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Process Matrix

Server	Cisco Service?	JBoss?	JDK?	Typical # of Java Processes?
Database Server <ul style="list-style-type: none"> • eGMasterDB • eGActiveDB • eGArchiveDB 	No	No	No	0
File & Messaging Server	Yes (For Messaging component)	Yes	Yes	1x Java.exe
Services Server <ul style="list-style-type: none"> • Host Controller (Java.exe) • DSM Controller (Java.exe) • DSM Registry (Java.exe) • Retriever • Dispatcher • Agent Assignment • Listener • External Agent Assignment • Purge • Archive • Reports • Scheduler • KB Import • KB Attachment • KB Article Rating • Activity Pushback • Workflow (Rules) Alarm • Workflow (Rules) Cache 	Yes	No	Yes	~4-5x Java.exe ~12-16x Javaw.exe

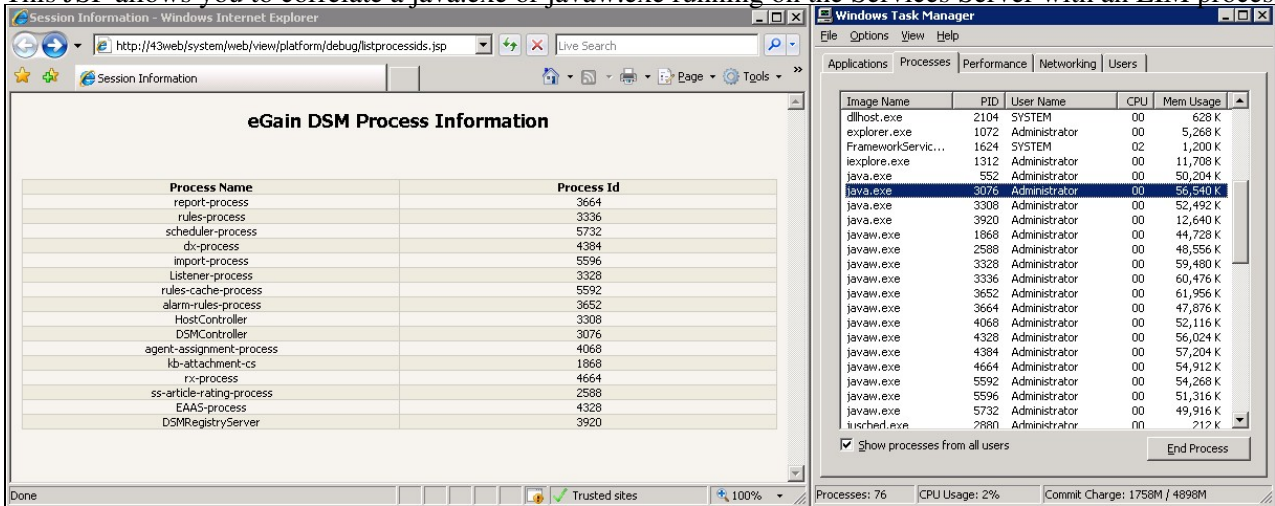
EIM-WIM_Processes_on_each_server

Application Server	Yes	Yes	Yes	1x Java.exe
Web Server • IIS	No	No	No	0

Services Server Process ID Correlation JSP

The Session Information JSP can be accessed from <http://<web server>/system/web/view/platform/debug/listprocessids.jsp>

This JSP allows you to correlate a java.exe or javaw.exe running on the Services Server with an EIM process.



EIM/WIM keeps track of process IDs in a properties file located on the File Server at `C:\CIM\eservice\config\egpl_process_ids.properties`. The JSP is populated from this file.

```
#This file contains list of eGain process names and their corresponding OS process id.
#Tue Jul 12 11:12:40 EDT 2011
report-process=3664
rules-process=3336
scheduler-process=5732
dx-process=4384
import-process=5596
Listener-process=3328
rules-cache-process=5592
alarm-rules-process=3652
HostController=3308
DSMController=3076
agent-assignment-process=4068
kb-attachment-cs=1868
rx-process=4664
ss-article-rating-process=2588
EAAS-process=4328
DSMRegistryServer=3920
```

Corresponding UCCE Components

EIM/WIM Component	UCCE Component	Purpose?
EAAS	MR PIM	Task routing
Listener	CTI Server	Agent activity, status

