

UCCE Outbound Dialer失败与WinDump进程

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Introduction

本文描述遇到的一个问题，当WinDump进程与Cisco Unified Contact Center Enterprise (UCCE)时Outbound Dialer一起使用。

Prerequisites

Requirements

Cisco 建议您了解以下主题：

- Cisco UCCE
- Cisco UCCE版本8.x会话初始化协议(SIP)或小型客户机控制协议(SCCP)拨号程序

Components Used

本文的信息根据Cisco Unified Contact Center Enterprise (UCCE) Outbound Dialer。

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.

问题

当Outbound Dialer进程日志查看时，您注意到WinDump进程失败每15秒：

```
-----  
13:00:12:615 dialer-baDialer Trace: WinDump process has crashed, restarting...  
13:00:12:617 dialer-baDialer Trace: CreateProcess succeeded with szCmdline = windump -I 1  
-tt -C 20 -s 0 -W 20 -w DialerCapture udp port 58800  
dwProcessId= 262600 hProcess = 256784  
13:00:28:843 dialer-baDialer Trace: WinDump process has crashed, restarting...  
13:00:28:844 dialer-baDialer Trace: CreateProcess succeeded with szCmdline = windump -I 1  
-tt -C 20 -s 0 -W 20 -w DialerCapture udp port 58800  
dwProcessId= 262412 hProcess = 256792  
13:00:45:069 dialer-baDialer Trace: WinDump process has crashed, restarting...  
-----
```

当WinDump重复时失败，导致导致Outbound Dialer服务失败的存储器泄漏情况。

解决方案

有也许导致此问题的两三个方案：

- 没有正确地设置**捕获选项**Outbound Dialer注册密匙。连接对\ HKEY_LOCAL_MACHINE \软件\Cisco Systems , Inc. \ ICM \ <customer实例> \拨号程序并且切记**捕获选项**注册密匙设置为- i 1 - tt - C 20 - s 0 - W 20 - w DialerCapture。

在某些状况下，注册密匙设置为- I 1 - tt - C 20 - s 0 - W 20 - w DialerCapture，导致失败。当Outbound Dialer从一个更早版本时，被升级这经常被看到。欲了解更详细的信息，请参见Cisco Bug ID [CSCuh16754](#) (WinDump进程在拨号程序失败)。

- Wireshark软件也许影响被捕获的动态地连接程序库文件(DLL)。如果Wireshark在服务器上安装为了排除故障和以后被卸载，WinPcap删除由卸载可能导致此问题。Wireshark卸载进程去除获取DLL **wpcap.dll**和**packet.dll**，WinDump需要。

为了确认需要的文件存在，并且WinDump适当地运作，请完成这些步骤：

1. 确定**wpcap.dll**和**Packet.dll**files是存在这些位置：

C:\Windows\SysWOW64\C:\Windows\System32如果没找到DLL文件，请与Cisco技术支持中心(TAC)联系为了得到DLL文件的适当的版本。

2. 为了确认真确地安装WinDump进程并且正确地获取数据，请检查这些命令的输出：

```
C:\>windump -v
windump version 3.9.5, based on tcpdump version 3.9.5
WinPcap version 4.1.2 (packet.dll version 4.1.0.2001), based on libpcap version 1.0 branch
1_0_rel10b (20091008)
```

```
C:\>windump
windump: listening on \Device\NPF_{5A01EA28-AF57-4456-A653-DD785A20853F}
13:06:20.596189 IP PG2B.43005 > PG2A.domain.net.49220: .3075400616:3075400617(1) ack
1040704317 win
13:06:20.596222 IP PG2A.domain.net.49220 > PG2B.43005: .ack 1 win 255 <nop,nop,sack 1
{0:1}>
13:06:20.606477 IP PG2A.domain.net.49208 > PG2B.45005: .1242670277:1242670278(1) ack
357439054 win 2
13:06:20.607219 IP PG2B.45005 > PG2A.domain.net.49208: .0:1(1) ack 1 win 251
```