the required changes.

Local Hard Drive Out of Space

If your local hard drive is at or near capacity, you need to free up disk space in order for the system to operate correctly. In order to determine how much space is available on the local hard drive, complete these steps:

1. Double−click the **My Computer** icon.
2. Right−click your local hard drive icon.
3. Click **Properties**.

If there is less than 100 MB free space, remove unnecessary files from the drive. If you are unsure about which files to delete, contact the Cisco Technical Assistance Center.

AW Database Data or Log Segment Full

In order to determine whether the AW database data or log segment is full, you can open the SQL Enterprise Manager with either Microsoft Windows or DOS.

If you use Windows:

1. Go to Server/Register Server.
2. Enter the name of the AW in the **Server** text box.
3. In the pull−down list, click **Manage/Databases**.
4. In the Manage Databases window, double−click the AW database name to display the data size, data space available, log size, and log space available values.

If you use DOS:

1. On the drive where Microsoft SQL Server is installed, change directory to the log directory. The log directory is usually either `\mssql\log` or `\sql60\log`.
2. Use the **dir** command to view a directory listing.
3. Use the **errorlog** command to see if the SQL log segment is full. If the segment is full, the **errorlog** command returns repeated messages such as:

```
Cannot allocate space for object 'Syslogs' in database 'cust_awdb'
because the 'logsegment' segment is full. If you ran out of space
in Syslogs, dump the transaction log. Otherwise, use ALTER DATABASE
or sp_extend segment to increase the size of the segment. If either
of the Space Available values is 0, call Cisco/GeoTel customer support.
```

To correct this situation, run this query in ISQL_w, where **cust** is the customer name:

```
Dump tran cust_awdb with no_log.
```

Remote Server (Central Site ICM Router) Hangs or Does Not Respond

Perform the **ping** test described in the Distributor AW Displays the Message section.

Local Client AW Hangs or Does Not Respond

Reboot the client AW. If the problem persists, contact the Cisco Technical Assistance Center.

Local Server AW Hangs or Does Not Respond

Reboot the server AW. If the problem persists, contact the Cisco Technical Assistance Center.

Related Information

- **ICM Server Naming Conventions**
- **Using the Ping Utility**
- **Technical Support & Documentation − Cisco Systems**

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