

Database Server (Logger) Processes

Document ID: 20505

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Introduction

This document discusses the processes used by the Logger Database Server.

Prerequisites

Requirements

Readers of this document should have knowledge of these topics:

- Cisco Intelligent Contact Management (ICM)

Components Used

The information in this document is based on all versions of Cisco ICM.

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

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

Key Logger Processes

A Microsoft SQL Server database logs all the data captured from:

- Automatic Call Distributor (ACD)/Voice Response Unit (VRU) systems.
- The 800 number networks.
- The routing decisions made by the CallRouter.

The Logger is open in design, and is intended to be part of the overall Information Services (IS) network of the customer. This open design allows any authorized user to access the database.

The Central Database contains these types of information:

- Full configuration information for the enterprise
- All routing scripts current and, if the customer chooses to save them, past versions
- Event data
- Call detail data
- Five-minute summary data
- Half-hour historical data

This table describes the key Logger processes:

Prefix	Process Name	Description
Csfs	CSFS	The Customer Service Forwarding Service (CSFS) handles communications with various services like Simple Network Management Protocol (SNMP), Remote Access Server (RAS), and Serial Event Feed.
Dtp	DTP	The Customer Support Data Transfer Process (DTP) (Dials The Phone) transfers events from the Logger to the Cisco Internet Communication Software Group (ICSG) Technical Assistance Center (TAC).
Lgr	LOGGER	The Database Logger is a process that stores historical data and information about the entire system in the central database.
Nm	NODEMAN	The Node Manager is a process that manages, restarts, and initializes processes on each ICM node.
Nmm	NMM	The Node Manager Manager is a process that manages, restarts, and initializes the Node Manager process on each ICM node.
Rcv	RECOVERY	The Central Database Recovery recovers central database historical data.
Mds	MDSPROC	The Message Delivery Service is a process that provides reliable message delivery between the Cisco ICM processes.
SNMP	SNMP	The SNMP Extension Agent receives an event feed from the CSFS process and communications with the Windows NT SNMP Agent to generate SNMP traps when certain events with alarms occur.

Related Information

- **Technical Support – Cisco Systems**
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Updated: Apr 03, 2005

Document ID: 20505
