

ICM Logger Database Configuration Synchronization

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Introduction

This document describes how to synchronize Logger configuration data from one Logger to the paired Logger in a Cisco Intelligent Contact Management (ICM) environment.

Prerequisites

Requirements

Cisco recommends you have knowledge of Cisco ICM.

Components Used

The information in this document is based on Cisco ICM version 4.6.2 and later.

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 the Cisco Technical Tips Conventions for more information on document conventions.

Logger Synchronization

You must perform these procedures to synchronize the Logger configuration data between Logger A and Logger B:

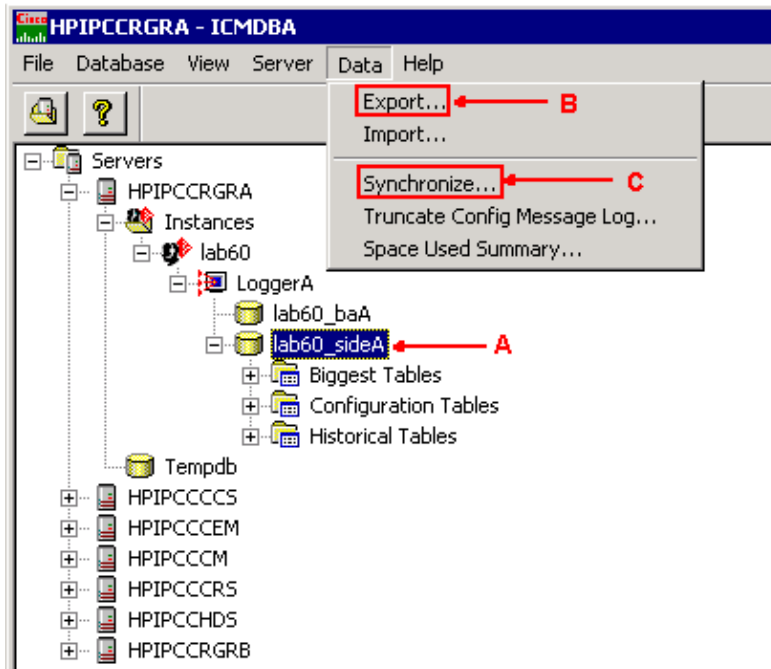
1. Export the configuration data on both Logger A and Logger B.
2. Synchronize the configuration data in the database between Logger A and Logger B.

Export the Configuration Data

Complete these steps to export the configuration data on both Logger A and Logger B:

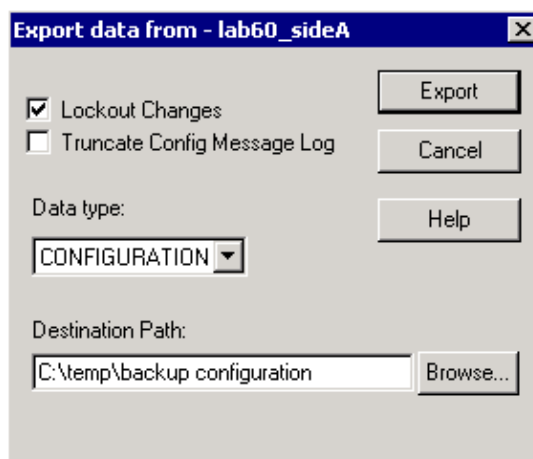
1. Stop the Logger service.
2. Select **Start > Run**, type **ICMDBA**, and click **OK** to start ICMDBA.
3. Select the database as shown by arrow A in Figure 1 to specify the server, instance, and node.

Figure 1 ICMDBA



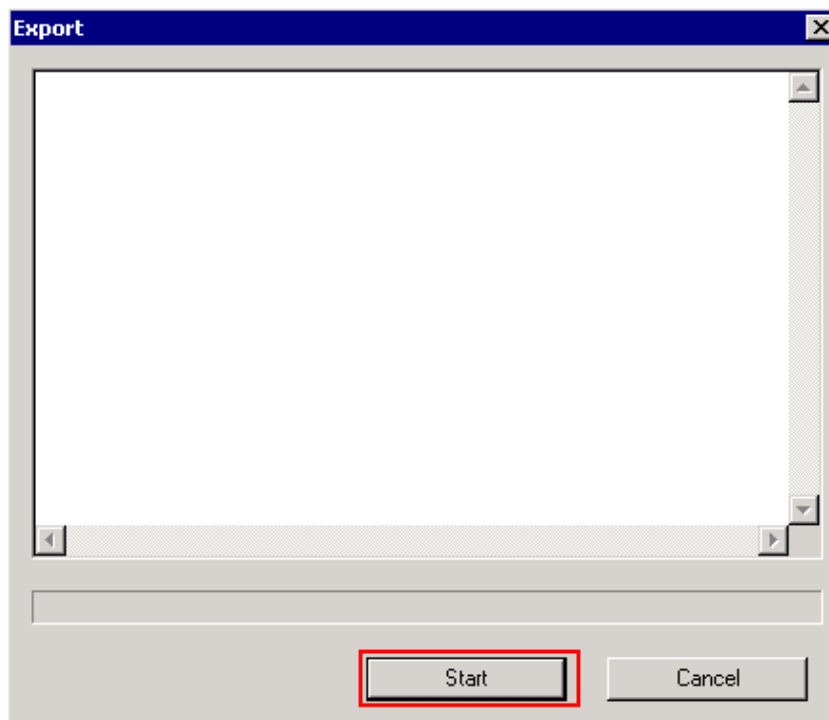
4. Select **Data > Export** from the menu bar, as shown by arrow B in Figure 1. The Export window is displayed:

