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Introduction

Prerequisites

- Requirements
- Components Used
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Establish a Router Settings Session

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Change Registry Settings with the Router Settings Tool

Related Information

Introduction

The Router Settings tool allows the user to view and modify various CallRouter configuration settings in the Microsoft Windows NT registry. This document explains how you can use the Router Settings tool to make changes to the registry on the CallRouter in a Cisco Intelligent Contact Management (ICM) environment.

Prerequisites

Requirements

Readers of this document should be knowledgeable of the following:

- Microsoft Windows environment
- Cisco ICM
- Cisco ICM Central Controller

Components Used

This document is not restricted to specific software and hardware versions.

- Cisco ICM versions 4.1.x – 4.5.x

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

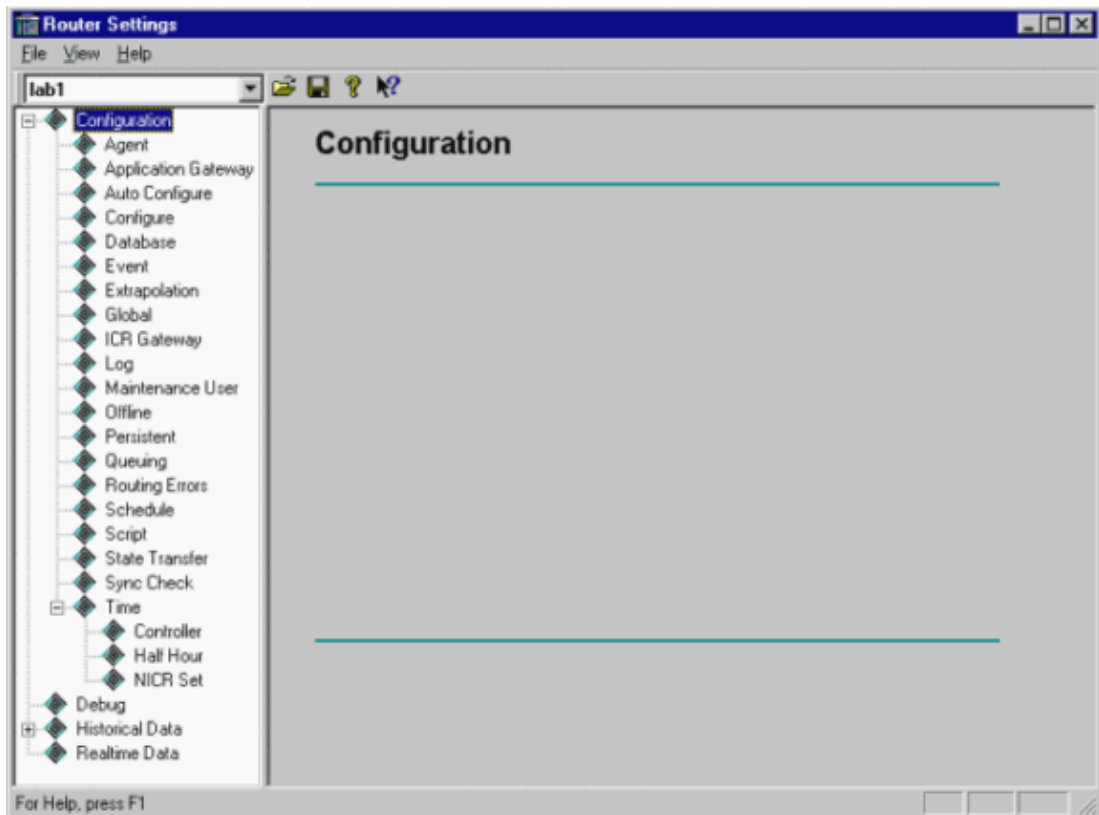
For more information on document conventions, see the Cisco Technical Tips Conventions.

Establish a Router Settings Session

You can start Router Settings on either side of the CallRouter. Complete these steps on an ICM CallRouter to start a session:

1. Open a command prompt.
2. Enter **rtsetting**. The **Router Settings** window appears.

Figure 1: Router Settings



Note: The **rtsetting** command is not available in ICM version 4.6.2 and later.

Note: This command can be executed at the c:\directory.

Main Screen

The main screen contains:

- Drop-down list of instance names on the host machine.
- List control that shows the registry tree for the selected instance.
- Display of the configuration settings for a selected item.
- Toolbar that helps the user execute the router settings.

Change Registry Settings with the Router Settings Tool

To change your Registry Setting with the **rtsetting** command, complete these steps:

1. Select an instance name.
2. From the Router Settings window, select a category. The parameters for that registry appear on the right.
3. Make your changes.
4. Click **Apply**, to save changes to the CallRouter registry. (Changes are automatically copied to both sides of a duplex CallRouter).

Note: If Router services are running, it reads and evaluates the new value. It is not necessary to restart the service.

Related Information

- [Technical Support – Cisco Systems](#)
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