

Troubleshooting Cisco CallManager Crashes

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Introduction

This document provides information about a Cisco CallManager crash and how to identify the known bugs.

Prerequisites

Requirements

There are no specific requirements for this document.

Components Used

This document is not restricted to specific software or hardware versions.

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.

Cisco CallManager Crash Description

When the Cisco CallManager service crashes, this message appears in the System Event log:

```
The Cisco CallManager service terminated unexpectedly.  
It has done this 1 time. The following corrective action  
will be taken in 60000 ms. Restart the service.
```

At this time, devices such as Cisco IP phones and gateways that are registered to the Cisco CallManager are unregistered. The Cisco CallManager service can crash due to one of these reasons:

- An unexpected event occurs in the Cisco CallManager service. This crash generates a Dr.Watson log and a User.dmp file in the **C:\Documents and Settings\All Users\Documents\DrWatson** folder.
- The Cisco CallManager service does not have enough resources, such as CPU or memory, to function. Generally the CPU utilization in the server is at 100 percent, at that time.

This document discusses only those situations in which the crash occurs due to an unexpected event.

Reading the Dr.Watson Log

Whenever there is an application crash, the Dr.Watson log is appended. Open the Dr. Watson log in Notepad, scroll to the bottom of the file, and search for `Application exception occurred`. This shows the latest crash:

```
Application exception occurred:  
App: (pid=680)  
When: 3/8/2003 @ 14:01:06.978  
Exception number: e06d7363
```

Compare the date and time with the Event log message in order to ensure that the crash mentioned has the same time. The previous example output indicates that the application that crashed had a process identifier (PID) of 680. This trace lists all of the of the PIDs:

```
PID  PROCESS  
8   System.exe  
212 SMSS.exe  
240 CSRSS.exe  
264 WINLOGON.exe  
292 SERVICES.exe  
304 LSASS.exe  
424 termsrv.exe  
520 svchost.exe  
560 msdtc.exe  
696 DLLHOST.exe  
736 Ipvmsapp.exe  
752 DLLHOST.exe  
824 AudioTranslator.exe  
848 RisDC.exe  
860 LogoutService.E.exe  
884 DCX500.exe  
936 svchost.exe  
980 LLSSRV.exe  
1028 sqlservr.exe  
1112 ntpd.exe  
1140 rcmdsvc.exe  
1172 regsvc.exe  
1176 mstask.exe  
1204 SNMP.exe  
1244 WinMgmt.exe  
1260 cpqnimgt.exe
```

```

1284 cqmgserv.exe
1296 cqmgstor.exe
1308 sysdown.exe
1372 cqmghost.exe
1524 aupair.exe
1552 sqlagent.exe
276 svchost.exe
2400 inetinfo.exe
2412 explorer.exe
2752 sqlmangr.exe
2700 taskmgr.exe
2704 mmc.exe
680 ccm.exe
868 DRWTSN32.exe

```

The PID (680) is ccm.exe, which is the Cisco CallManager service. After you verify the date and time in the Event Viewer and confirm that the crash is caused by ccm.exe, search for the word FAULT in the Dr.Watson log. That shows the location that actually caused the crash:

```

function: RaiseException
    77eab2d4 85c9          test    ecx,ecx
    77eab2d6 740e          jz     GetVolumePathNameA+0x7e (77eb3fe6)
    77eab2d8 8d4801       lea    ecx,[eax+0x1]          ds:0751c41a=????????
    77eab2db 8d7dc4       lea    edi,[ebp+0xc4]        ss:0751c46a=????????
    77eab2de f3a5         rep   movsd ds:06cfeed8=06cfeef4 es:06cfee68=00000000
    77eab2e0 eb04         jmp   SetVolumeMountPointA+0x172 (77eb35e6)
    77eab2e2 8365c000    and   dword ptr [ebp+0xc0],0x0 ss:0751c46a=????????
    77eab2e6 8d45b0       lea    eax,[ebp+0xb0]        ss:0751c46a=????????
    77eab2e9 50          push   eax
    77eab2ea ff156414e877 call   dword ptr [77e81464]   ds:77e81464=77fb1130
FAULT ->77eab2f0 5f          pop    edi
    77eab2f1 5e          pop    esi
    77eab2f2 c9          leave
    77eab2f3 c21000      ret    0x10

```

The FAULT is unique for different types of crashes. The first column is the memory location, which can vary. In this example, the fault is in 77eab2f0. However, the rest of the line, 5f pop edi, is always the same for this type of crash.

