

How to Enable the Event Table on a Cisco ICM HDS

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Introduction

This document discusses the default set up for the Event Table in a Cisco Intelligent Contact Management (ICM) Historical Database Server (HDS), and explains how to enable the set up.

Prerequisites

Requirements

Readers of this document should have knowledge of these topics:

- Cisco ICM Central Controller
- Microsoft Windows NT and Windows 2000 Server
- Microsoft SQL Server
- Microsoft Windows NT Registry Editor (**regedt32.exe**)

Components Used

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

- Cisco ICM version 4.5.x and later
- Microsoft Windows NT 4.0 and Windows 2000 Server
- Microsoft SQL Server 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

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

Step-by-Step Instructions

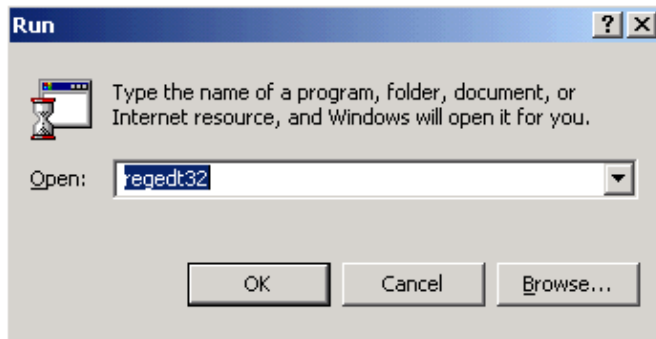
By default, the Event Table in a Cisco ICM HDS database is not populated with data. If you want the Event

Table on an HDS to be populated, you must make a single registry change. You must do this on an HDS. Complete these steps:

1. From the Windows Task Bar, select **Start > Run**.

The Run dialog box is displayed.

2. In the Run dialog box, type **regedt32**.



3. Click **OK** to open the Windows NT Registry Editor.
4. Drill-down to the following registry key:

- ◆ For versions earlier than 5.0:

```
HKEY_LOCAL_MACHINE\Software\Geotel\ICR\<cust_inst>\distributor\  
realtimedistributor\currentversion\logger\currentversion\  
historicaldata\event
```

- ◆ For versions 5.0 and later:

```
HKEY_LOCAL_MACHINE\Software\Cisco Systems, Inc.\ICM\<cust_inst>\  
distributor\realtimedistributor\currentversion\logger\currentversion\  
historicaldata\event
```

Note: The above registry key is displayed over three lines due to space limitations.

5. Double-click the **Event** value.
6. Change the value for **Event** from 0 to 1.
7. After you make this change, stop and restart ICM services on the HDS.

Verify the Results

To verify whether the modification to the registry key has taken effect, complete these steps:

1. On the HDS, launch the Microsoft SQL query tool.

Note: **ISQL_w** is the query tool for Microsoft 6.5, and **Query Analyzer** is the query tool for Microsoft SQL 7.0.

2. Connect to the HDS database.
3. Run this query:

```
select * from Event
```

If some data is returned in the query results, the implication is that the registry change has taken effect and the Event Table has been populated. If no data is returned in the query result, you need to contact the Cisco Technical Assistance Center (TAC).

Related Information

- **Technical Support – Cisco Systems**
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