The Cisco Unified Communications Manager service can crash because the service does not have enough resources, such as CPU or memory, to function. Generally, the CPU utilization in the server is 100 percent during this time. This document provides information on how to troubleshoot the high CPU utilization in Cisco Unified Communications Manager 7.x.

Note: CPU spikes on a Cisco Unified Communications Manager server can be normal depending on what service or application runs at the time. However, sustained CPU spikes are not good and can cause the Cisco Unified Communications Manager service to get terminated, or cause issues such as delayed dialtone and so forth.

Prerequisites

Requirements

Refer to the Starting the CLI Session section of Command Line Interface Reference Guide for Cisco Unified Communications Solutions Release 7.0(1) before you proceed with this resolution task.

Components Used

The information in this document is based on the Cisco Unified Communications Manager 7.x.

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

Calls are intermittently dropped due to high CPU utilization on the Cisco Unified Communications Manager.
Solution

Complete the one of these tasks in order to resolve this issue:

Note: This issue is observed for IBM model servers only. This was first observed on Cisco Unified Communications Manager version 7.x. Earlier versions of CUCM should not be affected. Other applications such as Cisco Unified Presence, IPCC Express, and Cisco Unity Connection may also be affected.

1. If the RTMT alerts shows that the slp_srvreg process consumes high CPU.

   Or

   Issue the show process command on Cisco Unified Communications Manager command line interface. Then check whether the process slp_srvreg consumes high CPU usage.

   Then issue this command from Cisco Unified Communications Manager command line interface:

   ```
   utils snmp hardware-agents restart
   !--- This command restarts the snmp hardware agents on the server.
   ```

   If this did not solve the issue, a server reboot might be necessary.

   2. This issue can also occur when the IP Manager Assistant (IPMA) service is caught in a loop attempting to open a device controlled by IPMA. In order to resolve the issue, restart the CallManager service on which the device is registered. After this you might still need to restart CTI Manager and IPMA service.

   3. Try to disable the Cisco Security Agent.

Known Issues

These are some of the known issues related to high CPU in Cisco Unified Communications Manager 7.x:

- Cisco bug ID CSCte21646 (registered customers only)
- Cisco bug ID CSCsr99349 (registered customers only)
- Cisco bug ID CSCsu86583 (registered customers only)
- Cisco bug ID CSCsl71487 (registered customers only)
- Cisco bug ID CSCti84295 (registered customers only)

Related Information

- CallManager 4.x: Troubleshooting High CPU Utilization
- Voice Technology Support
- Voice and Unified Communications Product Support
- Troubleshooting Cisco IP Telephony
- Technical Support & Documentation – Cisco Systems