Figure 2 Export Data



5. Select **CONFIGURATION** from the Data type drop-down list.
6. Use the **Browse** button to indicate the data destination path.
7. Check **Lockout Changes** to ensure that changes are not made to the database during the export operation.
8. Click **Export** to display the Export window:

Figure 3 Export



9. Click **Start** to export the configuration data. When the process is complete a message is displayed, which indicates the action was successful. Click **OK** and then click **Close** to exit.
10. Start the Logger service.

Synchronize the Configuration Data

This procedure copies valid configuration data from the Logger to the paired Logger. Complete the steps in one of these sections to synchronize the Logger database.

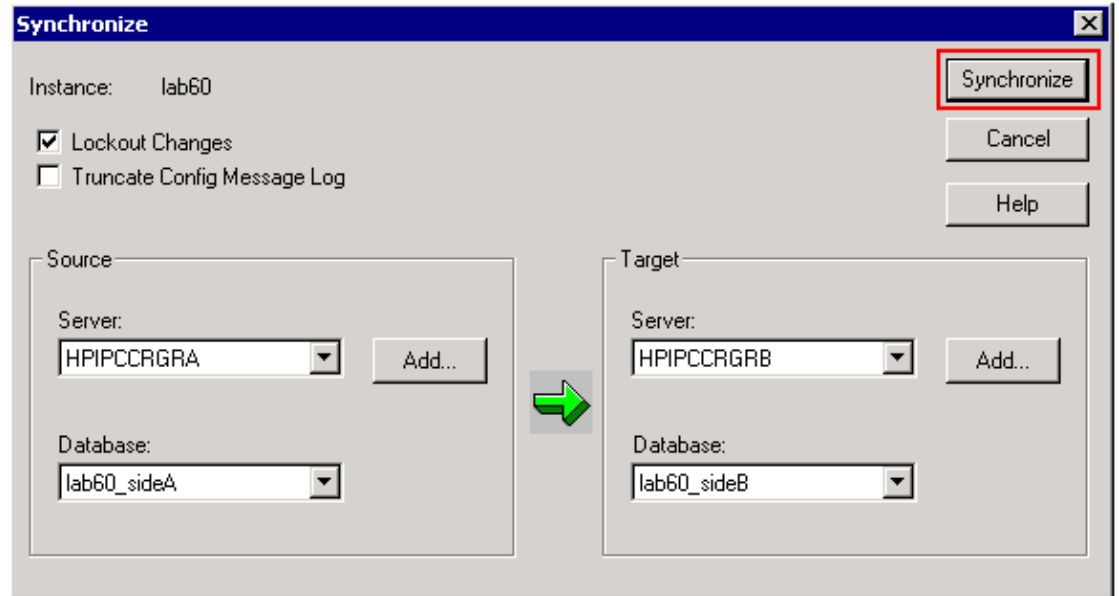
- Copy the Configuration Data from Logger A to Logger B
- Copy the Configuration Data from Logger B to Logger A

Copy the Configuration Data from Logger A to Logger B

Complete these steps if the configuration data in Logger A is valid and you want to copy the data to Logger B:

1. Stop the Logger service on Logger B.
2. Start ICMDBA on Logger A and complete these steps to copy the configuration data from Logger A to Logger B, where Logger A is the source and Logger B is the target:
 - a. Select the database as shown by arrow A in Figure 1 to specify the server, instance, and node.
 - b. Select **Data > Synchronize** from the menu, as shown by arrow C in Figure 2. The Synchronize window is displayed:

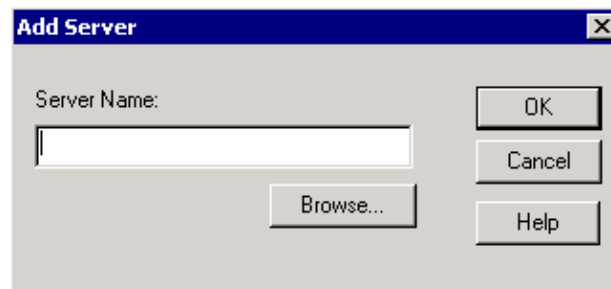
Figure 4 Synchronize – Source and Target



- c. Check **Lockout Changes** to ensure that changes are not made to the database during the synchronization operation.
- d. Select the server name and database for both source and target from the drop-down lists.

