



PureConnect PMQ Recovery Guide

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Why is PMQ recovery needed?

If for any reason, the active PureConnect servers loses connectivity with the database server, it will begin to store data waiting to be written to the database as .err files in the ..\I3\IC\PMQ path on the server. This path is not synchronized between servers in the switchover pair, so it is possible to have different files present on both the active and backup servers if it has been a while since they have been checked.

Over the years, Genesys has created a number of documents to address data recovery:

https://help.genesys.com/cic/desktop/reprocessing_pmq_files.htm

https://help.genesys.com/cic/mergedProjects/wh_tr/mergedProjects/wh_tr_installation_and_configuration/desktop/data_recovery.htm

https://help.genesys.com/cic/mergedProjects/wh_dlr/mergedProjects/dialer_manager_help2/desktop/pmq_guarantees_delivery_of_database_updates.htm

https://help.genesys.com/cic/mergedProjects/wh_tr/mergedProjects/wh_tr_installation_and_configuration/desktop/directory_paths_for_file_storage.htm

<https://my.inin.com/products/selfhelp/kb/Lists/KnowledgeBase/DisplayKB.aspx?ID=1458>

The purpose of this document is to unify all of Genesys' recommendations (which have changed over the years as the product has matured) into a single, coherent process you can follow, with the assistance of your Support Partner.

Important notes...

- Tracker PMQ files must be processed **before** Recorder PMQ files.
- Recorder PMQ recovery is handled in Interaction Administrator.
- In general, .err files can be reprocessed by renaming them to .i3p and waiting patiently for the next PMQ buffer overflow for the subsystem in question.
- PMQ .err files from the backup server should be moved to the corresponding folders on the active server before reprocessing is started.
- If the database connection is active (new reporting data is being written and reports can be run), but PMQ .err files fail to process and return as new .err files, they are most likely duplicates and should be removed or stored elsewhere.

Steps to reprocess PMQ .err files

1. Check the `..I3\IC\PMQ\` path on **backup** server for any `.err` files and move them to the corresponding folders on the active server
2. Open a **Command Prompt** with elevated permissions
3. Run **sendcustomnotification TrackerServer PMQRetry** to reprocess Tracker `.err` files
4. Wait and verify that all Tracker `.err` files have been processed as `.i3p/i3c` files, have disappeared, and not reappeared as new `.err` files
5. In Interaction Administrator, browse to the **Interaction Recorder** container and open the **Configuration** dialog
6. On the **Recorder Processing** tab, click the **Recover Errors** button
7. Wait and verify that all **IRServer** `.err` files have been processed
8. Run **sendcustomnotification OptimizerServer PMQRetry** to reprocess Optimizer `.err` files
9. In the Command Prompt window, browse to the `..I3\IC\PMQ\` path on the active server and **Rename** all other `.err` files to `.i3p` using the following command:

```
for /R %x in (*.err) do ren "%x" *.i3p
```
10. Wait... then verify that they eventually reprocess and disappear (may take an hour or more)

Note: There may be some scalability limitations to these steps. But if there are they do not appear to be documented anywhere.