

CRA Engine Not Starting with Second NIC Installed

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Introduction

This document describes one reason why the Customer Response Application (CRA) Engine fails to start after the second Network Interface Card (NIC) is installed on the Cisco Customer Response Solutions (CRS) server, and provides a solution for this issue in a Cisco IP Contact Center (IPCC) Express Edition environment.

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- Cisco CallManager
- Cisco CRS
- Microsoft Windows Networking

Components Used

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

- Cisco CallManager
- Cisco CRS
- Microsoft Windows 2000 Server 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.

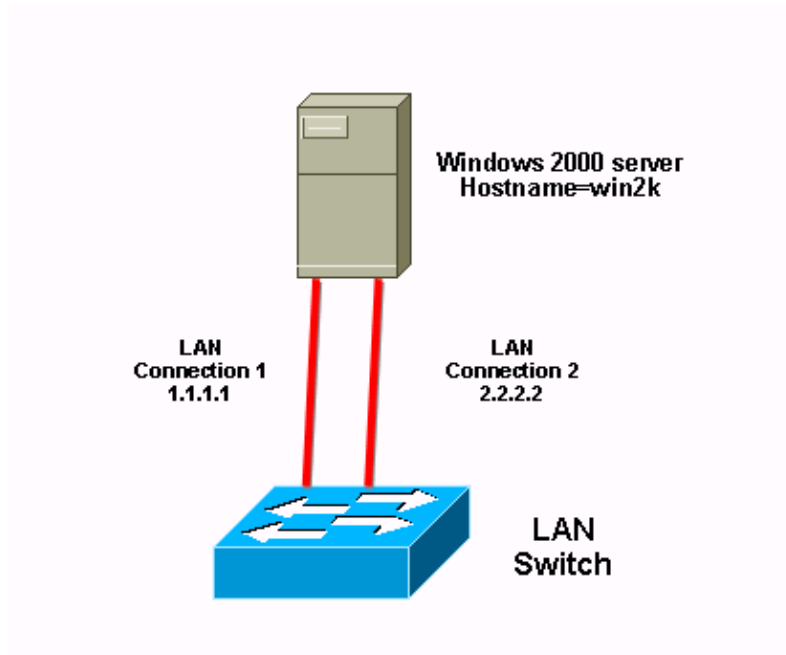
Conventions

Refer to Cisco Technical Tips Conventions for more information on document conventions.

Background Information

If a Microsoft Windows workstation has two NICs, as figure 1 shows, the IP address of the hostname depends on the NIC TCP/IP bind order. In this case, win2k is the hostname of the Windows workstation. If the NIC that connects to LAN Connection 1 is on the top of the NIC TCP/IP bind order, when `ping win2k` is issued from the Windows workstation, win2k is converted to 1.1.1.1 which is used as the target IP address for the **ping** utility. On the contrary, if the NIC that connects to LAN Connection 2 is the first card binded to TCP/IP, when `ping win2k` is issued from the Windows workstation, win2k is converted to IP address 2.2.2.2 which is used as the target IP address for the **ping** utility.

