

Symptoms of a Blocked HDS/Distributor AW RTCLIENT TCP Port

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Introduction

This document describes the symptoms of a blocked Historical Data Server (HDS)/Distributor Admin Workstation (AW) RTCLIENT (Real Time Client) TCP port and the possible workaround.

Prerequisites

Requirements

Readers of this document should have knowledge of these topics:

- Cisco Intelligent Contact Management (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
- ICM 4.5.x 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 HDS/Distributor AW RTCLIENT TCP Port

The main symptom of a blocked RTCLIENT TCP port is shown in the following log file. Use the Dumplog Utility to view the RTCLIENT process on the HDS.

Note: This example represents a complete fresh restart of the RTCLIENT process on an AW.

```
14:09:12 Initializing Event Management System (EMS) Library.
14:09:12 Trace: EMS Server pipe dar\Distributor\rtcEMSPipe enabled
for dar\Distributor\rtc
14:09:12 Trace: RealTime Client started at Tue Sep 17 14:09:12 2002
14:09:12 Initializing Node Manager Library.
14:09:12 Trace: All Real-Time threads started.
14:09:12 Trace: Dirty start - skipped delete of old RealTime information
from DB.
```

Symtoms Experienced by AW Clients Connected to the HDS/Distributor

If this problem exists in your ICM environment AW Clients connected to the HDS/Distributor would report the following types of error messages when trying to make configuration changes.

The first error reported when trying to make a configuration change.



Subsequent error reported if multiple attempts to save were made.



What Will the Logs Look Like Once the Port Becomes Open?

The RTCLINET process will note that it is real time feed to the Real Time Distributor that has become active.

```
14:09:12 Initializing Node Manager Library.
14:09:12 Trace: All Real-Time threads started.
14:09:12 Trace: Dirty start - skipped delete of old RealTime information
from DB.
14:19:35 Trace: Real Time Feed activated from preferred side of central
controller.
14:19:36 Received ConfigChange message. Latest Config Version 281654730007.
14:19:36 Trace: RTC :GEODARSICMA:dargeodarsicma: ChangedBy :::
```

How Do I Determine the RTCLIENT Port Numbers?

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

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

- For ICM 4.6.2 and earlier:

```
HKEY_LOCAL_MACHINE\SOFTWARE\GeoTel\ICR\customer_instance\Distributor\  
RealTimeClient\CurrentVersion\RTDistributor1IPPortNo
```

- For ICM 4.6.2 and later:

```
HKEY_LOCAL_MACHINE\SOFTWARE\Cisco Systems, Inc.\ICM\customer_instance\Distributor\  
RealTimeClient\CurrentVersion\RTDistributor1IPPortNo
```

What to Do When the 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 Logger and the HDS. Have your network administrator check all extended IP access lists for the IP routers used.

Related Information

- [How to Use the Dumplog Utility](#)
- [Technical Support – Cisco Systems](#)

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