EIM-WIM_Processes_on_each_server

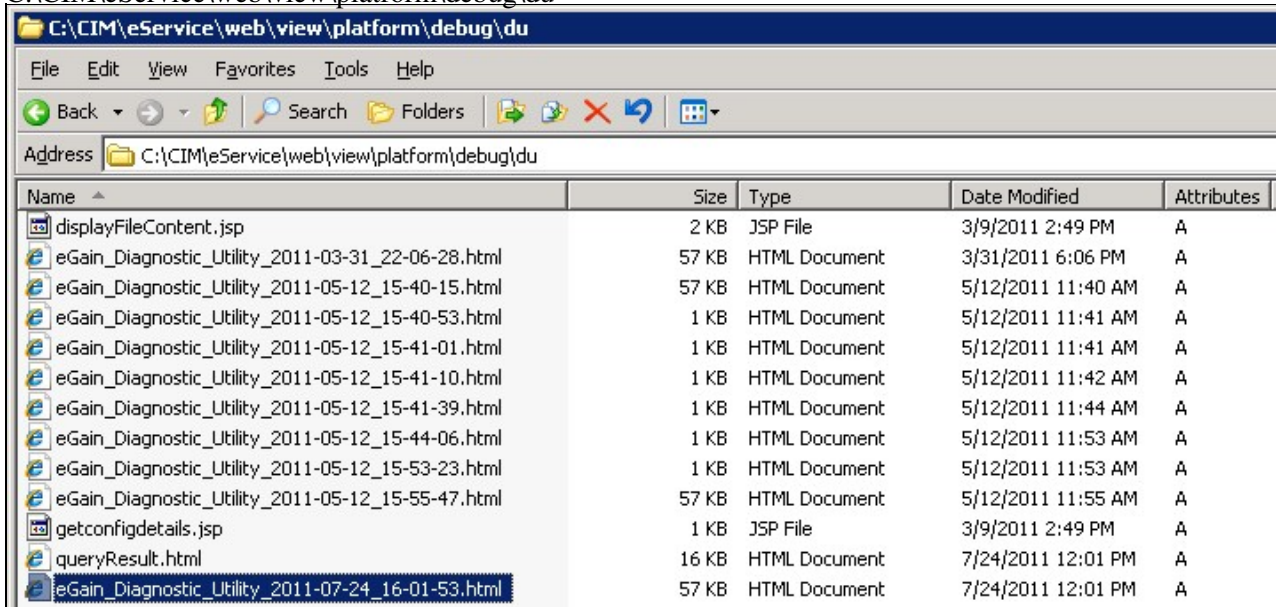
	CMB	
Data Access Layer	AWDB	Integration validation (when logging in to Admin console) Disabled/Deleted agents (when logging in to Agent console)

System Snapshot JSP

The eGain Diagnostic Utility can be accessed from <http://<web server>/system/web/view/platform/debug/du/getconfigdetails.jsp>. It provides information on:

- License Information
- DSM Services
- Misc. Application Server
- Messaging Server
- Database Server
- Database Query

The JSP outputs to a .html file each time it is run. The file is located on the File Server in <C:\CIM\eService\web\view\platform\debug\du>



Notes:

- This JSP is not officially supported in 4.3.
- Some fields are not always correct, i.e. "43app" incorrectly shows as File Server below. Use best judgment.
- When running the JSP, avoid clicking the links at the top. This may break the JSP and require a restart of JBoss servers to display again. This does not occur when viewing the html output file.

EIM-WIM_Processes_on_each_server

eGain Diagnostic Utility: Setup Detail - Windows Internet Explorer

http://43web/system/web/view/platform/debug/du/getconfigdetails.jsp

Session Information | eGain Diagnostic Utility: ... x

eGain Diagnostic Utility

License Information | DSM Services | Misc Application Server | Messaging Server | DataBase Server | DataBase Query |

Type	Value
Utility Executed on	05-12-2011 15:55:48 GMT
Product Name	Cisco Interaction Manager
Product Version	4.3.2.5
Build No	722
Installation Date	2011-03-09 21:38:33
Deployment Type	Distributed Server
No of Application Servers	1
File Server	43app
Services Server	43srvc
Application Server 1	43app
Messaging Server 1	43filemsg
DataBase Server	43db

License Information							
Product	Module	Partition ID	Policy	Total	Used	Expiration Date	Grace Period(Days)
CIH Platform - Advanced	Department	1	concurrent	unlimited	0	12/31/9999	0
Unified EIM		1	concurrent	10	0	12/31/9999	0
Unified WIM		1	concurrent	10	0	12/31/9999	0
CIH Platform - Advanced		1	concurrent	20	0	12/31/9999	0
CIH Platform - Advanced	Data Adapter	1	concurrent	20	0	12/31/9999	0
CIH Platform - Advanced	Advanced Workflow	1	concurrent	20	0	12/31/9999	0
CIH Platform - Advanced	Messaging	1	concurrent	20	0	12/31/9999	0
CIH Platform - Advanced	Document Search	1	concurrent	20	0	12/31/9999	0
Cobrowse		1	concurrent	unlimited	0	12/31/9999	0

