

Lock out ICM Configuration Changes

Document ID: 51226

Introduction

Prerequisites

Requirements

Components Used

Conventions

Cisco ICM Versions 4.1.x through 4.6.1

Cisco ICM Versions 4.6.2 and Later

Related Information

Introduction

This document describes the different methods of locking out configuration changes for different versions of Cisco Intelligent Contact Management (ICM).

Prerequisites

Requirements

Readers of this document should have knowledge of these topics:

- Cisco ICM
- Microsoft SQL Database Server

Components Used

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

- Cisco ICM
- Microsoft Windows NT 4.0 and Windows 2000
- Microsoft SQL Database Server versions 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.

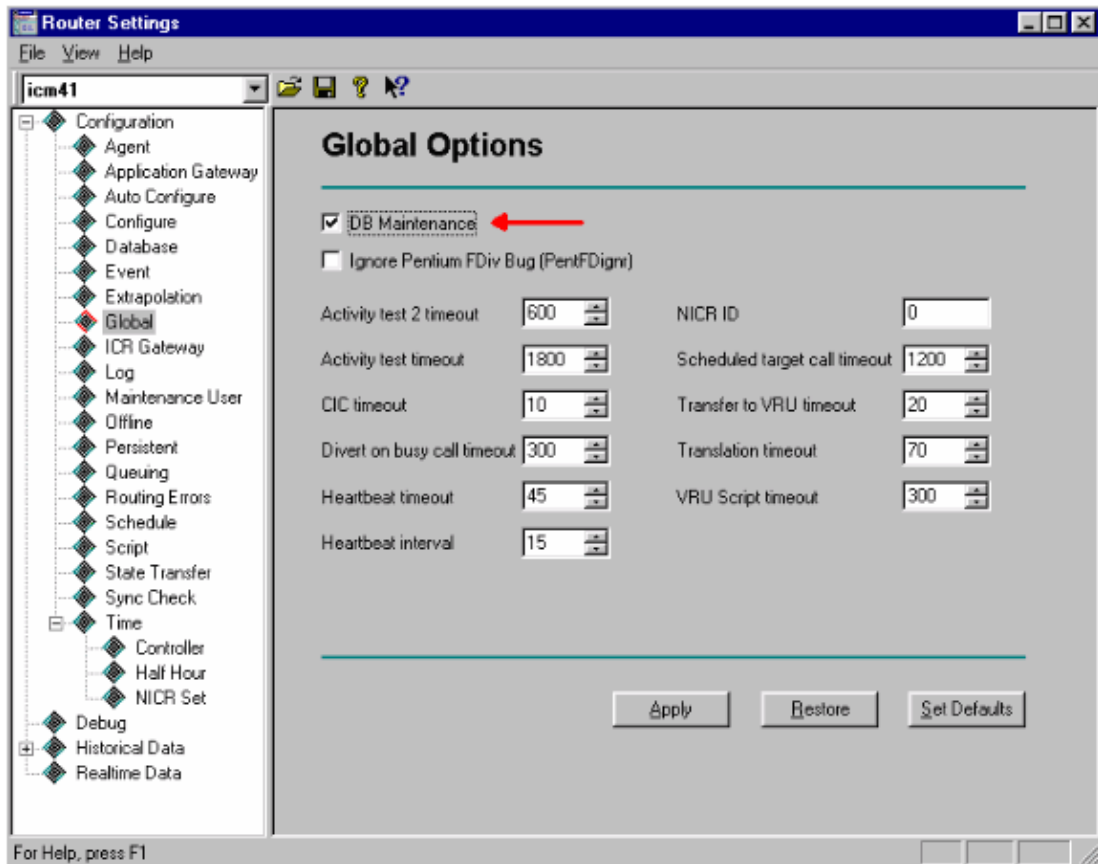
Conventions

For more information on document conventions, refer to the Cisco Technical Tips Conventions.

Cisco ICM Versions 4.1.x through 4.6.1

Running the `rtsetting.exe` utility is the method for locking out configuration change for ICM versions 4.1.x through 4.6.1. The procedure follows:

1. Click **Start > Run**.
2. In the dialog box, type **rtsetting.exe**.
3. Press **Enter**, the Router Settings window appears.



4. Select **Global**, in the left pane.
5. Select the **DB Maintenance** box.

Cisco ICM Versions 4.6.2 and Later

The **Rtsetting** utility is obsolete since ICM 4.6.2. Use **regedt32.exe** to lock out the ICM configuration change. The procedure follows:

1. Click **Start > Run**.
2. In the dialog box, type **regedt32.exe**.
3. Locate the window marked "HKEY_LOCAL_MACHINE". Make it the active window. Drill-down to the following key, shown below:

- ◆ For ICM version 4.6.2:

```
Software\Geotel\ICR/<cust_inst>/RouterX/Router/  
CurrentVersion/Configuration/Global
```

