

# ISN-ENG-3-Error in initializing RMI Manager:com.cisco.wfapi.WFException

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## Introduction

This document explains one reason why the Application Server does not successfully go active in a Cisco Internet Service Node (ISN) environment.

## Prerequisites

### Requirements

Cisco recommends that you have knowledge of these topics:

- ISN
- Cisco Intelligent Contact Management (ICM)

### Components Used

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

- ISN 1.0 and later
- ICM version 4.6.2 and later

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.

## Problem

On the device where the Application Server is installed, these messages display in the process window:

**Note:** You can also find these messages with use of the **dumplog** utility. Use **dumplog** to dump the Application Server log file, which is on the Application Server. For more information, refer to How to Use the

## Dumplog Utility.

```
0: Aug 04 21:54:10.671 EDT %ISN-ENG-6-INFORMATIONAL:
**** Engine Settings Summary ****
LDAP enabled: true

Engine Hostname : ISN1
RMI Port Number :1099
Max. Number of Executed Steps :1000
Max. Number of Task Threads      :425
Max. Number of Retry :30
Max. Retry Period :10000
Historical Reporting Enabled :false
Historical Reporting Directory :C:\Cisco\ISN\ApplicationServer
*****

1: Aug 04 21:54:10.671 EDT %ISN-ENG-6-INFORMATIONAL: Cisco Application Engine started,
  process:0
2: Aug 04 21:54:10.675 EDT %ISN-ENG-6-INFORMATIONAL: Cisco Application Engine Domain:
  CISCO_ENG
3: Aug 04 21:54:10.691 EDT %ISN-ENG-6-INFORMATIONAL: Workflow RT Container set
4: Aug 04 21:54:10.695 EDT %ISN-ENG-6-INFORMATIONAL: Workflow Manager initialized

5: Aug 04 21:54:10.746 EDT %ISN-ENG-3-Error in initializing
  RMI Manager:com.cisco.wfapi.WFException:
  Failed to start RMI Server: java.rmi.server.ExportException: Port already in use: 1099;
  nested exception is: java.net.BindException: Address in use

6: Aug 04 21:54:10.746 EDT %ISN-ENG-6-INFORMATIONAL: Cisco Application Engine stopped
```

**Note:** Some of this log displays over multiple lines due to space limitations.

## Solution

Line 5 of this log is the key to resolve the problem. The Application Server requires Remote Method Invocation (RMI) port 1099 to go active. An improper shutdown of the server can be the root of the problem. Reboot the Application Server to correct the problem. The Application Server successfully goes active.

If you reboot the Application Server but still experience the problem, create a service request with Cisco Technical Support. If you are not a registered user, go to Cisco.com Registration before you create the service request.

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## Related Information

- [Recommended Trace Levels for CVP/ISN](#)
- [How to Use the Dumplog Utility](#)
- [Technical Support & Documentation – Cisco Systems](#)

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