

Real-Time Feed Failure Between the Distributor AW and the Cisco CallRouter

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Introduction

This document describes one reason for the frequent failure of sessions between the Real-Time Distributor (RTD) process on the Distributor Admin Workstation (AW) and the Real-Time Server (RTS) process on the Cisco CallRouter. This document also provides a solution in a Cisco Intelligent Contact Management (ICM)/IP Contact Center (IPCC) Enterprise environment.

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- Cisco ICM Enterprise
- Cisco IPCC Enterprise

Components Used

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

- Cisco ICM/IPCC 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.

Problem

An RTD is an Admin Workstation (AW) that you configure in order to establish and maintain a connection to the Cisco CallRouter. Each administrative site has one or more AWs that you can configure as RTDs.

Real-time feed is the connection between a Cisco CallRouter and a Distributor AW. The **rtdist.exe** process is an RTD process on the Distributor AW that maintains the real-time feed to **rtsrvr.exe**. The **rtsrvr.exe** process is a Real-Time Server (RTS) process that runs on the Cisco CallRouter.

This document explains why users experience frequent session drops between the RTD process on the Distributor AW and the RTS process on the Cisco CallRouter.

Solution

A review of the RTS process log on the Cisco CallRouter reveals these important findings:

1. Real-time connection fails (see arrow A in Figure 1).
2. Write of call type real time base records to client connection fails (see arrow B in Figure 1).
3. The value of current output queue bytes is equal to the value of the highest output queue bytes (see arrows C and D in Figure 1).

Figure 1 Log of the RTS Process

```

13:11:35 ra-rts Trace:RealTimeConnection::Close attempting to close connection for EMT ID 12
13:11:35 ra-rts Trace:OutputThread EMSSend for EMT ID 1243577 failed.Thread exiting. ← A
  Last API Error [-519897076]: Connection broken by call to EMTDisconnect.
13:11:35 ra-rts Trace:RealTimeConnection::Close succesfully closed connection for EMT ID 124
13:11:35 ra-rts Trace:Write of call type real time base records to Client connection failed
13:11:35 ra-rts Client at [atxx945]/[172.16.102.132] disconnected.

```



```

      0 Total Seconds Active.
      0 Total EMS bytes sent.
8179496 Initial base record bytes sent.
8179496 Total real time bytes sent (including base records).
      0 Total other bytes sent.

8179496 Grand total bytes sent.

      0 Total EMS messages sent.
    2174 Initial base record messages sent.
    2174 Total real time messages sent (including base records).
      0 Total other messages sent.

    2174 Grand total messages sent.

      0 Seconds active since last side switch.

      0 EMS Bytes sent since last side switch.
8179496 Real Time Bytes sent since last side switch.
      0 Other Bytes sent since last side switch.

8179496 Total Bytes sent since last side switch.

      0 EMS Messages sent since last side switch.
    2174 Real Time Messages sent since last side switch.
      0 Other Messages sent since last side switch.

    2174 Total Messages sent since last side switch.

    2049 Current output queue messages.
7701496 Current output queue bytes. ← C
    2049 Highest output queue messages.
7701496 Highest output queue bytes. ← D

```

Item 3 represents the key finding. If the value of current output queue bytes approaches or is equal to the highest output queue bytes, you must increase the value of BufferMaxQueue.