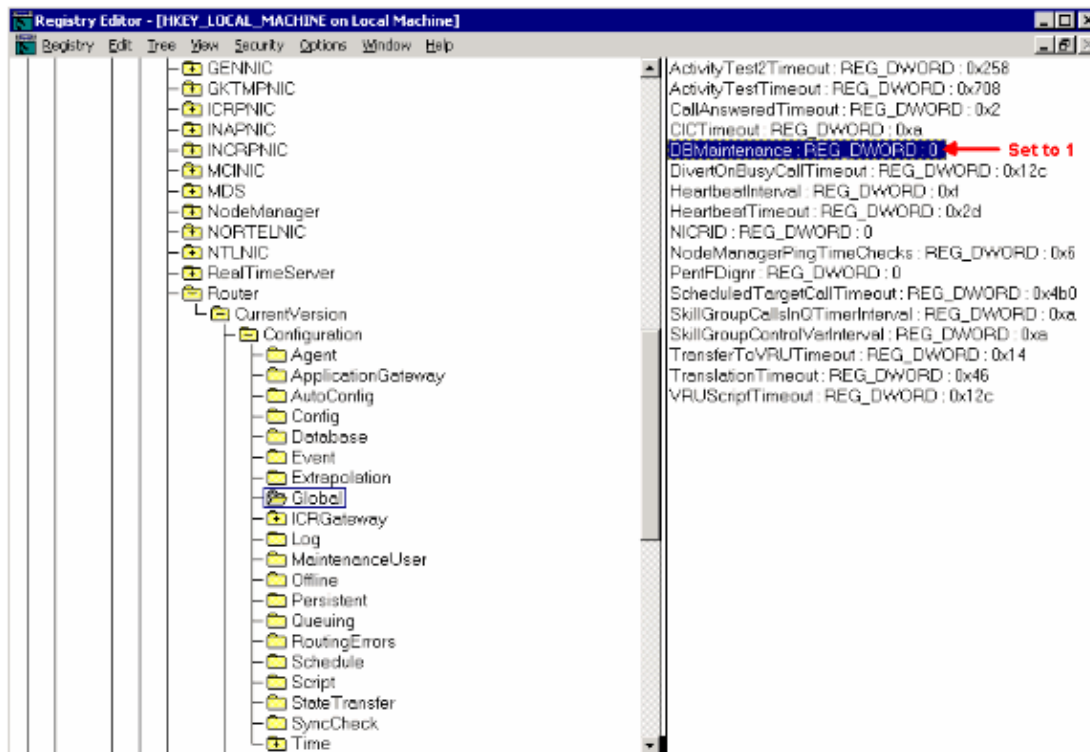
- ◆ For ICM version 5.0 and later:

```
Software\Cisco Systems Inc./ICM/<cust_inst>/RouterX/Router/  
CurrentVersion/Configuration/Global
```

Note: The above key is displayed over two lines due to space limitations. RouterX represents the side of the ICM router you are working on. It can be either RouterA or RouterB.

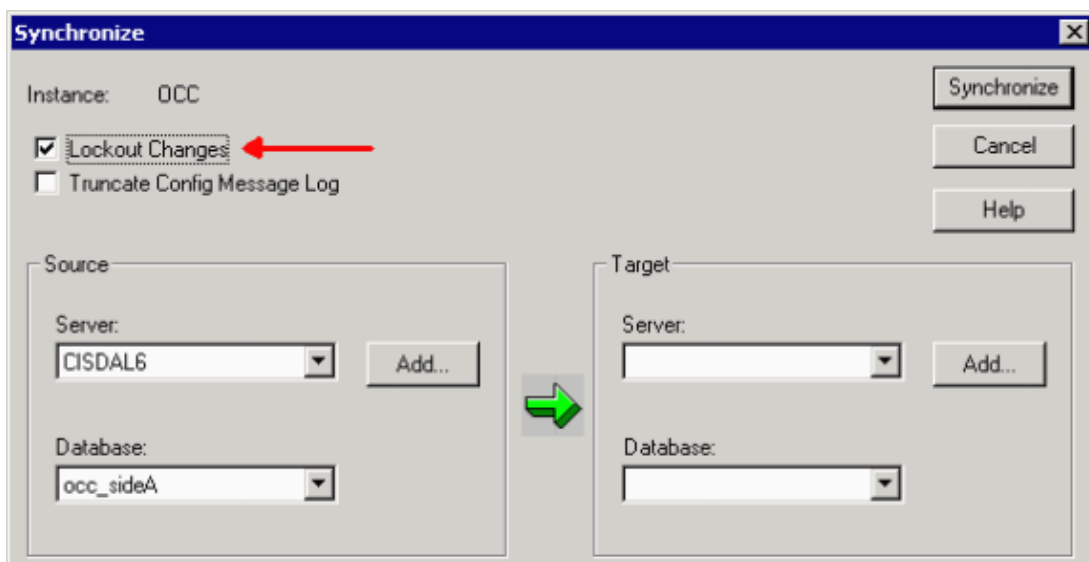
4. Set the **DBMaintenance** value to **1**. This key setting is dynamic. There is no need of cycling any process on the CallRouter. In a duplex configuration, it is not necessary to set both sides. It

automatically propagates to the other side.



In ICM version 4.6.2 and later, when running the ICMDBA database utility to synchronize the database between CallRouterA and CallRouterB, you have a choice of locking out the ICM configuration or not. The procedure follows:

1. Click **Start > Run**.
2. In the dialogue box, type **ICMDBA**.
3. Navigate to the Logger Database.
4. Click **Data**.
5. Select **Synchronize** from the drop-down menu.



6. If you want to lock out the changes, select the **Lockout Changes** checkbox.

Related Information

- **Technical Support – Cisco Systems**
-

All contents are Copyright © 2006–2007 Cisco Systems, Inc. All rights reserved. Important Notices and Privacy Statement.

Updated: Jun 09, 2005

Document ID: 51226
