

JTAPI Gateway and PIM Are Active but No Calls Are Routed

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Introduction

With some new installations of Cisco IP Contact Center (IPCC), the Java Telephony Application Programming Interface (JTAPI) Gateway (JGW1) and the Peripheral Interface Manager (PIM) become active, but calls are not routed. This document describes one reason that this issue can occur and how to identify and correct the problem.

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- IPCC
- Cisco CallManager
- JTAPI
- Cisco Intelligent Contact Management (ICM)

Components Used

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

- Cisco CallManager version 3.1 and later
- ICM version 4.6.2 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

No calls are routed after a new installation of IPCC, but the JGW1 and PIM are active. This issue might occur because the Cisco CallManager service is not running.

Solution

On Cisco CallManager 3.1 and later, the JGW1 on the Peripheral Gateway (PG) connects to the Computer Telephony Integration (CTI) Manager for CallManager. Be sure that the CallManager service is running. The PIM activates, even though the CallManager service is offline. In order to determine if the CallManager process is running, complete these steps:

1. Log in to Cisco CallManager.
2. Choose **Cisco CallManager Serviceability**.
3. Choose **Control Center**.

The Control Center web page appears:

4. View the service status in order to determine if Cisco CallManager is running. If the service is not running, click **Start**.

Problem

Few agents are logged out, and JGW logs show this error:

```
Thread: ThreadAddressManager has uncaught Exception The uncaught exception is java.lang.OutOfMemoryError
```

Solution

This issue is documented in Cisco Bug ID CSCsl88038 (registered customers only) . In order to resolve this issue, complete these steps to increase the initial size of the Java heap memory:

1. Open the Registry Editor, and locate this key:

```
HKEY_LOCAL_MACHINE\SOFTWARE\Cisco Systems,  
Inc.\ICM\<instance_name>\PG<side_no>A\PG\CurrentVersion\JGWS\jgw1\JGWData\Config
```

2. Change the JavaRuntimeOptions value from `-Xms32m -Xmx256m -Xss512k` to `-Xms256m -Xmx512m -Xss512k`.
3. Use ICM Service Control to restart the PG (Peripheral Gateway).

Related Information

- [Technical Support & Documentation – Cisco Systems](#)
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