

Workaround for High CPU Usage on Cisco CallManager after Upgrading Cisco Agent Desktop to 4.4.1 HF1

Document ID: 42985

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Introduction

This document provides a workaround for the high CPU usage on the Cisco CallManager after Cisco Agent Desktop is upgraded from 4.4.0.16 or 4.2 to 4.4.1 HF1.

Prerequisites

Requirements

Cisco recommends that you have knowledge of Cisco Desktop Product Suite debugging.

Components Used

The information in this document is based on Cisco Desktop Product Suite version 4.4.1 HF1.

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.

Symptom

After you upgrade Cisco Agent Desktop to 4.4.1 HF1, the CPU usage on the CallManager publisher can hit 100% for medium or large contact centers. The site where the problem occurs has more than 300 IPCC active agents.

In Cisco Agent Desktop 4.4.1 HF1, Cisco Agent Desktop IP Phone Agent server pushes a web page twice for each call delivered to an agent. In conjunction with each XML push to the agent, the CallManager publisher receives one corresponding authentication request for the phone. Since the default value for Enterprise Pop on the IP Phone Agent server is set to 3, authentication requests are sent twice for each call to the IP phone. This increases message traffic and causes the CPU utilization to spike to 100%.

Workaround

The workaround for this issue is to modify the Enterprise Pop field in the AgtStateSvr.cfg file which is located in the c:\Programs Files\Cisco\Desktop\IP Phone Agent Interface\config directory. The valid value for the Enterprise Pop field is 0 – 3. The Enterprise Pop field numbers represent:

- 0 None
- 1 Delivered
- 2 Established
- 3 Delivered and Established

The value by default is 3. Set the Enterprise Pop field to **0** in order to stop the authentication request.

If you need enterprise data, you can choose the value of **1** and the authentication should point to the CallManager subscriber platform.

Related Information

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

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Updated: Aug 23, 2006

Document ID: 42985
