

Distributor AW Receives Buffer Overflow in the RTD Process

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Introduction

Prerequisites

Requirements

Components Used

Background

Conventions

Problem

Solution

Related Information

Introduction

This document describes one reason why a Distributor Admin Workstation (AW) experiences buffer overflow errors in the Real Time Distributor (RTD) process and provides the procedure to expand the buffer number in a Cisco Intelligent Contact Management (ICM) environment.

Note: In all versions of ICM earlier than 7.0, there is no realistic way for Cisco to adjust the registry settings automatically after an upgrade since these values vary based on configuration and historical data.

Prerequisites

Requirements

Readers of this document should have knowledge of these topics:

- Cisco ICM
- Microsoft Windows Registry Editor

Components Used

The information in this document is based on all versions earlier than Cisco ICM 7.0.

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.

Background

Refer to [What is a Buffer and Why Is It Used in Cisco ICM?](#) for information regarding Buffers and their use.

Conventions

Refer to the [Cisco Technical Tips Conventions](#) for more information on document conventions.

Problem

These errors are viewed in the RTD process window on the Distributor AW. You can also view the RTD process with the **dumplog** utility.

Figure 1: Dumplog for the RTD Process on the Distributor

```
12:50:29 dis-rtcd Feed activated to client at [localhost]/[127.0.0.1].
12:50:29 dis-rtcd Fail: Buffer Pool Exhausted (2048 buffers allocated).
12:50:39 dis-rtcd Initializing Event Management System (EMS) Library.
12:50:39 dis-rtcd Trace: EMS Server pipe TEST\Distributor\rtcdEMSPipe enabled for TEST\Distributor\rtcd
12:50:39 dis-rtcd Initializing Node Manager Library.
12:50:39 dis-rtcd Initializing distributor. Sitename: geotESTaw16.
12:50:39 dis-rtcd Preferred Real Time Server is [geotESTrtrb]/[41007].
12:50:39 dis-rtcd Backup Real Time Server is [geotESTrtra]/[40007].
12:50:49 dis-rtcd Preferred feed established from [geotESTrtrb]/[41007].
12:50:49 dis-rtcd Feed activated to client at [GEOTESTAW4]/[139.71.228.254].
12:50:49 dis-rtcd Feed activated to client at [GEOTESTAW4]/[139.71.228.254].
12:50:50 dis-rtcd Feed activated to client at [GEOTESTAW4]/[139.71.228.254].
12:50:52 dis-rtcd Feed activated to client at [localhost]/[127.0.0.1].
12:50:52 dis-rtcd Fail: Buffer Pool Exhausted (2048 buffers allocated).
12:52:00 dis-rtcd Initializing Event Management System (EMS) Library.
12:52:00 dis-rtcd Trace: EMS Server pipe TEST\Distributor\rtcdEMSPipe enabled for TEST\Distributor\rtcd
12:52:00 dis-rtcd Initializing Node Manager Library.
12:52:00 dis-rtcd Initializing distributor. Sitename: geotESTaw16.
12:52:00 dis-rtcd Preferred Real Time Server is [geotESTrtrb]/[41007].
12:52:00 dis-rtcd Backup Real Time Server is [geotESTrtra]/[40007].
12:52:06 dis-rtcd Preferred feed established from [geotESTrtrb]/[41007].
12:52:06 dis-rtcd Feed activated to client at [GEOTESTAW4]/[139.71.228.254].
12:52:06 dis-rtcd Feed activated to client at [GEOTESTAW4]/[139.71.228.254].
12:52:07 dis-rtcd Feed activated to client at [GEOTESTAW4]/[139.71.228.254].
12:52:07 dis-rtcd Feed activated to client at [localhost]/[127.0.0.1].
12:52:07 dis-rtcd Fail: Buffer Pool Exhausted (2048 buffers allocated).
12:53:20 dis-rtcd Initializing Event Management System (EMS) Library.
12:53:20 dis-rtcd Trace: EMS Server pipe TEST\Distributor\rtcdEMSPipe enabled for TEST\Distributor\rtcd
12:53:20 dis-rtcd Initializing Node Manager Library.
12:53:21 dis-rtcd Initializing distributor. Sitename: geotESTaw16.
12:53:21 dis-rtcd Preferred Real Time Server is [geotESTrtrb]/[41007].
12:53:21 dis-rtcd Backup Real Time Server is [geotESTrtra]/[40007].
12:53:22 dis-rtcd Preferred feed established from [geotESTrtrb]/[41007].
12:53:22 dis-rtcd Feed activated to client at [GEOTESTAW4]/[139.71.228.254].
12:53:23 dis-rtcd Feed activated to client at [localhost]/[127.0.0.1].
12:53:23 dis-rtcd Feed activated to client at [localhost]/[127.0.0.1].
```

Solution

You might want to increase the size of the buffer pools for one of these reasons:

- Distributor service exits and restarts continuously
- Dumplog indicates that the Distributor is running out of buffer space
- Default buffer pool size is set to 1024 after setup
- Increase in messages due to traffic spikes
- Increase in messages due to recovery from being down for a while
- Increase in messages due to business growth

