

Initial Cisco ICM Historical Data Replication from the Logger to the HDS

Document ID: 29120

Contents

Introduction

Before You Begin

Conventions

Prerequisites

Components Used

Registry Settings on HDS

Retain Historical Data

Image Args Registry Key Setting

Related Information

Introduction

Historical data is replicated from the Logger to the Historical Data Server (HDS). It is a client/server mechanism. A Replication Server process runs on an Cisco Intelligent Contact Management (ICM) Logger and a peer Replication Client process runs on an ICM HDS.

Upon the initial installation of an HDS, the Replication Server on the ICM Logger and the Replication Client on the HDS establishes a start point for all HDS table data. The start point depends on the registry settings on the HDS. This document describes the initial registry settings on the HDS.

Before You Begin

Conventions

For more information on document conventions, see the Cisco Technical Tips Conventions.

Prerequisites

Readers of this document should be knowledgeable of the following:

- Cisco ICM databases
- Microsoft SQL Server database

Components Used

The information in this document is based on the software and hardware versions below.

- Cisco ICM 4.1.5 and later
- Microsoft SQL Server version 6.5 and 7.0

The information presented in this document was created from devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If you are working in a live network, ensure that you understand the potential impact of any command before using it.

Registry Settings on HDS

It is necessary to size and create the HDS database when you build an HDS Admin Workstation (AW). The length of time the historical data is kept in the database affects the size of the HDS database. Retention time could be set by a table.

Retain Historical Data

Cisco ICM software initiates a purge process on each HDS AW once a day. By default, the purge process runs each night at 12:30 a.m. The process deletes records older than a specified number of days. When you configure the Cisco ICM databases you can specify the number of days to keep data for each historical table. This table lists the default settings for historical data retention.

| Historical Tables | Default Retention Time |
|---|------------------------|
| Application_Event, Config_Message_Log, Event | 14 days |
| Admin, Recovery | 30 days |
| All other historical tables | 100 days |

Default retention time for all tables can be found under the following registry key:

```
HKEY_LOCAL_MACHINE\SOFTWARE\GeoTel\ICR\<cust_inst>\Distributor\  
RealTimeDistributor\CurrentVersion\Recovery\CurrentVersion\Purge\Retain
```

Note: The above value is displayed over two lines due to space limitations.

Drill-down two levels, select the registry key for the specific table, double-click **Days** and change its value to a new retention time.

Figure 1: Registry Editor

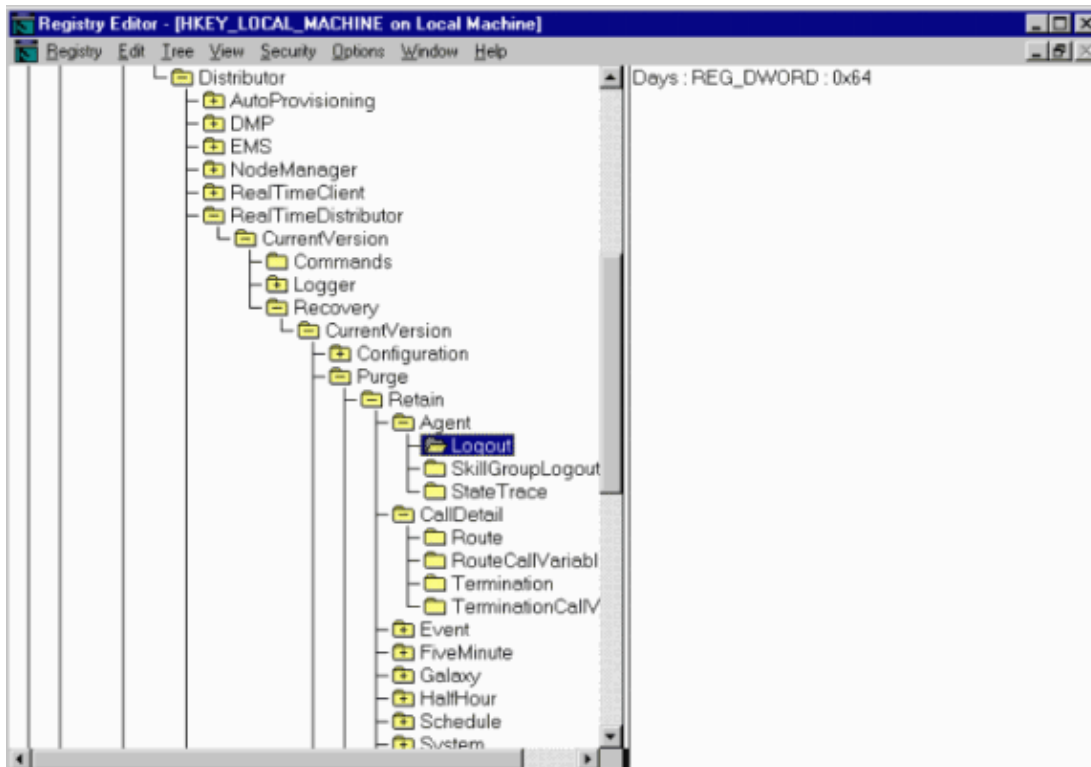


Image Args Registry Key Setting

Once the HDS database is synchronized with the Logger database, data is replicated to each database table on the HDS from the Logger based on the ImageArgs registry key setting:

