

The CMS Process Shuts Down Due to a Buffer Overrun

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Introduction

This document describes one reason for the shutdown of the Configuration Management Service (CMS) process on the Distributor Admin Workstation (AW) due to a buffer overrun. This document also provides a workaround and a software fix in a Cisco IP Contact Center (IPCC) Enterprise environment.

Note: Refer to Cisco bug ID CSCsc21457 (registered customers only) for more information.

Prerequisites

Requirements

Cisco recommends that you have knowledge of Cisco Intelligent Contact Management (ICM).

Components Used

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

- Cisco IPCC Enterprise version 5.0(0)
- Cisco IPCC Enterprise version 6.0(0)
- Cisco IPCC Enterprise version 7.0(0)

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

The CMS process on the Distributor AW shuts down with a buffer overrun when certain date–time

combinations occur.

Figure 1 displays the log collected at the time of shutdown on the Distributor AW. Arrow A indicates that a buffer overrun is the reason for the shutdown.

Figure 1 Buffer Overrun Detected

```
Events from October 17, 2005:
14:54:28 dis-cms Initializing Event Management System (EMS) Library.
14:54:28 dis-cms Trace: EMS Server pipe ipcc\Distributor\cmsEMSPipe enabled
for ipcc\Distributor\cms
14:54:28 dis-cms Trace: Received CmsNode startup request.
14:54:28 dis-cms Trace: Starting Cmsnode
14:54:28 dis-cms Trace: CmsNode started.
14:54:28 dis-cms Trace: AwRtClient Client started at Mon Oct 17 14:54:28 2005

14:54:28 dis-cms Trace: EMT I/O completion ports: max threads=4, concurrent threads=0
14:54:28 dis-cms Trace: Real Time Feed activated from preferred side of central controller.
14:54:28 dis-cms Trace: Config Change message received, last update key 392301834986.000000
last update time 860976838

14:55:46 dis-cms Trace: MessageBox invoked by process or MFC assert.
14:55:46 dis-cms Trace: MessageBox parameters:
14:55:46 dis-cms Trace:           hWnd = 0
14:55:46 dis-cms Trace:           lpText = "Buffer overrun detected!"

Program: C:\icm\bin\cmsnode.exe

A buffer overrun has been detected which has corrupted the program's
internal state. The program cannot safely continue execution and must
now be terminated.
"

14:55:46 dis-cms Trace:           lpCaption = "Microsoft Visual C++ Runtime Library"
14:55:46 dis-cms Trace:           uType = 73744
14:55:46 dis-cms Fail: Calling EMSFailMessage.
14:55:46 dis-cms Trace: Received CmsNode shutdown request.
14:55:48 dis-cms Trace: CmsNode shutdown completed.
```

Cause

This problem occurs only when the string length for the current date and time in the yyyy-mm-dd-hh-mm-ss format reaches 19 digits. For example, 2005-10-10-12-59-99. The problem does not occur when the string length is shorter than 19, for example, 2005-9-30-12-59-99.

Solution

In a test environment, the workaround to this problem is to manipulate the date so as to keep the length under 19. However, in a production environment, no workaround is currently available.

In order to solve this problem, apply the relevant service release, based on the IPCC version you use:

- Cisco IPCC Enterprise version 5.0(0): Service Release 13
- Cisco IPCC Enterprise version 6.0(0): Service Release 5
- Cisco IPCC Enterprise version 7.0(0): Service Release 1 Engineering Special 5
- Cisco IPCC Enterprise version 7.0(0): Service Release 2

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Related Information

- **Technical Support & Documentation – Cisco Systems**
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