

Required SQL Server 6.5 Settings for the ICM Application

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Introduction

Before You Begin

Conventions

Prerequisites

Components Used

Change SQL Server Configuration Settings

Enterprise Manager

ICRDBA/ICMDBA

Related Information

Introduction

This document outlines four Microsoft SQL Server 6.5 configuration parameters that must be changed from the default values in order to achieve optimal performance with Cisco Intelligent Contact Management (ICM).

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:

- Ability to execute Microsoft SQL Server Enterprise Manager and alter SQL Server configuration settings
- Familiarity with the Cisco ICM ICRDBA or ICMDBA utilities
- Basic knowledge of the Microsoft Windows NT

Components Used

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

- Microsoft Windows NT
- Microsoft SQL Server version 6.5
- Cisco ICM 4.6.2 and earlier

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.

Change SQL Server Configuration Settings

On Cisco ICM servers, housing an ICM database and running Microsoft SQL Server version 6.5, there are seven SQL Server configuration parameters that need to be changed from their default values in order to achieve optimal performance on the system. Refer to the following table for these values, the optimal settings and the default settings.

Parameter	Optimal Setting	Default Setting
Locks	50000	5000
Max Async I/O	255	16
Memory **	50% of RAM	8192 (Equates to 16M of RAM) **
Open Databases	50	20
Open Objects	5000	50
Recovery Interval	1	10
User Connections	168	8

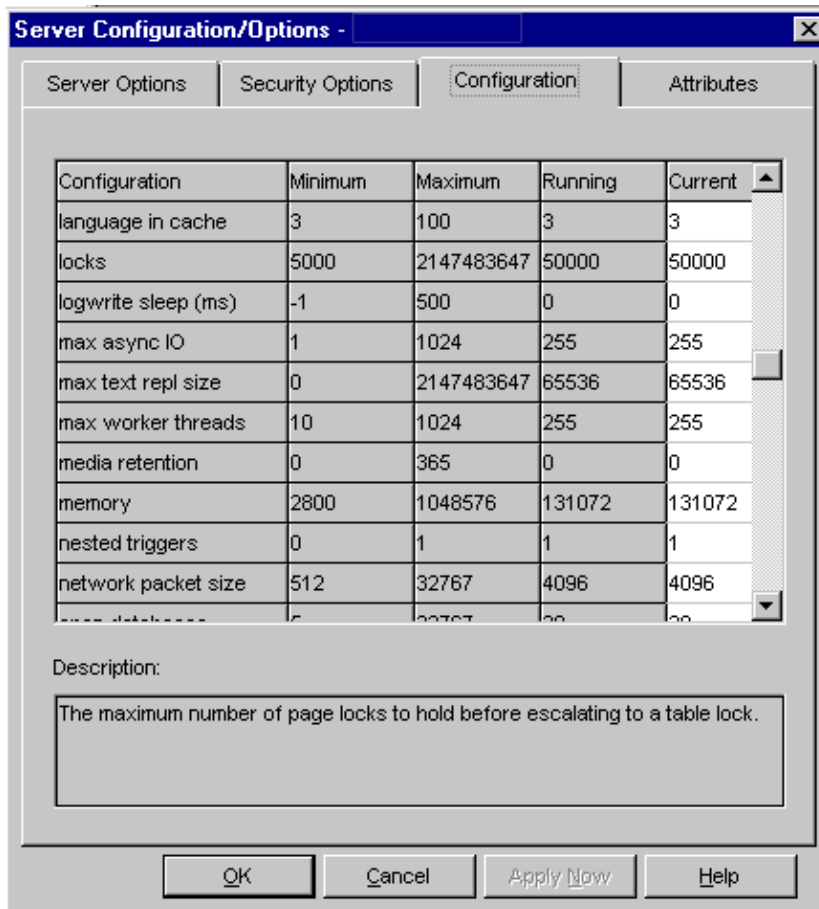
Note: ** In Microsoft SQL Server version 6.5, the memory setting is a 2k value, so the setting should be set to exactly half of the intended value. For example, if there is 1G of RAM installed, the recommended memory setting for ICM is a value equivalent to 500M. In Microsoft SQL Server version 6.5, the equivalent setting is 250000, because 250000 x 2k is equal to 500M.

Enterprise Manager

To check and change these values on any Cisco ICM Logger, Distributor AW, or HDS, by running SQL Enterprise Manager:

1. Go to the SQL Enterprise Manager drop-down menu and select **Server > SQL Server > Configure**.
2. Select the **Configuration** tab.
3. Change the above-mentioned parameters accordingly, if necessary.

Figure 1: Server Configuration/Options



4. Once you have changed the values, **Stop ICM Services**.
5. Cycle the **Microsoft SQLServer** service.
6. Start **ICM Services**.

ICRDBA/ICMDBA

To check and change these values on any Cisco ICM Logger, Distributor AW, or HDS, run ICRDBA or ICMDBA:

1. Select **Start > Run**.
2. Type **icrdba.exe** for ICM version 4.1.x or **icmdba.exe** for ICM version 4.5.0 and later.
3. Click **OK**, to open ICRDBA or ICMDBA.
4. Highlight the desired hostname from the Servers list. If the desired hostname is not listed, select **File > Add Server** add the machine by hostname or IP address.
5. Select **Server > Configure**, to open the Configure dialog.

Figure 2: Configure

Configure

System Components

Loggers:

Distributors: HDS Enabled

OK

Cancel

Help

SQL Server Configurations

	Current	Recommended	New
<input checked="" type="checkbox"/> User Connections	308	168	<input type="text" value="168"/>
<input checked="" type="checkbox"/> Locks	100000	50000	<input type="text" value="50000"/>
<input type="checkbox"/> Open Objects	5000	5000	<input type="text" value="5000"/>
<input checked="" type="checkbox"/> Open Databases	55	50	<input type="text" value="50"/>
<input checked="" type="checkbox"/> Memory (MB)	163	159	<input type="text" value="159"/>
<input type="checkbox"/> Recovery Interval	1	1	<input type="text" value="1"/>

6. Select the checkboxes of the settings requiring changes.
7. Under the **New** column, type the new value for each setting.
8. When you are finished entering all of the changes, click **OK**.
9. ICRDBA or ICMDBA presents a dialog indicating SQL Server should be restarted.
10. Click **Yes** to continue.

Note: The ICM Distributor service is also cycled.

Related Information

- [How to Set SQL Server Memory Allocation](#)
 - [Technical Support – Cisco Systems](#)
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