

# Why Does Local Database Initialization Take So Long on Cisco ICM?

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## **Introduction**

This document describes potential reasons why the local database initialization on a Cisco Intelligent Contact Management (ICM) Distributor Admin Workstation (AW) or Historical Data Server (HDS) takes a long time to complete.

## **Prerequisites**

### **Requirements**

Readers of this document should have knowledge of these topics:

- ICM
- Microsoft Structured Query Language (SQL) database concepts

### **Components Used**

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

- ICM version 4.5.x and later
- 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.

# Background Information

When you install Distributor AW software, automatic creation and initialization of the local database occurs. The local database contains this information:

- configuration information, which the software copies from the central database
- scripts, which the software copies from the central database
- real-time data between the real-time server and client

You do not need to initialize the local database. However, you need to reinitialize the local database in some situations, such as database corruption or an out-of-sync database.

## Reasons for the Delay

The time necessary to complete the local database initialization depends on these factors:

- the actual size of the configuration information and scripts
- the available resource, such as the CPU or virtual memory on the Distributor AW and HDS
- the network infrastructure between the Distributor AW, HDS, and the Central Controller

If the database initialization fails for any reason, such as a network failure, the initialization process begins again from the start. Therefore, when the local database initializes, do not permit any ICM user to make configuration changes to ICM. A change can interrupt the database reconstruction and interrupt the initialization process.

To manually prevent configuration changes by ICM users, perform this procedure:

1. Open the Windows registry on the ICM CallRouter.
2. Navigate to the DBMaintenance key with this path:

- ◆ For versions earlier than 5.0:

```
HKEY_LOCAL_MACHINE\SOFTWARE\GeoTel\ICR\cust_inst\RouterA\Router\  
CurrentVersion\Configuration\Global\DBMaintenance
```

- ◆ For versions 5.0 and later:

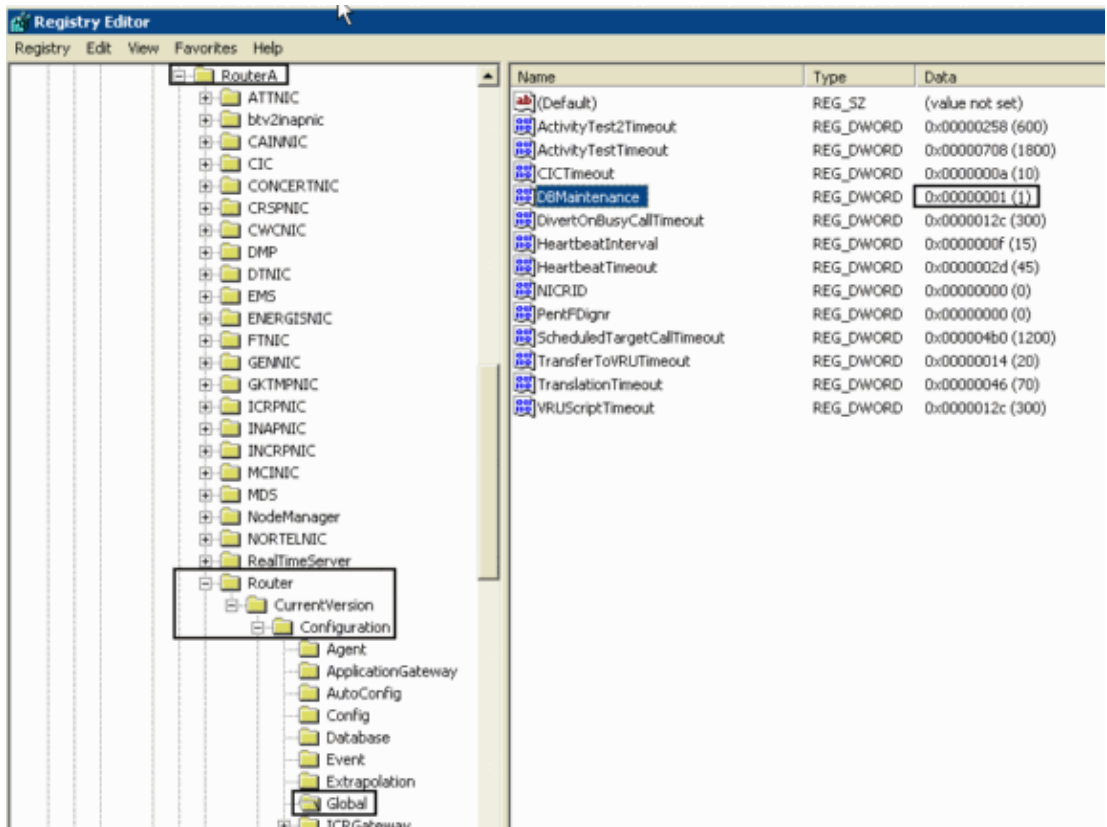
```
HKEY_LOCAL_MACHINE\SOFTWARE\Cisco Systems, Inc.\ICM<cust_inst>\  
RouterA\Router\CurrentVersion\Configuration\Global\DBMaintenance
```

**Note:** Here, these two registry keys display over two lines because of space limitations.

3. Set the DBMaintenance key value to 1, as Figure 1 shows.

**Note:** Set this setting back to 0 after initialization of the database in order to allow ICM users to make configuration changes.

**Figure 1: DBMaintenance;**



**Note:** In a duplex environment, you must set the DBMaintenance key value to 1 on both CallRouterA and CallRouterB.

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## Related Information

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