Registry Key:

```
HKEY_LOCAL_MACHINE\SOFTWARE\GeoTel\ICR\\Distributor\
NodeManager\CurrentVersion\Processes\rpl\ImageArgs
```

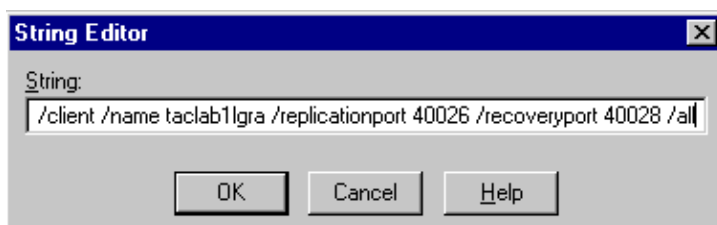
ImageArgs:

```
/db <HDS database name>/client/name <ICM Logger node name>/
replicationport40026/recoveryport40028/all
```

Note: The above keys are displayed over two lines due to space limitations.

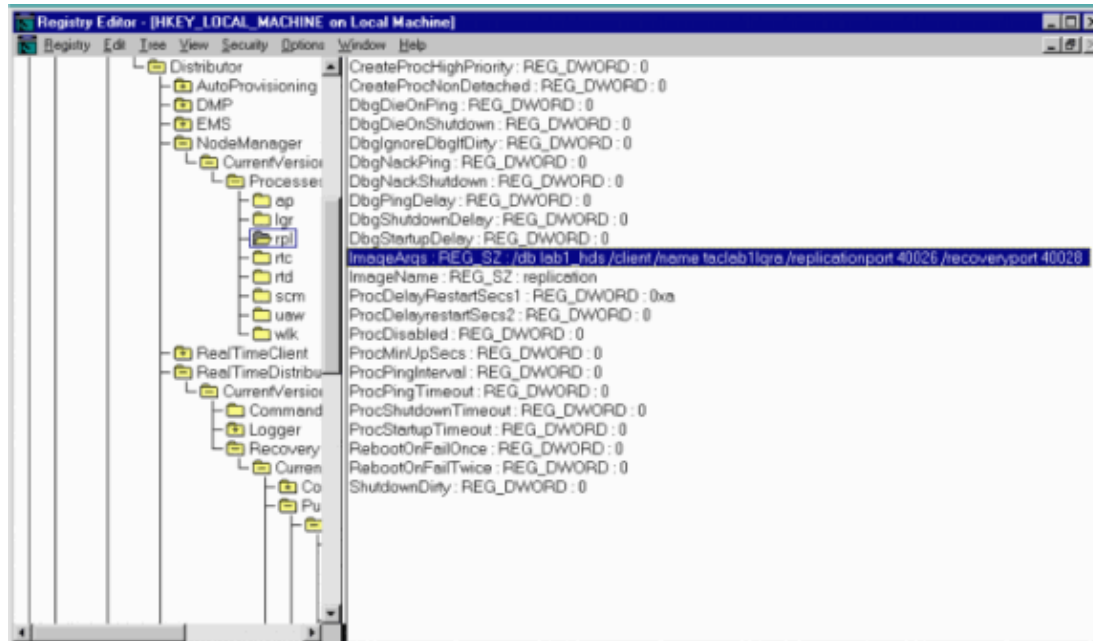
The kind of data replicated from Logger to HDS is up to the setting of the /all node manager switch. If /all is set, the Logger replicates old historical tables to the HDS. If /all is not set, the Logger skips the old historical data and replicates the new data only from the time the service is turned on. To turn on the /all switch, double-click **ImageArgs**. The String Editor displays. Enter the /**a11** switch at the end of the line and click **OK**.

Figure 2: String Editor



Note: The /all switch only works when the HDS database is empty. This means the above registry must be set before the Cisco ICM processes start on the HDS for the first time. Otherwise, the HDS database must be rebuilt.

Figure 3: Registry Editor



Related Information

- [Identifying and Changing Logger and HDS Log Retention and Purge Settings](#)
- [Technical Support – Cisco Systems](#)

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

© 2013 – 2014 Cisco Systems, Inc. All rights reserved. [Terms & Conditions](#) | [Privacy Statement](#) | [Cookie Policy](#) | [Trademarks of Cisco Systems, Inc.](#)

Updated: Nov 23, 2004

Document ID: 29120
