

Back Up the ICM Registry for Comparison

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Introduction

This document describes the possible impact on the Windows registry during the upgrade process of Cisco Intelligent Contact Management (ICM) to a later version in every Cisco ICM environment.

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- Cisco ICM
- Microsoft Windows NT and Windows 2000 Server
- Microsoft NT Registry Editor

Components Used

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

- Cisco ICM
- Microsoft Windows NT or Windows 2000 Server

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.

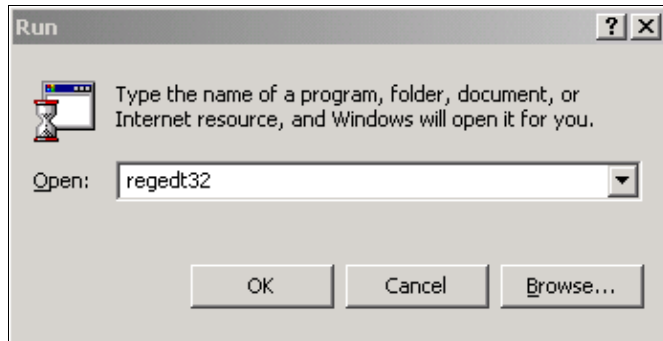
Back Up the Registry

When you upgrade an earlier ICM version to a later version, the existing ICM related registry settings are overwritten with the latest DEFAULT settings. Cisco recommends that you backup the Windows registry before you start the upgrade process. The sole purpose for the backup is for comparison between the earlier and the latest registry in case a problem occurs after you upgrade. The necessary registry modifications can be achieved when you manually edit the registry without completely restoring the backup file.

Complete these steps to back up your Windows registry:

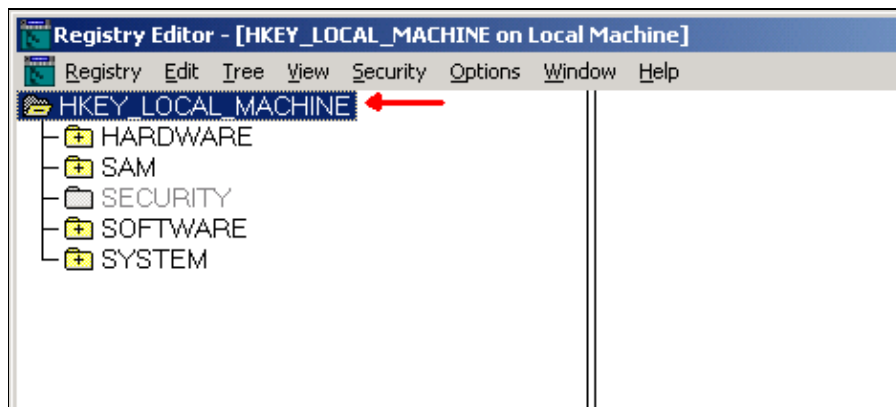
1. Select **Start > Run**.
2. Type **regedt32**.
3. Click **OK**, as Figure 1 shows.

Figure 1: Run



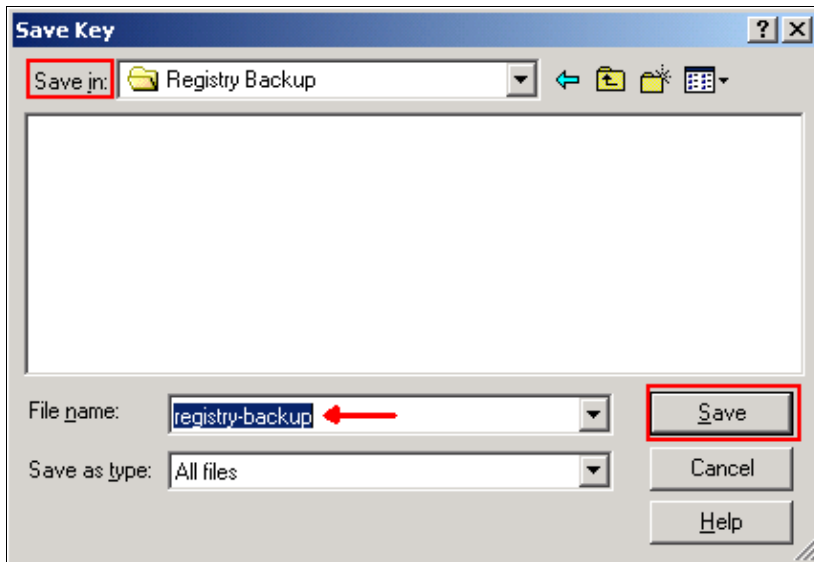
4. Locate **HKEY_LOCAL_MACHINE**, as Figure 2 shows.

Figure 2: Registry Editor



5. Select **Registry** from the menu.
6. Click **Save Key...**
7. In the Save in box, select the location where you want to save the .reg file.
8. Type a file name in the File Name field.
9. Click **Save**.

Figure 3: Save Key



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

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