

### Execution sequence on services server

- ◇ RMI Registry
- ◇ RMID
- ◇ Host Controller
- ◇ DSM Controller
- ◇ License Manager
- ◇ Session Manager
- ◇ DSM Services
- ◇ These processes automatically get started in the above sequence when one starts Cisco Service on the Services Server from the Windows NT Services Panel.

### Content Index Service failing

- ◇ Verify from SQL Enterprise Manager that MS SQL Search service is running properly.

### RMI/RMID related issues

- ◇ Verify RMI server name and port number in <Unified EIM / Unified WIM Install Dir>/config/egpl\_dsm.xml file
- ◇ Verify RMI server name and port number in egpl\_dsm\_host table in Master DB.
- ◇ Access <Unified EIM / Unified WIM Install Dir>/config/listrmiobjects.jsp file to determine the status of RMI objects registered in RMI registry, and information about ports used by remote objects for socket communication.
- ◇ Run <Unified EIM / Unified WIM Install Dir>/config/dsmshell.bat file to verify running status of RMI registry and RMID.

### Tuning DSM Service JVM parameters

- ◇ Change default heap size of each DSM service within the following tag of <Unified EIM / Unified WIM Install Dir>/config/egpl\_dsm.xml to a maximum of 256 MB.
  - <JVMPParams>
  - <default>-Xmx256m</default>
  - </JVMPParams>
- ◇ Launch each DSM Service JVM in new DOS window through egpl\_dsm.xml

### Troubleshooting TCP ports on services server

- ◇ Run netstat ?an ?p tcp command to find out local/remote TCP ports used by remote objects. Refer port diagram (previous slide) on ports that are required by the application for the services server.