

# How to Limit the Number of Script Versions in the Database

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## Introduction

This document provides instructions on how to limit the number of script versions that appear in the database in order to minimize the Cisco Intelligent Contact Management (ICM) configuration size.

## Prerequisites

### Requirements

Cisco recommends that you have knowledge of these topics:

- ICM
- Admin Workstation (AW)

### Components Used

The information in this document is based on ICM version 4.6 and earlier.

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.

## Set Script Version Retention Values

In order to limit the number of script versions, complete these steps:

1. On an AW, open Configuration Manager and choose **Start > Programs > ICM Admin Workstation > Configure ICM**.
2. From the menu bar, choose **Enterprise > System Information**.

This window displays:

## Configure ICR System Information

The screenshot shows the 'Configure ICR' application window with the 'System Information' dialog box open. The 'General' section contains the following fields:

- Company Name: Cust1
- ICR Type: Standard
- Controller Domain Name: NTDomain
- Retain Script Versions: 20
- Maximum Partitions: 5
- Partitioning Enabled:
- Default Call Type: [Dropdown]
- Default Network VRU: [Dropdown]
- Minimum Correlation Number: 1
- Maximum Correlation Number: 30000
- Minimum Script Schedule Time: 30 seconds
- Enable Expanded Call Context:

The 'Application Gateway' section has 'Custom Gateway' selected. Below are tabs for 'Timeouts', 'Sessions', 'Heartbeats', and 'Errors'. The 'Timeouts' tab is active, showing:

- Request: 300 milliseconds
- Abandon: 5,000 milliseconds
- Late: 300 milliseconds

3. In the Retain Script Versions field, enter the maximum number of versions of each routing script.

**Note:** The value "All" is the default. If you enter a number, ICM software automatically deletes the oldest version when the limit is exceeded.

**Note:** ICM does not purge all the old versions of existing scripts when the version number is changed. ICM recycles the scripts within the new range. For example, if you have an old script with 30 versions and you change the Retain Script Versions value to 10, versions 1 through 20 remain in the database. However, if you make a change to the script and create version 31, version 21 is deleted. The only way to delete versions 1 through 20 is to delete them manually. For more information on how to delete scripts manually, refer to the document [How to Delete a Script](#).

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## Related Information

- [How to Delete a Script](#)
- [Technical Support & Documentation – Cisco Systems](#)