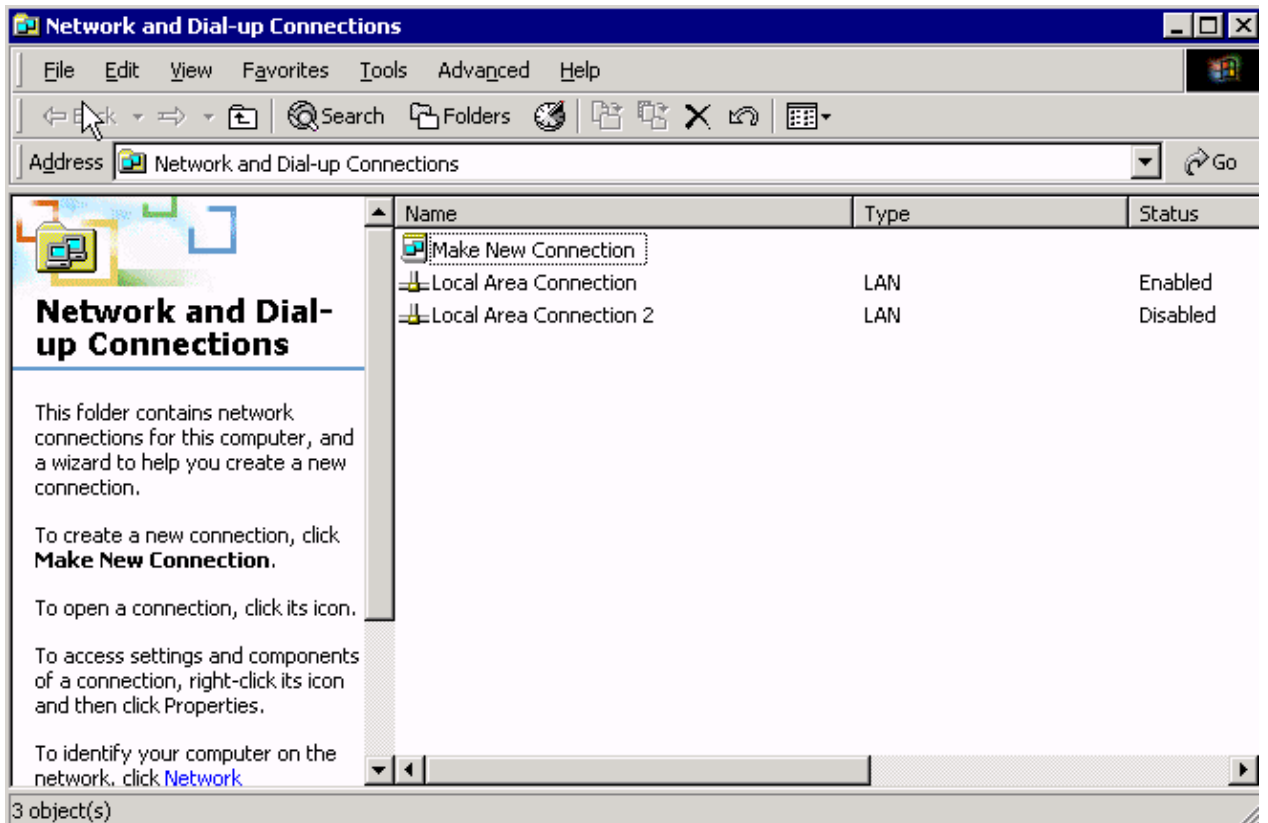
Figure 1 Windows 2000 Server with Two Network Interface Cards



Complete these steps to modify the NIC bind order:

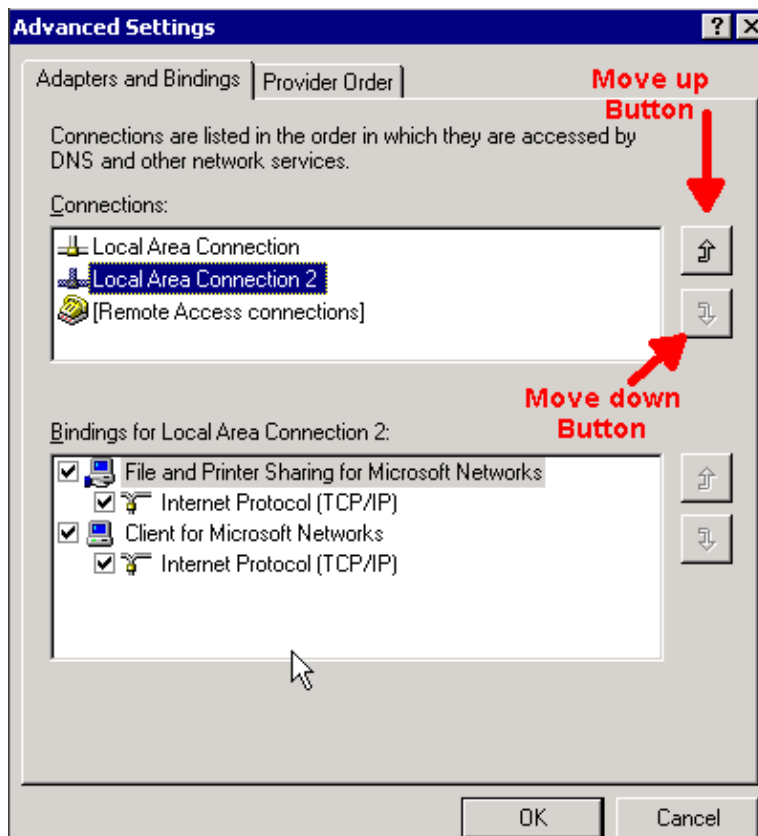
1. Select **Start > Settings > Network and Dial-up Connections**. The Network and Dial-up Connections window appears.

