

# Cisco ICM Error 9934: Unable to Initialize Real-Time Feed

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## Introduction

This document provides a symptom of and solution to Error 9934 - Unable to Initialize Real-Time Feed. You may receive this error when you access Configuration Manager or Router Logger Viewer in a Cisco Intelligent Contact Management (ICM) environment.

## Prerequisites

### Requirements

Cisco recommends that you have knowledge of ICM.

### Components Used

The information in this document is based on ICM version 4.6.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.

## Problem

The problem arises when you attempt to access Configuration Manager or Router Logger Viewer. This error appears:

```
Error 9934 - Unable to Initialize Real-Time Feed for RCDNC. Unable to
  proceed until the real-time can be established.
```

**Note:** RCDNC is the instance name.

# Solution

One of these changes causes the error:

- A change in name of the Distributed Admin Workstation (AW) or AW
- A change of IP address of the Distributed AW or AW

In order to resolve this issue, rerun the setup. Complete these steps:

1. Choose **Start > Programs > ICM Admin Workstation > Setup**.
2. Click **Next** at each option, and only change the name of the AW.

Setup runs and replaces the previous server name with the new name.

**Note:** If the AW in question is part of a site and the name is what has changed, you need to rerun the setup on the other AW, as well.

**Note:** There is only one other alternative to a resolution of the error. Change the hosts and lmhosts files on Logger A, and then issue the **sendall.bat** command. This action propagates the change to all other ICM systems. For information on the **sendall.bat** command, refer to How to Update ICM Node Host Files Using the Sendall.bat Command.

## Related Information

- [How to Update ICM Node Host Files Using the Sendall.bat Command](#)
- [Technical Support & Documentation – Cisco Systems](#)

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