

<Screen context transfer does not occur during transfer/conference call>

Problem Summary	This problem has no connection to CDS and is not an ACD-specific problem. The driver log indicates that the connection to CDS was not established successfully in the first place (from the very beginning of the log).
Error Message	10/26/02 15:24:08.152 2244 siebmtshmw [DRIVER] CTIDriver::SetSocketCD: Set CDS for internal driver object to 0x5c11d10 10/26/02 15:24:08.152 2244 siebmtshmw [DRIVER] CTIDriver::SetSocketCD: DataStoreName specified via Driver Configuration parameters: R12KSA01 10/26/02 15:24:08.152 2244 siebmtshmw Attempting to resolve hostname [R12KSA01] to IP address (gethostbyname). 10/26/02 15:24:08.152 2244 siebmtshmw ** Attempting to connect to server [R12KSA01 (172.18.20.253) port:42029] ** 10/26/02 15:24:09.214 2244 siebmtshmw CNetPort(05C141C0)::Open, WARNING,, Connection to Host[], Target machine refused connection. (WSAECONNREFUSED), Error Number(10061).10/26/02 15:24:09.214 2244 siebmtshmw CCilConnection(05C14458)::OpenConnection, FAILED 10/26/02 15:24:09.214 2244 siebmtshmw Connection disconnected, host [R12KSA01]. 10/26/02 15:24:14.214 2244 siebmtshmw [DRIVER] CTIDriver::CreateISCDriverInstance. Connected to Cisco Siebel Data Store, Failure[Connection Failed]
Possible Cause	This indicates that the R12KSA01 host on port 42029 was not accessible, so nobody can use it.
Recommended Action	There are two possible reasons why this happens: The Driver parameters in a DEF file are missing the DataStore host name and port number (where it listens). Configure these using the following Driver parameters: Driver:DataServerPort = "42029", Driver:DataServerName = "R12KSA01" CDS is not installed and running. Possibly the old CDS installation did not require it to be running and any first time connection would start CDS for the rest of the users. With a socket CDS installation, it must be running prior to any user trying to establish a connection. Also, every CDS user needs to verify if a connection is alive and if not it is not, it must be reconnected on every transfer attempt if they need to retrieve data from CDS. This data displays during a connection attempt.The following might happen in a log: 10/26/02 15:31:15.816 2244 siebmtshmw [DRIVER] *** Detected FAILURE for CiscoDataStore connection, connecting ... 10/26/02 15:31:15.816 2244 siebmtshmw Attempting to resolve hostname [R12KSA01] to IP address (gethostbyname). 10/26/02 15:31:15.816 2244 siebmtshmw [call.5000.314.805] eCallDataUpdateEvent 10/26/02 15:31:15.816 2244 siebmtshmw ** Attempting to connect to server [R12KSA01 (172.18.20.253) port:42029] ** 10/26/02 15:31:16.878 2244 siebmtshmw CNetPort(05C141C0)::Open, WARNING,, Connection to Host[], Target machine refused connection. (WSAECONNREFUSED), Error Number(10061). 10/26/02 15:31:16.878 2244 siebmtshmw CCilConnection(05C14458)::OpenConnection, FAILED 10/26/02 15:31:16.878 2244 siebmtshmw Connection disconnected, host [R12KSA01]. 10/26/02 15:31:21.879 2244 siebmtshmw [DRIVER] Unable to connect to CiscoDataStore. 10/26/02 15:31:21.879 2244 siebmtshmw CTestSession::OnConnectionFailure, (MessageID:eOnConnectionFailure EventTime:27076878 ReasonCode:3 FailedServer:R12KSA01) This indicates that the connection is maintained automatically whenever CDS starts.

CTI_OS: _CRM_Connector_for_Siebel

	<p>Verify CDS status by doing the following: Check if Cisco Data Store was installed on R12KSA01 and the default port was chosen as 42029 by checking the Registry on the R21KSA01 machine: HKLM\Software\CiscoSystems\ObjectStoreserverSocket\Conections "ListenPort"=42029 (in decimal)Start Cisco Service Control (via Program Files) on R12KSA01.</p> <p>An entry for a newly installed Cisco Data Store displays; select it and click the Start button. The cmd window should display and indicate that Cisco Data Store is running and listening on port 42029. Do the following: If the connection to CDS is unavailable from a client machine, try pinging the CDS machine. Verify the machine where the driver is installed (Siebel Comm Server). If you do not have the CDS installed, see Chapter 2, ?Installation,? of Cisco Unified CRM Connector for Siebel for installation instructions. After performing these steps, do the transfer again and check if the connection to CDS is re-established and bookmark it.</p>
Release	7.5(1)
Associated CDETS #	None

<>