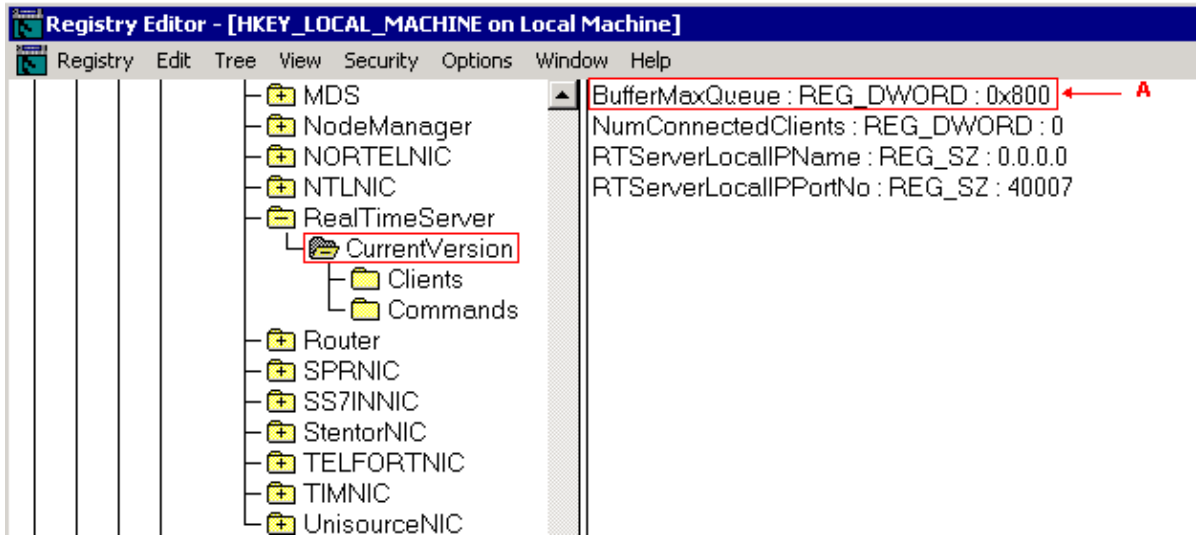
- On the Cisco CallRouter, double the value of the BufferMaxQueue registry key (see arrow A in Figure 2). You must change this value on both, CallRouterA and CallRouterB. Here is the navigation path:

```

HKEY_LOCAL_MACHINE\Software\Cisco Systems, Inc.\ICM<cust_inst>\
Router<A/B>\RealTimeServer\CurrentVersion\BufferMaxQueue

```

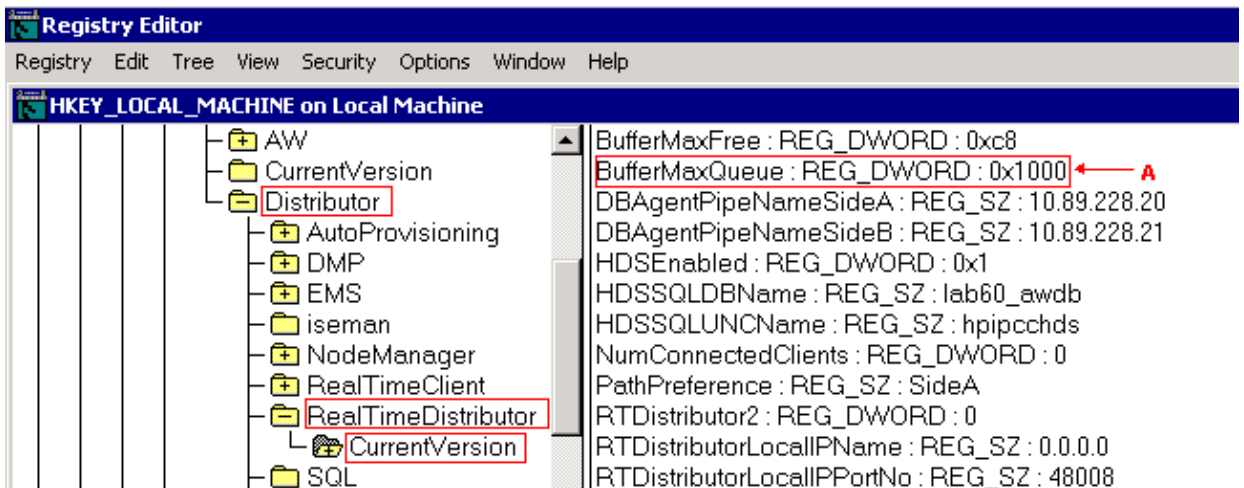
Figure 2 BufferMaxQueue for RealTimeServer on CallRouter



- On the Distributor AW, double the value of the BufferMaxQueue registry key (see arrow A in Figure 3). Change this value on all running Distributor AWs. Here is the navigation path:

```
HKEY_LOCAL_MACHINE\Software\Cisco Systems, Inc.\ICM\<cust_inst>\
Distributor\RealTimeDistributor\CurrentVersion\BufferMaxQueue
```

Figure 3 BufferMaxQueue for RealTimeDistributor on Distributor Admin Workstation



The BufferMaxQueue registry key is not dynamic. Therefore, after you increase the number, cycle the RTS process on the CallRouter (see arrow A in Figure 4), and the RTD process on the Distributor AW (see arrow A in Figure 5).

Figure 4 Cycle the RTS Process on the CallRouter



Figure 5 Cycle the RTD Process on the Distributor AW



This problem no longer occurs after you increase the BufferMaxQueue number on the CallRouter and the Distributor Admin Workstation.

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