

No Real Time Data for Trunk Groups seen from HDS

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Introduction

This document describes the first items to check when you are unable to view Real-Time data such as TrunkGroup, SkillGroup, Service, Peripheral, and CallType when you view it from a Distributor Admin Workstation (AW) or Historical Data Server (HDS). This document also provides a possible workaround.

Prerequisites

Requirements

Readers of this document should have knowledge of these topics:

- Cisco Intelligent Contact Management (ICM) database architecture
- Cisco ICM reporting architecture
- Microsoft SQL Query Utilities (Query Analyzer for Microsoft SQL Server version 7.0 or ISQL_W for Microsoft SQL Server version 6.5)
- Microsoft Windows NT Registry Editor (**regedt32.exe**)

Components Used

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

- Cisco ICM version 4.5.x and later
- Microsoft SQL Server version 6.5 and 7.0

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, refer to the Cisco Technical Tips Conventions.

Problem

By default, the Trunk Group Real-Time data is not enabled. You must manually enable the Real-Time data Trunk Group option in the registry on both the Call Router and the Distributor AW in order for this data to be captured.

Assume that at the Automatic Call Distributor (ACD) and in Configuration Manager, the specific type of Real-Time Data (TrunkGroup, Network TrunkGroup, SkillGroup, Service), has been configured, and a Real-Time report for that information has never been created.

On an HDS, when Real-Time data is viewed through an SQL Query Utility or Monitor ICM, no data is returned.

Ensure that there are no network-related issues that occur at the time that reports are run. Use the SQL Query Utility to query the local Admin database on the Distributor AW or use Monitor ICM.

Solution

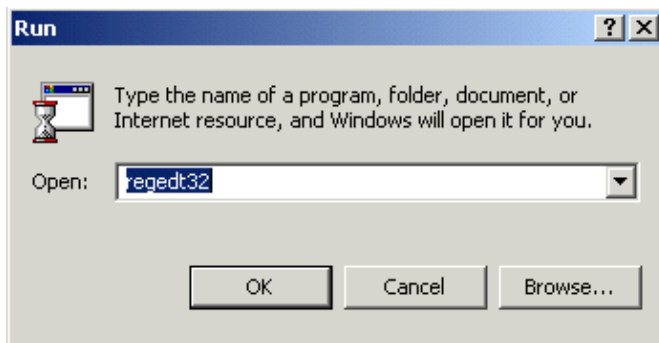
Registry values on the Distributor AW and on the Router must have the required field(s) enabled for Real-Time reports.

On the Distributor AW:

1. From the task bar, select **Start > Run**.

The Run dialog box is displayed.

Figure 1 The Run Dialog Box



2. In the Run dialog box, enter **regedt32**, and click **OK**.

The Registry Editor is displayed.

3. From HKEY_LOCAL_MACHINE, drill-down to this key, as shown in Figure 2:

- ◆ For versions prior to 5.0:

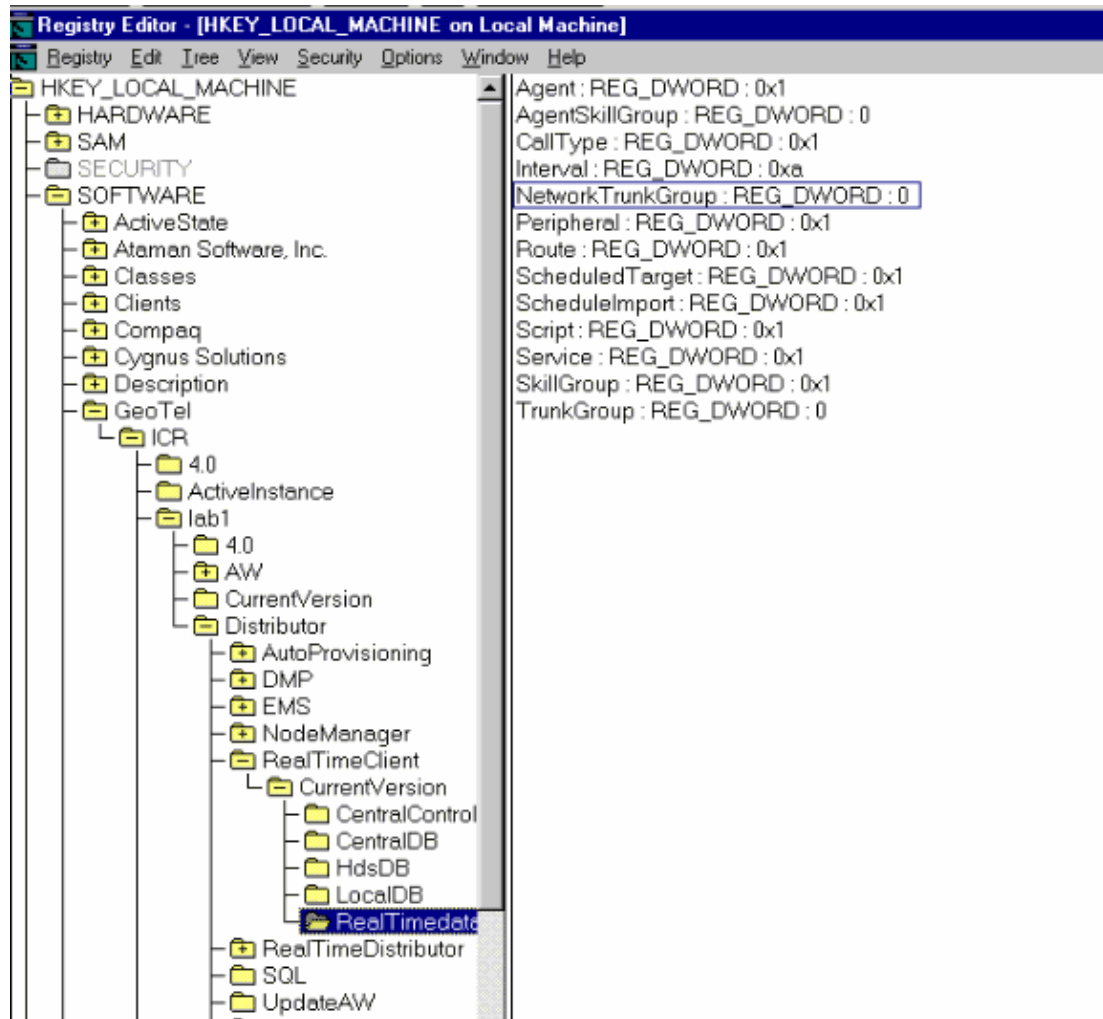
```
HKEY_LOCAL_MACHINE\SOFTWARE\GeoTel\ICR\<cust_inst>\
Distributor\RealTimeClient\CurrentVersion\RealTimeData
```

- ◆ For versions 5.0 and later:

```
HKEY_LOCAL_MACHINE\SOFTWARE\Cisco Systems Inc.\ICM\<cust_inst>\
Distributor\RealTimeClient\CurrentVersion\RealTimeData
```

Note: The above key is displayed over two lines here due to space limitations.

Figure 2: Registry Editor



4. If a value is 0, no data appears when the Real-Time data is viewed. Change the value from 0 to 1 to enable the Real-Time data.