Click **Add** and enter the server name in the Add Server box to select a server that is not on the drop-down list:

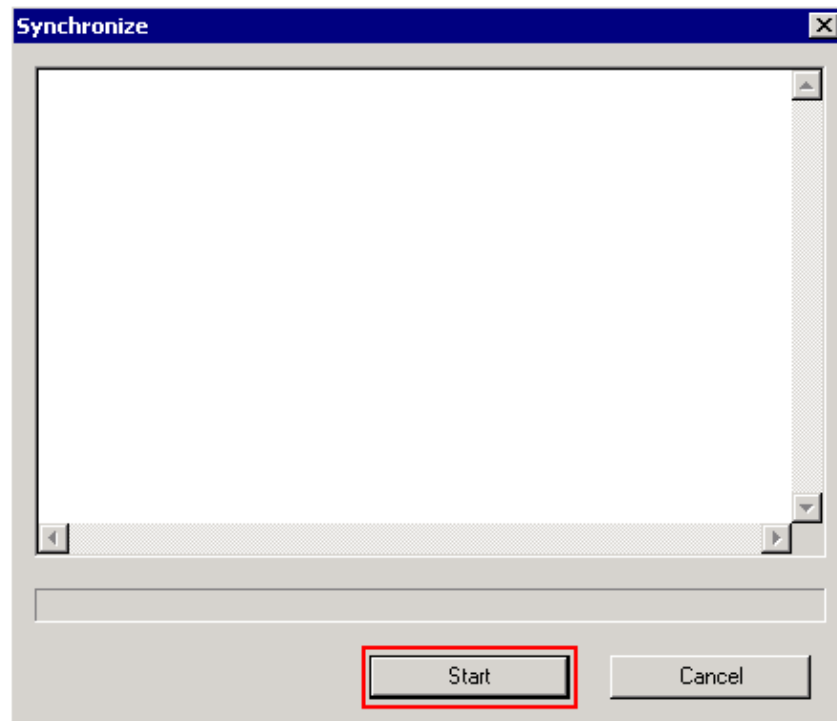
Figure 5 Add Server



- e. Click **Synchronize**.

The Synchronize box is displayed:.

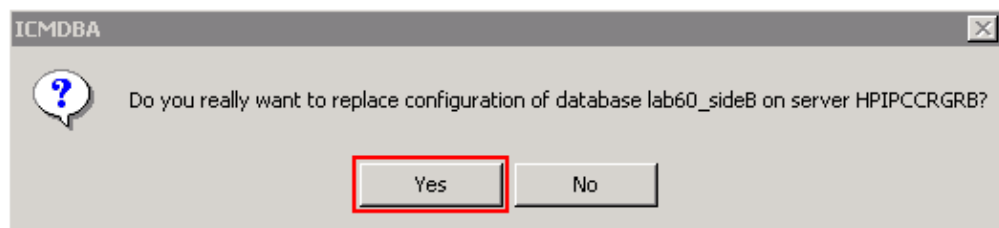
Figure 6 Synchronize



f. Click **Start** to synchronize the data.

A confirmation window is displayed:

Figure 7 Confirmation



g. Verify the database name whose configuration data is to be replaced and the server name on which the database resides. If both are correct, click **Yes** to continue. When the process is complete, a message is displayed which indicates that the action was successful. Click **OK** and then click **Close** to exit.

3. Start the Logger service on Logger B.

Copy the Configuration Data from Logger B to Logger A

Complete these steps if the configuration data in Logger B is valid and you want to copy the data to Logger A:

1. Stop the Logger service on Logger A.
2. Start ICMDBA on Logger B and complete these steps to copy the configuration data from Logger B to Logger A, where Logger B is the source and Logger A is the target:
 - a. Select the database to specify the server, instance, and node.
 - b. Select **Data > Synchronize** from the menu, as shown by arrow C in Figure 2. The Synchronize window is displayed (see Figure 4).
 - c. Check **Lockout Changes** to ensure that changes are not made to the database during the synchronization operation.

d. Select the server name and database for both source and target from the drop-down lists.

Click **Add** and enter the server name in the Add Server box to select a server that is not on the drop-down list (see Figure 5).

e. Click **Synchronize**.

The Synchronize box is displayed (see Figure 6).

f. Click **Start** to synchronize the data. A confirmation window is displayed (see Figure 7).

g. Verify the database name whose configuration data is to be replaced and the server name on which the database resides. If both are correct, click **Yes** to continue. When the process is complete, a message is displayed which indicates that the action was successful. Click **OK** and then click **Close** to exit.

3. Start the Logger service on Logger A.

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Related Information

- [Why Does Cisco ICM Logger Fail to Synchronize?](#)
- [Technical Support & Documentation – Cisco Systems](#)

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