

# Cisco ISN: Application Server Message Entering fully loaded state, going out of service

Document ID: 30282

---

- Introduction**
- Before You Begin**
  - Conventions
  - Prerequisites
  - Components Used
- Problem**
- Resolution**
- Related Information**

---

## Introduction

This document describes the informational message,

```
INFORMATIONAL:Entering fully loaded state, going out of  
service - Ports are all busy on group ICM Translation Routing
```

as seen in the Internet Service Node (ISN) Application Server log. This can occur intermittently making it difficult to determine the cause without inspecting the logs.

## 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:

- Cisco ISN configuration and troubleshooting
- Cisco Intelligent Contact Management (ICM) installation and configuration
- Voico over IP (VoIP) technology

### Components Used

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

- Cisco ICM version 4.6.x or later
- Cisco ISN 1.0 or later

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.

# Problem

The Voice Browser processes Public Switched Telephone Network (PSTN) and IP telephone calls, converts the voice signals into events for processing by the Application Server, and acts upon VoiceXML (VXML) commands received from the Application Server.

The Application Server is a web server application that interprets messages from the Cisco ICM software and generates VXML documents that it uses to communicate with the Voice Browser.

Since the Voice Browser and Application Server communicates with each other, you must inspect both logs in the process of troubleshooting Cisco ISN problems. In the following Voice Browser log, the log only reveals that the Voice Browser goes out of service and shows no reason why it happens. But in the corresponding Application Server log, it clearly indicates that since the Application Server has no more ports available (ports all busy), it goes out of service. In conjunction with this incident, the Voice Browser goes out of service accordingly.

## Voice Browser Sample Log

```
14:28:16 VoiceBrowser-VB Trace: INFO: LongPoll
Failed -- Got OUT_OF_SERVICE from App Server
14:28:20 VoiceBrowser-VB Trace: 00004471: CALLFLOW:
Disconnecting caller because agent hung up during IP
transfer : DNIS = 0105150590 : 40280cfc-c394-11d3-
822a-fd2390f4f43f
14:28:20 VoiceBrowser-VB Trace: 00004471: CALLFLOW: IP
transfer - caller hung up or was disconnected : DNIS =
0105150590 : 40280cfc-c394-11d3-822a-fd2390f4f43f
14:28:20 VoiceBrowser-VB Trace: 00004471: CALLFLOW:
Call ended : DNIS = 0105150590 : 40280cfc-c394-11d3-
822a-fd2390f4f43f
14:28:21 VoiceBrowser-VB Trace: 00004477: CALLFLOW:
New call: From TA:194.86.32.29:40408,NAME:ccasp-gw1@
elisa.fi,022397442: To 010515200 : DNIS = 010515200 :
8ecef013-c394-11d3-823f-fd2390f4f43f
14:28:21 VoiceBrowser-VB Trace: 00004477: CALLFLOW: Call
successfully established, : DNIS = 010515200 :
8ecef013-c394-11d3-823f-fd2390f4f43f
14:28:22 VoiceBrowser-VB Trace: INFO: LongPoll
Failed -- Got OUT_OF_SERVICE from App Server
14:28:22 VoiceBrowser-VB Voice Browser to Application
Server localhost:8000 connection unsuccessful.
14:28:22 VoiceBrowser-VB Voice Browser cannot access
any Application Servers and is no longer accepting calls.
14:28:22 VoiceBrowser-VB Voice Browser GEOXXX is
out of service.
```

