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Identifying and Changing Logger and HDS Log Retention and Purge Settings

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Introduction

This document lists the location of the log retention settings on Cisco Intelligent Contact Management (ICM) Loggers and Historical Database Servers (HDSs). The document gives the default retention settings and shows how to change the settings.

Prerequisites

Requirements

Readers of this document should have knowledge of these topics:

- ICM
- Microsoft Structured Query Language (SQL) Server

Components Used

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

- ICM version 4.6.2 and later
- SQL Server version 6.5 and 7.0

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.

Background Information

When you use 80 percent or more of the space in an ICM database, system performance degrades. In an attempt to prevent this performance degradation, every morning, the ICM purge process deletes records that are older than a particular number of days. The log retention settings specify this number of days. The Recovery process on the ICM Loggers and the Replication process on the HDSs use the retention settings. By default, the purge occurs at 12:30 a.m. [0030]. The purge continues until the process has reduced space utilization to 80 percent. But if database utilization is much greater than 80 percent, the purge process continues to run outside of the normal schedule. Over time, this overrun results in instability and loss of data.

You can avoid database capacity issues. Monitor the space utilization in ICM databases and take these appropriate actions:

- Reduce retention days on select tables.

This document outlines this process.

- Expand the database size, which can require an addition of disk space.

Refer to Expanding an ICM SQL Database.

Locate the Daily Autopurge Schedule Settings

The ICM database retention settings are viewable through the registry with either Regedit.exe or Regedt32.exe. In order to run either of these utilities, choose **Run** from the Microsoft Windows Start menu.

By default, the purge routine runs daily at 12:30 a.m. (0030). In order to determine or modify the current schedule for the purge routine, view the registry key:

- For ICM Loggers:

```
HKEY_LOCAL_MACHINE\SOFTWARE\Cisco Systems, Inc.\ICM\Customer_Instance\  
LoggerX\Recovery\CurrentVersion\Purge\Schedule\Schedule
```

- For ICM HDSs:

```
HKEY_LOCAL_MACHINE\SOFTWARE\Cisco Systems, Inc.\ICM\Customer_Instance\Distributor\  
RealTimeDistributor\CurrentVersion\Recovery\CurrentVersion\Purge\Schedule\Schedule
```

Note: The italicized items in the registry keys are variables to replace with specific information. *Customer_Instance* indicates the ICM customer instance. The *X* in *Logger X* indicates the side of the Central Controller that corresponds. The side is either A or B, which depends on the ICM Logger registry that you view.

Locate the ICM Retention Settings

In order to locate the ICM retention settings, view the registry key:

- For ICM Loggers:

```
HKEY_LOCAL_MACHINE\SOFTWARE\Cisco Systems, Inc.\ICM\Customer_Instance\  
LoggerX\Recovery\CurrentVersion\Purge\Retain\...
```

- For ICM HDSs:

```
HKEY_LOCAL_MACHINE\SOFTWARE\Cisco Systems, Inc.\ICM\Customer_Instance\Distributor\  
RealTimeDistributor\CurrentVersion\Recovery\CurrentVersion\Purge\Retain\...
```

Note: The italicized items in the registry keys are variables to replace with specific information. *Customer_Instance* indicates the ICM customer instance. The *X* in *Logger X* indicates the side of the Central Controller that corresponds. The side is either A or B, which depends on the ICM Logger registry that you view.

Note: You must make changes on both Loggers in a duplexed environment.

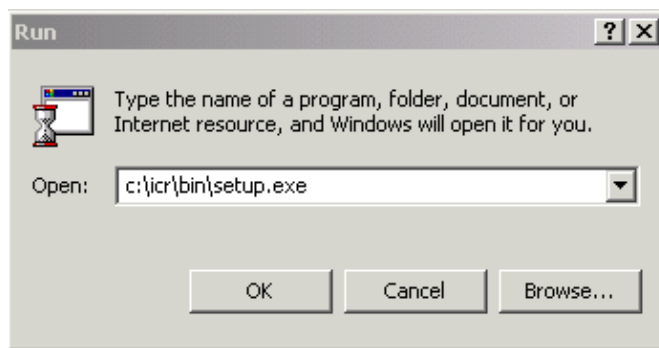
Alternate Method to View and Change Settings on the Loggers

This procedure is an alternate method to view and change the settings on the Loggers. This method is not available on an HDS.

Complete these steps:

1. From the Windows Task Bar, choose **Start > Run**.
2. In the Run dialog box, type **c:\icr\bin\setup.exe**, as Figure 1 shows.

Figure 1 Run



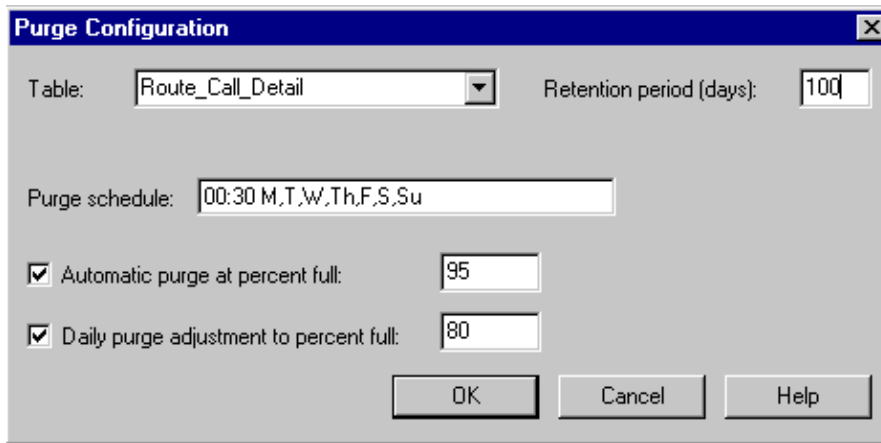
3. In the ICM Setup dialog box, click **Edit**.
4. In the Logger's Properties dialog box, click **Next**.
5. When you get a prompt to stop services, click **Yes**.

