

# Gateway Node and the Application Gateway Half Hour Table

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## Introduction

This document describes the relationship between the Gateway node of the Script Editor and the Application Gateway Half Hour table in a Cisco Intelligent Contact Management (ICM) environment.

## Prerequisites

### Requirements

Cisco recommends that you have knowledge of these topics:

- ICM
- Cisco WebView
- Microsoft Structured Query Language (SQL) Server

### Components Used

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

- ICM
- WebView
- SQL Server version 6.5 or 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

Refer to Cisco Technical Tips Conventions for more information on document conventions.

## Gateway Node and the Application Gateway Half Hour

The Gateway node of the Script Editor passes ICM data to an external application and receives data in return for use in routing decisions. The `Application_Gateway_Half_Hour` table stores related statistics on

each application gateway. The table stores all the transactions that are transferred to the application gateway through the Gateway node. ICM updates these statistics every 30 minutes and generates Application\_Gateway\_Half\_Hour records for each application gateway.

Issue this SQL command in SQL Query Analyzer in order to display the Application Gateway Half Hour data:

```
select * FROM Application_Gateway_Half_Hour where DateTime > '2002-10-26'
and ApplicationGatewayID =5005
order by DateTime
```

Here is the result:

**Figure 1: Application Gateway Half Hour Output**

| ApplicationGatewayID | DateTime            | TimeZone | RequestsToHalf | RejectsToHalf |
|----------------------|---------------------|----------|----------------|---------------|
| 5005                 | 2002-10-26 08:30:00 | -120     | 2              | 0             |
| 5005                 | 2002-10-26 09:00:00 | -120     | 1              | 0             |
| 5005                 | 2002-10-26 10:30:00 | -120     | 5              | 0             |
| 5005                 | 2002-10-26 11:00:00 | -120     | 8              | 0             |
| 5005                 | 2002-10-26 11:30:00 | -120     | 17             | 0             |
| 5005                 | 2002-10-26 12:00:00 | -120     | 8              | 0             |
| 5005                 | 2002-10-26 12:30:00 | -120     | 2              | 0             |
| 5005                 | 2002-10-26 13:00:00 | -120     | 1              | 0             |

In ICM version 4.6.2 and earlier, Monitor ICM can display the Application Gateway Half Hour data. Figure 2 shows this display. The Requests and Rejects fields (which the A and B arrows show in Figure 2) match the RequestsToHalf and RejectsToHalf fields (arrows A and B in Figure 1) if both these items are true:

- The ApplicationGatewayID (Figure 1) and Application Gateway (Figure 2) represent the same gateway.
- The DateTime field matches in Figure 1 and Figure 2.

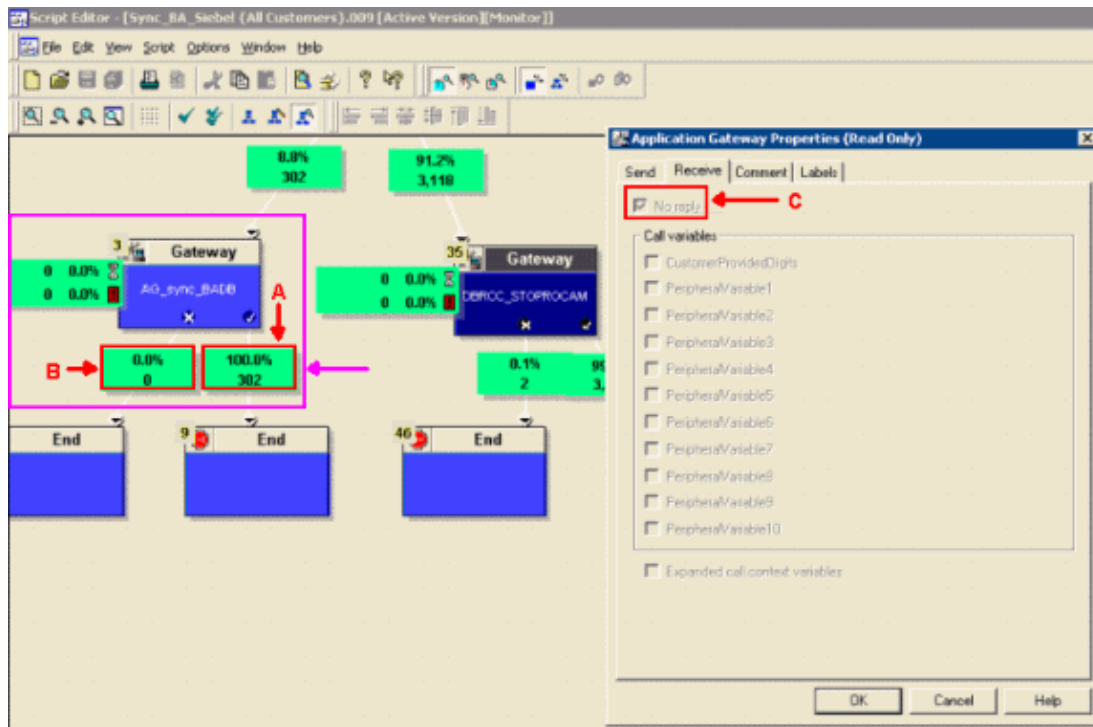
**Figure 2: Application Gateway Half Hour Status**

| Application Gateway | Datetime            | Requests | Rejects | Max Delay | Avg Delay |
|---------------------|---------------------|----------|---------|-----------|-----------|
| AG_sync_BADB        | 10/24/2003 13:30:00 | 2        | 0       |           |           |
| AG_sync_BADB        | 10/25/2003 11:30:00 | 1        | 0       |           |           |
| AG_sync_BADB        | 10/27/2003 14:30:00 | 1        | 0       |           |           |
| AG_sync_BADB        | 10/27/2003 15:00:00 | 2        | 0       |           |           |
| AG_sync_BADB        | 10/27/2003 15:30:00 | 1        | 0       |           |           |
| AG_sync_BADB        | 10/27/2003 17:00:00 | 1        | 0       |           |           |
| AG_sync_BADB        | 10/27/2003 18:00:00 | 1        | 0       |           |           |

You can also use WebView in order to display Application Gateway Half Hour data. The table name is apgate11\_status\_by\_half\_hour.

When you run Monitor ICM, you can view the real-time statistics of the Gateway node. Arrows A and B in Figure 3 show these statistics.

**Figure 3: Script Editor Monitor**



Before you configure a Gateway node in a script, you must define the external application as an application gateway in Configure ICM.

When you configure the No Reply option in the Gateway node, you affect the communication between the Gateway node and ICM. The C arrow in Figure 3 shows the No Reply option. If you set No Reply in the Gateway node, execution continues immediately through the successful terminal of the Gateway node. The external application does not return data to ICM. If you do not set No Reply, the ICM waits for the application to return the data before it completes the script execution. The external application returns data to ICM.

If the application responds before the timeout for the connection, control passes through the successful Gateway node terminal. If the application does not respond before the timeout, control passes through the failed terminal of the Gateway node.

The No Reply option only affects the script behavior. The external must return a response to ICM, but the router does not wait. The **appgw** process continues to expect the replies. But because the reply does not go to the router, the statistics do not count the reply.

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