

How To Delete a Customer from the ICM Listener

Document ID: 20478

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Introduction

This document explains how to remove a customer from the Cisco Remote Monitoring Suite (RMS) Listener.

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- Cisco Intelligent Contact Management (ICM)
- Remote Monitoring Suite (RMS) 2.0

Components Used

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

- Cisco ICM version 4.6.x, 5.0, and 6.0
- Remote Monitoring Suite (RMS) 2.0

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.

Delete a Customer

In order to delete a customer, follow these instructions:

1. Log into the RMS Listener as an administrator of the machine.
 - ◆ There can be one or two Listeners, depending on your implementation of the Cisco Alarm Tracking System.

- ◆ The machines must be named GEO*abc*LNRA (*abc* being the customer acronym). Refer to ICM Server Naming Conventions.
 - ◆ The machine can be accessed by way of the terminal or PCAnywhere32.
2. Stop the RMS Listener process with these steps:

a. Open the **Services Control Panel**.

- ◇ For ICM versions earlier than 4.6, select **GeoTel ICR Listener**.
- ◇ For RMS 2.0, select **Cisco ICR Listener**.

b. Click **Stop**.

3. Make a back-up copy of the Customer directory.
4. Go to the Desktop.
5. Open **My Computer**.
6. Open the drive where the Customer directory is located.
7. Open the Customer directory.
8. If the directory old_Customers does not exist, create one.
9. Copy the directory of the old customer into the old_Customers directory.
10. Repeat in order to remove additional customers.
11. Once the files have been copied, close all of the windows and return to the Desktop.
12. Remove the desired customer from the Registry.
13. Start `regedt32.exe` for the command prompt.
14. Navigate to this registry key:

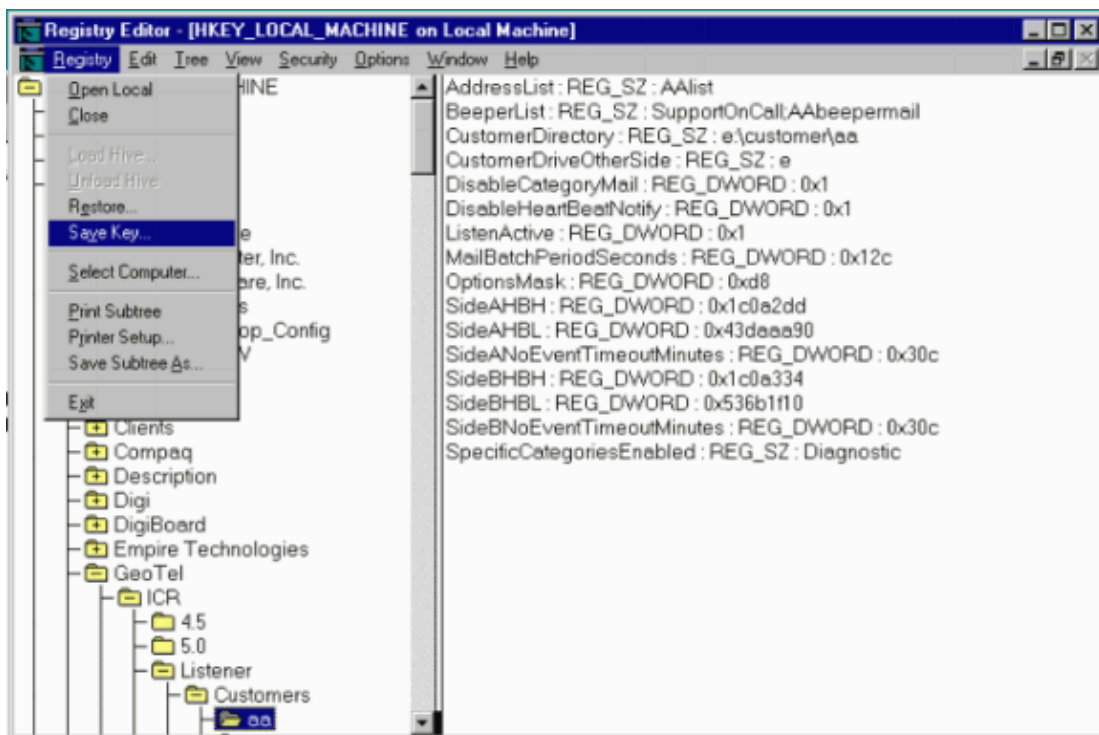
- ◆ For ICM versions earlier than 4.6:

