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How to Delete a Script

Document ID: 24820

- Introduction**
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Introduction

This document provides instructions on how to use the Script Editor utility to delete scripts.

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- Cisco Intelligent Contact Management (ICM)
- Admin Workstation (AW) applications

Components Used

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

- ICM Software Release 4.6.2 and later

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.

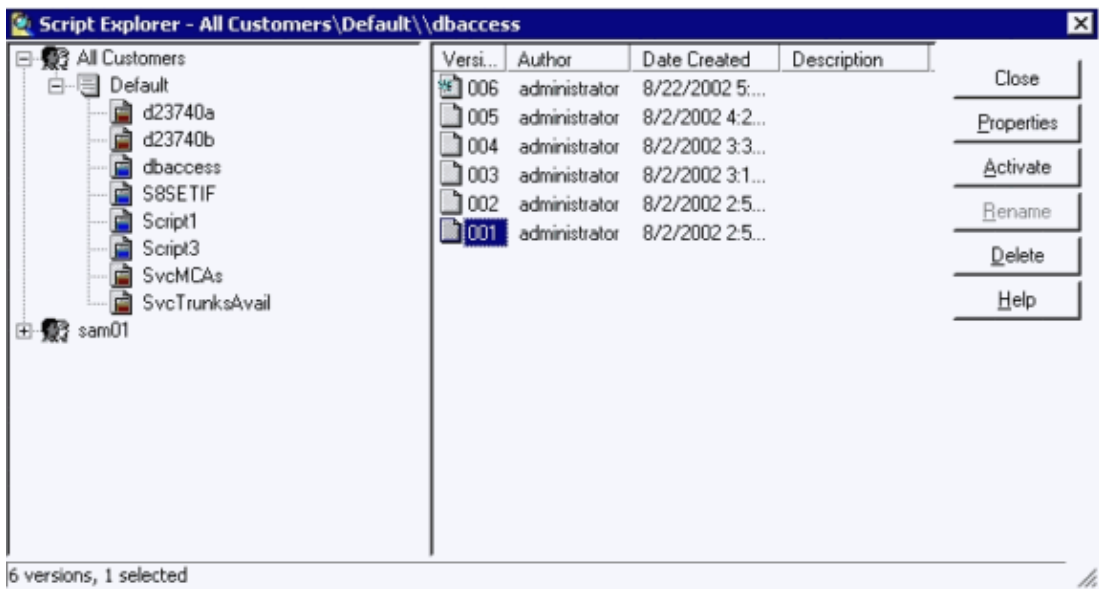
Delete Scripts

Complete these steps:

1. On an AW, open Script Editor from the ICM AW group.
2. Choose **File > Script Explorer** on the menu bar or click **Script Explorer** on the main toolbar.

The Script Explorer dialog box opens. Scripts are listed by customer and business entity, as Figure 1 shows.

Figure 1 Script Explorer



3. Select a script and the appropriate version.
4. Click **Delete**.
5. Click **Close** after you delete the desired versions.

Note: These actions do not permanently delete scripts.

Complete Steps 6 through 11 in order to permanently delete a script.

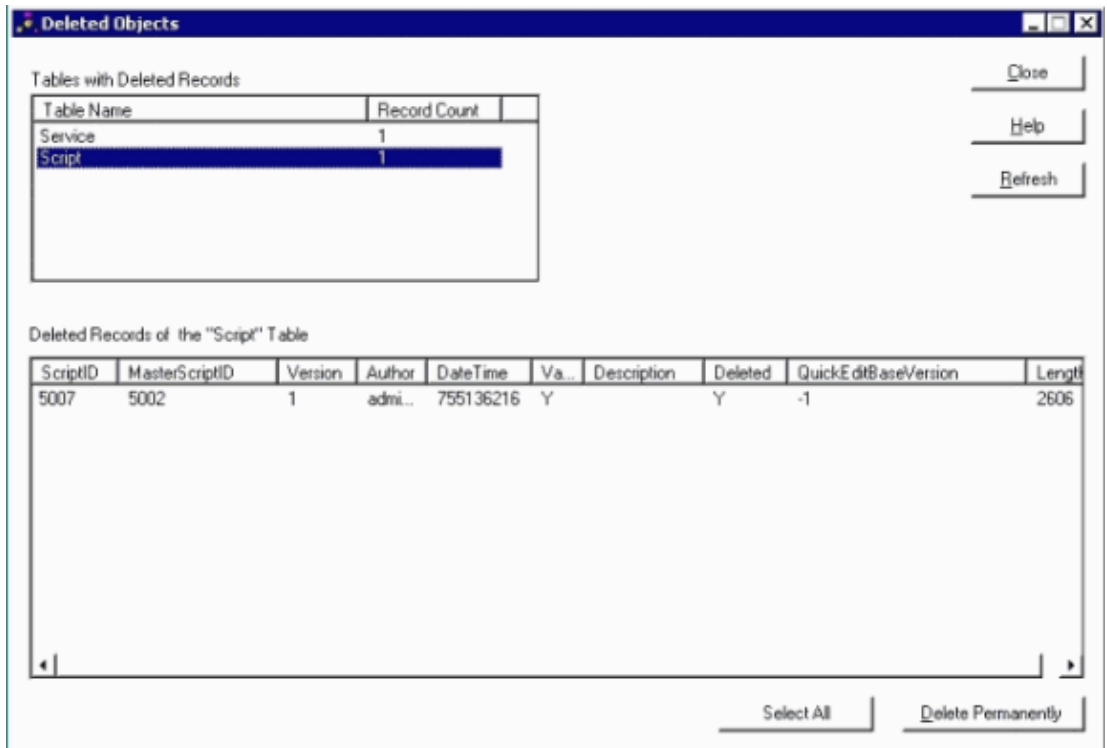
6. Open Configuration Manager from the ICM AW and choose **Configure ICM** from the drop-down menu.

Note: Choose **Configure ICM/ICR** from the ICM/ICR AW group for ICM Software Release 4.5 and later.

7. Choose **Administration > Deleted Objects**.

The window in Figure 2 appears.

Figure 2 Deleted Objects



8. Select **Script** in the Tables with Deleted Records area.
9. Select the name of the script in the Deleted Records of the "Script" Table area.
10. Click **Delete Permanently**.
11. Exit the program.

Related Information

- [Script Administration](#)
- [Technical Support & Documentation – Cisco Systems](#)

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