

分配器AW和Cisco CallRouter之间的实时供给故障

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本文描述会话的常见的故障的一个原因在实时分配程序(RTD)进程在分销商管理工作站(AW)和Real Time Server (RTS)进程之间的在Cisco CallRouter。本文在Cisco智能联络管理(ICM) /IP联系中心(IPCC)企业环境里也提供一个解决方案。

[Prerequisites](#)

[Requirements](#)

Cisco 建议您了解以下主题：

- Cisco ICM Enterprise
- Cisco IPCC Enterprise

[Components Used](#)

本文档中的信息基于以下软件和硬件版本：

- Cisco ICM/IPCC版本5.x和以上

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.

问题

RTD是您配置为了建立并维护与Cisco CallRouter的连接的管理工作站(AW)。每个管理站点有您能配置作为RTDs的一个或更多AW。

实时供给是Cisco CallRouter和分配器AW之间的连接。**rtdist.exe**进程是维护实时供给对rtsrvr.exe在分配器AW的一个RTD进程。rtsrvr.exe process是在Cisco CallRouter运行的Real Time Server (RTS)进程。

本文解释用户体验常见的会话为什么下降在分配器AW的RTD进程和在Cisco CallRouter的RTS进程之间。

解决方案

RTS进程登录的回顾Cisco CallRouter显示这些重要发现：

1. 实时连接发生故障(请参阅箭头A在[表1](#))。
2. 写呼叫类型实时时间基础记录给客户端连接出故障(请参阅箭头B在[表1](#))。
3. 输出电流队列字节的值与高产队列字节的值是相等的(请参阅箭头C和D在[表1](#))。

图1 – RTS进程的日志

```

13:11:35 ra-rtts Trace:RealTimeConnection::Close attempting to close connection for EMT ID 1243577...
13:11:35 ra-rtts Trace:OutputThread EMTSend for EMT ID 1243577 failed.Thread exiting. ← A
  Last API Error [-519897076]: Connection broken by call to EMTDisconnect.
13:11:35 ra-rtts Trace:RealTimeConnection::Close succesfully closed connection for EMT ID 1243577
13:11:35 ra-rtts Trace:Write of call type real time base records to Client connection failed
13:11:35 ra-rtts Client at [atxx945]/[172.16.102.132] disconnected.

```



```

      0      Total Seconds Active.
      0      Total EMS bytes sent.
8179496    Initial base record bytes sent.
8179496    Total real time bytes sent (including base records).
      0      Total other bytes sent.

8179496    Grand total bytes sent.

      0      Total EMS messages sent.
     2174    Initial base record messages sent.
     2174    Total real time messages sent (including base records).
      0      Total other messages sent.

     2174    Grand total messages sent.

      0      Seconds active since last side switch.

      0      EMS Bytes sent since last side switch.
8179496    Real Time Bytes sent since last side switch.
      0      Other Bytes sent since last side switch.

8179496    Total Bytes sent since last side switch.

      0      EMS Messages sent since last side switch.
     2174    Real Time Messages sent since last side switch.
      0      Other Messages sent since last side switch.

     2174    Total Messages sent since last side switch.

     2049    Current output queue messages.
    7701496    Current output queue bytes. ← C
     2049    Highest output queue messages.
    7701496    Highest output queue bytes. ← D

