

# Error Message: "Real Time Events Have Stopped. Closing Application!"

Document ID: 42785

---

---

## Introduction

### Before You Begin

Conventions

Prerequisites

Components Used

### Problem

### Solution

### Related Information

---

## Introduction

This document provides an explanation and solution for the error message, "**Real time events have stopped. Closing Application!**" received in real time reporting utilities on the Admin Workstation (AW) in a Cisco Intelligent Contact Management (ICM) environment.

**Note:** This document only applies to Monitor ICM. It also only pertains to ICM 4.6.x, since Monitor ICM no longer exists in ICM 5.0 and later.

## 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 ICM configuration and troubleshooting

### Components Used

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

- Cisco ICM version 4.6.x

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

When this problem occurs, Monitor ICM fails with the following message:

```
Real time events have stopped. Closing Application!
```

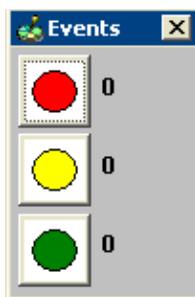
Monitor ICM generates the error message within a couple of minutes of loading and then aborts. Even without a report running, the above error message may occur, if Event Monitor opens on startup. All other applications on the AW run normal.

# Solution

To resolve this issue, complete the following steps:

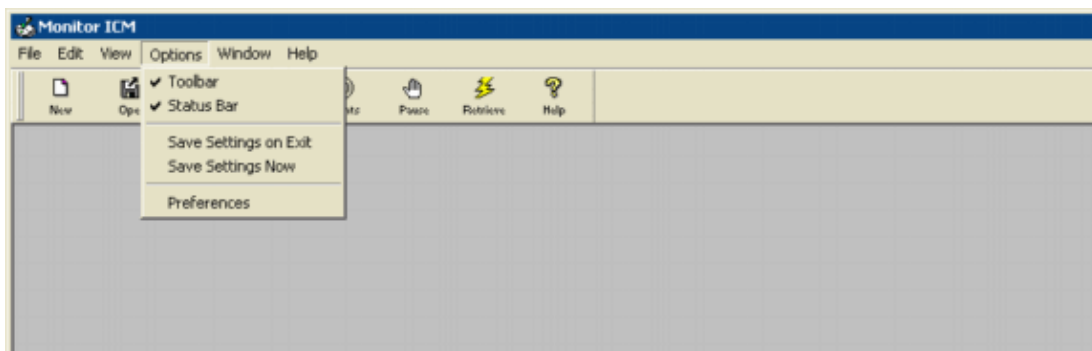
1. Open **Monitor ICM**.
2. If Event Monitor is running, click **Exit** to close the **Events** window.

**Figure 1: Events**



3. Before the error message appears, close all reports that automatically opened with Monitor ICM.
4. Select **Options**.
5. Save the desktop settings, click **Save Settings Now**.

**Figure 2: Monitor ICM**



6. Stop and start **Monitor ICM**.
7. Save the desktop settings.
8. Verify this error message does not appear.

If Monitor ICM still generate the error message, you should open a case with Cisco Technical Assistance Center (TAC). If not, new reports may now be saved with the Monitor ICM settings.

---

# Related Information

- **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: Jul 13, 2005

Document ID: 42785

---