

ICM Database Size Estimation Tool -- Fields under Advanced Tab

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Introduction

This document describes the fields under the Advanced tab for the Cisco Intelligent Contact Management (ICM) database size estimation tool in the ICM environment.

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- Cisco ICM
- Microsoft SQL Database

Components Used

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

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

Background

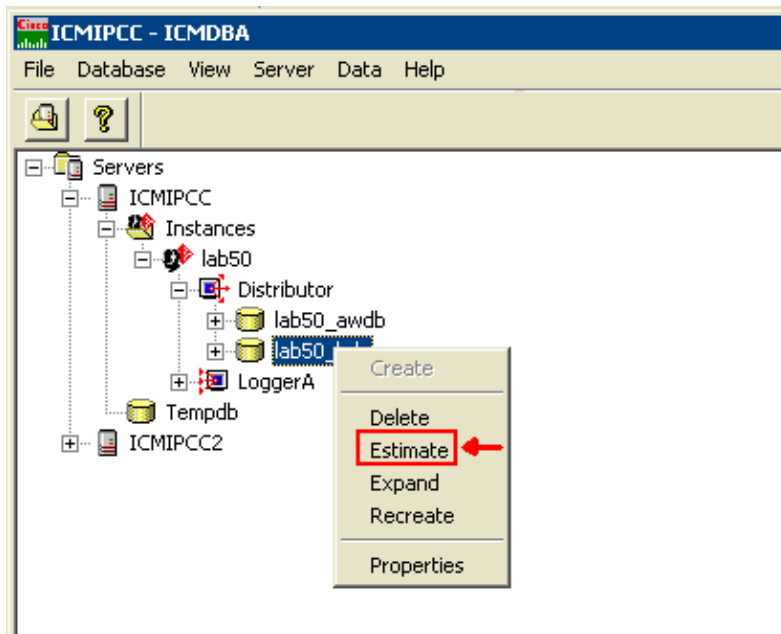
The ICM database size estimation tool is used to estimate the size requirement of a Logger or Historical Data Server (HDS) database. The ICM database must run on the Admin Workstation (AW) in order to perform the estimation. You can enter the expected call traffic, expected configuration, and desired data retention periods. The tool dynamically calculates the recommended database size.

1. Select **Start > Run**.
2. Type **ICMDBA**.
3. Click **OK**.

The ICMDBA main window appears. It is a tree hierarchy that displays the ICM database servers in the current domain.

