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How is the RouterCallKey Calculated?

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Questions

Introduction

How is the RouterCallKey calculated?

Related Information

Introduction

This document discusses why the Cisco Intelligent Contact Management (ICM) CallRouter restarts in the middle of the day and the RouterCallKey is reset to a large value. It also describes how the RouterCallKey is calculated.

Q. How is the RouterCallKey calculated?

A. The RouterCallKey is reset during two different conditions:

- ◆ When the date changes at midnight, the RouterCallKey is reset to 1
- ◆ When the Cisco ICM CallRouter restarts at any other time, except midnight

The RouterCallKey is reset to a number calculated with this formula:

```
RouterCallKey = 1000 * seconds since midnight
```

For example, if the Cisco ICM CallRouter restarts at 9:57:52 AM, this message appears in the RTR log:

```
9:57:52 The next call ID to be assigned is 147074.35872000
```

147074 is the date value and 35872000 is the new RouterCallKey. The calculation to reach 35872000 is $1000*(9*60*60 + 57*60 + 52)$. 9, 57 and 52 represent hour, minute, and second noted in the RTR log respectively.

Related Information

- [Technical Support – Cisco Systems](#)
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