

Gateway Node and the Application Gateway Half Hour Table

Document ID: 52928

Introduction

Prerequisites

Requirements

Components Used

Conventions

Gateway Node and the Application Gateway Half Hour

Related Information

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.

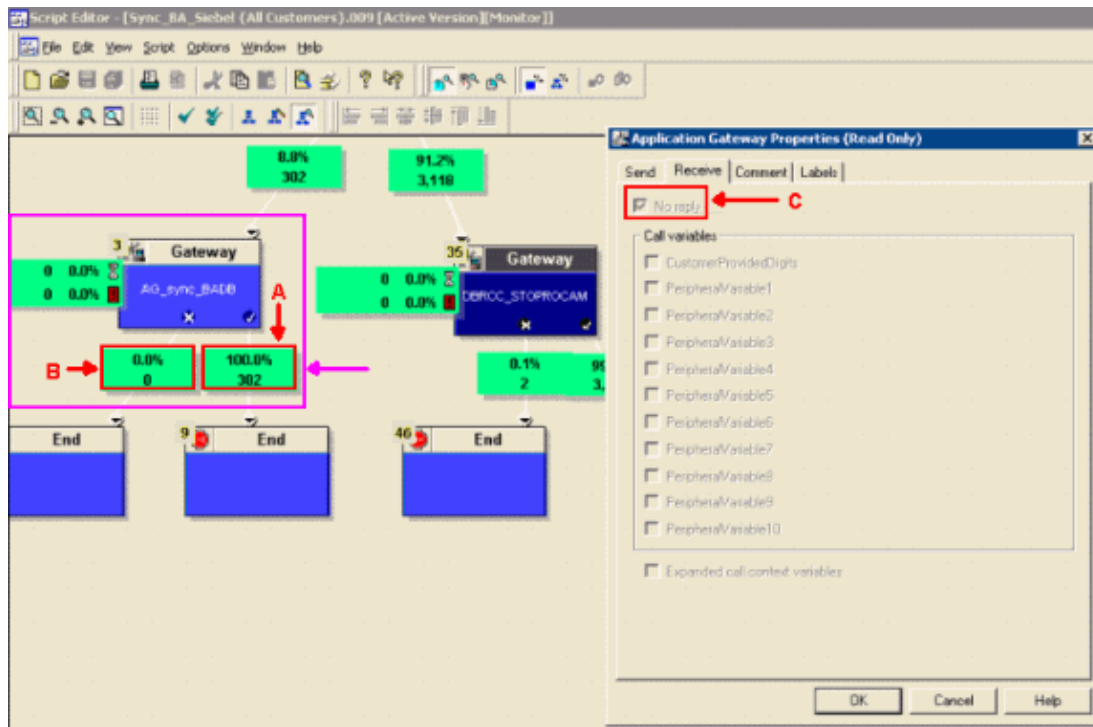
Figure 2: Application Gateway Half Hour Status

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 apgatell_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.

Related Information

- [Technical Support & Documentation – Cisco Systems](#)
-

[Contacts & Feedback](#) | [Help](#) | [Site Map](#)

© 2008 – 2009 Cisco Systems, Inc. All rights reserved. [Terms & Conditions](#) | [Privacy Statement](#) | [Cookie Policy](#) | [Trademarks of Cisco Systems, Inc.](#)

Updated: Sep 16, 2005

Document ID: 52928
