

# PG and CG Do Not Fail Over in the Duplexed Mode

Document ID: 64843

---

## Introduction

### Prerequisites

Requirements

Components Used

Conventions

### Problem

### Solution

Interpretation

NetPro Discussion Forums – Featured Conversations

Related Information

---

## Introduction

This document describes one reason why the Peripheral Gateway (PG) and CTI Gateway (CG) do not fail over in the duplexed mode in a Cisco Intelligent Contact Management (ICM) Enterprise Edition environment.

## Prerequisites

### Requirements

Cisco recommends that you have knowledge of these topics:

- Cisco ICM
- Cisco PG
- Cisco CG
- TCP/IP Session Setup

### Components Used

This document is not restricted to specific software and hardware versions.

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.

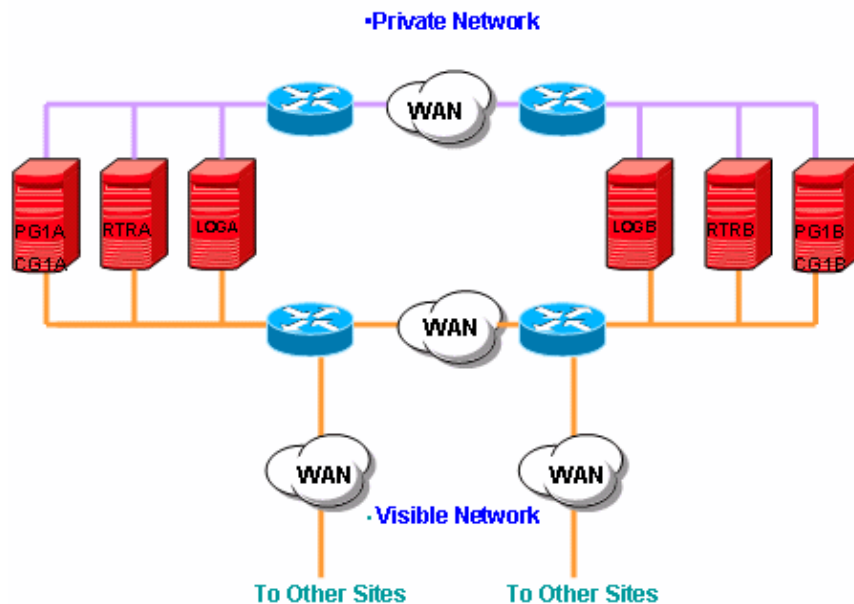
### Conventions

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

## Problem

In an IPCC Enterprise solution, the ICM topology is configured in a duplexed mode (see Figure 1). When one PG goes down, the other does not take over. For example, if PG1A is active, and PG1A stops, PG1B fails to take over.

**Figure 1 A Sample ICM Duplexed Configuration**



## Solution

In order for the PG to fail over successfully, you must ensure that the port numbers for MDSPort and StateXferPort on the PG and the corresponding CG are identical (see Figure 2). The port numbers are locally significant, but they need not be identical on A and B site. Cisco recommends you to retain the default values.

**Figure 2 MDSPort and StateXferPort Configuration**

```

BufferLimit : REG_DWORD : 0x2000
BufferMaxFree : REG_DWORD : 0xc8
BufferMaxQueuePct : REG_DWORD : 0x32
DisableTimeSynchronization : REG_DWORD : 0x1
MDSPort : REG_SZ : 42000 on A or 43000 on B
                    for PG and CG
Node : REG_SZ : hpicppg1a
StateXferBurstDelay : REG_DWORD : 0
StateXferBurstSize : REG_DWORD : 0
StateXferConnectTimeout : REG_DWORD : 0x7530
StateXferPort : REG_SZ : 42001 on A or 43001 on B
                    for PG and CG
StatsInterval : REG_DWORD : 0x36ee80
TDQInterval : REG_DWORD : 0x32
TDQThreshold : REG_DWORD : 0x32
TOSResponseTimeout : REG_DWORD : 0x1388

```

## Interpretation

This section interprets the information in Figure 2.

### MDSPort

The name of the first registry value is MDSPort. The default values of MDSPort are:

- 42000 for A site.
- 43000 for B site.

Here is the navigation path for ICM version 4.6.x and earlier:

- For the PG:

```
[HKEY_LOCAL_MACHINE\SOFTWARE\GeoTel\ICR\<Inst_Name>\<PG1A/B>\MDS\
CurrentVersion\Process\MDSPort
```

- For the CG:

```
[HKEY_LOCAL_MACHINE\SOFTWARE\GeoTel\ICR\<Inst_Name>\<CG1A/B>\MDS\
CurrentVersion\Process\MDSPort
```

Here is the navigation path for ICM version 5.0 and later:

- For the PG:

```
[HKEY_LOCAL_MACHINE\SOFTWARE\Cisco Systems, Inc.\ICM\<Inst_Name>\
<PG1A/B>\MDS\CurrentVersion\Process\MDSPort
```

- For the CG:

```
[HKEY_LOCAL_MACHINE\SOFTWARE\Cisco Systems, Inc.\ICM\<Inst_Name>\
<CG1A/B>\MDS\CurrentVersion\Process\MDSPort
```

**Note:** The registry paths are displayed over multiple lines here due to space limitations.

## StateXferPort

The name of the second registry value is StateXferPort. The default values for StateXferPort are:

- 42001 for A site.
- 43001 for B site.

Here is the navigation path for ICM version 4.6.x and earlier:

- For the PG:

```
[HKEY_LOCAL_MACHINE\SOFTWARE\GeoTel\ICR\<Inst_Name>\<PG1A/B>\MDS\
CurrentVersion\Process\StateXferPort
```

- For the CG:

```
[HKEY_LOCAL_MACHINE\SOFTWARE\GeoTel\ICR\<Inst_Name>\<CG1A/B>\MDS\
CurrentVersion\Process\StateXferPort
```

Here is the navigation path for ICM version 5.0 and later:

- For the PG:

```
[HKEY_LOCAL_MACHINE\SOFTWARE\Cisco Systems, Inc.\ICM\<Inst_Name>\
<PG1A/B>\MDS\CurrentVersion\Process\StateXferPort
```

- For the CG:

```
[HKEY_LOCAL_MACHINE\SOFTWARE\Cisco Systems, Inc.\ICM\<Inst_Name>\
<CG1A/B>\MDS\CurrentVersion\Process\StateXferPort
```

**Note:** The registry paths are displayed over multiple lines here due to space limitations.

The problem is that the two port numbers do not match on the PG and CG. Run the PG and CG ICM setup in order to solve the problem.



**Caution:** Do *not* change these two port settings manually because a manual change in settings can cause unpredictable port conflicts. By design, the ICM setup resets all port settings based on a built-in formula to restore defaults. The setup program enforces the use of default values.

## 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 & Documentation – Cisco Systems](#)
- 

All contents are Copyright © 2006–2007 Cisco Systems, Inc. All rights reserved. Important Notices and Privacy Statement.

---

Updated: Jan 28, 2006

Document ID: 64843

---