Application Server 1: 43app			
Description	Value	Setting Name	Location
JBoss Home	C:\jboss-4.2.3.GA	JBOSS_HOME	g:\eService\bin\platform\windows\setenv_43app.ucce75.bat
JBoss Instance Name	cisco	JBOSS_INSTANCE_NAME	g:\eService\bin\platform\windows\setenv_43app.ucce75.bat
Java installation folder	C:\Program Files\Java\jdk1.5.0_22	JAVA_HOME	g:\eService\bin\platform\windows\setenv_43app.ucce75.bat
JBoss JVM paramters	-Xss128K -XX:MaxPermSize=128m	JVM_OPTION	g:\eService\bin\platform\windows\setenv_43app.ucce75.bat
JBoss JVM heap size	Min:1024m Max:1024m	MEM_ARGS	g:\eService\bin\platform\windows\setenv_43app.ucce75.bat

EIM-WIM_Processes_on_each_server

JBoss Home	C:\jboss-4.2.3.GA	JBOSS_HOME	g:\eService\bin\platform\windows\setenv_43app.ucce75.bat
JBoss Instance Name	cisco	JBOSS_INSTANCE_NAME	g:\eService\bin\platform\windows\setenv_43app.ucce75.bat
Java installation folder	C:\Program Files\Java\jdk1.5.0_22	JAVA_HOME	g:\eService\bin\platform\windows\setenv_43app.ucce75.bat
JBoss JVM parameters	-Xss128K -XX:MaxPermSize=128m	JVM_OPTION	g:\eService\bin\platform\windows\setenv_43app.ucce75.bat
JBoss JVM heap size	Min:1024m Max:1024m	MEM_ARGS	g:\eService\bin\platform\windows\setenv_43app.ucce75.bat
JNDI Port	2089	APP_PORT	g:\eService\bin\platform\windows\setenv_43app.ucce75.bat
HTTP Listen Port	9001	HTTP_LISTENER_PORT	g:\eService\bin\platform\windows\setenv_43app.ucce75.bat
HTTPS Listen Port	9002	HTTPS_LISTENER_PORT	g:\eService\bin\platform\windows\setenv_43app.ucce75.bat
Messaging Server :43filemsg			
Description	Value	Setting Name	Location
JBoss Home	C:\jboss-4.2.3.GA\	JBOSS_HOME	g:\eService\bin\platform\windows\setenv_ims_43filemsg.ucce75.bat
JBoss Instance Name	cisco	JBOSS_INSTANCE_NAME	g:\eService\bin\platform\windows\setenv_ims_43filemsg.ucce75.bat
Java installation folder	C:\Program Files\Java\jdk1.5.0_22	JAVA_HOME	g:\eService\bin\platform\windows\setenv_ims_43filemsg.ucce75.bat
JBoss JVM parameters	-Xss128K -XX:MaxPermSize=128m	JVM_OPTION	g:\eService\bin\platform\windows\setenv_ims_43filemsg.ucce75.bat
JBoss JVM heap size	Min:1024m Max:1024m	MEM_ARGS	g:\eService\bin\platform\windows\setenv_ims_43filemsg.ucce75.bat
JNDI Port	2089	APP_PORT	g:\eService\bin\platform\windows\setenv_ims_43filemsg.ucce75.bat
HTTP Listen Port	9001	HTTP_LISTENER_PORT	g:\eService\bin\platform\windows\setenv_ims_43filemsg.ucce75.bat
HTTPS Listen Port	9002	HTTPS_LISTENER_PORT	g:\eService\bin\platform\windows\setenv_ims_43filemsg.ucce75.bat
DataBase Server: 43db			
Master & Active Database			
Server Type	SQLSERVER		
Server Name	43db		
Port	1433		
Instance Name	default		
Authentication Type	Windows Authentication		
Master DB Name	eGMasterDB		
Master DB User Name			
Active DB Name	eGActiveDB		
Active DB User Name			
Reports Database			
Server Name	43db		
Port	1433		
Instance Name	default		
Authentication Type	Windows Authentication		
Reports DB Name	eGReportsDB		

