

Required SQL Server 7.0 Settings for Cisco ICM

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Introduction

This document outlines four Microsoft SQL Server 7.0 configuration parameters that must be changed from their default values in order to achieve optimal performance with the Cisco Intelligent Contact Management (ICM).

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:

- ICMDBA utility for Cisco ICM
- Microsoft Windows NT or Windows 2000 environment

Components Used

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

- Microsoft Windows NT and Windows 2000 operating systems
- Microsoft SQL Server 7.0
- Cisco ICM 4.5.0 or later

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.

Change the SQL Server Configuration Settings

On Cisco ICM servers that house an ICM database and run Microsoft SQL Server 7.0, there are six SQL Server configuration parameters that must be checked to achieve optimal performance on the system. Refer to this table for these values, optimal settings, and default settings.

Parameter	Optimal Setting	Default Setting
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locks	0	0
max async IO	255	32
max server memory	max server memory = min server memory = 1/2 physical memory	2147483647
open objects	0	500
recovery interval	AW: 10 Otherwise: 1	0
user connections	0	0

To check and change these values on any Cisco ICM Logger, Distributor AW, or HDS, use ICMDDBA:

1. Select **Start > Run**.
2. Type **icmdba.exe**.
3. Click **OK** to open ICMDDBA.
4. Highlight the desired hostname from the server list. If the hostname is not listed, select the **File > Add Server** to add the machine by hostname or IP address.
5. Select **Server > Configure** to open the Configure dialog.

Configure

System Components

Loggers:

Distributors: HDS Enabled

OK
Cancel
Help

SQL Server Configurations

	Current	Recommended	New
<input type="checkbox"/> User Connections	Dynamic	Dynamic	<input type="text" value="0"/>
<input type="checkbox"/> Locks	Dynamic	Dynamic	<input type="text" value="0"/>
<input type="checkbox"/> Open Objects	Dynamic	Dynamic	<input type="text" value="0"/>
<input type="checkbox"/> Open Databases	Not	Not	<input type="text" value="0"/>
<input type="checkbox"/> Memory (MB)	Not	Not Available	<input type="text" value="0"/>
<input checked="" type="checkbox"/> Recovery Interval	1	1	<input type="text" value="1"/>
<input checked="" type="checkbox"/> Max Async IO	255	255	<input type="text" value="255"/>

6. Select the checkboxes of the settings that require changes.
7. Type the new value for each setting under the **New** column.
8. When all changes are entered, click **OK**.
9. ICMDBA presents a dialog that indicates SQL Server must be restarted. Click **Yes** to continue.

Note: The ICM Distributor service and the ICM LoggerX (A or B) service is also cycled.

Related Information

- [How to Set SQL Server Memory Allocation](#)
 - [Required SQL Server 6.5 Settings for the ICM Application](#)
 - [Technical Support – Cisco Systems](#)
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