

Table of Contents

<u>Changes to wl.cfg Overwritten by Default in the Cisco E-Mail Manager Configuration Program</u>	1
<u>Document ID: 63678</u>	1
<u>Introduction</u>	1
<u>Prerequisites</u>	1
<u>Requirements</u>	1
<u>Components Used</u>	1
<u>Conventions</u>	1
<u>Problem</u>	2
<u>Solution</u>	2
<u>NetPro Discussion Forums – Featured Conversations</u>	3
<u>Related Information</u>	3

Changes to wl.cfg Overwritten by Default in the Cisco E-Mail Manager Configuration Program

Document ID: 63678

Introduction

Prerequisites

Requirements

Components Used

Conventions

Problem

Solution

NetPro Discussion Forums – Featured Conversations

Related Information

Introduction

This document describes why the Cisco E-Mail Manager Configuration program resets the parameter values in the `wl.cfg` file to the default values and provides a workaround in the Cisco E-Mail Manager Option.

Note: The `wl.cfg` file is located in the `C:\Program Files\Cisco\E-Mail Manager\Instances\<cust_inst>` directory where `C` represents the drive.

Note: An Engineering Special has been provided for this issue. Please go to the Bug Toolkit and type **CSCsa43931** in the **Enter known bug ID** field.

Prerequisites

Requirements

Readers of this document should have knowledge of these topics:

- Cisco E-Mail Manager Option

Components Used

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

- Cisco E-Mail Manager Option versions 4.x, 5.x, and 6.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

When you run the Cisco E-Mail Manager Configuration program, the changes to the parameter values in the `wl.cfg` file are reset to the default values. Thus, the changes of the parameter value for the `wl.cfg` file are lost. The sequence follows:

1. Open the `wl.cfg` file with any text editor. The `wl.cfg` file is located in the `C:\Program Files\Cisco\E-Mail Manager\Instances\<cust_inst>` directory where `C` represents the drive.
2. Modify this line in the `wl.cfg` file:

- ◆ From:

```
EXEC_ARGS=java.exe -Xms20m - Xmx96m "-Djava.library.path=C:.....
```

- ◆ To:

```
EXEC_ARGS=java.exe -Xms40m - Xmx192m "-Djava.library.path=C:.....
```

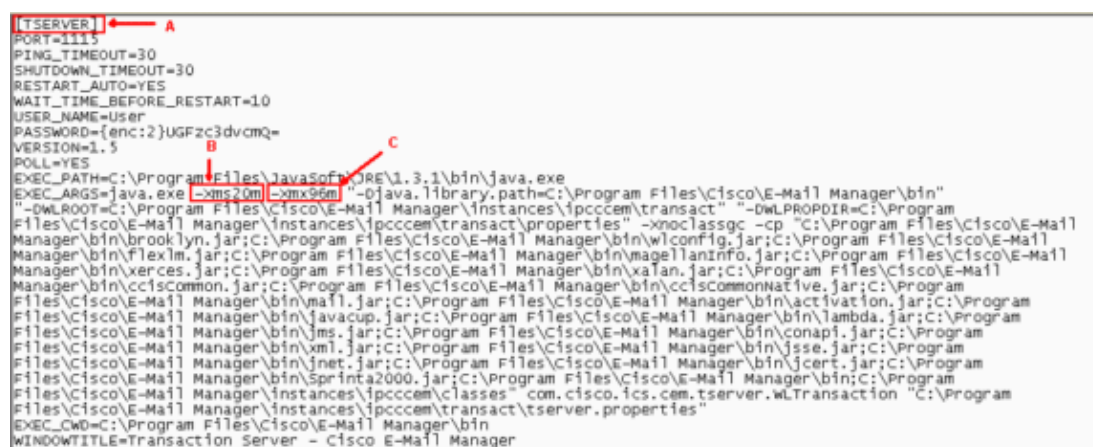
3. Open the Cisco E-Mail Manager Configuration tool. Without any modification, select **File > Exit**.
4. Click **Yes** to save the configuration changes.
5. Open the `wl.cfg` file with any text editor. `Xms40m` and `Xmx192m` revert to the default value of `Xms40m` and `Xmx96m`.