Cisco CallManager Publisher Server Cannot Start Services :DBL errors

The Cisco CallManager publisher server cannot start services since the database cannot be accessed. The Database Layer Monitor service also cannot access the database.

DBL Error Solution

The Database Layer Monitor accesses the DB through a series of DLL files. In order to resolve this problem, unregister and then re-register the database access DLLs from the Microsoft Windows operating system. This allows the core applications to make database calls again through the Cisco provided DLLs.

Cisco CallManager Services Do not Start after a Power Outage

Cisco CallManager services sometimes do not start after a server reboot or power outage when there are two Network Interface Cards (NICs) enabled and therefore two IP addresses assigned. Ensure you only have one NIC enabled on the server at a time. Dual NICs are not supported. The recommendation is to have two NICs

and use one as fault tolerance, but only one is operational at a time. Failure to disable the second NIC can result in two IP addresses that are assigned to the Cisco CallManager server. When two IP addresses are assigned to the Cisco CallManager server, it can cause a loss of service. You must have only one NIC enabled (the one which is configured). Disable the one which is not used in order to resolve the issue.

List of Known Crashes and Fixes

This section lists known crashes, with `FAULT` codes and available fixes. If a fix is available in an Engineering Special (ES), open a case with Cisco Technical Support with the TAC Service Request Tool (registered customers only) in order to obtain a patch.

Cisco Bug ID CSCdx42096

Cisco bug ID CSCdx42096 (registered customers only) involves a Cisco CallManager crash due to badly formatted Media Gateway Control Protocol (MGCP) messages from MGCP gateways.

This shows the fault in the Dr. Watson log:

```
77eab2e9 50                push    eax
                77eab2ea ff156414e877 call    dword ptr [77e81464] ds:77e81464=77fb1130
FAULT ->77eab2f0 5f                pop     edi
                77eab2f1 5e                pop     esi
                77eab2f2 c9                leave
```

This issue is fixed in these Cisco CallManager versions:

- 3.3(2)SpC
- 3.2(2c)ES64

Cisco Bug ID CSCdx32456

Cisco bug ID CSCdx32456 (registered customers only) involves Cisco CallManager crashes while an H.323 call is processed.

This shows the four possible faults in the Dr. Watson log that can cause the crash:

```
FAULT ->005783e7 f3a5
FAULT ->005777ea 8b00
FAULT ->0057784a 8b00
FAULT ->005790c7 8b5004
```

This issue is fixed in these Cisco CallManager versions:

- 3.2(2c)
- 3.3(2)

Cisco Bug ID CSCdz69051

Cisco bug ID CSCdz69051 (registered customers only) involves a Cisco CallManager crash because the array is out of bounds.

This shows the fault in the Dr. Watson log:

```
77e989ca 50                push    eax
                77e989cb ff156414e877 call    dword ptr [77e81464] ds:77e81464=77fb0f18
```

```

FAULT ->77e989d1 e978f80100 jmp SetThreadContext+0x46 (77eb824e)
       77e989d6 8b4510 mov eax,[ebp+0x10] ss:06629f32=?????????
       77e989d9 83f80f cmp eax,0xf

```

This issue is fixed in these Cisco CallManager versions:

- 3.2(2c)ES47
- 3.3(2)SpB

Cisco Bug ID CSCea45057

Cisco bug ID CSCea45057 (registered customers only) involves a Cisco CallManager restart on an unexpected H.225 signal.

