

How Can I Change the Cisco ICM WebView Real-Time Report and Script Monitor Refresh Rates?

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Introduction

WebView is a feature of Cisco Intelligent Contact Management (ICM) that allows you to use a Web browser to monitor real-time reports and scripts. This document describes how to change the refresh rates of these reports.

Note: The information in this document applies to all versions of WebView included with ICM 2.5 and later.

Prerequisites

Requirements

Readers of this document should have knowledge of these topics:

- Cisco ICM
- Cisco WebView

Components Used

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

- All versions of WebView included with Cisco ICM version 4.6.x and earlier

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

For more information on document conventions, refer to the Cisco Technical Tips Conventions.

Change the WebView Real-Time Report Refresh Rate

By default, the WebView real-time reports and script monitor templates have a refresh rate of 20 seconds. You can change this from within the report, or through the registry, based on which version of ICM is running.

Change Real-Time Report Refresh Rate for Cisco ICM Version 4.5.x to 4.6.x

Run the required real-time report with the desired options. When the report is displayed on the screen, click the **Set Refresh** tab on the report page, and specify the required refresh rate.

Change the WebView Script Monitor Refresh Rate

You can change the Script Monitor refresh rate through the registry editor for ICM 4.6.x and earlier versions.

Change Script Monitor Refresh Rate for Cisco ICM Version 4.6.x and Earlier

In order to change this refresh rate, you need to modify the local Microsoft Windows NT Registry on the WebView server. In the registry editor, navigate to the **web** folder:

```
//HKEY_LOCAL_MACHINE/Software/GeoTel/ICR/[cust_inst]/web
```

In this folder, edit the key `script_refresh_msec`, and set the WebView Script Monitor refresh rate to the required value. The value is in milliseconds.

Notes

Remember these points when you modify the refresh rate:

- When you reduce the refresh rate, the Web browser of each client begins to request the page from the WebView server more frequently. This places some additional load on the WebView server.
- Ten seconds is the recommended lower limit for the refresh rate. This is the rate at which the WebView server gets updates from the router.
- When you increase the refresh rate, some discrepancies can occur in the report. For example, if you set the refresh rate to 30 seconds or more, the WebView reports lag behind the reports from Monitor ICR, Script Editor, and others.

Related Information

- **Technical Support – Cisco Systems**
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