

Identifying all the ICM Peripherals on a Default Route

Document ID: 22155

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Introduction

This document describes the procedure for identifying all Cisco Intelligent Contact Management (ICM) Peripherals that are defined with a particular Default Route. A Default Route may be defined for Peripherals that may not have a route defined. An undefined route may be an intentional configuration or an oversight.

Before You Begin

Conventions

For more information on document conventions, see the Cisco Technical Tips Conventions.

Prerequisites

Readers of this document should be knowledgeable of the following:

- Cisco ICM Database schema
- Cisco ICM Configuration Utilities
- Microsoft SQL Query Utilities

Components Used

The information in this document is based on the software and hardware versions below.

- Cisco ICM versions 4.6.x or later
- Microsoft SQL version 6.5, 7, or 2000

The information presented in this document was created from devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If you are working in a live network, ensure that you understand the potential impact of any command before using it.

Identify the Default Route for a Peripheral

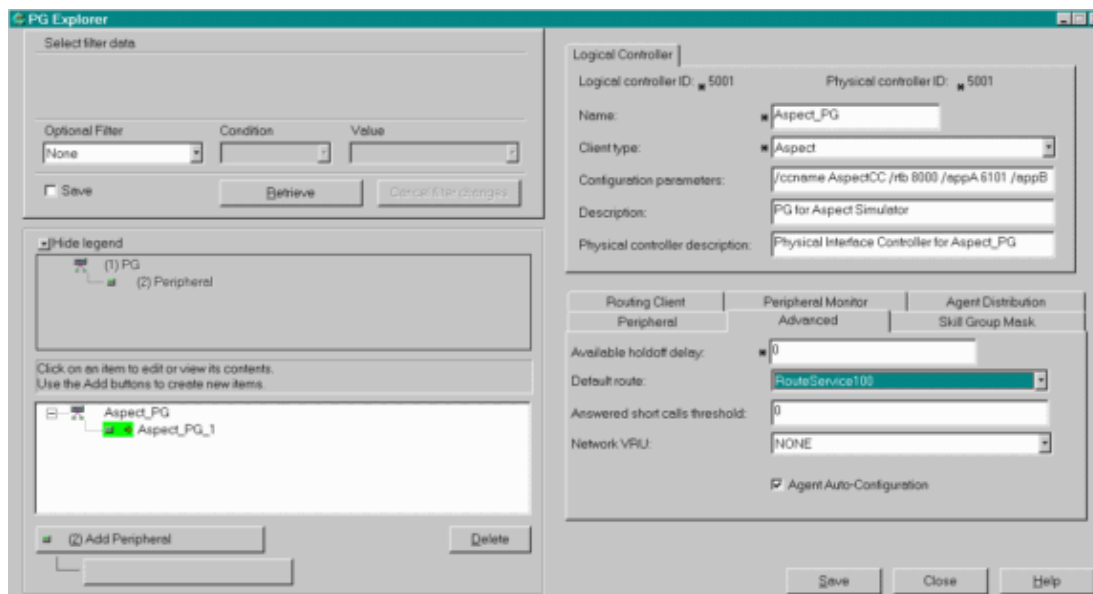
Defined Default Routes for any specific Peripheral are found in the Default Route field in the Peripheral Configuration section of the following Cisco ICM utilities:

- PG Explorer in Cisco ICM versions 4.5.x
- PG Explorer in Configuration Manager in Cisco ICM versions 4.6.x and later

The following example shows how to view the Default Route information for a Peripheral in version 4.6.2:

1. On an AW, launch Configuration Manager from the Cisco ICM Admin Workstation program group.
2. Select **Tools > Explorer Tools > PG Explorer** to open PG Explorer.
3. In PG Explorer, click **Retrieve** to return a list of configured PGs.
4. From the list of PGs, drill-down on one PG to display its assigned Peripheral.
5. Click on the Peripheral name to display details about that Peripheral.
6. Click the **Advanced** tab to view the assigned Default Route, if any. The Default Route field is blank or NONE if no Default Route is assigned. Otherwise, the assigned Default Route is displayed.

Figure 1: PG Explorer – Cisco ICM version 4.6.2



In the example above, the Default Route is RouteService100.

Identify Peripherals on a Default Route

In order to determine all Peripherals assigned to a Default Route, you have to edit the Peripherals list from an AW, or you can execute a SQL query on either the Logger or the AW database.

The relationship between a Peripheral and its defined Default Route is stored in the t_Peripheral_Default_Route table. For detailed information regarding this table, consult the Cisco ICM Software Database Schema Handbook.

The following queries are run using Microsoft ISQL_W (SQL Server version 6.5) or Query Analyzer (SQL Server version 7.0) on a Logger or AW against the following databases:

- <cust>_sideA – Logger A database

- <cust>_sideB – Logger B database
- <cust>_awdb – AW database

Note: <cust> refers to the customer instance and is case sensitive. For example, if the customer instance is "XYZ" for XYZ Company, then the Logger A database should be XYZ_sideA.

The following are examples of Microsoft SQL queries:

- Count of all Peripherals with a defined Default Route

```
select  count(*)
from    t_Peripheral p,
        t_Peripheral_Default_Route pdr,
        t_Route r
where   p.PeripheralID = pdr.PeripheralID and
        r.RouteID = pdr.RouteID
```

- List of all Peripherals with a defined Default Route, including the Enterprise Name of the Default Route assigned to each of the Peripherals:

```
select  p.PeripheralID,
        p.EnterpriseName "Peripheral EnterpriseName",
        p.PeripheralName,
        r.RouteID "Default RouteID",
        r.EnterpriseName "Default Route EnterpriseName"
from    t_Peripheral p,
        t_Peripheral_Default_Route pdr,
        t_Route r
where   p.PeripheralID = pdr.PeripheralID and
        r.RouteID = pdr.RouteID
```

- List of routes that are defined as a Default Route in some Peripherals:

```
select  distinct r. EnterpriseName
from    t_Peripheral p,
        t_Peripheral_Default_Route pdr,
        t_Route r
where   p.PeripheralID = pdr.PeripheralID and
        r.RouteID = pdr.RouteID
```

- List of Peripherals with no Default Route entries:

```
select  *
from    t_Peripheral p,

        t_Peripheral_Default_Route pdr
where   p.PeripheralID = pdr.PeripheralID and
        pdr.RouteID is NULL
```

Related Information

- [Cisco ICM Software Database Schema Handbook](#)
 - [SQL Server Books Online \(provided with the Microsoft SQL Server installation media\)](#)
 - [Technical Support – Cisco Systems](#)
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