

Stop Replication of Historical Tables Instead of Adjusting Retention Settings

Document ID: 28900

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Introduction

This document explains how to stop replication of historical data for an individual table and the difference between retention settings and replication settings.

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:

- Cisco Intelligent Contact Management (ICM)
- Microsoft Windows NT Registry Utility
- Microsoft SQL Query Utilities (Query Analyzer for Microsoft SQL Server version 7.0 or ISQL_W for Microsoft SQL Server version 6.5)

Components Used

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

- Cisco ICM version 4.6.2 and later
- Microsoft Windows NT 4.0 and Windows 2000
- Microsoft SQL 6.5 and 7.0

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.

What is the Difference between Retention Dates and Replication?

Retention dates specify how many days a Cisco ICM historical table, in SQL, holds data. Replication determines whether a Cisco ICM historical table can be populated in the first place.

Adjust Historical Data for an Individual Table

On the Call Router, whether a historical table can be populated with data is set in the registry. To stop historical data replication for a particular table, set the value of the registry key for that table from 1 to 0. The various paths for the individual tables are described below.

Note: <cust_inst> represents the Cisco ICM customer instance.

Base Registry Path

Use `regedt32` to change the table value.

- ICM 4.6.2:

```
HKEY_LOCAL_MACHINE\SOFTWARE\GeoTel\ICR\<cust_inst>\RouterA\Router\  
CurrentVersion\HistoricalData
```

- ICM 5.x and later:

```
HKEY_LOCAL_MACHINE\SOFTWARE\Cisco Systems, Inc.\ICM\<cust_inst>\RouterA\  
Router\CurrentVersion\HistoricalData
```

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

Individual Table Paths

- ICM version 4.6.2:

```
[HKEY_LOCAL_MACHINE\SOFTWARE\GeoTel\ICR\<cust_inst>\RouterA\Router\  
CurrentVersion\HistoricalData\Agent]  
"AgentStateTrace"=dword:00000001  
"AgentSkillGroupLogout"=dword:00000001  
"AgentLogout"=dword:00000001  
[HKEY_LOCAL_MACHINE\SOFTWARE\GeoTel\ICR\<cust_inst>\RouterA\Router\  
CurrentVersion\HistoricalData\CallDetail]  
"AnonymousANIDigitCount"=dword:00000000  
"Route"=dword:00000001  
"Termination"=dword:00000001  
  
[HKEY_LOCAL_MACHINE\SOFTWARE\GeoTel\ICR\<cust_inst>\RouterA\Router\  
CurrentVersion\HistoricalData\CallDetail\SuppressFields\Route_Call_Detail]  
"ANI"=dword:00000000  
"CDPD"=dword:00000000  
"CED"=dword:00000000  
"Variable1"=dword:00000000  
"Variable2"=dword:00000000  
"Variable3"=dword:00000000  
"Variable4"=dword:00000000  
"Variable5"=dword:00000000  
"Variable6"=dword:00000000  
"Variable7"=dword:00000000  
"Variable8"=dword:00000000
```

```

"Variable9"=dword:00000000

"Variable10"=dword:00000000
[HKEY_LOCAL_MACHINE\SOFTWARE\GeoTel\ICR\<cust_inst>\RouterA\Router\
  CurrentVersion\HistoricalData\CallDetail\SuppressFields\Termination_Call_Detail]
"ANI"=dword:00000000
"DigitsDialed"=dword:00000000
"DNIS"=dword:00000000
"Variable1"=dword:00000000
"Variable10"=dword:00000000
"Variable2"=dword:00000000
"Variable3"=dword:00000000
"Variable4"=dword:00000000
"Variable5"=dword:00000000
"Variable6"=dword:00000000
"Variable7"=dword:00000000
"Variable8"=dword:00000000
"Variable9"=dword:00000000

[HKEY_LOCAL_MACHINE\SOFTWARE\GeoTel\ICR\<cust_inst>\RouterA\Router\
  CurrentVersion\HistoricalData\FiveMinute]
"Route"=dword:00000000
"RoutingClient"=dword:00000001
"Script"=dword:00000000
"Service"=dword:00000000
"SkillGroup"=dword:00000000
"SubSkillGroup"=dword:00000000
"TrunkGroup"=dword:00000000

[HKEY_LOCAL_MACHINE\SOFTWARE\GeoTel\ICR\<cust_inst>\RouterA\Router\
  CurrentVersion\HistoricalData\HalfHour]
"Agent"=dword:00000001
"AgentSkillGroup"=dword:00000001
"ApplicationGateway"=dword:00000001
"CallType"=dword:00000001
"CampaignQueryRule"=dword:00000001
"Dialer"=dword:00000001
"ImportRule"=dword:00000001
"NetworkTrunkGroup"=dword:00000001
"Peripheral"=dword:00000001
"PhysicalController"=dword:00000001
"Route"=dword:00000001
"Script"=dword:00000001
"Service"=dword:00000001
"SkillGroup"=dword:00000001
"SubSkillGroup"=dword:00000001
"TrunkGroup"=dword:00000001

