

Troubleshoot CCE when any Other Service Is Utilizing an ICM Port

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Introduction

This document describes how to troubleshoot Contact Center Enterprise (CCE) issues when any other service on Windows is utilizing an ICM port.

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- Cisco Unified Contact Center Enterprise (UCCE)
- Cisco Package Contact Center Enterprise (PCCE)

Components Used

The information in this document is based on these software and hardware versions:

Unified Contact Center Enterprise Version 12.6(1)

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, ensure that you understand the potential impact of any command.

Problem

There are times when you have to restart the ICM server for troubleshooting or maintenance windows and the components do not start properly.

The logs reveal other applications in Windows that use the ports that ICM needs.

This document provides troubleshooting tips that identify which process is interfering with the required port.

Solution

1) Examine the logs for the specific process that is having problems. The Tomcat process is used here, but

the same applies to any other service.

When Tomcat initializes, it loads a port but there are times when Tomcat keeps crashing (as seen in the Tomcat Catalina logs).

```
0-Jan-2023 14:57:34.100 INFO [main] org.apache.catalina.startup.Catalina.start Server startup in [474902] milliseconds
```

```
20-Jan-2023 14:57:34.100 SEVERE [main] org.apache.catalina.core.StandardServer.await Failed to create server shutdown socket on address [localhost] and port [8005] (base port [8005] and offset [0])  
java.net.BindException: Address already in use: JVM_Bind  
at java.net.DualStackPlainSocketImpl.bind0(Native Method)
```

As you can see from the trace, it points that the localhost at port 8005 address is already in use

2) Verify that the Port is Listening and if there is a Process ID already assigned by running the netstat command:

```
C:\>netstat -ano | findstr <PORT>
```

```
C:\>netstat -ano | findstr 8005  
TCP        127.0.0.1:8005          0.0.0.0:0              LISTENING       3856  
C:\>_
```

Replace <PORT> with the port previously found on the traces or, if it is an specific ICM port, refer to the [UCCE Port Utilization Guide](#) depending on the version.

From the output you can determine that the Port 8005 in our example is Listening and the Process ID assigned is 3856.

3) Determine what process is using the port by using the process ID found on step 2 and run the tasklist command:

```
C:\>tasklist |findstr <PROCESS ID>
```

```
C:\>tasklist |findstr 3856  
Tomcat9.exe           3856 Services           0      801,572 K  
C:\>_
```

Replace Process ID with the number found on step 2.

This process is using the Port. Tomcat is using the Process ID 3856 which is also using the Port 8005.

4) Depending on the results of which process is using the port, you can use [Microsoft Process Explorer](#) to check what process or services are using that port

Process Explorer - Sysinternals: www.sysinternals.com [DESKTOP-2R3EQQG\Sysinternals] (Administrator)

File Options View Process Find Users Handle Help

<Filter by name>

Process	CPU	Private Bytes	Working Set	PID	Description	Company Name
CPUSTRESS.EXE	71.37	5,336 K	19,084 K	104284	CPU Stress	Sysinternals - www.sysinter...
System Idle Process	17.82	60 K	8 K	0		
smem	5.26	40 K	0 K	17364		
PROCEXP64.exe	1.34	313,584 K	342,056 K	133044	Sysinternals Process Explorer	Sysinternals - www.sysinter...
dm.exe	0.99	670,136 K	197,160 K	1316	Desktop Window Manager	Microsoft Corporation
System	0.82	112 K	25,132 K	4		
PROCEXP64.exe	0.44	317,408 K	404,976 K	46040	Sysinternals Process Explorer	Sysinternals - www.sysinter...
cam_helper.exe	0.29	29,092 K	27,680 K	8760	cam_helper	
steam.exe	0.23	47,120 K	39,800 K	24860	Steam	Valve Corporation
MsMpEng.exe	0.23	355,068 K	269,200 K	9036		
Interrupts	0.20	0 K	0 K	n/a	Hardware Interrupts and DPCs	
svchost.exe	0.15	46,552 K	43,012 K	3212	Host Process for Windows Services	Microsoft Corporation
Zoom64.exe	0.09	117,984 K	107,428 K	3640	Sysinternals Screen Magnifier	Sysinternals - www.sysinter...
NVIDIA Share.exe	0.09	23,372 K	64,308 K	146204	NVIDIA Share	NVIDIA Corporation
SoftphoneIntegrations.exe	0.06	35,428 K	25,604 K	37416	SoftphoneIntegrations	GN Audio A/S
Snagit32.exe	0.06	626,028 K	91,380 K	19584	Snagit	TechSmith Corporation
NZXT CAM.exe	0.06	447,280 K	297,112 K	34188	NZXT CAM	NZXT, Inc.

Handles DLLs Threads

Type	Name
ALPC Port	\BaseNamedObjects\{CoreUI}-PID(104284)-TID(108464) d0223111-703-43a-87a2-19880372...
Desktop	\Default
Directory	\KnownDls
Directory	\KnownDls32
Directory	\KnownDls32
Directory	\Sessions\1\BaseNamedObjects
File	C:\Windows
File	C:\Workzone\Tools\cpustress
File	C:\Windows\WinSxS\x86_microsoft.windows.gdplus_6995b64144ccfd_1.1.22621.819_non...
File	C:\Windows\WinSxS\x86_microsoft.windows.common-controls_6995b64144ccfd_6.0.2262...
File	C:\Windows\WinSxS\x86_microsoft.windows.common-controls_6995b64144ccfd_6.0.2262...
File	C:\Windows\Fonts\StaticCache.dat
File	\Device\CNG

CPU Usage: 82.30% Commit Charge: 79.82% Processes: 516 Physical Usage: 64.19%