

# CallManager RTMT错误：Replies contain error,[ErrorCode]:13,[ErrorMsg]:RISDC Data Collection Disabled

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## [简介](#)

本文解释应急方案 `[ErrorCode] 13,[ErrorMsg]:RISDC`出现的错误消息，当您运行实时监控工具 (RTMT)在Cisco Unified Communications Manager (CallManager)。

## [先决条件](#)

### [要求](#)

本文档没有任何特定的要求。

### [使用的组件](#)

本文档中的信息基于Cisco Unified Communications Manager(CallManager) 4.x。

本文档中的信息都是基于特定实验室环境中的设备编写的。本文档中使用的所有设备最初均采用原始（默认）配置。如果您使用的是真实网络，请确保您已经了解所有命令的潜在影响。

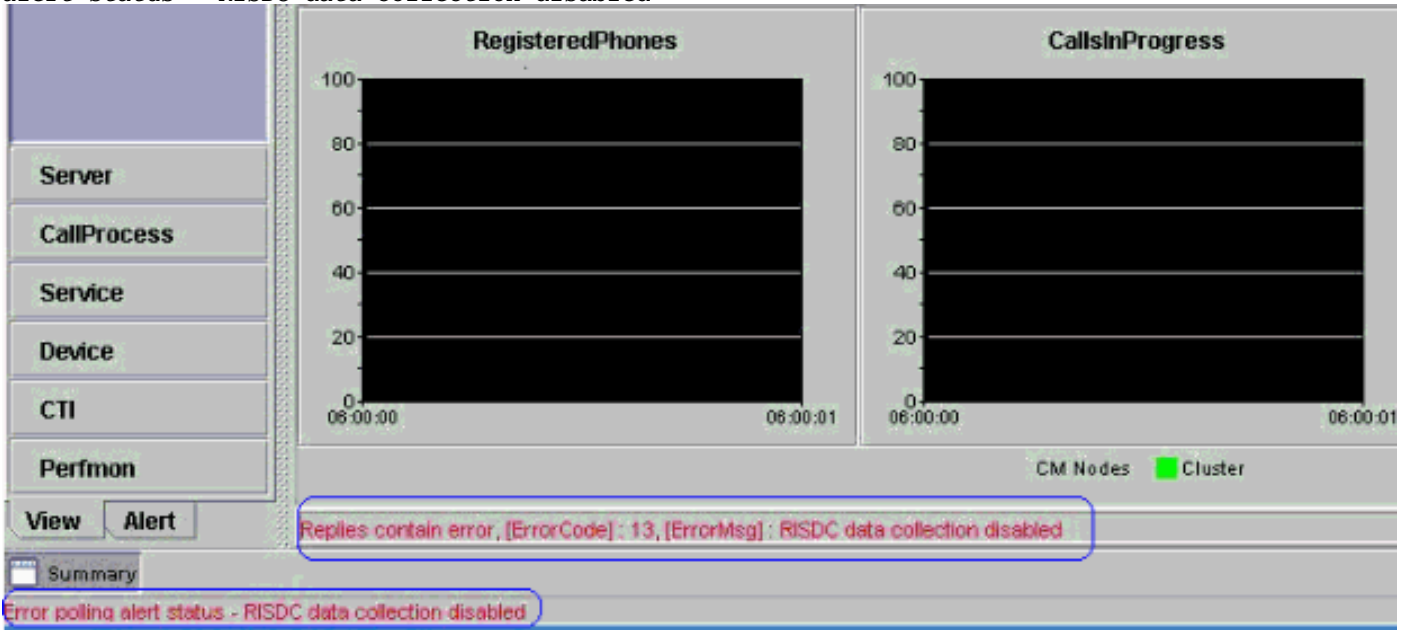
### [规则](#)

有关文档规则的详细信息，请参阅 [Cisco 技术提示规则](#)。

## [问题](#)

RTMT不工作，并且这些错误消息出现：

Replies contain error, [ErrorCode]: 13, [ErrorMsg]: RISDC data collection disabled  
Error polling alert status - RISDC data collection disabled



## 解决方案

因为服务参数没有启用，这些由实时监控工具提示的错误消息经常出现。

为了解决这些错误消息：

### 1. 选择服务参数。

System Route Plan Service Feature Device User Application Help

Cisco CallMa  
For Cisco IP Telephony Sol.

Cisco IPMA Configuration Wizard  
Cisco CM Attendant Console  
Media Resource  
Service Parameters

CISCO SYSTEMS

Cisco CallManager 4.1 Administration

Details

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<http://www.cisco.com/www/export/crypto/tool/stara.html>.

If you require further assistance please contact us by sending email to [export@cisco.com](mailto:export@cisco.com).

### 2. 从Service菜单选择Cisco RIS数据收集器。

## Service Parameters Configuration

Select the server and the service you want to configure:

Server\*

Service\*

Note: If the service you want to configure is not listed in the Service drop-down, you must activate it using [Service Activation](#).

\* indicates required item

- Cisco Extended Functions
- Cisco Extension Mobility
- Cisco IP Manager Assistant
- Cisco IP Voice Media Streaming App
- Cisco Messaging Interface
- Cisco MOH Audio Translator
- Cisco RIS Data Collector
- Cisco Serviceability Reporter
- Cisco Telephony Call Dispatcher
- Cisco Ttp
- Cisco WebDialer

If the service you want to configure is not listed in the Service drop-down, you must activate

### 3. 找出启用的数据收集，并且确保值设置对真

Parameter Name	Parameter Value	Suggested Value
RIS Cluster TCP Port*	<input type="text" value="2555"/>	2555
RIS Client TCP Port*	<input type="text" value="2556"/>	2556
RIS Client Timeout (sec)*	<input type="text" value="30"/>	30
RIS Cleanup Time of the Day (hr:min)*	<input type="text" value="22:00"/>	22:00
RIS Unused Cisco CallManager Device Store Period (day)*	<input type="text" value="3"/>	3
RIS Unused CTI Records Storage Period (day)*	<input type="text" value="1"/>	1
RIS Maximum Number of Unused CTI Records (records)*	<input type="text" value="3000"/>	3000
Data Collection Enabled*	<input type="text" value="True"/>	True
Data Collection Polling Rate (sec)*	<input type="text" value="False"/>	30
Data Collection Reenumeration Interval (min)*	<input type="text" value="5"/>	5
Server Synchronization Period (sec)*	<input type="text" value="60"/>	60
Primary Collector*	<input type="text" value="172.16.2.200"/>	

## 相关信息

- [RTMT通告：MediaListExhausted事件的编号超过0但在60分钟内](#)
- [实时监控工具](#)

- [语音技术支持](#)
- [语音和统一通信产品支持](#)
- [Cisco IP 电话故障排除](#)
- [技术支持和文档 - Cisco Systems](#)