

当路由器连接发生故障时，统一的联系中心拨号程序详情记录被缓存对文件

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Introduction

本文描述企划活动管理器如何将缓存记录，直到到达被配置的记录数或被配置的超时被超出。然后记录将被发送到路由器。

贡献用Senthil库马尔Sankar，Cisco TAC工程师。

Prerequisites

Requirements

Cisco 建议您了解以下主题：

- Cisco UCCE
- Cisco企划活动管理器

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.

[问题](#)

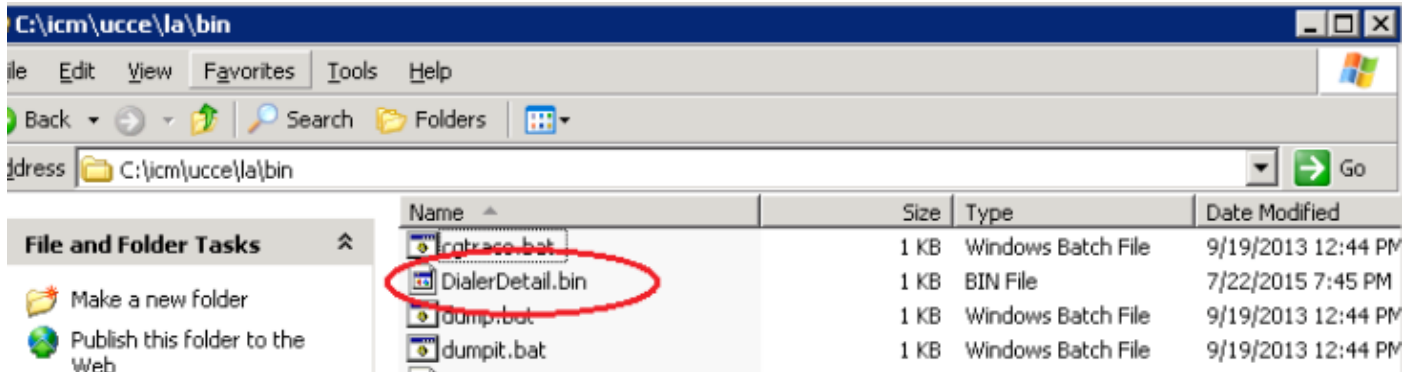
当路由器是未提供的，企划活动管理器给磁盘将写记录，直到路由器再变得可用。

- **DialerDetailBufferSize**：拨号程序在缓冲区缓存的详情记录的最大数量。DEFAULT值将是20。
- **DialerDetailBufferTimeout**：计时的秒钟冲洗空闲拨号程序详情记录。DEFAULT值将是5。

这些变量的配置的值可以在注册表条目找到：

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

企划活动管理器在作为DialerDetail.bin命名的文件将存储DialerDetail记录，并且这可以从路径 <drive>被找到：\ icm \ <instance> \ la \ bin \ DialerDetail.bin



日志片断：

从企划活动管理器日志我们应该能发现记录在内部文件被写

```
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
```

一旦路由器连接启用记录将被发送到路由器然后到日志记录器

```
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
```