

# How To Configure Heartbeat Send Interval on the ICM Logger

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## Introduction

The Cisco Intelligent Contact Management (ICM) Logger sends a heartbeat to the Cisco Remote Monitoring Suite (RMS) Listener at a set interval. The heartbeat is a notification to the Listener that informs the Listener that a Cisco ICM system for a customer functions.

The heartbeat send-interval should be set to 12 hours if the Cisco RMS system of the customer connects to a Cisco ICM Listener using a dial up modem connection. However, if the Cisco ICM Logger is connected to the Cisco RMS Listener that uses a LAN/WAN solution, the heartbeat Send Interval should be one hour.

If it is determined that the heartbeat Send Interval is not correct on your Cisco ICM system, two changes need to be made.

- Make the change on the Cisco ICM Loggers of the customer.
- Make the change in the Cisco RMS Listeners.

## Prerequisites

## Requirements

Cisco recommends that you have knowledge of Cisco ICM.

## Components Used

The information in this document is based on Cisco ICM.

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.

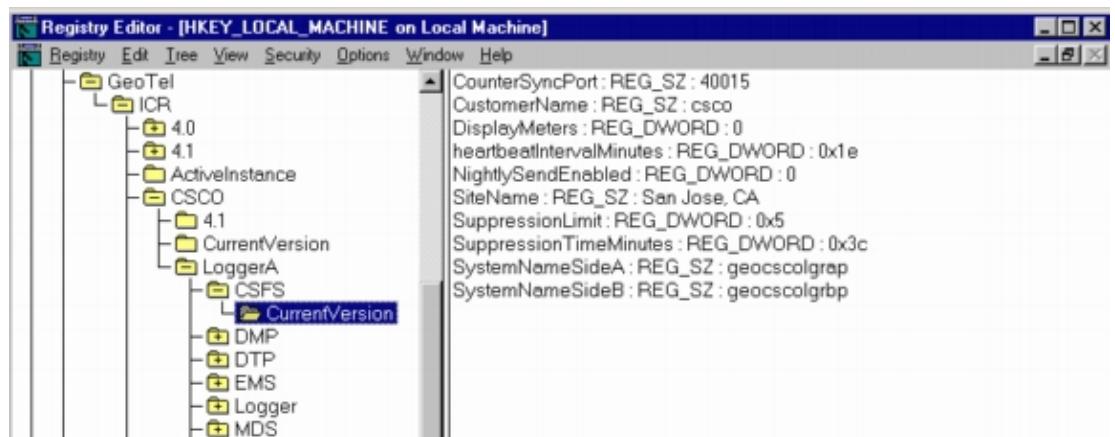
# Configure the Heartbeat Send Interval on the Customer Logger

Complete these steps in order to change the Heartbeat Send Interval on the Cisco ICM system:

1. Start **regedit32.exe** from either a shortcut on the desktop or from the taskbar.
2. From the desktop, click **Start**.
3. Click **Run**.
4. Type **regedt32**.
5. Click **OK**.
6. Navigate to this registry key:

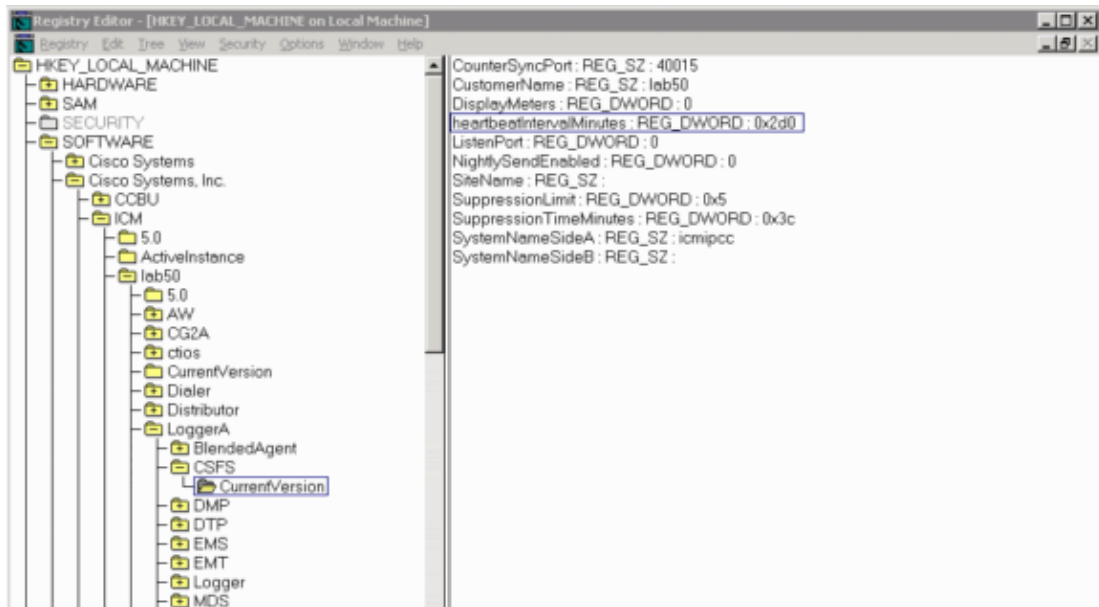
- ◆ For ICM version 4.6.2 and earlier, choose **HKEY\_LOCAL\_MACHINE > Software > GeoTel > ICR > Instance Name > LoggerX > CSFS > CurrentVersion > heartbeatIntervalMinute**.

**Note:** *Instance Name* is the customer name and *X* is the side of the Logger.



- ◆ For ICM version 5.x, choose **HKEY\_LOCAL\_MACHINE > SOFTWARE > Cisco Systems, Inc. > ICM > Instance Name > LoggerX > CSFS > CurrentVersion > heartbeatIntervalMinute**.

**Note:** *Instance Name* is the customer name and *X* is the side of the Logger.



7. Open the **heartbeatIntervalMinutes** key.
8. Click the **decimal format** radio button.
9. Enter the new value.
10. Click **OK**.

**Note:** **HeartbeatIntervalMinutes** is in minutes. The values should be set to either 720 minutes for modem dial-up or 60 minutes for a LAN/WAN connection to the Listener.

Complete these steps on both Loggers. These changes do not take effect until the Cisco ICM Logger process is restarted. Use the Cisco ICM Service Manager in order to restart the Cisco ICM Logger Process.

## Configure the Heartbeat Send Interval on the RMS Listener

Complete these steps in order to configure the Heartbeat Send Interval on the Cisco ICM Listener.

1. Start **listencfg.exe**. This is located in the `\icr\bin` directory.
2. Click **Customers**.
3. Scroll down and click the appropriate Cisco ICM customer instance.
4. Change the values of SideA event timeout (min) and SideB event timeout (min) to the new value.

**Note:** If the Customer connects to the Listener using a dialup connection, add one hour to the Heartbeat Send Interval (actual setting usually 780 minutes or 13 hours), which is set on the Cisco ICM Logger.

**Note:** If connecting using LAN/WAN add 10 minutes to the Heartbeat Send Interval (actual setting usually 70 minutes).

5. Click **Done**.
6. When you see the question "Commit Unsaved Changes?", click **OK**.
7. Click **Done** to exit the **listencfg** program.

## Verify the Configuration

Run **dumplog** in order to confirm the change on the **csfs** process and search for the string `heartbeat`. The times for the heartbeat can then be compared. The delta between successive heartbeats should match the Send

Interval in the registry setting on the Logger.

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## Related Information

- [How to Use the Dumplog Utility](#)
  - [Technical Support & Documentation – Cisco Systems](#)
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