## Application Server Sample Log

```
14:28:05.625 EEDT %ISN-SS_HTTP-5-NOTIFICATION:HTTP request
from 127.0.0.1, parameters:{ CALL_DNIS=15410109429541809,
MSG_TYPE=CALL_NEW, CALL_ID=0218f681-4a0b-de1c-b3c5-5634343434ef,
CALL_ANI=025353433, CALLCED=A }
14:28:05.625 EEDT %ISN-SS_TEL-3-ERROR:INTERNAL: Call
Definitions Group findAvailablePortFor: Port: null for Port:
ICM Pre Routing
14:28:05.625 EEDT %ISN-SS_TEL-3-ERROR:INTERNAL: Call
Definitions Group routeEvent: Route Session:
ISNCiscoRouteSessionImpl:: ISNAddress: ISNRouteAddressImpl::
Name:154101094295 Connection:null No Port available. Terminate
route session.
14:28:05.625 EEDT %ISN-SS_HTTP-6-INFORMATIONAL:Entering
```

```

fully loaded state, going out of service - Ports are all busy
on group ICM Translation Routing
14:28:05.625 EEDT %ISN-SS_HTTP-5-NOTIFICATION:Disconnecting call.
Reason=Rejected. VB=127.0.0.1:0218f681-4a0b-de1c-b3c5-5634343434ef
14:28:05.625 EEDT %ISN-SS_HTTP-4-WARNING:Application error
on http request from 127.0.0.1, params: { CALL_DNIS=15410109429541809,
MSG_TYPE=CALL_NEW, CALL_ID=0218f681-4a0b-de1c-b3c5-5634343434ef,
CALL_ANI=025353433, CALLED=A }, com.cisco.wf.subsystems.webcall.
ISNPortsBusyException: Ports are all busy on request from:
0218f681-4a0b-de1c-b3c5-5634343434ef
14:28:10.500 EEDT %ISN-SS_HTTP-5-NOTIFICATION:HTTP request from
127.0.0.1, parameters:{ MSG_TYPE=LONG_POLL, TIMEOUT=3 }
14:28:16.531 EEDT %ISN-SS_HTTP-5-NOTIFICATION:HTTP request from
127.0.0.1, parameters:{ MSG_TYPE=LONG_POLL, TIMEOUT=3 }

```

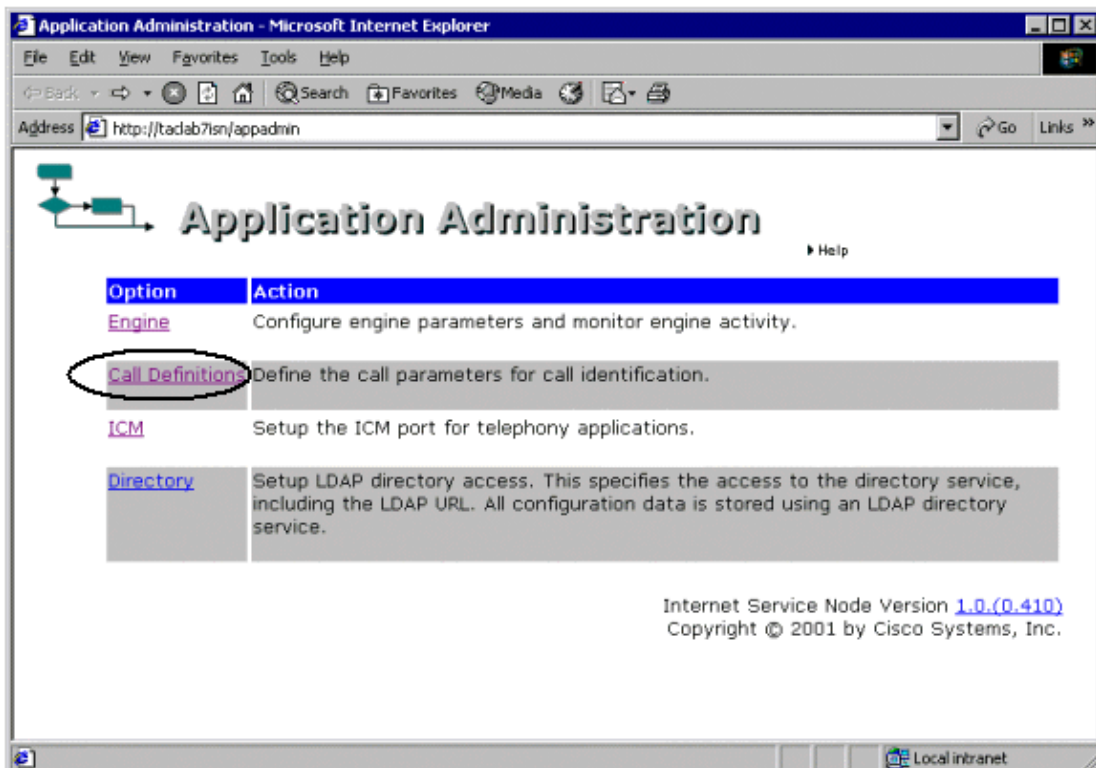
During initial Cisco ISN configuration, the Voice Browser needs to know an Application Server to send requests to. Cisco ISN installation sets the default Application Server address to **location:8000/servlet/isn**. In the event that the Voice Browser cannot communicate with one or all Application Servers in the list it generates an alarm and takes itself out of service and refuses calls.

