

Backing up the ICM Configuration Database using ICMDBA

Document ID: 29800

Introduction

Prerequisites

Requirements

Components Used

Conventions

Back up the Configuration Database

Verify

NetPro Discussion Forums – Featured Conversations

Related Information

Introduction

This document discusses the procedure to back up the Cisco Intelligent Contact Management (ICM) configuration database through the built-in ICM utility `ICMDBA.EXE`. The configuration database contains the entire Cisco ICM system configuration, and includes peripheral IDs, services, and scripting data. You can run this procedure on the ICM Loggers and from Distributor Admin Workstations (AWs).

Prerequisites

Requirements

Cisco recommends you have knowledge of these topics:

- Microsoft Windows NT
- Cisco ICM functions
- Microsoft SQL database

Components Used

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

- Microsoft Windows NT version 4 or Windows 2000
- Cisco ICM 4.6 and later
- Microsoft SQL Server version 6.5, SQL Server version 7.0 or SQL Server 2000

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 the Cisco Technical Tips Conventions for more information on document conventions.

Back up the Configuration Database

Complete these steps:

1. Create a directory on a local drive.

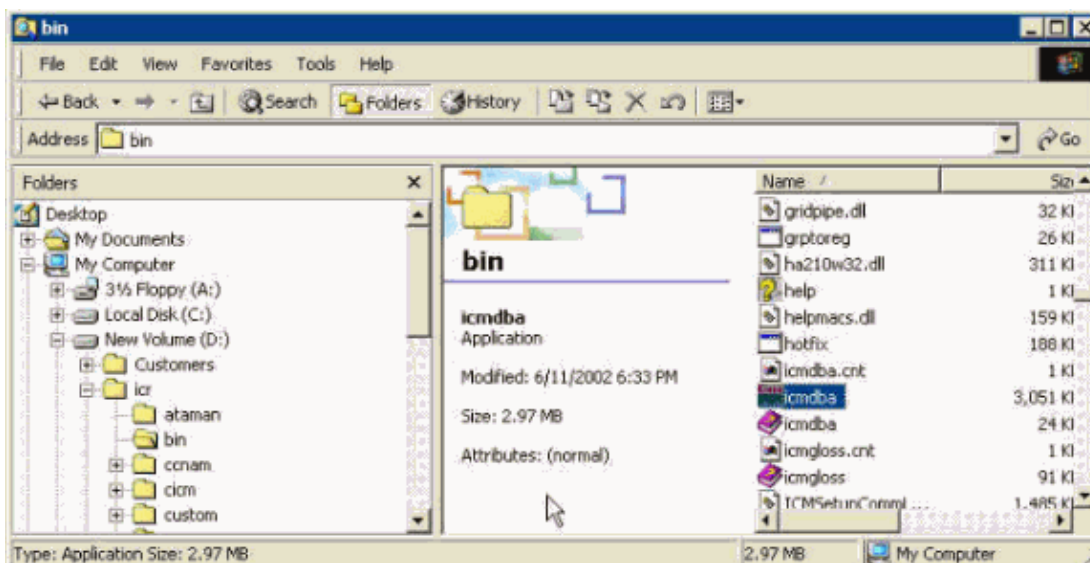
Ensure that the drive has enough available disk space to support the backup of your configuration database. This example creates a directory called LOADER on the `c:\` drive.

Note: Configuration databases can vary drastically in size from one customer to another. The size ranges from a small configuration of about 15 MB to 150 MB on the larger side. If you are about to back up your configuration for the first time, and you are uncertain of the size of your configuration, plan for at least double the amount of the higher number on the drive where you want to store the backup. For example, plan for about 300 MB.

