

# Script Editor: Unable to Open Any Cisco ICM Script

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## Introduction

This document describes a problem with opening any Cisco Intelligent Contact Management (ICM) script on the Administration Workstation (AW) in an ICM environment. The solution explains the debugging process of finding and correcting the error by querying the database and examining related ICM process logs.

## 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 ICM
- Microsoft SQL Server

### 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 SQL version 6.5 and 7.0

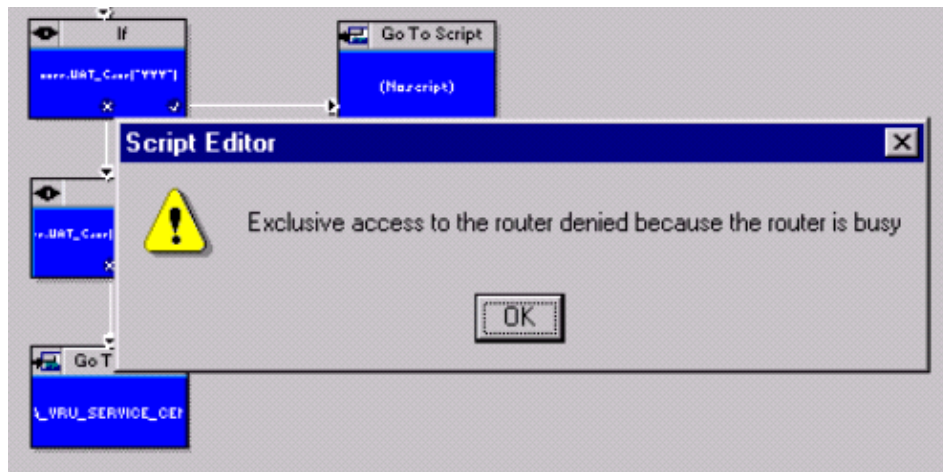
The information presented in this document was created from devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If you are working in a live network, ensure that you understand the potential impact of any command before using it.

## Problem

When opening any Cisco ICM script using the Script Editor tool, the Script Editor fails with the following error message (Figure 1):

```
Exclusive access to the router denied because the router is busy
```

**Figure 1: Script Editor Failure**



Examining the corresponding router log on CallRouterB, the following message appears:

```
13:29:08 ra-rtr Router preparing to verify the config sequence
          number from the logger.
13:29:08 ra-rtr Incorrect config sequence number received from the
Logger; 293429625145 expected, 0 received.
```

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

According to the bold text in the above log, CallRouterB receives an incorrect configuration sequence number (recovery key or configuration key) from the Logger. It expects 293429625145, but receives 0. To verify the recovery key in the Config\_Message\_Log database table, it is found that it contains only 1 row and does not contain the proper recovery key on both LoggerA and LoggerB.

Because the recovery key on both Loggers is listed as 0, which does not match the recovery key on the CallRouter, AWs fail to make configuration changes.

## Solution

The recovery key on both Loggers must be repaired so it matches the recovery key on the CallRouter. The step-by-step procedure is as follows:

1. Check the existence of the Cisco ICM configuration on both Loggers by running the following SQL query commands:
  - ◆ Select \* from Peripheral
  - ◆ Select \* from Service
  - ◆ Select \* from Skill\_GroupIf the configuration exists, continue to the next step. Otherwise go to step 12.
2. Obtain the recovery key either by checking the CallRouter log or by running the following SQL query command on the AW.

```
Select ControllerConfigChangeKey from AWControl
```

The current recovery key is 293429625145.

3. Stop ICM services on LoggerB.

**Note:** You can start with LoggerA instead of LoggerB.

4. Run the following SQL query commands on LoggerB.

- ◆ Truncate table **Config\_Message\_Log**
- ◆ Insert into Config\_Message\_Log values(0.0, 'LogBegin', 'Config\_Message\_Log', getdate(), 0x0000)

**Note:** 0.0, LogBegin, Config\_Message\_Log, getdate() and 0x0000 represent RecoveryKey, LogOperation, TableName, DateTime and ConfigMessage respectively in the Config\_Message\_Log database table.

- ◆ Insert into Config\_Message\_Log values(293429625145.0, 'LogTruncated', 'Config\_Message\_Log', getdate(), 0x0000)

**Note:** 293429625145.0, LogTruncated, Config\_Message\_Log, getdate() and 0x0000 represent RecoveryKey, LogOperation, TableName, DateTime and ConfigMessage respectively in the Config\_Message\_Log database table.

5. Verify the two new rows in the Config\_Message\_Log database table on LoggerB by running the following SQL query command:

```
Select * from Config_Message_Log
```

The output should appear as follows:

RecoveryKey	LogOperation	TableName	DateTime	ConfigMessage
0.0	LogBegin	Config_Message_Log	Feb 25 2003 12:00AM	0x0000
293429625145.0	LogTruncated	Config_Message_Log	Feb 25 2003 1:50PM	0x0000

If the Config\_Message\_Log table contains the correct data, LoggerB should be in sync with CallRouterB and allow updates from AWs.

6. Stop ICM services on LoggerA.
7. Start ICM services on LoggerB.
8. Verify the recovery key is synchronized with CallRouterB by examining the router log on CallRouterB.

```
13:55:33 rb-rtr At least one logger is available for the router to process config tr
13:55:33 rb-rtr Router preparing to verify the config sequence number from the logg
13:55:34 rb-rtr Router has verified that the logger still has the correct config seq
293429625145.
13:55:50 rb-rtr Router preparing to verify the config sequence number from the logg
13:55:50 rb-rtr Router has verified that the logger still has the correct config seq
297768125004.
```

9. Verify the configuration change is implemented by examining the detail in the Config\_Message\_Log database table. The content of the Config\_Message\_Log should have more rows comparing to step 5:

RecoveryKey	LogOperation	TableName	DateTime	ConfigMessage
0.0	LogBegin	Config_Message_Log	Feb 25 2003 12:00AM	0x0000
293429625145.0	LogTruncated	Config_Message_Log	Feb 25 2003 1:50PM	0x0000
297768125000.0	First	(null)	Feb 25 2003 1:55PM	
297768125001.0	Add	Skill_Target	Feb 25 2003 1:55PM	
297768125002.0	Add	t_Agent	Feb 25 2003 1:55PM	
297768125003.0	Add	t_Agent	Feb 25 2003 1:55PM	
297768125004.0	Last	(null)	Feb 25 2003 1:55PM	

10. Run ICRDBA on LoggerA to synchronize the database on LoggerA with the database on LoggerB.
11. Start ICM services on LoggerA.
12. If the problem continues, registered users of Cisco Connection Online (CCO) may open a service request with Cisco Technical Assistance Center (TAC). If you are not a registered user, please go to User Registration and then open a service request with TAC.

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## Related Information

- **Technical Support – Cisco Systems**
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