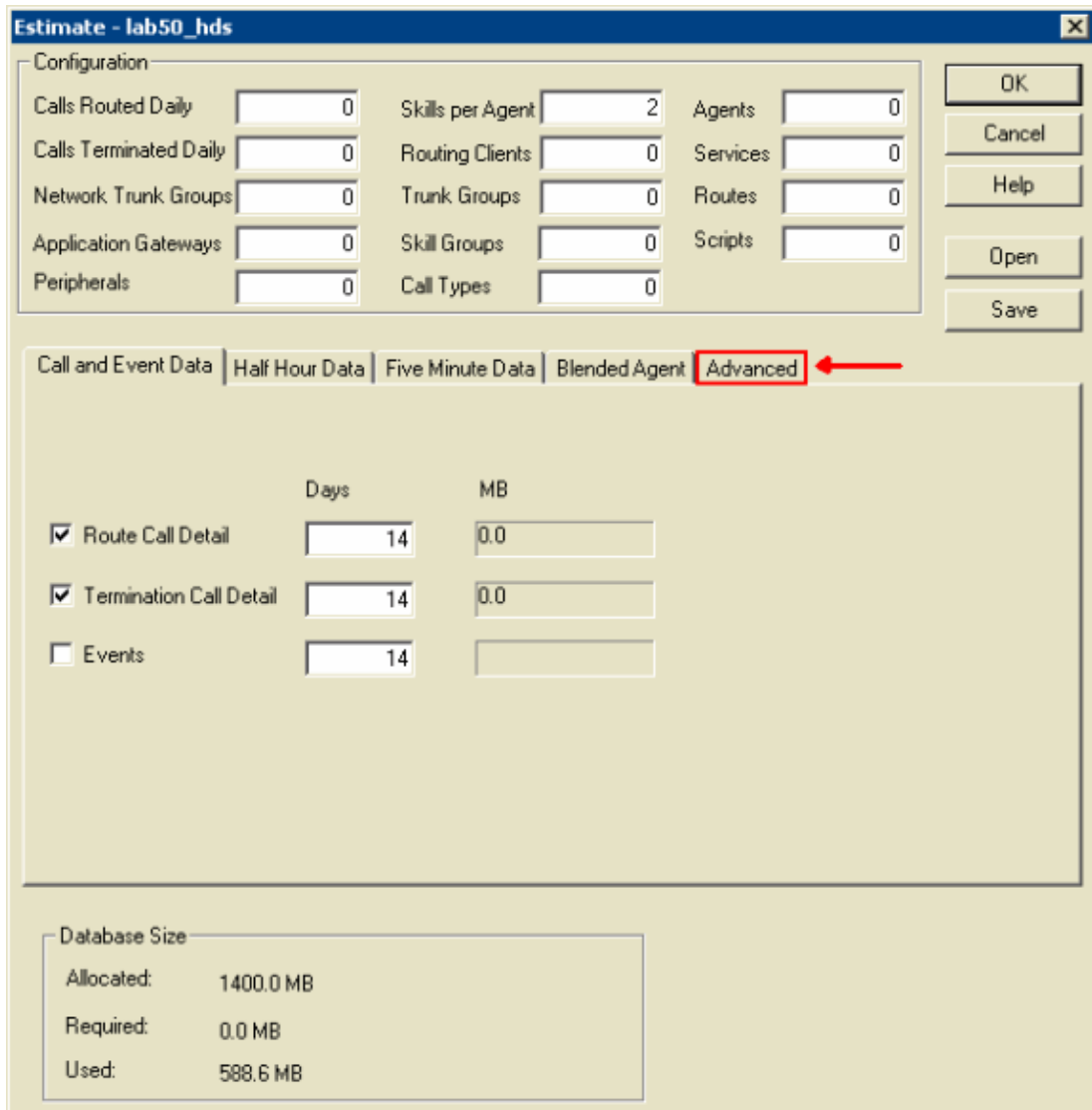
4. Drill-down to the database server. Click on the plus sign (+) next to its name to expand the server. This displays the ICM instances that have database on the server.
5. Expand the ICM instance to display specific ICM node(s), Distributor and Logger, on machines that contain databases for that instance.
6. Right-click the database and select **Estimate**.

Figure 1 ICMIPCC – ICMDBA --- Access the Database Size Estimation Tool



The ICM Database Size Estimation Tool appears.

Figure 2 Estimate --- ICMDBA Database Size Estimation Tool



Fields Under the Advanced Tab

These are the three fields under the Advanced tab:

1. **Overhead Factor** This is the value multiplied by the estimation to get the final result. Ideally, the database should not be more than half full. Thus, the default Overhead Factor is **2**.
2. **Average Events Per Day** This is the estimated number of Events, on average, expected to occur per day. The default value is 10,000. In comparison with other tables, the space usage for this table is difficult to estimate. Therefore, it should be calculated based on the historical trends.
3. **Variable Percent Used** This is used to estimate the size of the variable-length fields in the database. It is the percentage of the maximum length of the variable-length field used in the calculation. The default value is 25 %. It is helpful if Peripheral Variables are used. There are a total of ten 40-byte variables by default. This number represents a percentage of the total 400 possible bytes that can be used.

Figure 3 Fields under Advanced Tab

Call and Event Data	Half Hour Data	Five Minute Data	Blended Agent	Advanced
Overhead Factor	<input type="text" value="2"/>			
Average Events Per Day	<input type="text" value="10000"/>			
Variable Percent Used	<input type="text" value="25"/>			

Related Information

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

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