```

- ICM version 5.x and later:

```

[HKEY_LOCAL_MACHINE\SOFTWARE\Cisco Systems, Inc.\ICM\<cust_inst>\
  RouterA\Router\CurrentVersion\HistoricalData\Agent]
"AgentStateTrace"=dword:00000001
"AgentSkillGroupLogout"=dword:00000001
"AgentLogout"=dword:00000001
[HKEY_LOCAL_MACHINE\SOFTWARE\Cisco Systems, Inc.\ICM\<cust_inst>\RouterA\
  Router\CurrentVersion\HistoricalData\CallDetail]
"AnonymousANIDigitCount"=dword:00000000
"Route"=dword:00000001
"Termination"=dword:00000001

[HKEY_LOCAL_MACHINE\SOFTWARE\Cisco Systems, Inc.\ICM\<cust_inst>\RouterA\
  Router\CurrentVersion\HistoricalData\CallDetail\SuppressFields\
  Route_Call_Detail]
"ANI"=dword:00000000
"CDPD"=dword:00000000
"CED"=dword:00000000

```

```

"Variable1"=dword:00000000
"Variable2"=dword:00000000
"Variable3"=dword:00000000
"Variable4"=dword:00000000
"Variable5"=dword:00000000
"Variable6"=dword:00000000
"Variable7"=dword:00000000
"Variable8"=dword:00000000
"Variable9"=dword:00000000

"Variable10"=dword:00000000
[HKEY_LOCAL_MACHINE\SOFTWARE\Cisco Systems,Inc.\ICM<cust_inst>\RouterA\
  Router\CurrentVersion\HistoricalData\CallDetail\SuppressFields\
  Termination_Call_Detail]
"ANI"=dword:00000000
"DigitsDialed"=dword:00000000
"DNIS"=dword:00000000
"Variable1"=dword:00000000
"Variable10"=dword:00000000
"Variable2"=dword:00000000
"Variable3"=dword:00000000
"Variable4"=dword:00000000
"Variable5"=dword:00000000
"Variable6"=dword:00000000
"Variable7"=dword:00000000
"Variable8"=dword:00000000
"Variable9"=dword:00000000

[HKEY_LOCAL_MACHINE\SOFTWARE\Cisco Systems,Inc.\ICM<cust_inst>\RouterA\
  Router\CurrentVersion\HistoricalData\FiveMinute]
"Route"=dword:00000000
"RoutingClient"=dword:00000001
"Script"=dword:00000000
"Service"=dword:00000000
"SkillGroup"=dword:00000000
"SubSkillGroup"=dword:00000000
"TrunkGroup"=dword:00000000

[HKEY_LOCAL_MACHINE\SOFTWARE\Cisco Systems,Inc.\ICM<cust_inst>\RouterA\
  Router\CurrentVersion\HistoricalData\HalfHour]
"Agent"=dword:00000001
"AgentSkillGroup"=dword:00000001
"ApplicationGateway"=dword:00000001
"CallType"=dword:00000001
"CampaignQueryRule"=dword:00000001
"Dialer"=dword:00000001
"ImportRule"=dword:00000001
"NetworkTrunkGroup"=dword:00000001
"Peripheral"=dword:00000001
"PhysicalController"=dword:00000001
"Route"=dword:00000001
"Script"=dword:00000001
"Service"=dword:00000001
"SkillGroup"=dword:00000001
"SubSkillGroup"=dword:00000001
"TrunkGroup"=dword:00000001

```

Note: There is no way to stop replication of the Termination and Route Call Variable tables individually. These tables are linked to the Termination and Route Call Detail tables. Stopping the Termination and Route Call Detail table replication also stops Termination and Route Call Variable table replication.

Related Information

- [How to Enable the Event Table on an ICM HDS](#)
 - [Identify and Change Logger and HDS Log Retention and Purge Settings](#)
 - [Technical Support – Cisco Systems](#)
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Updated: Sep 01, 2005

Document ID: 28900
