

Symptoms Of A Blocked HDS Replication TCP Port

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Introduction

Prerequisites

Requirements

Components Used

Conventions

Symptoms of a Blocked HDS Replication TCP Port

Determine the HDS and Logger TCP Port

Check the Registry Settings

Related Information

Introduction

This document describes the symptoms of a blocked Historical Data Server (HDS) Replication TCP port and the possible workaround.

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

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

Components Used

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

- Microsoft Windows NT and 2000
- 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.

Symptoms of a Blocked HDS Replication TCP Port

The main symptom of a blocked HDS Replication TCP Port is a continuous repetition of the replication process trying to connect to the replication TCP port of the designated central controller. The HDS, however, has successfully connected to the Loggers Recovery process port. This output shows the symptom. Use the Dumplog Utility to view the replication process on the HDS.

```

13:52:03 Trace: Recover History Thread Started
13:52:04 Connected To Server on geodarsicmb using port 40068.
13:52:04 Trace: Purge schedule is 00:30 M,T,W,Th,F,S,Su
13:52:05 Trace: Update Statistics schedule is 04:30 M,T,W,Th,F,S,Su
13:52:17 Connection To Server Broken on geodarsicmb using port 40066.
13:52:30 Connection To Server Broken on geodarsicmb using port 40066.
13:52:33 Trace: 3% of the available free space is used in dar_hds database.
13:52:43 Trace: 8% of the available log space is used in dar_hds database.
13:52:43 Connection To Server Broken on geodarsicmb using port 40066.
13:52:56 Connection To Server Broken on geodarsicmb using port 40066.
13:53:10 Connection To Server Broken on geodarsicmb using port 40066.
13:53:23 Connection To Server Broken on geodarsicmb using port 40066.
13:53:36 Connection To Server Broken on geodarsicmb using port 40066.
13:53:49 Connection To Server Broken on geodarsicmb using port 40066.
13:54:03 Connection To Server Broken on geodarsicmb using port 40066.
13:54:16 Connection To Server Broken on geodarsicmb using port 40066.
13:54:29 Connection To Server Broken on geodarsicmb using port 40066.
13:54:42 Connection To Server Broken on geodarsicmb using port 40066.

```

Note: The geodarsicmb in the log example represents the IP hostname of the device.

Determine the HDS and Logger TCP Port

Many of the ICM TCP ports are automatically generated and some are in the registry. In the case of the replication (rpl) process, you can alter the values in the registry.

The TCP port value for the replication (rpl) process on the Logger is stored in this registry:

- ICM version 4.6.2:

```

HKEY_LOCAL_MACHINE\SOFTWARE\GeoTel\ICR\

```

- ICM version 5.x and later:

```

HKEY_LOCAL_MACHINE\SOFTWARE\Cisco Systems, Inc.\ICM\

```

Note: The # symbol in **Side#** represents either A or B.

The TCP port value for the replication (rpl) process on the HDS is stored in this registry:

- ICM version 4.6.2:

```

HKEY_LOCAL_MACHINE\SOFTWARE\GeoTel\ICR\

```

- ICM version 5.x and later:

```

HKEY_LOCAL_MACHINE\SOFTWARE\Cisco Systems, Inc.\ICM\

```

Check the Registry Settings

If you find that the registry settings match after you check them, there is a chance there is a misconfiguration on one of the IP routers in the path between the Logger and the HDS. Have your network administrator check all extended IP access lists for the IP routers used.

Related Information

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