HKEY_LOCAL_MACHINE>Software>GeoTel>ICR>Listener>Customers

- ◆ For RMS 2.0:

HKEY_LOCAL_MACHINE>Software>Cisco Systems, Inc.>ICM>Listener>Customers

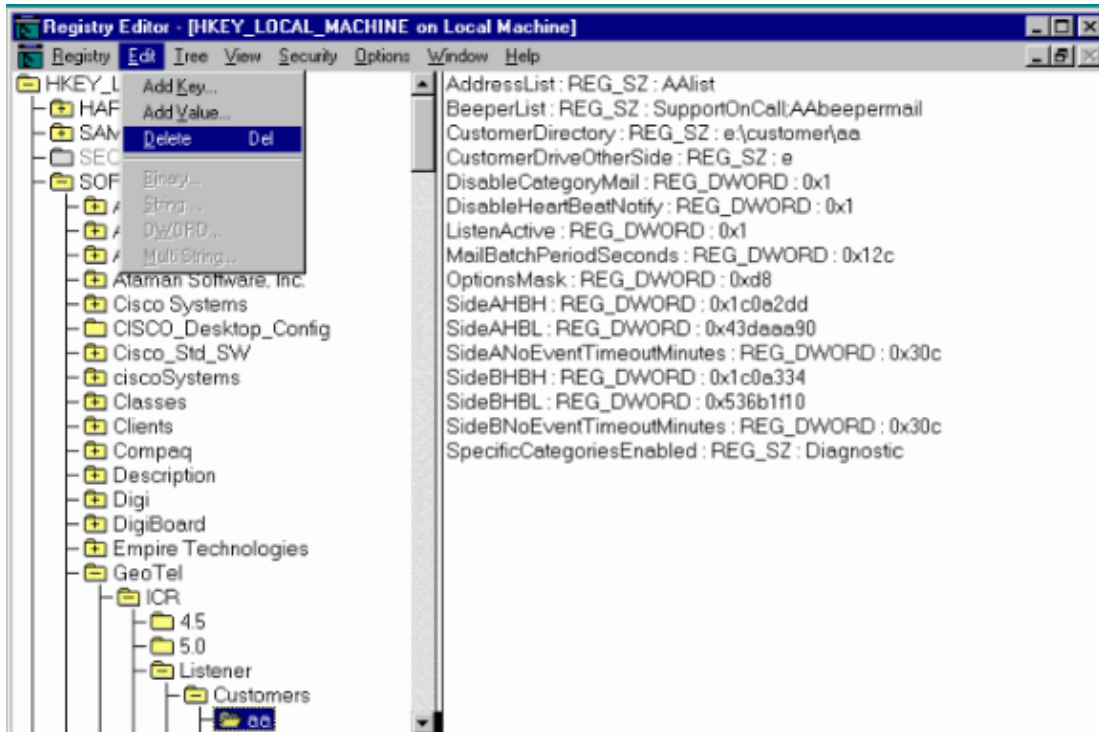
15. Select the customer that you want to remove from the Listener.
16. Select the **Save Key** from the Registry menu.



17. Navigate to the old_Customer directory.
18. Open the **Customer directory** that was just moved to this directory.
19. Enter the filename.

Note: The filename is the same as the customer instance. For example: ABC.reg

20. Click **Save**.
21. Select **Delete** from the Edit Menu.



22. Click **Yes** in the confirmation window.
23. Repeat in order to remove additional customers.
24. Close **regedit32**.
25. Restart the **RMS Listener Process**.
26. Open the **Services Control Panel**:
 - ◆ For ICM versions earlier than 4.6, select **GeoTel ICR Listener**.
 - ◆ For RMS 2.0, select **Cisco ICR Listener**.
27. Click **Start**.
28. If you have a Duplex Listener, repeat these steps on the B side Listener.

Verify the Change

For Cisco ICM versions earlier than 4.6, run the Grid Client in order to verify the customer has been deleted.. If the customer still appears in Grid, the customer has not been removed successfully.

Related Information

- **Technical Support – Cisco Systems**

