

Recovery Process Error: Assertion failed: (keytop – keybase) >= 0.0

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Introduction

This document describes the Recovery Process Error: `Assertion failed: (keytop - keybase) >= 0.0` that appears on a Cisco Intelligent Contact Management (ICM) Logger, and provides a possible workaround.

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- How to troubleshoot issues in Cisco ICM
- Microsoft Query Utilities

Components Used

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

- Cisco ICM version 4.6.2 and later
- Microsoft SQL Server version 6.5 and 7.0

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.

Identify the Problem

The recovery (rcv) process on one Logger asserts. In order to identify this, view the rcv process on the Logger that asserts. Alternatively, view the rcv log after you use the `dumplog` utility.

```
00:07:30 la-rcv Connection To Server Broken on <cust_inst>georgrlbp
```

```
using port 41053.
00:07:30 la-rcv Logger or HDS on connection <cust_inst>geogr1bp
using TCP/IP port
40053 is either out of service or communication has broken.
00:07:52 la-rcv Trace: 11% of the available free space is used
in <cust_inst>_sideA database.
00:07:53 la-rcv The number of rows in temp table Persistent_VariableTmp2
has exceeded the maximum threshold.
00:07:53 la-rcv Trace: 11% of the available log space is used
in <cust_inst>_sideA database.
00:07:54 la-rcv Connected To Server on <cust_inst>geogr1bp
using port 41053.
00:07:54 la-rcv Connected To Client on <cust_inst>geogr1bp
using port 40053.
00:07:55 la-rcv Recovered 0 records in table t_Agent_Half_Hour
in the <cust_inst>_sideA database.
00:07:55 la-rcv Fail: Assertion failed: (keytop - keybase) >= 0.0. File:
y:\icm\logger\loggerlib\recover.cpp. Line 457
```

Note: This message appears over multiple lines here due to space limitations.

The rcv process fails followed by the **csfs** and **logger** processes.

Resolution

This error is usually the result of one of the Central Controller machines on which the time was set forward to test, and then manually adjusted back. The problem is due to Recovery records, with a future date and time.

You must adjust the Microsoft SQL database in order to resolve this problem. You need to truncate the Recovery table.

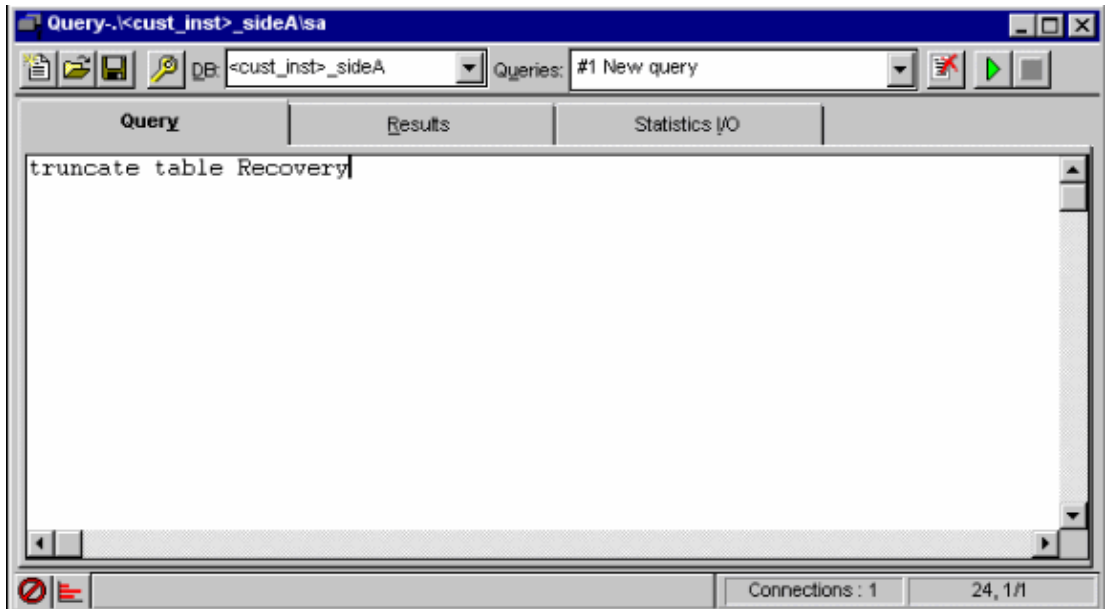
Complete these steps on the Logger with the problem:

1. Stop Cisco ICM services on the Logger where the error occurs.
2. Launch the relevant Query Utility.

For Microsoft SQL Server version 6.5, use **isql_w**. For Microsoft SQL Server version 7.0, use **Query Analyzer**.

3. Select the <cust_inst>_sideX database where <cust_inst> is the customer name and X is the side of the Logger where the problem occurs.
4. Run the query to truncate the Recovery table (see Figure 1).

Figure 1 Run the Query



5. Start Cisco ICM services on the Logger.

Note: You must truncate the Recovery table only on a Logger where the problem occurs. If you truncate the Recovery table on other devices, such as an HDS, other ICM environments and recovery between Loggers can be directly affected. Truncate the offending side only. Do not truncate the table on both Loggers.



Warning: You can lose data if you truncate both Loggers.

Related Information

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

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