2. Launch **ICMDBA.exe**.

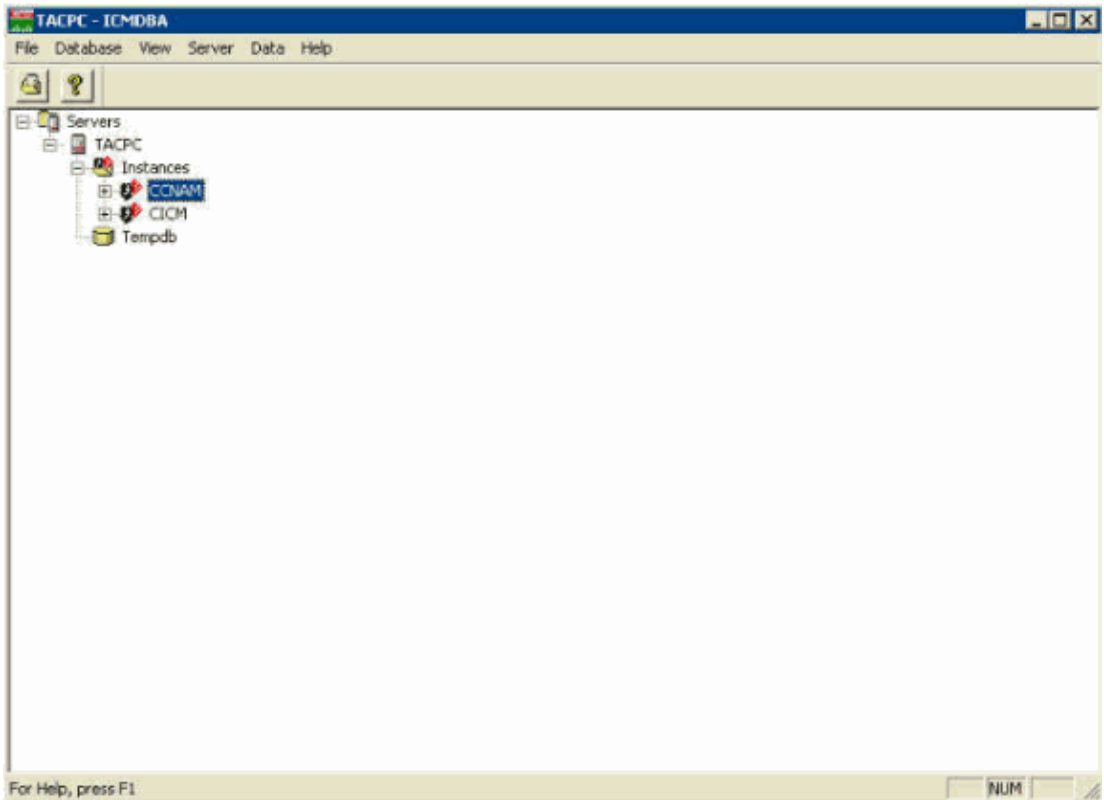
Navigate to the BIN directory for Cisco ICM in order to locate the executable. By default, the BIN directory resides on the `c:\` drive and the full path for the executable is `c:\icm\bin`. You can use Windows Explorer in order to navigate to **ICMDBA.exe** (see Figure 1):

Figure 1 Path to ICMDBA.exe



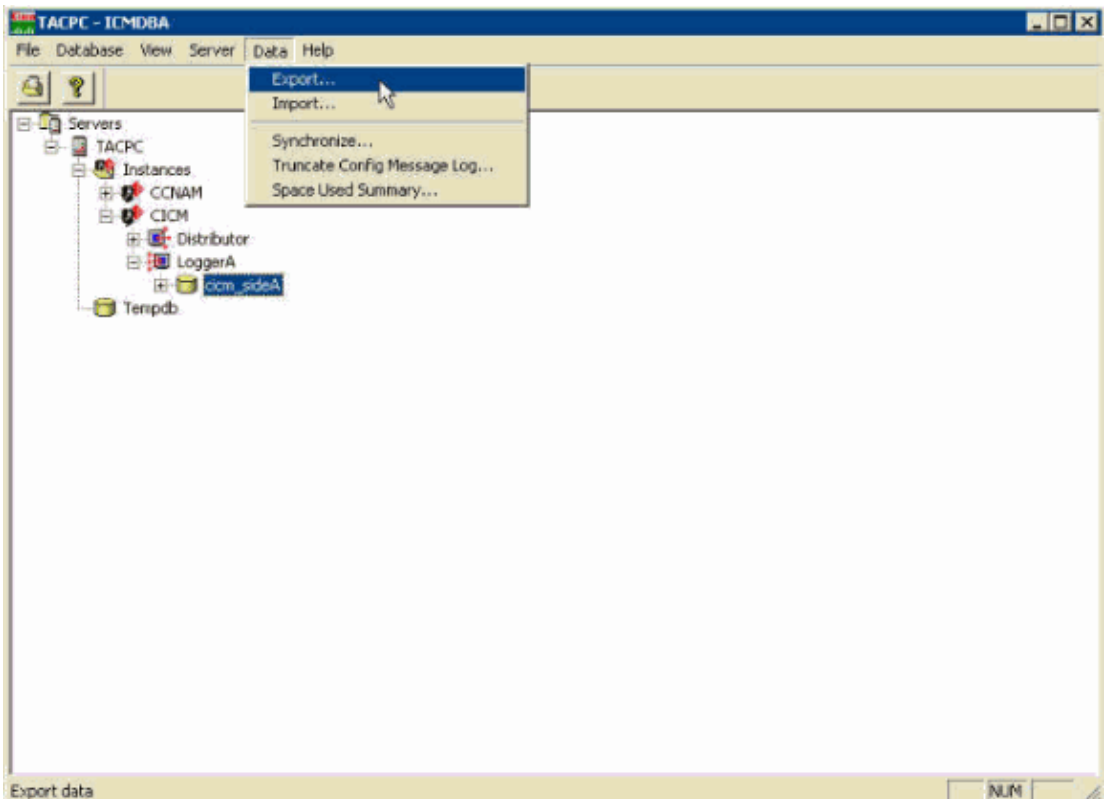
3. Double-click **ICMDBA.exe**. The ICMDBA program application launches, and an application window appears (see Figure 2):

