

Table of Contents

<u>The Logger Stops Phone Home When a Modem Hangs</u>	1
<u>Document ID: 67044</u>	1
<u>Introduction</u>	1
<u>Prerequisites</u>	1
<u>Requirements</u>	1
<u>Components Used</u>	1
<u>Conventions</u>	2
<u>Background Information</u>	2
<u>Problem</u>	2
<u>Cause</u>	2
<u>Solution</u>	3
<u>NetPro Discussion Forums – Featured Conversations</u>	5
<u>Related Information</u>	5

The Logger Stops Phone Home When a Modem Hangs

Document ID: 67044

Introduction

Prerequisites

Requirements

Components Used

Conventions

Background Information

Problem

Cause

Solution

NetPro Discussion Forums – Featured Conversations

Related Information

Introduction

This document lists the reasons for the Logger to cause Phone Home failure because of a hung modem. This document also provides a workaround to this problem in a Cisco Intelligent Contact Management (ICM) / IP Content Center (IPCC) Enterprise environment.

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- Cisco ICM/IPCC
- Cisco ICM Phone Home Configuration
- Remote Access Server (RAS)
- Modem Configuration

Components Used

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

- Cisco ICM/IPCC Enterprise version 5.x and later
- Remote Monitoring Suite 2.x
- Microsoft Windows 2000 Server

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 Information

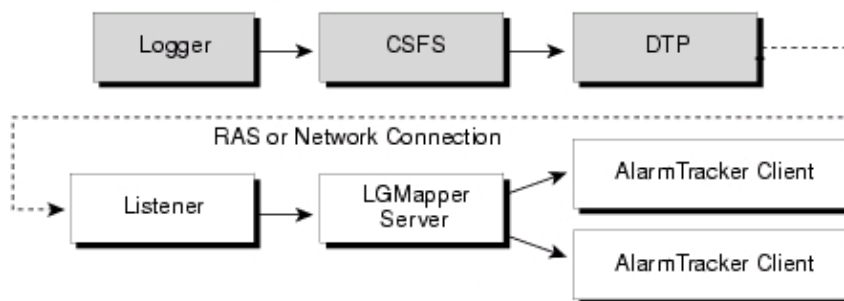
Phone Home comprises the Data Transfer Process (DTP) and Customer Support Forwarding Service (CSFS) processes on the customer side, and the Listener and Alarm Tracker processes on the support side.

DTP transfers events and exports files to the system that runs the Listener. DTP uses either a dial-up connection and the RAS, or a direct network connection. The Listener stores the events in a customer-specific directory on the system that runs the Listener.

The Listener is the process that receives events from multiple ICM installations. The events that the Listener receives come from various parts of the system and are of various types. The events range from informational messages to reports of serious errors. The event mechanism gives a quick notification to customer support representatives when a problem occurs. The event mechanism also provides a history of activities for each system.

Figure 1 represents the high-level data flow for Phone Home.

Figure 1 Phone Home Data Flow



Problem

The Phone Home feature fails. You can identify this issue through an error message that appears on the Alarm Tracker. The error message looks like this:

```
"Logger has not phoned home to Listener for more than twelve hours."
```

Cause

Phone Home failure can occur due to a variety of reasons. Here is a list of the most common reasons:

1. The modem on the Customer Logger hangs, or has an incorrect configuration.
2. RAS fails, or the Customer Logger has an incorrect RAS configuration.
3. You have not configured the Phone Home properties on the Customer Logger properly.
4. A phone or network connection to the Listener fails.
5. The port on the Customer Logger configured for RAS hangs.
6. The CSFS heartbeat interval is greater than the Listener Event Timeout value.

This document provides a solution for a combination of reasons 1 and 5.

Solution

One solution to this problem is to cycle the Customer Logger. However, this method does not always resolve the issue. When you cycle the logger process, the modem does not successfully disconnect, and causes the modem and DTP to hang.

The reason is that the **dtp.exe** process does not have enough time to clear the hung or gronked state.

Complete these steps in order to solve this problem:

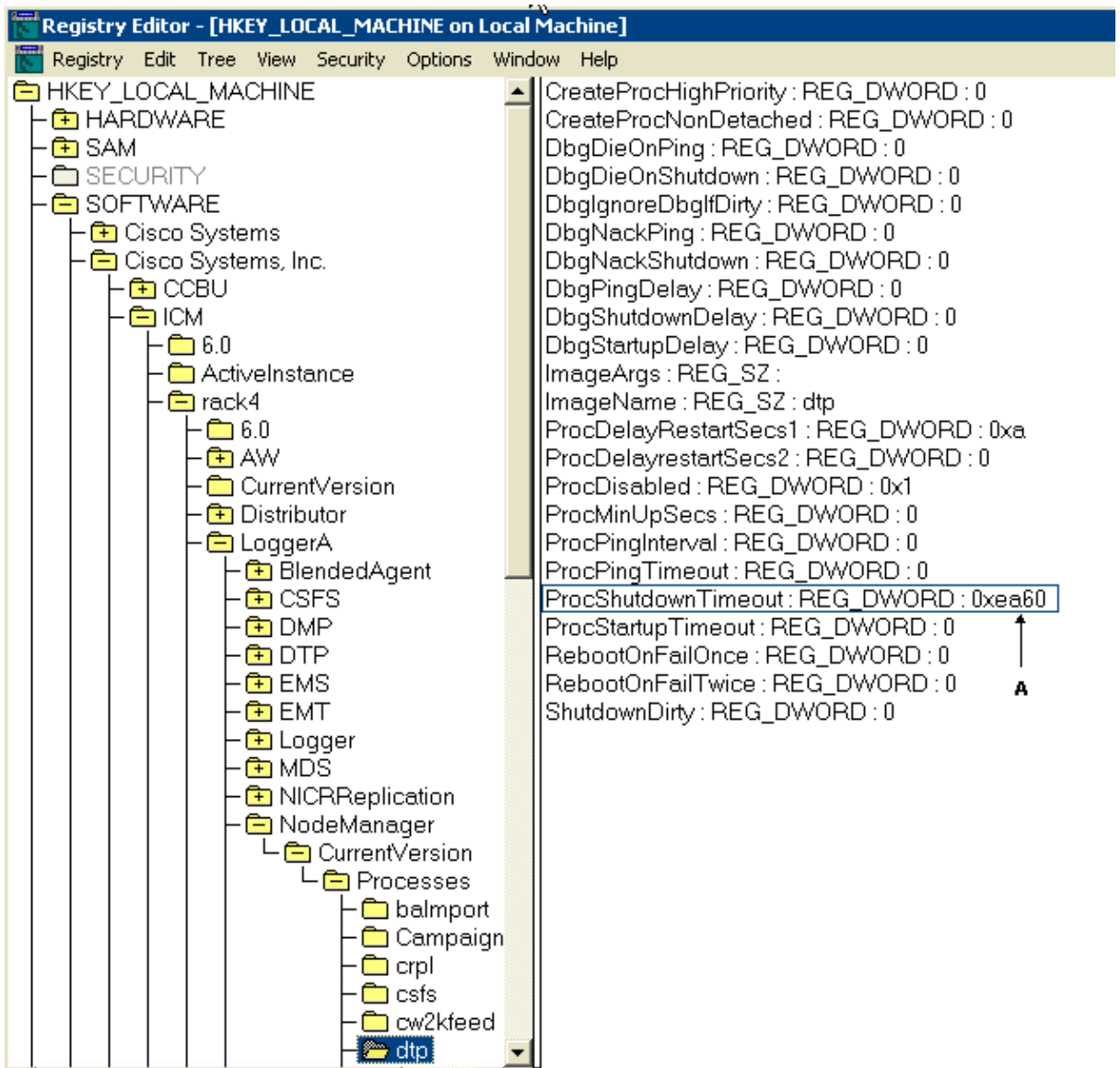
1. On LoggerA, navigate to this registry key:

```
HKEY_LOCAL_MACHINE\Software\Cisco Systems, Inc.\ICM<inst_name>\
LoggerA\NodeManager\CurrentVersion\Processes\dtp\ProcShutdownTimeout
```

2. Set the value of ProcShutdownTimeout value to 60000.

The hex value of 60000 is equal to ea60 (see arrow A in Figure 2). 60000 represents one minute, which is the time given to the dtp.exe process to clear the hung or gronked state.

Figure 2 ProcShutdownTimeout Registry



3. Modify the CISCO_DDSN_PHONE_HOME.pbk file on the Logger to set the value of timeout to five minutes if the Server Release (SR) level for your ICM 5.0 is earlier than ICM 5.0 SR11 or the SR level for your ICM 6.0 is earlier than 6.0 SR3.

Complete these steps to modify the timeout value.

- a. Start Windows Explorer.
- b. Locate the CISCO_DDSN_PHONE_HOME.pbk file. The navigation path is:

<ICM_ROOT>\<inst_name>\la\CISCO_DDSN_PHONE_HOME.pbk

- c. Double-click CISCO_DDSN_PHONE_HOME.pbk.
 - d. Click the **Options** tab.
 - e. Set **Idle Time Before Disconnect** to **5 minutes**.
4. Power off the modem. Then power on the modem immediately in order to clear the hung or gronked state.
 5. Reboot LoggerA.
 6. Repeat steps 1 through 4 on LoggerB.
 7. Reboot LoggerB.

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

Updated: Jun 19, 2006

Document ID: 67044
