# CallManager 4.x: Troubleshooting High CPU Utilization

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## Introduction

The Cisco CallManager service can crash because the service does not have enough resources such as CPU or memory to function. Generally, the CPU utilization in the server is 100 percent during this time. This document discusses the problems that cause high CPU utilization and their solutions.

**Note:** CPU spikes on a Cisco CallManager server can be normal depending on what service/application runs at the time. But, sustained CPU spikes are not good and can cause the CallManager service to terminate or issues like delayed dialtone, and so forth.

## Prerequisites

### Requirements

There are no specific requirements for this document.

### Components Used

The information in this document is based on Cisco CallManager 3.x and 4.x.

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, make sure that you understand the potential impact of any command.

## Conventions

Refer to Cisco Technical Tips Conventions for more information on document conventions.

# InsertCDR.exe Spikes

The InsertCDR.exe application spikes and then results in high CPU utilization in the Cisco CallManager server.

## Solution

This issue arises when the Cisco Call Detail Record (CDR) Insert service is activated and the CDR Enabled flag is not set to **True**.

Complete these steps in order to solve this issue.

1. Go to the Cisco CallManager Administration page.
2. Choose **Service Parameter** and select **Cisco CallManager Service**.
3. Change the CDR Enabled Flag value to **True** and restart the Cisco CallManager service.

# Sql.exe Spikes

The sql.exe application consumes high CPU which reduces performance of the Cisco CallManager Publisher server.

## Solution

This issue can be caused by any third party billing application installed in the Cisco CallManager Publisher server. In order to resolve this, stop the application and restart the Cisco CallManager server.

# Media Streaming Application Causes High CPU Utilization

This problem might arise when you use a short duration WAV file that loops for Music on Hold (MoH). The CPU utilization is caused by the constant looping that needs to take place when you play a short duration WAV file.

## Solution

In order to resolve this issue, use a longer duration WAV file that loops less often. This decreases the CPU utilization.

# Aupair.exe

In the Cisco CallManager 4.x cluster, aupair.exe causes high CPU utilization on the Cisco CallManager subscriber server. The Cisco Database Layer Monitor service (aupair.exe) monitors aspects of the database layer as well as CDRs. The database layer comprises a set of dynamic link libraries (DLLs) that provides a common access point for applications that need to access the database to add, retrieve, and change data.

### Solution

Complete these steps in order to resolve this issue:

1. Restart the CDR Insert service on the publisher.
2. Restart the Database Layer Monitor service and the RIS Collector service on both the publisher and subscriber.
3. Use DBLHelper to reestablish a broken Cisco CallManager Cluster SQL Subscription.

   Refer to Using DBLHelper to Reestablish a Broken Cisco CallManager Cluster SQL Subscription for more information about DBLHelper.

## RISDC.exe Spikes

Sometimes, the performance monitoring service such as Realtime Information Server Data Collection (RISDC) can result in a CPU spike.

### Solution

Complete these steps in order to restart the RISDC service and resolve this issue.

1. Go to the Cisco CallManager Administration page and choose **Application** > **Cisco CallManager Serviceability**.
2. Go to **Tools** > **Control Center** and select the appropriate CallManager server from the list of servers.
3. Select the **Cisco RIS Data Collector** service and click **Restart**.

## Tcdsrv.exe

Sometimes the Cisco CallManager response becomes very slow when a user answers calls, transfers calls, puts a call on hold, and even pulls a dial tone to the IP phone. When this happens, the tcdsrv.exe service causes high CPU which is responsible for telephony call dispatching.

Tcdsrv.exe is a service used for Telephony call dispatching and made for use with Attendant Console. If the CallManager does not use Attendant Console, stop the Telephony call dispatching service from the **Control Center** in the **Cisco CallManager Serviceability** page.

## Related Information

- **Cisco CallManager Service Crash**
- **Troubleshooting Cisco CallManager Crashes**
- **Voice Technology Support**
- **Voice and Unified Communications Product Support**
- **Troubleshooting Cisco IP Telephony**
- **Technical Support & Documentation − Cisco Systems**



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