Figure 2 The ICMDBA Application Window



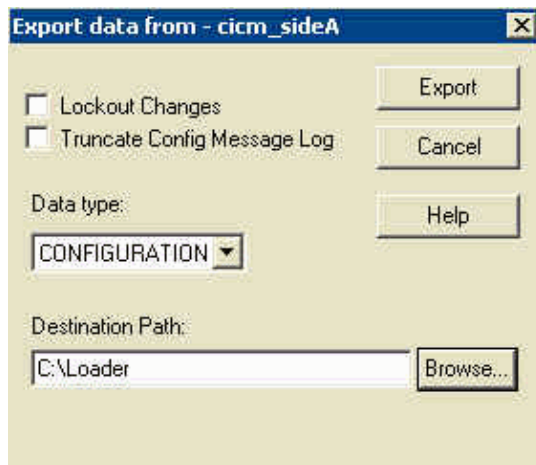
4. Expand **Instances** in order to locate your Customer Instance. In most cases, only one instance name exists, and you can easily identify the instance name.
5. Drill down under your Customer Instance to the database (see Figure 3).
6. Choose **Data > Export** from the menu bar.

Figure 3 Drill Down to the Database, and Select Data > Export



The Export data from window appears (see Figure 4).

Figure 4 The Export Data From Window



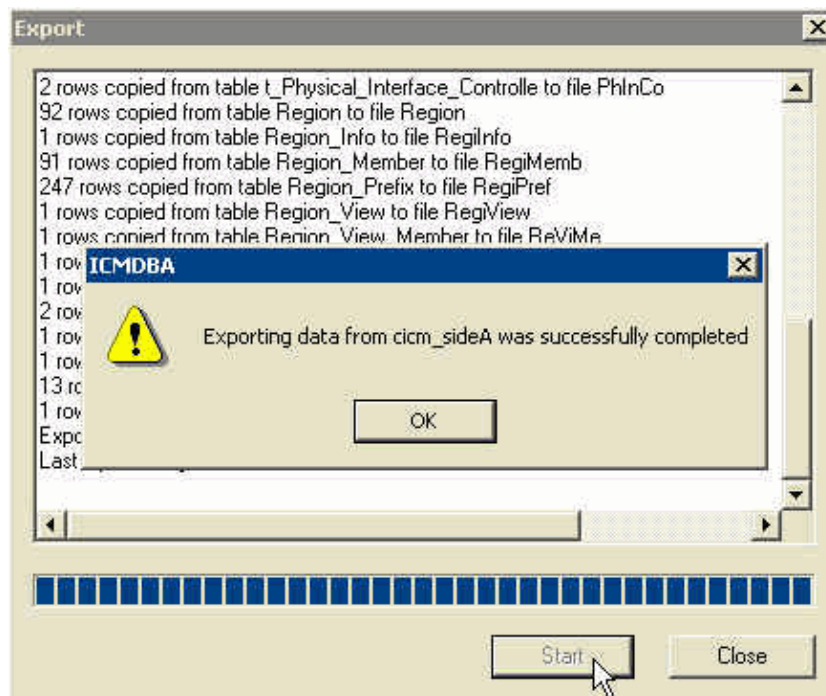
- ◆ Check the **Lockout Changes** box if you want to ensure that changes cannot be made to the database during the export operation.
- ◆ Check the **Truncate Config Message Log** box if you want to truncate the Config_Message_Log table in the Logger database.

The default value in the Data type field is Configuration. The default Destination Path is c : \.

7. Click **Browse** in order to navigate to the directory you created earlier.
8. Click **Export** when you are ready to begin the backup.
9. Click **Start** in the application window. The export begins.

An export completion message appears after successful export of data.

Figure 5 Export Completion Message



10. Click **OK**, and exit ICMDBA.

Verify

Open a Windows Explorer session in order to verify the successful backup of the configuration data. Navigate to the directory you created and verify whether the data files exist. The amount of space that the combined files take up on your hard disk must accurately reflect the size of your ICM configuration.

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Related Information

- [Cisco ICM Software Release 4.6 Administrator Guide](#)
- [Perform an ICM Database or Microsoft SQL 6.5 Backup](#)
- [Technical Support & Documentation – Cisco Systems](#)

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