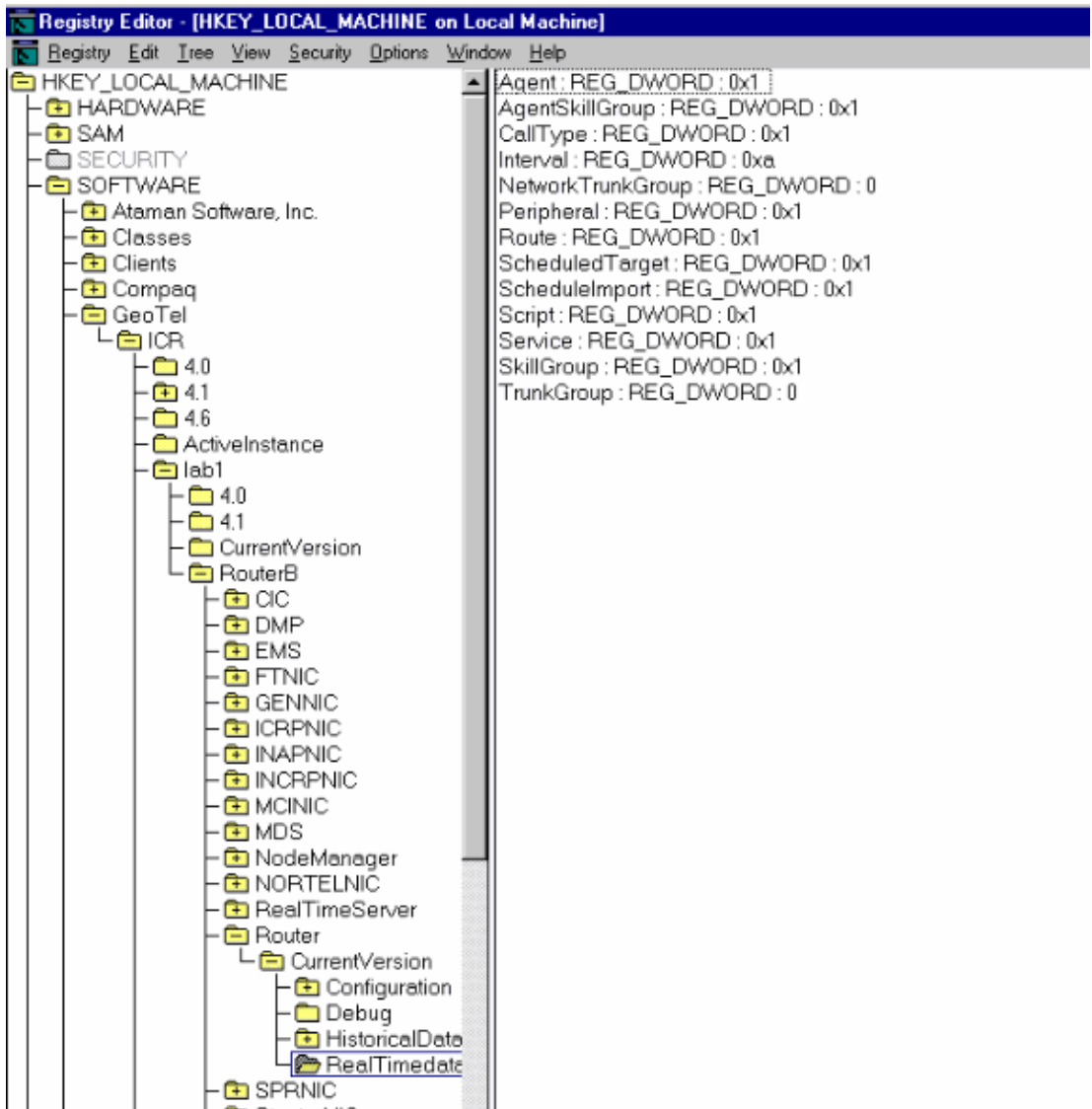
On the Router:

1. From the task bar, select **Start > Run**.
2. In the Run dialog box, enter **regedt32**.
3. From HKEY_LOCAL_MACHINE, drill-down to this key, as shown in Figure 3:

```
HKEY_LOCAL_MACHINE\SOFTWARE\GeoTel\ICR\<cust_inst>\Rtra\Router\
CurrentVersion\RealTimeData
```

Note: The above key is displayed over two lines here due to space limitations.

Figure 3: Registry Editor



4. If a value is 0, no data appears when the Real-Time data is viewed. Change the value from 0 to 1 to enable the Real-Time data.

Note: This is a dynamic change and does not need to be done on both sides of the Router.

If the problem persists, contact the Cisco Technical Assistance Center (TAC).

Related Information

- **Technical Support – Cisco Systems**

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