

Disabling TCP/IP Offloading Causes VoIPMon to Spike to 100% CPU Usage

TAC

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Introduction

This document describes a problem encountered when you attempt to disable TCP/IP offloading on Cisco Unified Contact Center Enterprise (UCCE) Peripheral Gateway (PG) servers with co-located Cisco Agent Desktop (CAD) servers.

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- CAD
- UCCE PG
- TCP/IP Offloading

Components Used

The information in this document is based on CAD running on a UCCE PG in which the TCP Offloading is disabled.

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.

Problem

When you disable TCP/IP offloading on a PG server that also runs CAD, you might encounter a problem where the Cisco Voice over Internet Protocol (VoIP) Monitor (VoIPMon) service spikes to 100% CPU usage because of the network interruption when it changes the offloading settings.

Solution

In order to [disable TCP/IP offloading](#) on a PG server that also runs CAD, you must first stop the VoIPMon service. Failure to do so can cause VoIPMon to spike to 100% CPU usage. This spike makes Windows Remote Desktop (RDP) or Virtual Network Computing (VNC) clients become unusable. This situation normally requires a hard reboot of the PG, unless the customer has physical access to the server in order to stop the process.

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