

Determine Your ICM Node Up-Time

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Introduction

This document provides information on how to verify the amount of time the Cisco Intelligent Contact Management (ICM) node has been running. This can be helpful when determining if it is necessary to reboot your system. Microsoft Windows NT/2000 can act abnormally if it remains running for an extended period of time, for example, more than a year.

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:

- Microsoft Windows NT or 2000

Components Used

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

- All Cisco ICM releases
- Microsoft Windows NT 4.0 or Microsoft Windows 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.

Determine the Up-Time

Microsoft Windows NT

To determine how long your Microsoft Windows NT machine has been running, you must find out the date the system created the `pagefile.sys` file. This file usually resides on the root directory of the C drive, however it may be moved to another drive by your System Administrator. You can issue the **dir pagefile.sys** command to determine when the system created the `pagefile.sys` file, as shown in the following example:

```
C:\>dir pagefile.sys
Volume in drive C is KU800012700
Volume Serial Number is 287C-090A
Directory of C:\
04/18/01 02:58p      536,870912 pagefile.sys
          1 File(s) 536,870,912 bytes
                    1,001,652,224 bytes free
```

In this example, the Cisco ICM node has been running since April 18, 2001.

Microsoft Windows 2000

For Microsoft Windows 2000, since `pagefile.sys` is a hidden file by default, the following command should be executed:

```
C:\>dir /s /a:h pagefile.sys
Volume in drive C is W2K
Volume Serial Number is 74D5-5A00

Directory of C:\

07/01/2002  02:03p      524,288,000 pagefile.sys
          1 File(s)   524,288,000 bytes

Total Files Listed:
          1 File(s)   524,288,000 bytes
           0 Dir(s)   1,181,540,864 bytes free
```

Note: /S and /A:H represent displaying files in specified directory and files with hidden attribute respectively.

In this example, the Cisco ICM node has been running since July 1, 2002.

Related Information

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