Solution

Complete the following procedure to workaround this problem:

1. Open the `cp.properties` file with any text editor. The `cp.properties` file is located in the `C:\Program Files\Cisco\E-Mail Manager\Instances\<cust_inst>` directory where `C` represents the drive.
2. For the TServer memory settings, make these changes:
 - ◆ Match `TS_MEM_START=20`, indicated by the B arrow in Figure 3 with `Xms20m`, indicated by the B arrow in Figure 1.
 - ◆ Match `TS_MEM_MAX=96`, indicated by the A arrow in Figure 3 to `Xmx96m`, indicated by the C arrow in Figure 1.

Figure 1: TSERVER Section in wl.cfg



```
[TSERVER]
PORT=1115
PING_TIMEOUT=30
SHUTDOWN_TIMEOUT=30
RESTART_AUTO=YES
WAIT_TIME_BEFORE_RESTART=10
USER_NAME=User
PASSWORD={enc:2}UGFzc3dvcmQ=
VERSION=1.5
POLL=YES
EXEC_PATH=C:\Program Files\JavaSoft\JRE\1.3.1\bin\java.exe
EXEC_ARGS=java.exe -Xms20m -Xmx96m "-Djava.library.path=C:\Program Files\Cisco\E-Mail Manager\bin"
"-DWLROOT=C:\Program Files\Cisco\E-Mail Manager\Instances\ipccem\transact" "-DWLPROPDIR=C:\Program Files\Cisco\E-Mail Manager\Instances\ipccem\transact\properties" -xnoclassgc -cp "C:\Program Files\Cisco\E-Mail Manager\bin\brooklyn.jar;C:\Program Files\Cisco\E-Mail Manager\bin\wconfig.jar;C:\Program Files\Cisco\E-Mail Manager\bin\FlexIm.jar;C:\Program Files\Cisco\E-Mail Manager\bin\magellanInfo.jar;C:\Program Files\Cisco\E-Mail Manager\bin\verces.jar;C:\Program Files\Cisco\E-Mail Manager\bin\xafan.jar;C:\Program Files\Cisco\E-Mail Manager\bin\cciscommon.jar;C:\Program Files\Cisco\E-Mail Manager\bin\cciscommonNative.jar;C:\Program Files\Cisco\E-Mail Manager\bin\mail.jar;C:\Program Files\Cisco\E-Mail Manager\bin\activation.jar;C:\Program Files\Cisco\E-Mail Manager\bin\javacup.jar;C:\Program Files\Cisco\E-Mail Manager\bin\lambda.jar;C:\Program Files\Cisco\E-Mail Manager\bin\jms.jar;C:\Program Files\Cisco\E-Mail Manager\bin\conapi.jar;C:\Program Files\Cisco\E-Mail Manager\bin\xml.jar;C:\Program Files\Cisco\E-Mail Manager\bin\jsse.jar;C:\Program Files\Cisco\E-Mail Manager\bin\jnet.jar;C:\Program Files\Cisco\E-Mail Manager\bin\jcert.jar;C:\Program Files\Cisco\E-Mail Manager\bin\Sprinta2000.jar;C:\Program Files\Cisco\E-Mail Manager\bin;C:\Program Files\Cisco\E-Mail Manager\Instances\ipccem\classes" com.cisco.ics.em.tserver.wlTransaction "C:\Program Files\Cisco\E-Mail Manager\Instances\ipccem\transact\tserver.properties"
EXEC_CMD=C:\Program Files\Cisco\E-Mail Manager\bin
WINDOWTITLE=Transaction Server - Cisco E-Mail Manager
```

3. For the Inbasket memory settings, make these changes:

- a. Match IB_MEM_START=20, indicated by the D arrow in Figure 3 with Xms20m, indicated by the B arrow in Figure 2.
- b. Match IB_MEM_MAX=96, indicated by the C arrow in Figure 3 with Xmx96m, indicated by the B arrow in Figure 2.

