

MIS Timeout – ECS PIM Registry Change After Upgrade to Windows 2000

Document ID: 60447

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Introduction

This document describes one reason why the Message Integration Service (MIS) process times out and provides a solution in a Cisco Intelligent Contact Management (ICM) environment.

Prerequisites

Requirements

Readers of this document should have knowledge of these topics:

- Cisco ICM
- Microsoft Windows NT and 2000 Server
- MIS Process on the Peripheral Gateway (PG)

Components Used

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

- Cisco ICM version 4.6.2
- Microsoft Windows NT and 2000 Server

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.

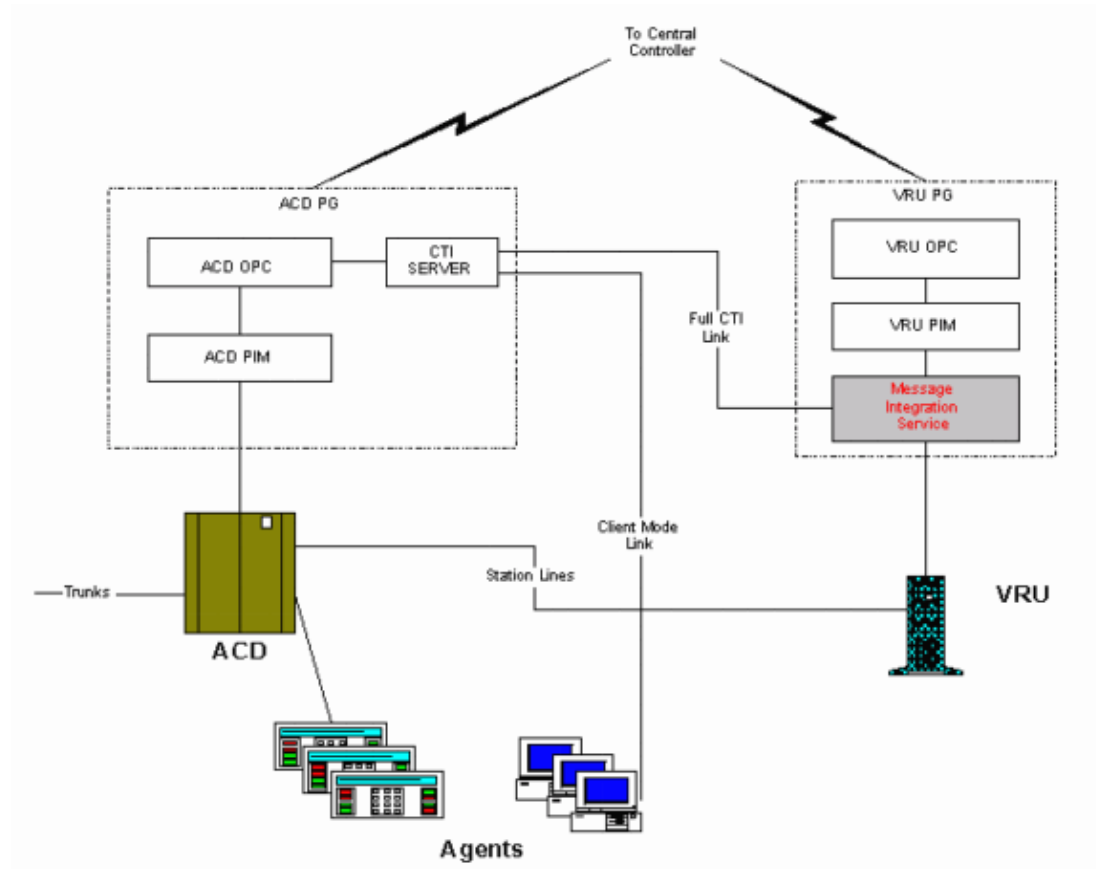
Conventions

For more information on document conventions, refer to the Cisco Technical Tips Conventions.

MIS Architecture

MIS is a standard node-managed application and executes within the Voice Response Unit (VRU) PG service along with the VRU-Peripheral Interface Manager (PIM). The following diagram shows the high-level process architecture with the MIS.

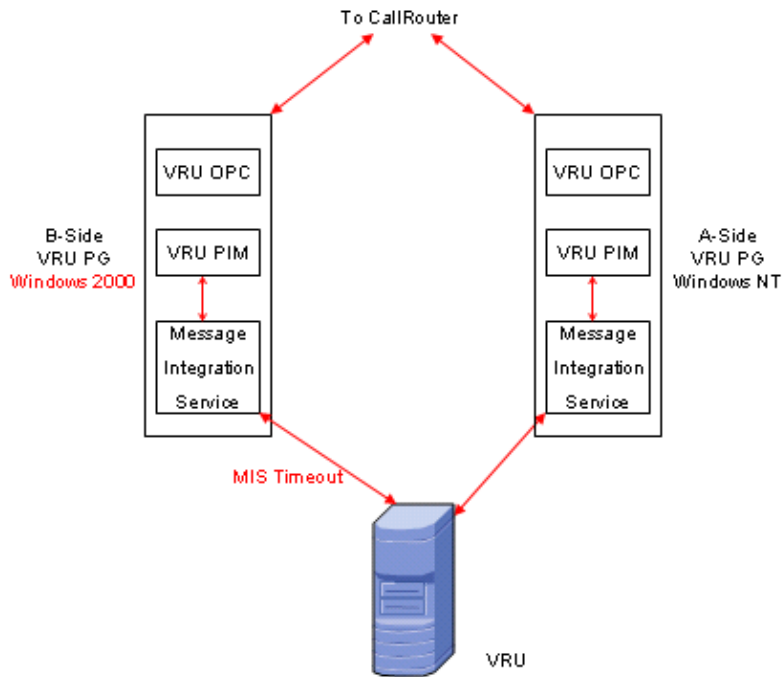
Figure 1: MIS Architecture



Problem

After updating Windows NT 4.0 to Windows 2000 Server, the MIS process on the VRU PG stops the VRU due to MIS timeout, as shown in Figure 2.

Figure 2: Topology



Solution

This problem is caused by a registry setting. When upgrading the operating system (OS) or ICM, the old registry changes are not maintained. The current registry setting is overwritten with the new default. Therefore, while upgrading Windows NT to Windows 2000 Server, for reasons unknown, the value of the registry key, is set to one that represents the call stays in queue and no call established event goes to the Open Peripheral Controller (OPC) for that call.

```
HKEY_LOCAL_MACHINE\SOFTWARE\Geotel\ICR\<cust_inst>\PGnum\PG\CurrentVersion\
PIMS\pim1\ATTDData\Dynamic\ConverseConnectRemainsInQueue
```

This causes, the MIS process to time out.

Set **ConverseConnectRemainsInQueue** to FALSE (0). This represents the call to be placed in a CONNECT state and the CSTA established event is sent to OPC and fixes the problem. This is a dynamic registry key and there is no need to recycle any process.

Related Information

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Updated: Sep 22, 2005

Document ID: 60447