## Resolution

To correct the above issue, you must access the Application Administrator tool on the Application Server. This tool provides a web browser interface that you can use to configure Cisco ISN. The step-by-step procedure is as follows:

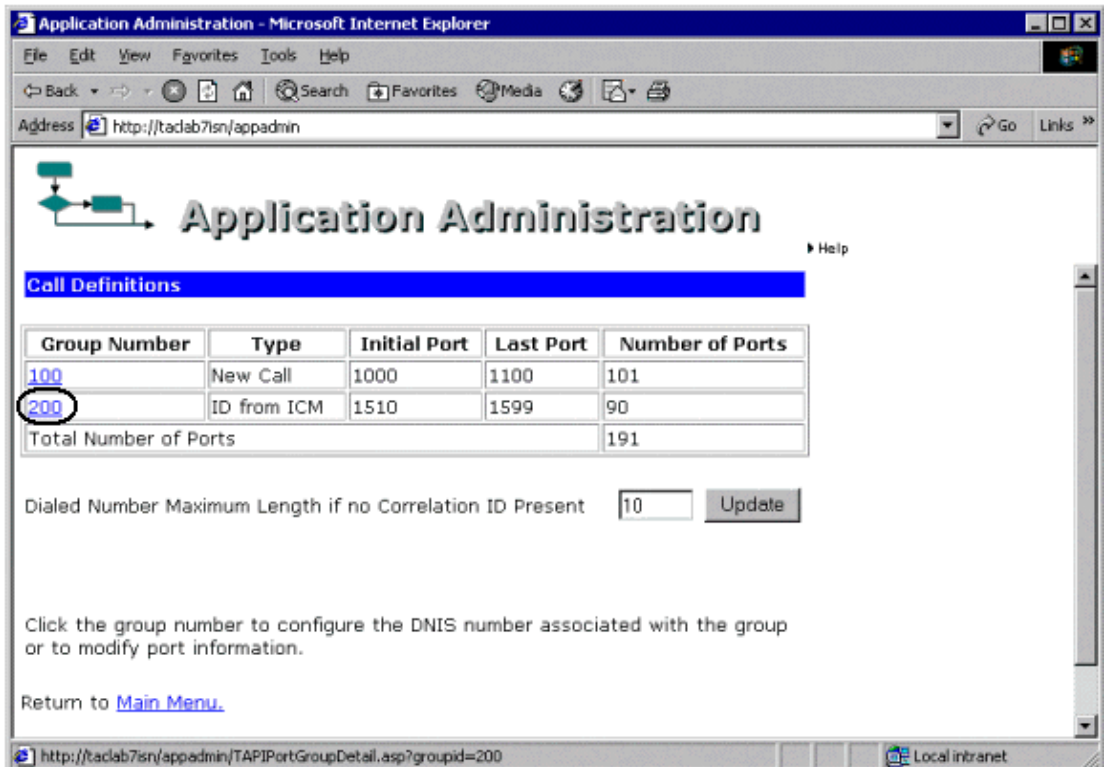
1. Select **Start > Programs > Cisco Internet Service Node > Application Server > Application Administrator**.
2. Enter **http://<HOST NAME>/AppAdmin** and the Application Administration Main Page appears, as shown in Figure 1.

