

# Table of Contents

<b><u>Troubleshooting Cisco ICM when the Real Time Feed in the Script Editor Cannot be Viewed</u></b> .....	1
<u>Document ID: 28641</u> .....	1
<u>Introduction</u> .....	1
<u>Before You Begin</u> .....	1
<u>Conventions</u> .....	1
<u>Prerequisites</u> .....	1
<u>Components Used</u> .....	1
<u>Identify the Error</u> .....	2
<u>Fix the Problem</u> .....	2
<u>Verify</u> .....	2
<u>Related Information</u> .....	2

# Troubleshooting Cisco ICM when the Real Time Feed in the Script Editor Cannot be Viewed

Document ID: 28641

---

- Introduction**
- Before You Begin**
  - Conventions
  - Prerequisites
  - Components Used
- Identify the Error**
- Fix the Problem**
- Verify**
- Related Information**

---

## Introduction

Sometimes an appropriately timed network error can cause a strange anomaly in the Cisco Intelligent Contact Management (ICM) Real Time Client (rtclient) process where it is possible to add and modify scripts, but not possible to view the real time feed when monitored by the Script Editor.

## Before You Begin

### Conventions

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

### Prerequisites

Readers of this document should be knowledgeable of the following:

- How to Use the Kill Utility
- Locate the Distributor AW associated with an AW

### Components Used

The information in this document is based on the software and hardware versions below.

- Cisco ICM versions up to 4.6.2
- Microsoft SQL Server 6.5
- Microsoft Windows NT 4.0

The information presented in this document was created from devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If you are working in a live network, ensure that you understand the potential impact of any command before using it.

## Identify the Error

View the process window for the `rtclient` process on the AW or use the **dumplog** utility to view the `rtclient` log. Here are some examples of the anomaly discussed in this document:

```
08:09:43 dis-rtc Trace: DBLib error:DBPROCESS is dead or not enabled.
08:09:43 dis-rtc Trace: Update Image with ScriptId 11771 Failed!
08:09:43 dis-rtc Embedded SQL failed, SqlCode 0, Operation dbfcmd on
Table ScriptRealTime.
08:09:43 dis-rtc Trace: DBLib error:DBPROCESS is dead or not enabled.
08:09:53 dis-rtc Trace: DBLib error:DBPROCESS is dead or not enabled.
08:09:53 dis-rtc Trace: Update Image with ScriptId 10939 Failed!
08:09:53 dis-rtc Embedded SQL failed, SqlCode 0, Operation dbfcmd on
Table ScriptRealTime.
08:09:53 dis-rtc Trace: DBLib error:DBPROCESS is dead or not enabled.
08:09:53 dis-rtc Trace: DBLib error:DBPROCESS is dead or not enabled.
08:09:53 dis-rtc Trace: Update Image with ScriptId 10929 Failed!
08:09:53 dis-rtc Embedded SQL failed, SqlCode 0, Operation dbfcmd on
Table ScriptRealTime.
```

## Fix the Problem

To fix the problem, close all ICM AW applications. Then kill the `rtclient` process or cycle the Distributor AW services associated with the AW.

## Verify

If you see events similar to the ones below in the `rtclient` process log, you should now be able to open ICM Script Editor and monitor real time events.

```
08:23:03 dis-rtc Initializing Event Management System (EMS) Library.
08:23:03 dis-rtc Trace: EMS Server pipe vstr\Distributor\rtcEMSPipe
enabled for vstr\Distributor\rtc
08:23:03 dis-rtc Trace: RealTime Client started at Mon Nov 04 08:23:03 2002
08:23:03 dis-rtc Initializing Node Manager Library.
08:23:03 dis-rtc Trace: All Real-Time threads started.
08:24:40 dis-rtc Trace: Dirty start - skipped delete of old RealTime
information from DB.
08:24:40 dis-rtc Trace: Client connection for distributor 1 is initialized.
08:24:40 dis-rtc Trace: Client connection for distributor 2 is initialized.
08:24:40 dis-rtc Trace: Real Time Feed activated from preferred side of
central controller.
```

---

## Related Information

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

All contents are Copyright © 1992–2005 Cisco Systems, Inc. All rights reserved. Important Notices and Privacy Statement.

---

Updated: Nov 11, 2005

Document ID: 28641

---