This shows the fault in the Dr. Watson log:

```

00b7d363 8b45fc mov eax,[ebp+0xfc] ss:06d8839e=?????????
       00b7d366 8b4d08 mov ecx,[ebp+0x8] ss:06d8839e=?????????
FAULT ->00b7d369 894810 mov [eax+0x10],ecx ds:0081d5d2=208d8b52
       00b7d36c 8be5 mov esp,ebp
       00b7d36e 5d pop ebp

```

This issue is fixed in these Cisco CallManager versions:

- 3.2(2c)ES66
- 3.2(3)ES01
- 3.3(2)SpC

Cisco Bug ID CSCdz25416

Cisco bug ID CSCdz25416 (registered customers only) involves a Cisco CallManager crash because the internal tables are not cleaned properly.

This shows the fault in the Dr. Watson log:

```

00b598b6 8b45fc mov eax,[ebp+0xfc] ss:0576ca9e=00000000
       00b598b9 8b4d08 mov ecx,[ebp+0x8] ss:0576ca9e=00000000
FAULT ->00b598bc 8b5004 mov edx,[eax+0x4] ds:0081d5d6=fe808d8d
       00b598bf 3b5104 cmp edx,[ecx+0x4] ds:0576cb12=00000000
       00b598c2 753f jnz 00b62403

```

This issue is fixed in these Cisco CallManager versions:

- 3.1(4b)SpD
- 3.2(2c)SpH
- 3.3(2)

Cisco Bug ID CSCea52097

Cisco bug ID CSCea52097 (registered customers only) involves a Cisco CallManager crash that occurs when the Unexpected field in the Gatekeeper disengages.

This shows the fault in the Dr. Watson log:

```

00b53dd7 b916000000 mov ecx,0x16
       00b53ddc 8d7530 lea esi,[ebp+0x30] ss:0656bece=?????????

```

```

FAULT ->00b53ddf f3a5          rep movsd ds:05d4e92c=00000008 es:00000010=?????????
          00b53de1 8b8d88000000 mov     ecx,[ebp+0x88]          ss:05d4e984=00000002
          00b53de7 51          push   ecx

```

This issue is fixed in these Cisco CallManager versions:

- 3.2(2c)ES67
- 3.3(2)SpC

Cisco Bug ID CSCdy19452

Cisco bug ID CSCdy19452 (registered customers only) involves a Cisco CallManager restart due to an array exception in StationOutputSetRinger.

This shows the fault in the Dr. Watson log:

```

77e989ca 50          push   eax
          77e989cb ff156414e877 call   dword ptr [77e81464] ds:77e81464=77fb0f18
FAULT ->77e989d1 e978f80100 jmp    SetThreadContext+0x46 (77eb824e)
          77e989d6 8b4510      mov    eax,[ebp+0x10]          ss:0576bfba=?????????
          77e989d9 83f80f      cmp    eax,0xf

```

This issue is fixed in these Cisco CallManager versions:

- 3.1(4b)SpA
- 3.2(2c)SpC
- 3.3(2)

New Crash

If a crash is encountered and it does not match any of the previously described faults, open a case with Cisco Technical Support with the TAC Service Request Tool (registered customers only) Be sure to provide this information:

1. Cisco CallManager traces from 15 minutes before and after the crash.

You can find these traces in C:\Program Files\cisco\trace\ccm.

2. Signal distribution layer (SDL) traces from 15 minutes before and after the crash.

You can find these traces in C:\Program Files\cisco\trace\sdl\ccm.

3. System and Application Event log files.

You can find these at **Start > Programs > Administrative Tools > Event Viewer**.

4. The Dr. Watson log.

You can find this log at C:\Documents and Settings\All Users\Documents\DrWatson\Drwtsn32.log.

5. The User.dmp file.

You can find this file in C:\Documents and Settings\All Users\Documents\DrWatson.

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