**Figure 1: Application Administration**



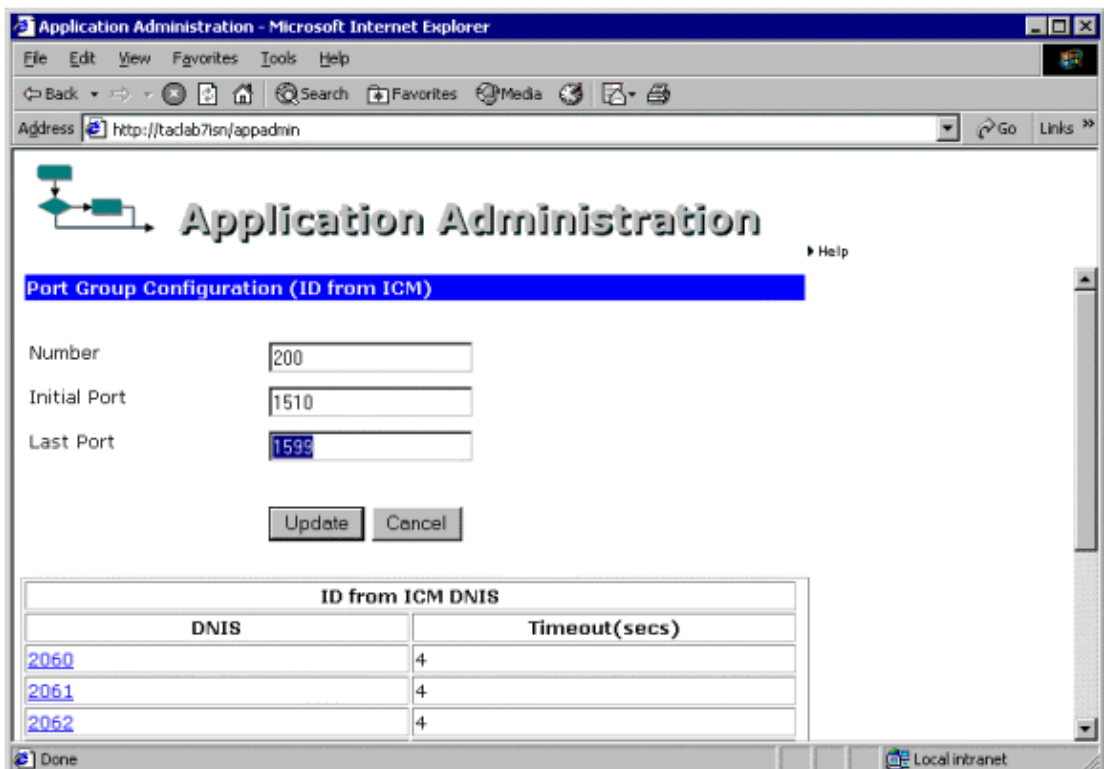
3. Click **Call Definitions** . The Call Definitions page appears, as shown in Figure 2.

Figure 2: Call Definitions



4. Click 200 under **Group Number** to access the **Port Group Configuration (ID from ICM)** page, as shown in Figure 3.

Figure 3: Port Group Configuration



5. Increase the **Last Port** number accordingly.
6. Click **Update**. The difference between **Initial Port** and **Last Port** plus 1 represents the number of calls that can be processed simultaneously.

7. When finished, link to another page or select **File > Close** to close the Application Administrator.

The above steps resolve this problem. There is no need to stop and start engine services for this change to take affect.

---

## Related Information

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

[Contacts & Feedback](#) | [Help](#) | [Site Map](#)

© 2008 – 2009 Cisco Systems, Inc. All rights reserved. [Terms & Conditions](#) | [Privacy Statement](#) | [Cookie Policy](#) | [Trademarks of Cisco Systems, Inc.](#)

---

Updated: Sep 20, 2005

Document ID: 30282

---