

New PIM on Duplex PG Appears to Fail When Making a Change

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Introduction

Prerequisites

Requirements

Components Used

Conventions

Symptom Description

Replicate the Behavior

Explanation

Solution

Related Information

Introduction

This document describes a potential problem when you install additional Peripheral Interface Managers (PIMs) or make changes to existing PIMs on a duplex Cisco Peripheral Gateway (PG) through the Cisco Intelligent Contact Management (ICM) setup application. The PIMs can disappear.

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- Cisco ICM setup
- Microsoft Windows NT Server Registry

Components Used

The information in this document is based on Cisco ICM 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.

Symptom Description

If you run Cisco ICM Setup on one side of the existing duplexed PG while the other side runs, changes you make in the PIM configuration may not be accepted. Also, if you try to add more PIMs, changes may be lost

as soon as you start ICM services. There are no errors displayed at any time during the process.

Replicate the Behavior

Complete these steps on one side of an existing duplexed PG that has, at a minimum, one PIM installed.

1. Run **SETUP.EXE** from the ICM CD-ROM.

Note: Cisco recommends that you use the ICM Setup CD.

2. Click **Add** in the Customer Components section.
3. Choose **Peripheral Gateway** from the ICM Component Selection window. The PG properties window opens.
4. Add the new PIM and set the new PIM to **Enabled**.
5. Start ICM Services.
6. Open the Message Delivery Service (MDS) process window and look for this output:

```
14:24:44 Communication with peer Synchronizer established.
14:24:44 Synchronizer switching to passive duplex operation.
14:24:44 MDS now in service.
```

7. The newly added PIM process starts in a new process window. Open this process window. Notice it remains disabled.
8. Run **SETUP.EXE** a second time. The new PIM you added is missing from the PIM list.
9. Use **regedt32** to verify the additional PIM is added to the registry.
10. Select the **HKEY_LOCAL_MACHINE** window and drill-down to this key:

- ◆ ICM version 4.6.x and earlier:

```
\Software\GeoTel\ICR\
```

- ◆ ICM version 5.x and later:

```
\Software\Cisco Systems, Inc.\ICM\
```

Note: These values are displayed over two lines due to space limitations.

11. Verify the values for the next two items are 0:

```
PeripheralEnabled:0
PeripheralID:0
```

Explanation

When the services are started on the PG where the new PIM is installed, the Open Peripheral Interface (OPC) process on the side that is installed, connected to OPC on the peer side and synchronized itself to the OPC. The important fact is the synchronization process includes some of the configuration parameters contained in the Microsoft Windows NT registry. When the OPC process switches to duplex operation, it also copies a number of configuration parameters located in these two keys from one PG to the other:

- ICM version 4.6.x and earlier:

```
\Software\GeoTel\ICR\
```

- ICM version 5.x and later:

```
\Software\Cisco Systems, Inc.\ICM\
```

Since the PG that did not have setup performed and did not have any configuration data for the new PIM, it immediately set values in the registry on the other PG that belong to the new PIM to "0". OPC always gives higher priority to those settings already in memory of the active PG, because it is less likely to be incorrect and already running. The result is the new PIM disappeared from the list in the PG setup. It appears as if the changes from the first setup run are not accepted. But actually they are disabled by the active side when the PG connects to the duplexed side.

Solution

When you install a new PIM on duplexed PGs:

1. Stop ICM Services on both PGs.
2. Run **SETUP.EXE**.
3. Add the new PIM and set the new PIM to **Enabled**.
4. Start **Services** on the PG where the PIM is installed.
5. Check the PIM process for an **Active** state.
6. Apply the same procedure to the duplexed peer.

Related Information

- [Technical Support – Cisco Systems](#)

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