Port	1433			
Instance Name	default			
Authentication Type	Windows Authentication			
Reports DB Name	eGReportsDB			
Reports DB User Name				
Archive Database				
Server Name	43db			
Port	1433			
Instance Name	default			
Authentication Type	Windows Authentication			
Archive DB Name	eGArchiveDB			
Archive DB User Name				
Services Server: 43srvc				
RMI registry port	RMI_REGISTRY_PORT	g:\eService\bin\platform\windows\setenv_43app.ucce75.bat		
RMI Daemon port	RMI_ACTIVATION_PORT	g:\eService\bin\platform\windows\setenv_43app.ucce75.bat		
DSM Services				
Service Name	No of Instances	Process Name	Process Startup Type	Max Heap Size
Activity Pushback	1	auto-pushback-process	On Demand	128m
Agent Assignment	1	agent-assignment-process	On Demand	128m
Alarm	1	alarm-rules-process	Automatic	128m
Archive	1	archive-process	On Demand	128m
Article	1	kb-article-cs	Manual	128m
Article Rating	1	kb-article-rating-process	On Demand	128m
Attachment	1	kb-attachment-cs	Automatic	128m
Dispatcher	1	dx-process	Automatic	128m
EAAS	1	EAAS-process	Automatic	128m
Email	1	email-cs	Manual	128m
Email (Aspect)	0	Email (Aspect)	On Demand	128m
EmailAttachment	1	email-attachment-cs	Manual	128m
KBImport	1	import-process	Automatic	128m
Listener	2	Listener-process	Automatic	128m
Messaging	0	messaging-process	On Demand	128m
Report	0	report-process	Automatic	128m
Retriever	1	rx-process	Automatic	128m
Scheduler	1	scheduler-process	Automatic	128m

EIM-WIM_Processes_on_each_server

Listener	2	Listener-process	Automatic	128m
Messaging	0	messaging-process	On Demand	128m
Report	0	report-process	Automatic	128m
Retriever	1	rx-process	Automatic	128m
Scheduler	1	scheduler-process	Automatic	128m
Web Templates Article Ranking	1	ss-article-rating-process	Automatic	128m
Workflow Cache	1	rules-cache-process	Automatic	128m
Workflow Engine	1	rules-process	Automatic	128m

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Misc Application Server

Description	Value	Setting Name	Location
Email attachments storage flag (1=Database, 2=File System)	2	Attachment.Storage	g:\eService\config\egml_mailconfig.properties
Email attachments storage location(Replace * with Partition ID)	storage*[mailattachments]	Attachment.Directory.Mail	g:\eService\config\egml_mailconfig.properties

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Messaging Server

Description	Value	Setting Name	Location
JMS server URL	jnp://43filemsg.ucc675.2089	url default NODE:jmsserver	g:\eService\config\egpl_event.xml

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DataBase Server

Description	Value	Setting Name	Location
System Administrator User Name	sa	Administrator	DB PARTITION ID:0 TABLE: egpl_user
Partition Administrator User Name	pa	Administrator	DB PARTITION ID:1 TABLE: egpl_user
Business Partition Name	default	1	DB PARTITION ID:1 TABLE: egpl_dsm_partition
Master database data file	c:\Program Files\Microsoft SQL Server\MSSQL.1\MSSQL\Data\GMasterDB_DATA.mdf	1	DB PARTITION ID:0 TABLE: sysfiles
Master database log file	c:\Program Files\Microsoft SQL Server\MSSQL.1\MSSQL\Data\GMasterDB_LOG.ldf	2	DB PARTITION ID:0 TABLE: sysfiles
Master database data file Size (MB)	100	1	DB PARTITION ID:0 TABLE: sysfiles
Master database log file Size (MB)	25	2	DB PARTITION ID:0 TABLE: sysfiles
Active database data file	c:\Program Files\Microsoft SQL Server\MSSQL.1\MSSQL\Data\GActiveDB_DATA.mdf	1	DB PARTITION ID:1 TABLE: sysfiles
Active database log file	c:\Program Files\Microsoft SQL Server\MSSQL.1\MSSQL\Data\GActiveDB_LOG.ldf	2	DB PARTITION ID:1 TABLE: sysfiles
Active database data file Size (MB)	2048	1	DB PARTITION ID:1 TABLE: sysfiles
Active database log file Size (MB)	1024	2	DB PARTITION ID:1 TABLE: sysfiles
Maximum email size retriever service can	-	-	DB PARTITION ID:1

Maximum email size retriever service can retrieve (MB)	2	Mail.Retriever.EmailSize	DB PARTITION ID:1 TABLE: egpl_pref_globalsettings
eGain User session inactive interval(Minutes)	30	Common.Security.session.InActiveTimeout	DB PARTITION ID:1 TABLE: egpl_pref_globalsettings
eGain chat activities pull preference	1	Common.chat_maximum_activities_to_pull	DB PARTITION ID:1 TABLE: egpl_pref_globalsettings
Mail agent inbox activities per page preference.	20	Common.number_of_activities_per_page	DB PARTITION ID:1 TABLE: egpl_pref_globalsettings

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DataBase Query

Description	Value	Setting Name	Location
DSM Service Details	Click here for Query Result	select * from egpl_dsm_service	DB PARTITION ID:0

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