

**High call rejection rate under heavy load**

<b>Problem Summary</b>	With a heavy load of over 200 agents a high call rejection or aborted rate occurs.
<b>Error Message</b>	None.
<b>Possible Cause</b>	Writing the Cisco Unified CM and CTI Manager traces to the local drive leads to call failures due to the increased load of tracing.
<b>Recommended Action</b>	<p>CTI Manager and Cisco Unified CM traces need to be directed to another hard drive. Here is an example of how to set things up. Note that you need to create the directory structure shown in the F:\ drive:</p> <p>Unified Communications Manager SDL Trace Directory Path = F:\Program Files\Cisco\Trace\SDL\</p> <p>Unified Communications Manager SDI Trace output setting, File Name = F:\Program Files\Cisco\Trace\CCM\ccm.txt</p> <p>CTI Manager SDL Trace Directory Path = F:\Program Files\Cisco\Trace\SDL\</p> <p>CTI Manager SDI Trace output setting, File Name = F:\Program Files\Cisco\Trace\CCM\cti.txt</p> <p>The AntiVirus has been set not to scan the following folders:</p> <p>C:\Program Files\Cisco\Trace\ F:\Program Files\Cisco\Trace\</p>
<b>Release</b>	Release 7.0(1)
<b>Associated CDETS #</b>	None.