

ICM/UCCE Enterprise Edition Version 7.x – Logger DTP Does Not Connect to Remote Listener

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Introduction

Prerequisites

Requirements

Components Used

Conventions

Background Information

Problem

Solution

NetPro Discussion Forums – Featured Conversations

Related Information

Introduction

In a Cisco Unified Contact Center Enterprise (UCCE) (formerly IP Contact Center (IPCC)) and Cisco Unified Intelligent Contact Management (ICM) Enterprise environment, ICM Systems that run version 7.x or later are not able to phone home to the remote listeners. This document describes the problem and workaround.

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- Microsoft Windows Server 2003
- How to edit host files
- Cisco UCCE and ICM Enterprise 7.x and later

Components Used

The information in this document is based on Cisco UCCE and ICM Enterprise version 7.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

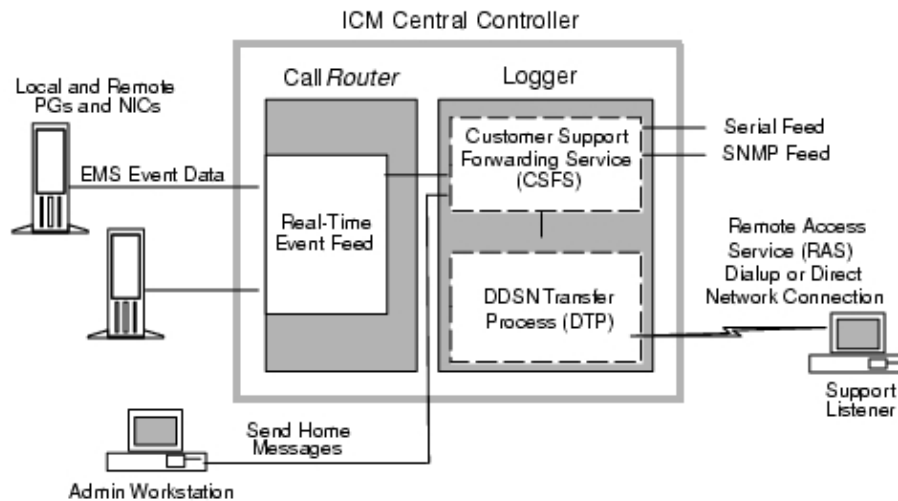
Refer to Cisco Technical Tips Conventions for more information on document conventions.

Background Information

Each computer that runs an ICM logger at a customer site is equipped with a modem to support Distributed Diagnostics and Services Network (DDSN). The logger sends data to the listener through a dial-up connection using Windows Dial-Up Networking on the logger and the Windows Remote Access Service

(RAS) on the loggers located at a customer location that allows dial-in or direct network connections as Figure 1 shows.

Figure 1 – DDSN Overview



Problem

UCCE and ICM Enterprise Systems version 7.x or later are not able to phone home to the remote listeners. This is due in part to the change in protocols used by the Windows 2003 Server. Cisco ICM 7.x and later now use the TCP/IP over Remote Access Service (RAS) connection to the listeners but is unable to establish a network drive. This causes the logger at the customer site to not send ICM alarms to the listeners.

These errors can be seen on the logger in the Dial the Phone (DTP) log file. You can use the dumplog utility in order to see the DTP log.

Note: In this output, xxxxxxxxxxxx represents the domain name of the listener that the logger is trying to connect to.

```
00:25:00 la-dtp Trace: UseRasPhoneBookEntry -- Using Modem Device,
Courier V.Everything EXT PnP (V90-x2), for connection.
00:25:00 la-dtp Trace: Waiting for RAS Connection to be established...
00:25:37 la-dtp Trace: RAS Connection wait has completed.
00:25:39 la-dtp Trace: Error[1203] Failed To Connect Network Drive '\\xxxxxxxxxx\ipc$'
using Password xxxxxx, UserName xxxxxx, and Domain xxxxxxxxxxxx
00:25:39 la-dtp Trace: Error Removing Remote Resource '\\GEOCSCLNRB\ipc$'
00:26:01 la-dtp Trace: Error Removing Remote Resource '\\GEOCSCLNRB\ipc$'
00:26:01 la-dtp Trace: Attempting to Use Backup System for Phone Home
00:26:01 la-dtp Trace: UseRasPhoneBookEntry -- Using Modem Device,
Courier V.Everything EXT PnP (V90-x2), for connection.
00:26:01 la-dtp Trace: Waiting for RAS Connection to be established...
00:26:39 la-dtp Trace: RAS Connection wait has completed.
00:26:41 la-dtp Trace: Error[1203] Failed To Connect Network Drive '\\xxxxxxxxxx\ipc$'
using Password xxxxxx, UserName xxxxxx, and Domain xxxxxxxxxxxx
00:26:41 la-dtp Trace: Error Removing Remote Resource '\\xxxxxxxxxx\ipc$'
00:27:04 la-dtp Trace: Error Removing Remote Resource '\\xxxxxxxxxx\ipc$'
00:27:04 la-dtp Trace: RASConnectRet: Returned [1203] - '30360749_20070226_070407.now'
Not Copied
00:27:04 la-dtp Trace: RASCopy of '30360749_20070226_070407.now' Failed -
Waiting 3600 Seconds before Next Attempt
```

Solution

On the loggers, add the remote listener's computer name and IP address to the host file that is located in <dir>:\WINDOWS\system32\drivers\etc:

```
Listener_server xxx.xxx.xxx.xxx  
Listener_server xxx.xxx.xxx.xxx
```

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IP Communications and Video: Contact Center

Related Information

- **ICM Administration Guide for Cisco ICM/IPCC Enterprise & Hosted Editions**
- **Technical Support & Documentation – Cisco Systems**

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