The prompt to stop services appears if you run the Logger ICM Services.

6. In the Logger Component Properties dialog box, click **Purge** in the section Logger Database Configuration.

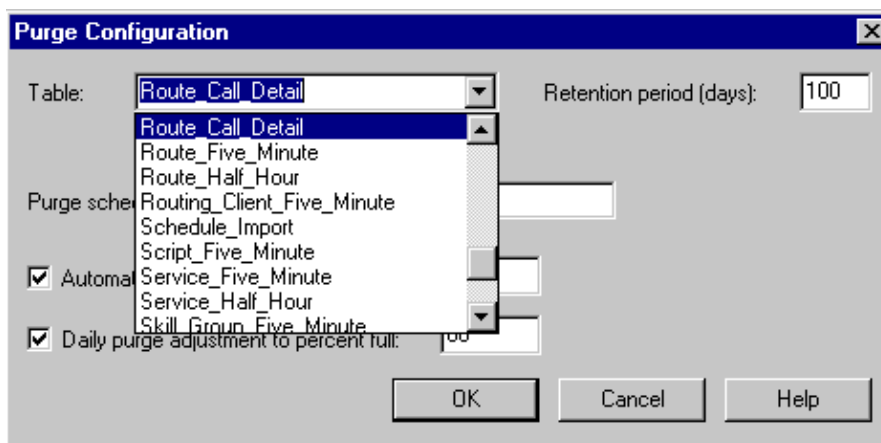
The Purge Configuration dialog box displays, as Figure 2 shows.

Figure 2 Purge Configuration



7. In the Table field, click the drop-down arrow in order to select a specific table and enter the appropriate value in the Retention Period (Days) field.

Figure 3 Select a Specific Table



8. Make any necessary changes in the Purge Schedule field.
9. Click **OK**.
10. Choose **Next > Next > Next** in order to complete the setup.
11. Click **Finish**.
12. Click **Exit Setup**.
13. Restart ICM Services.

Default Retention Settings

The default retention settings are identical on the ICM Loggers and ICM HDSs. The default settings, in decimal format, are:

```

\Agent\Logout - 100 days
\Agent\SkillGroupLogout - 100
\Agent\StateTrace - 100
\CallDetail\Route - 100
\CallDetail\RouteVariable - 100
\CallDetail\Termination - 100
\CallDetail\TerminationVariable - 100

\Event\ApplicationEvent - 14
\Event\Event - 14

\FiveMinute\LoggerMeters - 100

```

```

\FiveMinute\Route - 100
\FiveMinute\RoutingClient - 100
\FiveMinute\Script - 100
\FiveMinute\Service - 100
\FiveMinute\SkillGroup - 100
\FiveMinute\TrunkGroup - 100
\Galaxy\AgentCallCount - 100
\Galaxy\AgentIGroup - 100
\Galaxy\AgentPerformance - 100
\Galaxy\Alarm - 100
\Galaxy\DNIS - 100
\Galaxy\Gate - 100
\Galaxy\GateDelayedCall - 100
\Galaxy\Overflow - 100
\Galaxy\PBX - 100
\Galaxy\SingleTrunk - 100
\Galaxy\TransactionCode - 100
\Galaxy\TrunkCallCount - 100
\Galaxy\TrunkIGroup - 100
\HalfHour\Agent - 100
\HalfHour\AgentSkillGroup - 100
\HalfHour\ApplicationGateway - 100
\HalfHour\CallType - 100
\HalfHour\NetworkTrunkGroup - 100
\HalfHour\Peripheral - 100
\HalfHour\PhysicalController - 100
\HalfHour\Route - 100
\HalfHour\Service - 100
\HalfHour\SkillGroup - 100
\HalfHour\TrunkGroup - 100
\Schedule\Import - 100
\Schedule\ImportLog - 100

\System\Admin - 30
\System\ConfigMessageLog - 14
\System\Recovery - 3650
\Variables\Persistent - 30

```

Note: Before you increase any retention settings, you need to consider database space restrictions. The database can require expansion in order to accommodate the additional data. Refer to Expanding an ICM SQL Database.

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Networking Professionals Connection is a forum for networking professionals to share questions, suggestions, and information about networking solutions, products, and technologies. The featured links are some of the most recent conversations available in this technology.

NetPro Discussion Forums – Featured Conversations for Customer Contact Software
IP Communications and Video: Contact Center

Related Information

- [Tracking Automatic Database Maintenance in Cisco ICM](#)
- [Expanding an ICM SQL Database](#)
- [Technical Support & Documentation – Cisco Systems](#)

