

Connection to CMI Server Failed – Aspect CMI Server

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Introduction

This document describes why the Peripheral Interface Manager (PIM) process on the Aspect Peripheral Gateway (PG) receives this warning message in a Cisco Intelligent Contact Management (ICM) environment:

```
pg10A-pim1 Trace: CMIMessageReceiver: [WARNING] Connection to CMI
Server failed; attempt #1
```

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- Cisco ICM
- Aspect Automatic Call Distribution (ACD)

Components Used

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

- Cisco ICM version 5.x 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.

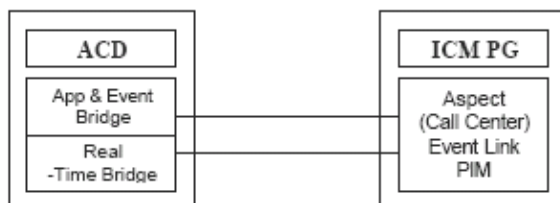
Conventions

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

Background

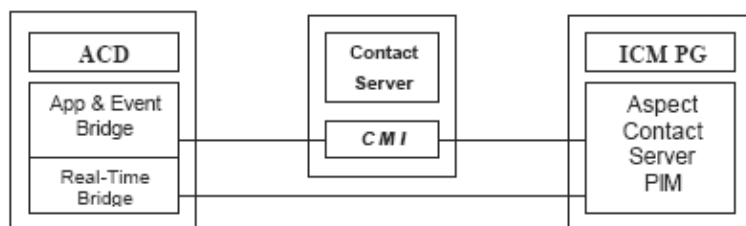
The Aspect Event PIM communicates directly with the Aspect ACD in ICM version 4.6.x and earlier, as Figure 1 shows. The Aspect PG establishes a connection with the Application and Event Bridge and the Real-Time Bridge on the Aspect ACD.

Figure 1: Aspect Event Link PIM Lines of Communication



With ICM version 5.0 and later, all Application and Event Bridge messages travel using the Computer Media Integration (CMI) Server interface, as Figure 2 shows. The Aspect PG continues to communicate with the Real-Time Bridge directly, but it communicates with the Application and Event Bridge through the CMI Server interface.

Figure 2: Aspect Contact Server PIM Lines of Communication



Problem

When the Aspect PIM starts, these three messages appear in the PIM log:

```
pg10A-pim1 Trace: CMIMessageReceiver: [WARNING] Connection to CMI Server failed; attempt #
pg10A-pim1 Trace: CMIMessageReceiver: [WARNING] Connection to CMI Server failed; attempt #
pg10A-pim1 Trace: CMIMessageReceiver: [WARNING] Connection to CMI Server failed; attempt #
```

These warning messages appear when the Aspect PIM process fails to establish a connection to the Aspect CMI Server interface.

Note: You can view the PIM log when you open the PIM process window on the PG or when you use the dumplog utility.

Solution

These messages are informational warning messages and pose no problem. In ICM version 5.0 and later, the Aspect PIM can communicate with either the CMI Server interface on the Aspect Contact Server or the Application and Event Bridge on the Aspect ACD. In a default configuration, the PIM initially attempts to connect with the CMI Server interface three times. If it fails, then it establishes a session with the Application and Event Bridge directly as an Aspect Event Link PIM. This process supports these facts:

- The warning message appears three times.
- Communication is successful between the Aspect PG and the Aspect ACD.
- Call routing is functional.

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Related Information

- [How to Use the Dumplog Utility](#)
- [Technical Support & Documentation – Cisco Systems](#)

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