

# Symptoms of a Blocked HDS/Distributor AW RTDIST TCP Port

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**Introduction**

**Prerequisites**

Requirements

Components Used

Conventions

**Symptoms of a Blocked RTDIST TCP Port**

**What do the Logs Look Like When the Port is Open?**

**Related Information**

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## Introduction

This document describes the symptoms of a blocked HDS/Distributor Admin Workstation (AW) RTDIST (Real Time Distributor Process) TCP port and the possible workaround.

**Note:** <hostname> in the log examples represents the IP hostname of the device.

## Prerequisites

### Requirements

Readers of this document should have knowledge of these topics:

- Cisco Intelligent Contact Management (ICM) troubleshooting
- Cisco ICM troubleshooting
- TCP/IP configuration and troubleshooting
- Examining registry settings

### Components Used

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

- Microsoft Windows NT and 2000
- 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

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

# Symptoms of a Blocked RTDIST TCP Port

The first symptom of a blocked RTDIST TCP port is the RTDIST process freezes trying to connect to the RTDIST port (in this case port 40047).

**Note:** The sample logs represent a complete fresh restart of the Distributor process on an AW.

## RTDIST Process Log

```
10:38:18 Initializing Event Management System (EMS) Library.
10:38:20 Trace: EMS Server pipe dar\Distributor\rtdEMSPipe enabled for dar\Distributor\rtd
10:38:20 Initializing Node Manager Library.
10:38:22 Initializing distributor. Sitename: <hostname>.
10:38:22 Preferred Real Time Server is [hostname]/[40047].
10:38:22 Backup Real Time Server is [hostname]/[41047].
```

## UpdateAW Process Log

The UpdateAW process attempts to establish a realtime feed.

```
10:41:17 Trace: Real-time feed not active - Sleeping for 5 seconds before retry...
10:41:22 Trace: Real-time feed not active - Sleeping for 5 seconds before retry...
10:41:27 Trace: Real-time feed not active - Sleeping for 5 seconds before retry...
10:41:32 Trace: Real-time feed not active - Sleeping for 5 seconds before retry...
10:41:37 Trace: Real-time feed not active - Sleeping for 5 seconds before retry...
10:41:42 Trace: Real-time feed not active - Sleeping for 5 seconds before retry...
10:41:47 Trace: Real-time feed not active - Sleeping for 5 seconds before retry...
```

## Logger Process Log

The Logger process stops after the internal database check on the execution of "partitioning is not enabled".

```
10:38:22 Trace: Connect to dar_awdb database.
10:38:22 Trace: Connected to dar_awdb database.
10:38:22 Trace: Setting the maximum number of DB-Lib connections to 101
10:38:24 Trace:      Spid      Status      Login Name      Host Name Blocked      DB Name
10:38:24 Trace:      ----      -
10:38:24 Trace:          1      sleeping      sa              0      maste
10:38:24 Trace:          2      background      sa              0      dar_awd
10:38:24 Trace:          3      background      sa              0      dar_awd
10:38:24 Trace:          4      sleeping      sa              0      dar_awd
10:38:24 Trace:          5      sleeping      sa              0      dar_awd
10:38:24 Trace:          6      background      sa              0      dar_awd
10:38:24 Trace:          7      sleeping Administrato      <hostname>      0      msd
10:38:24 Trace:          30      sleeping Administrato      <hostname>      0      msd
10:38:24 Trace: SQL Server sort order is bin_iso_1
10:38:24 Trace: Database uses Major Version 55, CC Minor Version 5 of the Schema
10:38:24 Trace: Logger Compatible with Major Version 55, CC Minor Version 5 of the Schema
10:38:24 Trace: Partitioning is not enabled!
```

# What do the Logs Look Like When the Port is Open?

## RTDIST Process Log

The RTDIST process notes that the realtime feed to the router is now active.

```
10:38:22 Initializing distributor. Sitename: hostname.
10:38:22 Preferred Real Time Server is [hostname]/[40047].
10:38:22 Backup Real Time Server is [hostname]/[41047].
```

```

11:03:30 Preferred feed established from [hostname]/[40047].
11:03:30 Feed activated to client at [localhost]/[127.0.0.1].
11:03:31 Trace: Preferred DB restored.
11:03:36 Trace: Received Script Real Time data with currentDateTime: 20020917 and lastDate
11:03:36 Trace: Deleting Script Real Time data Base records from the list

```

## UpdateAW Process Log

The UpdateAW process notes that it has managed a remote connection to the Loggers.

```

11:03:26 Trace: Real-time feed not active - Sleeping for 5 seconds before retry...
11:03:31 Trace: Connected to SQL Server 7.0.255 on server <hostname>.
11:03:31 Trace: Connected to SQL Server 7.0.255 on server <hostname>.
11:03:31 EMS pipe: \\<hostname>\pipe\ICR\dar\Distributor\RouterA\EMSServer.
11:03:31 Trace: Starting incremental copy operation.
11:03:31 Trace: Recovery keys: 0.0 (in memory), 281053641075.0 (local AWControl), 28105364
11:03:31 Trace: Nothing to do.
11:03:31 Trace: Waiting for new work...

```

## Logger Process Log

The Logger process states it is processing configuration messages.

```

10:38:24 Trace: Logger Compatible with Major Version 55, CC Minor Version 5 of the Schema
10:38:24 Trace: Partitioning is not enabled!
11:03:31 Trace: Using pipe ICR\dar\Distributor\InputToLogger3516663121 for Input To Logger
11:03:31 Trace: Using pipe ICR\dar\Distributor\OutputFromLogger3516663121 for Output From
11:03:31 Trace: Processing Config Messages on behalf of user dbo

```

## How do I Determine the RTDIST Port Numbers?

Many of the ICM TCP ports are automatically generated and some are in the registry. In the case of the Real Time Distributor process, the values can be altered in the registry.

The TCP port value for the RTDIST process on the router is stored here:

- ICM version 4.6.2:

```

HKEY_LOCAL_MACHINE\SOFTWARE\GeoTel\ICR\<cust_inst>\
RouterA\RealTimeServer\CurrentVersion\RTServerLocalIPPortNo

```

- ICM version 5.x and later:

```

HKEY_LOCAL_MACHINE\SOFTWARE\Cisco Systems, Inc.\ICM\<cust_inst>\
RouterA\RealTimeServer\CurrentVersion\RTServerLocalIPPortNo

```

The TCP port value for the RTDIST process on the HDS/Distributor AW is stored here:

- ICM version 4.6.2:

```

HKEY_LOCAL_MACHINE\SOFTWARE\GeoTel\ICR\<cust_inst>\Distributor\
RealTimeDistributor\CurrentVersion\RTServerIPPortNoSideA

```

- ICM version 5.x and later:

```

HKEY_LOCAL_MACHINE\SOFTWARE\Cisco Systems, Inc.\ICM\<cust_inst>\Distributor\
RealTimeDistributor\CurrentVersion\RTServerIPPortNoSideA

```

**Note:** The above values are displayed over two lines due to space limitations.

## What to do When Correct Matching Registry Settings Seem to Exist?

If after checking the above registry settings you find they match, there is a very good chance there is a misconfiguration on one of the IP routers in the path between the Router and the Distributor AW. Have your network administrator check all extended IP access lists for the IP routers used.

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## Related Information

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