

How to Set Up an External Database to be Accessed by DBWorker

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Introduction

This document explains how to set up an external database that the DBWorker process can use in the Cisco Intelligent Contact Management (ICM) Option environment.

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- Cisco ICM databases
- Microsoft SQL Query Utilities (Query Analyzer for Microsoft SQL Server version 7.0 or ISQL_W for Microsoft SQL Server version 6.5)

Components Used

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

- Cisco ICM 4.5.x and later
- Microsoft Windows NT 4.0 and Windows 2000
- Microsoft SQL Server versions 6.5 and 7.0

Note: **Rtsetting** is obsolete from ICM 4.6.2 onwards.

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.

Background Information

The DBWorker process is used to communicate with the Microsoft SQL Server database that Cisco ICM uses. When the database is configured in Configure ICR in Cisco ICM version 4.5.x and earlier, or the ICM Configuration Manager in ICM version 4.6.x, the DBWorker process is responsible for login and data retrieval from that database.

When you set up the external database, ensure that the database meets these requirements:

- The database must be a Microsoft SQL Server database.
- The database must reside on a computer that is visible to the routers of the ICM system.
- The DBWorker process must have valid logon credentials in order to gain access to the database it queries. The valid logon credentials are stored in the registry of the router on which the DBWorker process runs.

Refer to Script Editor Language Reference and Cisco ICM Software Configuration Guide for more information on how to set up the database in Configure ICR or ICM Configuration Manager.

Set the Value

You can set the login information for the DBWorker process in two ways:

1. Through **regedt32.exe**.
2. Through **rtsetting.exe**.

Use **regedt32.exe** to set one database. Use the **rtsetting.exe** method if you need to set two or more databases.

Use regedt32.exe to Set the Value

In order to make registry changes, you must have administrator privileges. Complete these steps on a Microsoft Windows NT 4.0 system:

1. Click **Start > Run**.

The Run dialog box appears.

2. Type **regedt32.exe**, and click **OK**.

The Registry Editor window appears.

3. Locate "HKEY_LOCAL_MACHINE". Drill-down to the **Database** key.

For ICM versions earlier than 5.0, the path is:

```
HKEY_LOCAL_MACHINE/Software/Geotel/ICR/<cust_inst>/RouterX/Router/  
CurrentVersion/Configuration/Database
```

For ICM version 5.0 and later, the path is:

```
HKEY_LOCAL_MACHINE/Software/CISCO Systems Inc./ICM/<cust_inst>/RouterX/Router/  
CurrentVersion/Configuration/Database
```

Note: The registry key appears over multiple lines here due to space limitations.

4. Double-click **RouterX** (where X is the side of the ICM router on which you work).
5. In the right pane, double-click **SQLLogin**.

6. Type `\\machine_name\database_name=(user, password)` where:

- ◆ **machine_name** is the name of the SQL Server computer.
- ◆ **database_name** is the name of the database on that computer.
- ◆ **user and password** are the logon credentials.

Note: The user name and password that you enter must be either the credentials of the Windows NT account (if SQL server uses Integrated Security), or the credentials of the SQL account (if SQL Server uses Mixed Security or Standard Security).

7. Click **OK** to close the newly edited dialog box.
8. Close the **regedt32.exe** application.

After you have set the value, complete these steps:

1. Close the **DBWorker** process (the process restarts automatically).
2. Verify whether the connection is made.

If you are still unable to connect to **DBWorker**, contact Cisco Technical Assistance Center (TAC) for assistance.

Use rtsetting.exe to Set the Value

This utility allows you to view and set various registry values that pertain to the router.



Caution: Change the values in this utility only if a Customer Support Engineer asks you to do so.

1. Click **Start > Run**.

The Run dialog box appears.

2. Type **rtsetting**, and click **OK**.
3. In the left pane, click **Database**.
4. Click **Add**.
5. Type the appropriate information for your SQL Server in the dialog box that appears.
6. Click **OK**.
7. Repeat as necessary for multiple connections.

Final Steps

When you have configured the database, you must set up your database through Configure ICR, or Configure ICM, or Configuration Manager based on the ICM release that you use. Refer to the Script Editor Language Reference and the Cisco ICM Software Configuration Guide for details.

Related Information

- [Script Editor Language Reference](#)
 - [Cisco ICM Software Configuration Guide](#)
 - [Technical Support & Documentation – Cisco Systems](#)
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