

# Run a Tape Dump for a Cisco ICM Database

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- Introduction
- Prerequisites
  - Requirements
  - Components Used
  - Conventions
- Tape Dump
- Related Information

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## Introduction

This document discusses how to run a tape dump for a Cisco Intelligent Contact Management (ICM) database with a Microsoft SQL Server query.

## Prerequisites

### Requirements

Cisco recommends that you have knowledge of these topics:

- Cisco ICM
- Enterprise Manager
- Microsoft SQL Query Utilities (Query Analyzer for Microsoft SQL Server version 7.0 or ISQL\_W for Microsoft SQL Server version 6.5)
- Database Backup

### Components Used

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

- Cisco ICM versions 4.6.2 and later
- Microsoft SQL versions 6.5 and 7.0

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.

## Tape Dump

You can run a tape dump of the Cisco ICM database with the **dump database cust1\_sideA to dlt\_0 with stats = 10, init, noskip** query.

Parameter	Definition
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DLT_0	<del>Tape device name</del>
STATS = 10	Causes a message showing the progress of the tape dump to be generated once ten percent of the dump is complete, and at every ten percent interval until completion
NOSKIP	Ensures Microsoft SQL Server reads the ANSI tape device headers

You can use Microsoft SQL Query Utilities in order to submit the query manually. You can also use the task scheduling tool in Enterprise Manager in order to schedule the query to run on a regular basis. If ICM services are running concurrently with the database dump, the transaction log can fill during a tape dump of the ICM database, depending on the size of the database, the size of the log, the speed of the machine, and the amount of available memory. If you are unsure about the transaction log filing, Cisco recommends that you shut down ICM services while the tape dump is running.

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## Related Information

- [How to Clear a SQL Server Transaction Log](#)
- [Technical Support – Cisco Systems](#)

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