```



项目3表示关键查找。如果输出电流队列字节的值接近或与高产队列字节是相等的，您必须增加 BufferMaxQueue 的值。

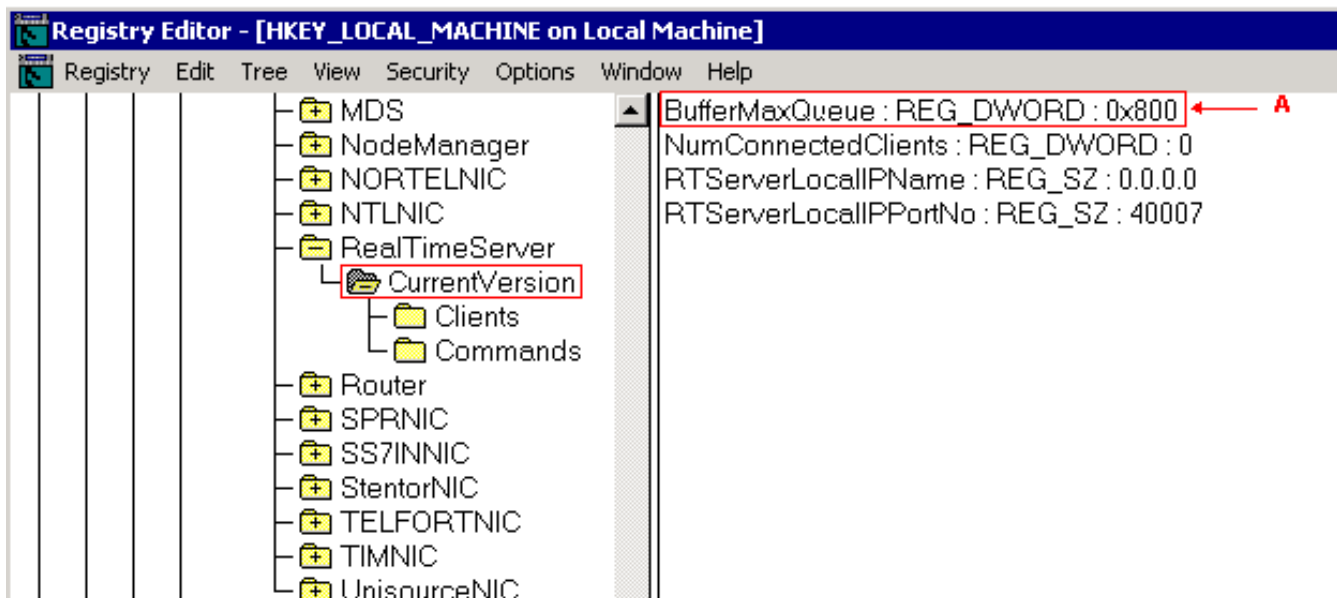
- 在 Cisco CallRouter， BufferMaxQueue 注册密匙的双值(请参阅箭头 A 在 [表2](#))。您必须更改在两个， CallRouterA 和 CallRouterB 的此值。这是定位路径：

```

HKEY_LOCAL_MACHINE\Software\Cisco Systems, Inc.\ICM\<cust_inst>\
Router<A/B>\RealTimeServer\CurrentVersion\BufferMaxQueue

```

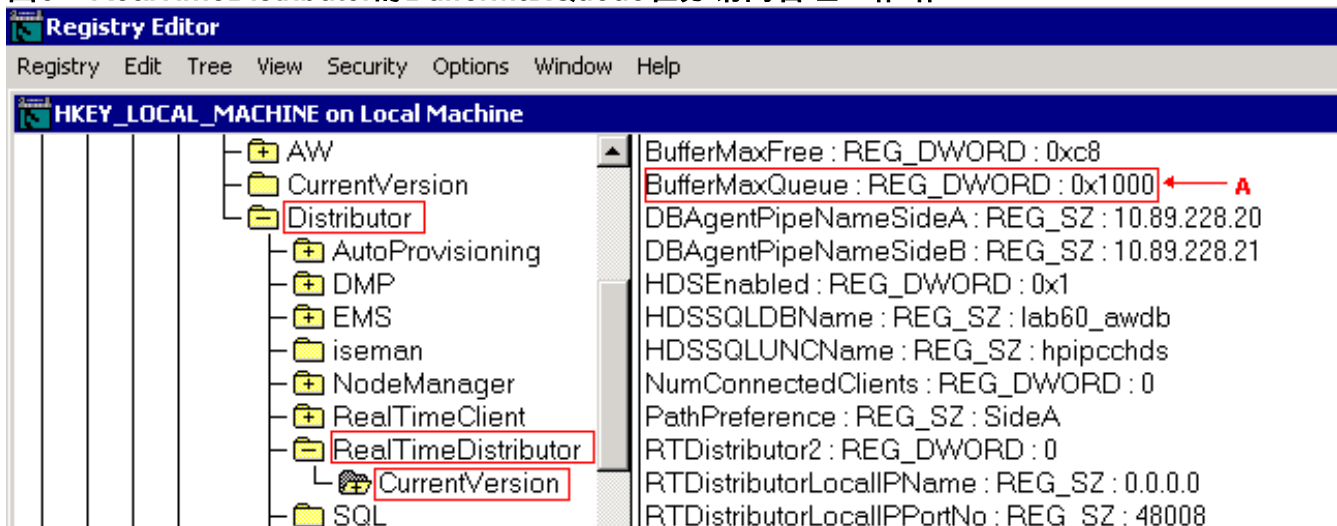
图2 – RealTimeServer 的 BufferMaxQueue 在 CallRouter



- 在分配器AW， BufferMaxQueue注册密匙的双值(请参阅箭头A在表3)。更改在所有运行的分配器AW的此值。这是定位路径：

```
HKEY_LOCAL_MACHINE\Software\Cisco Systems, Inc.\ICM\<cust_inst>\
Distributor\RealTimeDistributor\CurrentVersion\BufferMaxQueue
```

图3 – RealTimeDistributor的BufferMaxQueue在分销商管理工作站



BufferMaxQueue注册密匙不动态。所以，在您增加编号后，请循环在CallRouter的RTS进程(请参阅箭头A在分配器AW的表4)和RTD进程(请参阅箭头A在表5)。

图4 –循环在CallRouter的RTS进程



图5 –循环在分配器AW的RTD进程



在您增加在CallRouter和分销商管理工作站后的BufferMaxQueue编号此问题不再发生。

Related Information

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