

Unified Contact Center Dialer Detail Records are Cached to a file when the Router connection is Down

Contents

[Introduction](#)

[Prerequisites](#)

[Requirements](#)

[Components Used](#)

[Problem](#)

Introduction

This Document describes how the Campaign manager will cache records until it reaches the configured number of records or the configured timeout is exceeded. Then the records will be sent to the router.

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Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- Cisco UCCE
- Cisco Campaign Manager

Components Used

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.

Problem

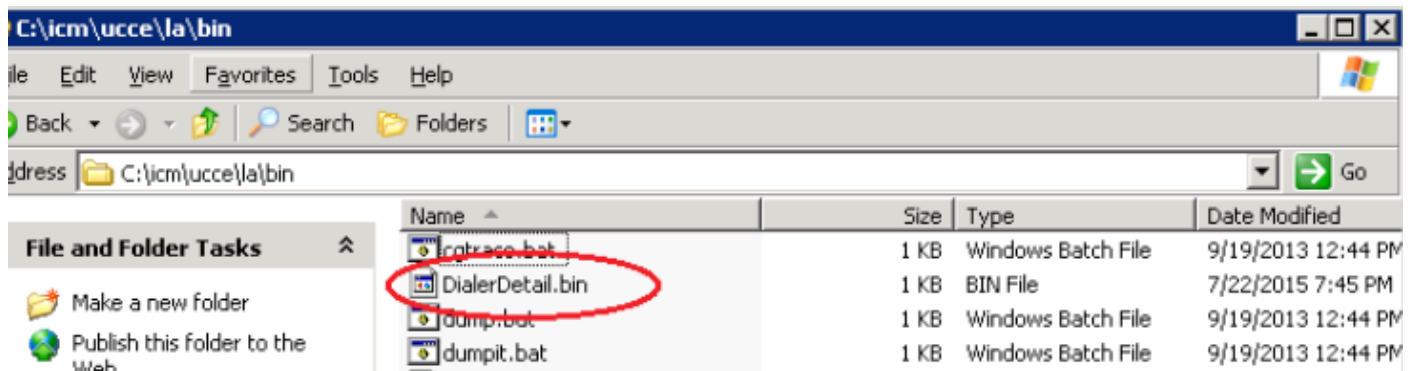
When the router is unavailable, the Campaign manager will write records to disk until the router becomes available again.

- **DialerDetailBufferSize:** maximum numbers of Dialer Detail records cached in the buffer. The default value will be 20.
- **DialerDetailBufferTimeout:** The seconds to time out to flush the idle Dialer Detail records. The default value will be 5.

The configured values for these variables can be found in the Registry Entries:

HKEY_LOCAL_MACHINE\SOFTWARE\Cisco Systems, Inc.\ICM\ucce\LoggerA\BlendedAgent\CurrentVersion

Campaign Manager will store the DialerDetail records in file named as **DialerDetail.bin** and this can be found from the path **<drive>:\icm\<instance>\la\bin\DialerDetail.bin**



Log Snippets :

From the Campaign Manager Logs we should be able to see that Records are written in the Internal file

```
14:12:14:221 la-CampaignManager Trace: MDS is out of service and in the Internal file [1] records are written
14:12:27:425 la-CampaignManager Trace: MDS is out of service and in the Internal file [1] records are written
14:12:30:253 la-CampaignManager Trace: MDS is out of service and in the Internal file [1] records are written
```

Once the Router connection is up Records will be sent to the Router and then to the Logger

```
14:35:13:236 la-CampaignManager Connection to MDS process established.
14:35:13:236 la-CampaignManager Reconnection to MDS process completed successfully.
14:35:13:236 la-CampaignManager Trace: MDS is in service

14:35:13:736 la-CampaignManager Trace: Data message [DialerDetail] sent to the router
14:35:13:736 la-CampaignManager Trace: Data Message [1] records are send to the router
14:35:13:736 la-CampaignManager Trace: Data message [DialerDetail] sent to the router
14:35:13:736 la-CampaignManager Trace: Data Message [1] records are send to the router
14:35:13:736 la-CampaignManager Trace: Data message [DialerDetail] sent to the router
14:35:13:736 la-CampaignManager Trace: Data Message [1] records are send to the router
14:35:13:736 la-CampaignManager Trace: No record in Internal file send to router
14:35:13:736 la-CampaignManager Trace: From internal file [3] records are send to router
```