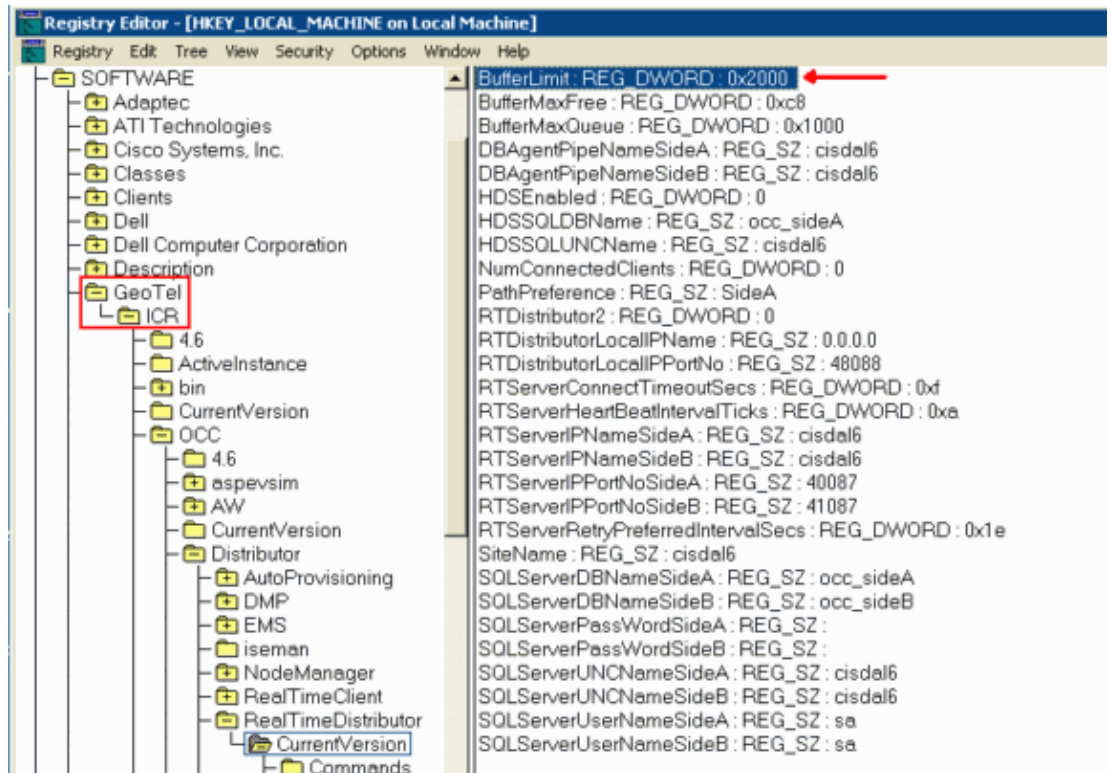
In order to increase the buffer size on the Distributor AW:

1. Check the registry on the Distributor AW:

- ◆ For ICM version 4.6.2 and earlier:

```
HkeyLocalMachineSoftware\Geotel\ICR\<cust_inst>\
Distributor\RealTimeDistributor\CurrentVersion\BufferLimit
```

Figure 2: Registry Editor for ICM Version 4.6.2 and Earlier

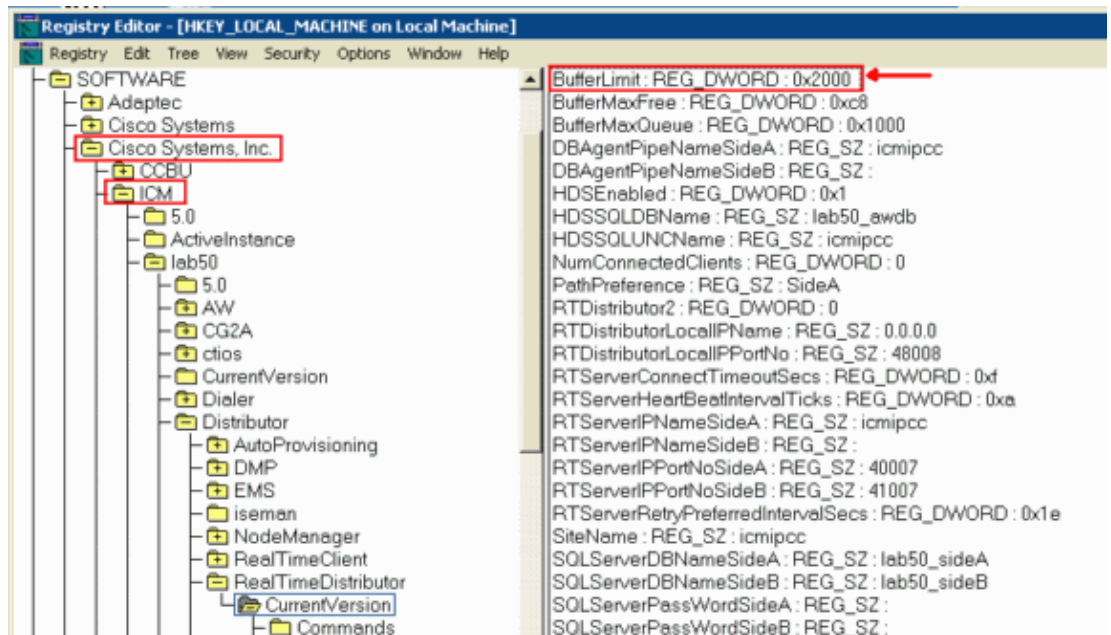


- ◆ For ICM version 5.0 and later:

HkeyLocalMachine\Software\Cisco Systems, Inc.\ICM\

Note: These registry paths are displayed over two lines due to place limitations.

Figure 3: Registry Editor for ICM Version 5.0 and Later



2. Increase the existing value to the next higher byte value (for example, 1024 to 2048). The process should then be monitored to ensure that the error does not reoccur.

Note: The initial BufferLimit values might be different than those listed here due to previous adjustments.

Note: It is not necessary to restart ICM services after the registry change.

There are no corresponding changes for the Router or the Logger.

Related Information

- **Technical Support & Documentation – Cisco Systems**
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