Figure 2 Network and Dial-up Connections



2. Select **Advanced**.
3. Click **Advanced Settings...** from the drop-down list. The Advanced Settings window appears.

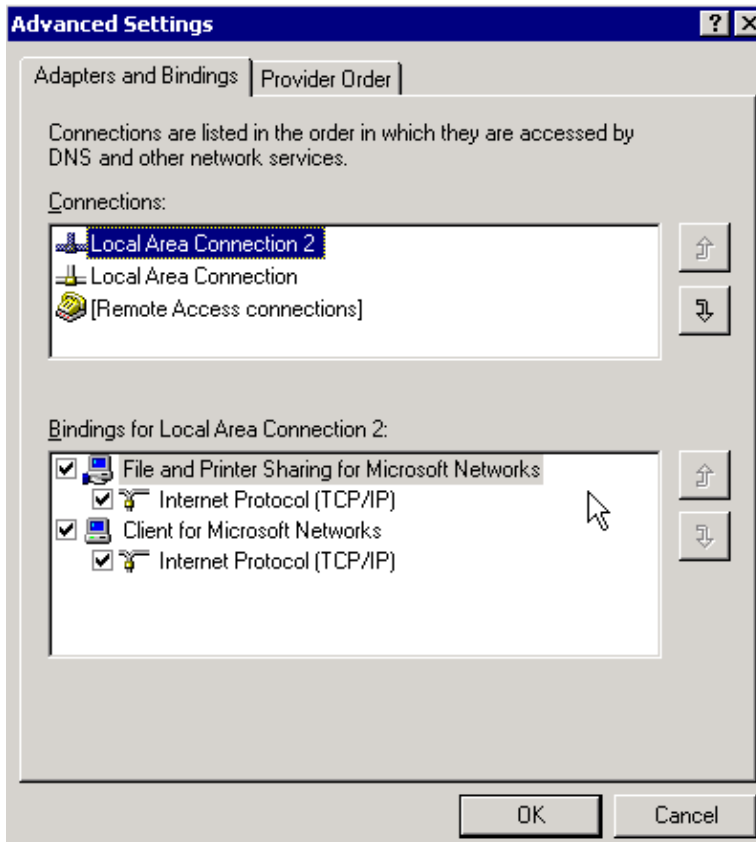
Figure 3 Advanced Settings



4. In the Adapters and Bindings Tab, select **Local Area Connection 2** in the Connections section.
5. Click **Move UP**.

6. Click **OK** to implement the change.
7. Repeat these steps. The new NIC bind order appears.

Figure 4 Advanced Settings



Problem

After the second NIC is installed, the CRA engine on the CRS server fails to start. In the event log that follows, this error message appears:

```
Event Type:          Error
Event Source:        Cisco Desktop Enterprise Server
Event Category:      None
Event ID:            5
Date:                11/12/2003
Time:                8:18:16 AM
User:                N/A
Computer:            CACRS01
Description:
SS1002 Failed to setup monitor. Exiting
```

Resolution

This problem is related to the NIC bind order. If the CRS server that runs the Voice over IP (VoIP) monitor has two NICs installed, the NIC for normal CRS traffic should be on the top of the TCP/IP bind order and the NIC for VoIP monitor traffic should be binded to TCP/IP behind the other NIC. In this case, the NIC for VoIP monitor traffic is binded to TCP/IP first which causes the CRA engine start failure.

Change the NIC bind order with the procedure in Background Information to resolve the CRA engine start problem.

Note: Incorrect NIC binding order can also result in these issues:

- Calls become stuck in the queue.
- IPCC scripts do not play prompts.
- Receives The page cannot be displayed in the browser window when trying to upload prompts.
- Agents are unable to log in after failover to the secondary CallManager server even though CTI ports are all registered to the CallManager.
- High CPU utilization on Cisco Agent desktop client PC.

Note: You can change the NIC binding order to resolve these issues as well.

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