

Connection to CCE issues

Problem Summary	MR PIM won't go ACTIVE. SocialMiner's Connection to CCE Notifications server status displays some
Error Message	<p>1 The Connection to CCE Notifications server status indicator displays "CCE Configuration for Multichannel"</p> <p>2 The Connection to CCE Notifications server status indicator displays "Listening for incoming connections"</p> <p>If the SocialMiner IP address is actually 10.86.141.169 and the port configured on SocialMiner is the default port, the MR PIM log may look like this:</p> <p>For an incorrectly defined SocialMiner Hostname/IP Address in MR PG Setup, the MR PIM log may look like this:</p> <pre>14:58:11:428 PG2A-pim1 Trace: Transport: Invalid hostname or IP address: 10.86.136.169 14:58:11:428 PG2A-pim1 Invalid MR application IP address / host name "10.86.136.999"</pre> <p>-OR-</p> <pre>15:04:04:693 PG2A-pim1 Attempting to connect to MR application at IP address 10.86.136.169 15:04:14:584 PG2A-pim1 ProcessPIMSetIdleReq: Peripheral 5005 going idle.</pre> <p>For an incorrectly defined port in MR PG Setup, the MR PIM log may look something like this:</p> <pre>15:19:57:037 PG2A-pim1 Attempting to connect to MR application at IP address 10.86.136.169 15:20:07:428 PG2A-pim1 ProcessPIMSetIdleReq: Peripheral 5005 going idle.</pre> <p>3 The Connection to CCE Notifications Server Status indicator displays "Listening for incoming connections"</p> <p>If the MR PG hostname is actually "bos-w2k8-pg2" and port 38001 is defined in Peripheral Gateway Setup, the MR PIM log may look like this:</p> <p>For an incorrectly configured MR PG Side A host (misconfigured as "foo"), the SocialMiner runtime log may look like this:</p> <pre>0000000478: 10.86.136.169: Oct 03 2013 15:50:24.095 -0400: %CCBU_____MRSS-3-M 0000000479: 10.86.136.169: Oct 03 2013 15:50:24.095 -0400: %CCBU_____MRSS-3-E</pre> <p>For an incorrectly configured port (38004 on the SocialMiner side, 38001 on the MR PG side), the SocialMiner runtime log may look like this:</p> <pre>0000000545: 10.86.136.169: Oct 03 2013 15:56:04.662 -0400: %CCBU_____MRSS-3-M 0000000546: 10.86.136.169: Oct 03 2013 15:56:04.662 -0400: %CCBU_____MRSS-3-E</pre> <p>Invalid (in-use) port configured:</p> <pre>0000002226: 10.86.141.220: Oct 04 2013 14:36:29.252 -0400: %CCBU_____MRSS-6-M 0000002227: 10.86.141.220: Oct 04 2013 14:36:29.256 -0400: %CCBU_____MRSS-3-M 0000002228: 10.86.141.220: Oct 04 2013 14:36:29.260 -0400: %CCBU_____MRSS-3-E at com.cisco.ccbu.ccp.mr.ServerSocketManager.process(ServerSocketManager.java:392) at com.cisco.ccbu.ccp.mr.ServerSocketManager.call(ServerSocketManager.java:95) at com.cisco.ccbu.ccp.mr.ServerSocketManager.call(ServerSocketManager.java:47) at java.util.concurrent.FutureTask\$Sync.innerRun(FutureTask.java:303) at java.util.concurrent.FutureTask.run(FutureTask.java:138) at com.cisco.ccbu.infra.threads.InstrumentedRunnable.run(InstrumentedRunnable.java:8) at java.util.concurrent.ThreadPoolExecutor\$Worker.runTask(ThreadPoolExecutor.java:8) at java.util.concurrent.ThreadPoolExecutor\$Worker.run(ThreadPoolExecutor.java:908) at java.lang.Thread.run(Thread.java:619) at com.cisco.ccbu.infra.threads.ThreadPoolThread.run(ThreadPoolThread.java:164)] [product_name=CCP] [subsystem_exception_info=] [tid=MRServerSocketMgr_1380911789252]</pre>

SocialMiner_Agent_Request_-_Connection_to_CCE_issues

	<p>4 Both CCE and SocialMiner are configured properly, but CCE still does not connect to SocialMiner or c</p>
Possible Causes	<p>1 CCE Configuration for Multichannel Routing is not enabled on the System Administration gadget of the</p> <p>2 MR PG (side A and/or side B) is set up improperly in Peripheral Gateway Setup.</p> <p>3 CCE Configuration for Multichannel Routing is misconfigured on the System Administration gadget of the</p> <p>4 Potential issues include high network latency and/or low network reliability. This could be caused by n</p>
Recommended Actions	<p>1 Enable CCE Configuration for Multichannel Routing and verify and configure the rest of the Media R</p> <p>2 Fix the Hostname or IP Address or Port in MR PG Setup.</p> <p>3 Fix the Hostname or IP Address or Port in the CCE Configuration for Multichannel Routing in SocialM</p> <p>4 See SocialMiner Administration - potential delay during DNS lookup SocialMiner runtime logs including "MR_SERVER_SOCKET_DNS_HOSTNAME" and "MR_SERVER_SOCKET_DNS_CANONICAL" c</p> <p>Discussion: When a host attempts to connect to SocialMiner, the IP address of the incoming connection is not able to lookup the hostnames for the incoming connection and the IP addresses of the specified A/B hostnames, causing the connection to be closed.</p> <p>Also note: if there are multiple MR PGs set up to point to SocialMiner (for example, two different Side A</p>
Release	Release 10.0(1), 10.5(1)
Associated CDETS #	None