

# Recovery Process Fails to Initialize on the Logger – NetBIOS Name Length (15 Characters)

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## Introduction

This document describes one reason why the recovery process fails to initialize on the Cisco Intelligent Contact Management (ICM) Logger and provides a solution in an ICM environment.

## Prerequisites

### Requirements

Readers of this document should have knowledge of these topics:

- Cisco ICM
- Microsoft NetBIOS Protocol

### Components Used

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

- Cisco ICM
- Microsoft Windows NT 4.x

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

For more information on document conventions, refer to the Cisco Technical Tips Conventions.

## Problem

The recovery process on both LoggerA and LoggerB fails to initialize. The following error message appears in the recovery process log on the LoggerA and LoggerB.

**Figure 1: Recovery Process Log on the Logger**

```
Computer Name Not to Exceed 15 Characters for NetBios Application
10:23:16 Trace: Failed to initialize RecoveryServer for [tst-w-ipcimlapprv]/40013. Retry in 5 seconds...
10:23:16 Trace: RecoveryClient client connection initialization is failed. Retry in 5 seconds...
10:23:23 Trace: Failed to initialize RecoveryServer for [tst-w-ipcimlapprv]/40013. Retry in 5 seconds...
10:23:23 Trace: RecoveryClient client connection initialization is failed. Retry in 5 seconds...
10:23:30 Trace: Failed to initialize RecoveryServer for [tst-w-ipcimlapprv]/40013. Retry in 5 seconds...
10:23:30 Trace: RecoveryClient client connection initialization is failed. Retry in 5 seconds...
10:23:37 Trace: Failed to initialize RecoveryServer for [tst-w-ipcimlapprv]/40013. Retry in 5 seconds...
```

## Solution

All Microsoft Windows NT computers up to and including Windows NT 4.0 have two names – a NetBIOS name (also known as a computer name) used by applications written according to the NetBIOS API and a host name (also known as a DNS name) used by Windows Sockets and Posix-compliant applications.

NetBIOS only allows the computer name to be 15 characters or less. If the computer name is longer than 15 characters, NetBIOS applications does not work. Cisco ICM servers require Microsoft NetBIOS over TCP/IP protocol to communicate with each other. NetBIOS session is established between the two NetBIOS names.

The host name, indicated by the red box in Figure 1, is 17 characters long which violates the NetBIOS name length limitation of 15 characters. Shortening the name of the Logger to 15 characters fixes the issue.

**Note:** NetBIOS names are actually 16 characters long. Microsoft Networking reserves the 16th character to designate the type of name.

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## Related Information

- **What Role Does the LMHOSTS File Perform in Cisco ICM?**
- **Technical Support – Cisco Systems**

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