

# Message "Found x Records y Minutes Ahead" Signifies Wrong Time

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## Introduction

This document provides an explanation and solution for the message, "Found x records y minutes ahead of the Central Controller time", which sometimes appears in the Logger logs.

## Prerequisites

### Requirements

Readers of this document should have knowledge of these topics:

- Cisco Intelligent Contact Management (ICM) database schema
- Cisco ICM configuration utilities
- Microsoft SQL Server query utilities

### Components Used

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

- Cisco ICM version 4.5.x or later
- Microsoft SQL 6.5 or later

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.

# Problem

When the message "Found  $x$  records  $y$  minutes ahead of the Central Controller time" appears in the log, you can infer that the time set on a peripheral, such as an Automatic Call Distributor (ACD) or Voice Response Unit (VRU), is one or more minutes faster than the time set on the Central Controller. For example, the time on the ACD is 12:10 a.m., but the time on the Central Controller is only 12:00 a.m.

# Solution

You must determine which peripheral is set too fast, and adjust the time.

Complete these steps:

1. Find the current time on the Central Controller. For this example, the Central Controller time is called "CTIME."
2. Launch ISQL\_W from the Microsoft SQL Server program group.
3. Connect to one of the Logger machines. To do so, type the machine name.
4. When the query window appears, change the database to the Cisco ICM database.
5. In the query window, type:

```
select PeripheralID from Peripheral_Half_Hour where  
    DateTime > "CTIME"
```

**Note:** Replace CTIME with the date and time from the Central Controller, such as "Feb 28 2005 12:00 AM".

6. Run the query.

The program returns one or more peripheral IDs.

7. Use these IDs to locate the peripheral in the **Configure ICM** application.
8. When you identify the peripheral with the incorrect time setting, adjust the time accordingly.

**Note:** There are several other **half\_hour** tables related to peripherals. See the Cisco ICM Software Database Schema Handbook for more information.

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## Related Information

- [Cisco ICM Software Database Schema Handbook](#)
- [Technical Support – Cisco Systems](#)

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