Figure 2: INBASKET Section in wl.cfg

```

[INBASKET]
PORT=1115
PING_TIMEOUT=30
SHUTDOWN_TIMEOUT=30
RESTART_AUTO=YES
WAIT_TIME_BEFORE_RESTART=10
USER_NAME=User
PASSWORD={enc:2}UGFzc3dvcmQ=
VERSION=1.5
POLL=YES
EXEC_PATH=C:\Program Files\JavaSoft\JRE\1.3.1\bin\java.exe
EXEC_ARGS=java.exe -Xms20m -Xmx96m -Djava.library.path=C:\Program Files\Cisco\E-Mail Manager\bin
"-DwLROOT=C:\Program Files\Cisco\E-Mail Manager\instances\ipccem\inbasket" "-DwLPROPDIR=C:\Program
Files\Cisco\E-Mail Manager\instances\ipccem\inbasket\properties" -cp "C:\Program Files\Cisco\E-Mail
Manager\bin\brooklyn.jar;C:\Program Files\Cisco\E-Mail Manager\bin\wlconfig.jar;C:\Program Files\Cisco\E-Mail
Manager\bin\xerces.jar;C:\Program Files\Cisco\E-Mail Manager\bin\xalan.jar;C:\Program Files\Cisco\E-Mail
Manager\bin\cciscommon.jar;C:\Program Files\Cisco\E-Mail Manager\bin\cciscommonNative.jar;C:\Program
Files\Cisco\E-Mail Manager\bin\jms.jar;C:\Program Files\Cisco\E-Mail Manager\bin\mail.jar;C:\Program
Files\Cisco\E-Mail Manager\bin\activation.jar;C:\Program Files\Cisco\E-Mail Manager\bin\xml.jar;C:\Program
Files\Cisco\E-Mail Manager\bin;C:\Program Files\Cisco\E-Mail Manager\instances\ipccem\classes"
com.cisco.ics.em.inbasket.Inbox;C:\Program Files\Cisco\E-Mail
Manager\instances\ipccem\inbasket\inbox.properties"
EXEC_CWD=C:\Program Files\Cisco\E-Mail Manager\instances\ipccem\inbasket
  
```

Figure 3: cp.properties

```

#Changes to this file are put into effect on running wlConfig
#Thu Nov 18 10:37:56 CST 2004
SPELL_JAR_LIST=spellserver.jar:ssce.zip
IB_JAR_LIST=brooklyn.jar;wlconfig.jar;xerces.jar;xalan.jar;cciscommon.jar;cciscommonNative.jar;jms.jar;mail.jar;act
ivation.jar;xml.jar
TS_MEM_MAX=96
TS_SHUTDOWN_JAR_LIST=brooklyn.jar
PTD_SYSTEM_PW={enc:2}cGFzc3dvcmQ=
PRIMARY_DB_CP=C:\Program Files\Cisco\E-Mail Manager\bin\Sprinta2000.jar
CRON_MEM_MAX=96
CRON_LIB_PATH=C:\Program Files\Cisco\E-Mail Manager\bin
PRUNER_DB_CP=C:\Program Files\Cisco\E-Mail Manager\bin\Sprinta2000.jar
CIR_CRON_MEM_MAX=96
IB_MEM_MAX=96
CIR_CRON_LIB_PATH=C:\Program Files\Cisco\E-Mail Manager\bin
CIR_CRON_MEM_START=20
TS_JAR_LIST=brooklyn.jar;wlconfig.jar;flexlm.jar;magellanInfo.jar;xerces.jar;xalan.jar;cciscommon.jar;cciscommonNat
ive.jar;mail.jar;activation.jar;javacup.jar;lambda.jar;jms.jar;conapi.jar;xml.jar;jsse.jar;jnet.jar;jcert.jar
TS_MEM_START=20
IB_MEM_START=20
CRON_JAR_LIST=brooklyn.jar;lambda.jar;cciscommon.jar;cciscommonNative.jar;javacup.jar
CIR_CRON_JAR_LIST=cifdb.jar;brooklyn.jar;javacup.jar;cciscommon.jar;cciscommonNative.jar
TS_LIB_PATH=C:\Program Files\Cisco\E-Mail Manager\bin
IB_LIB_PATH=C:\Program Files\Cisco\E-Mail Manager\bin
CIR_DB_CP=C:\Program Files\Cisco\E-Mail Manager\bin\Sprinta2000.jar
CRON_MEM_START=20
PTD_SYSTEM_USER=sa
  
```

4. Save and close the file.

NetPro Discussion Forums – Featured Conversations

Networking Professionals Connection is a forum for networking professionals to share questions, suggestions, and information about networking solutions, products, and technologies. The featured links are some of the most recent conversations available in this technology.

NetPro Discussion Forums – Featured Conversations for Customer Contact Software
IP Communications and Video: Contact Center

Related Information

- [Technical Support – Cisco Systems](#)

All contents are Copyright © 1992–2006 Cisco Systems, Inc. All rights reserved. Important Notices and Privacy Statement.

