Troubleshoot Persistent Variable's Value Loss After Restart of Intelligent Contact Management (ICM) Router

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Introduction

This document describes issues on persistent variable configuration loss in Unified Contact Center Enterprise (UCCE) and Packaged Contact Center Enterprise (PCCE) environment after ICM router restart.

User variables are created to be used as a temporary storage that can be tested with an If node. For example, user variable called **userOpenHours** to be used as a temporary storage area for a string value used by an If node.

After you define a variable, you can then use the Formula Editor to access the variable and reference it in expressions, just as you would with a built-in variable.

Prerequisites

Cisco recommends that you have knowledge of these topics:

UCCE

PCCE

Windows Server 2012

Components Used

UCCE 11.x

PCCE 11.x

Historical Data Server (HDS)

Problem

In CCE environment, there are conditions that are related to persistent variables's values being

lost. This is the list of most common conditions and the solution is identical:

1. You configure persistent varaible and check persistent box is in User Variable List and save the configuration. But, when you run query from Persistent-Variable table, table is empty.

2. Restart of ICM Router or exit_router causes loss of the value of persistent variable.

3. Persistent variable fails to replicate to HDS.
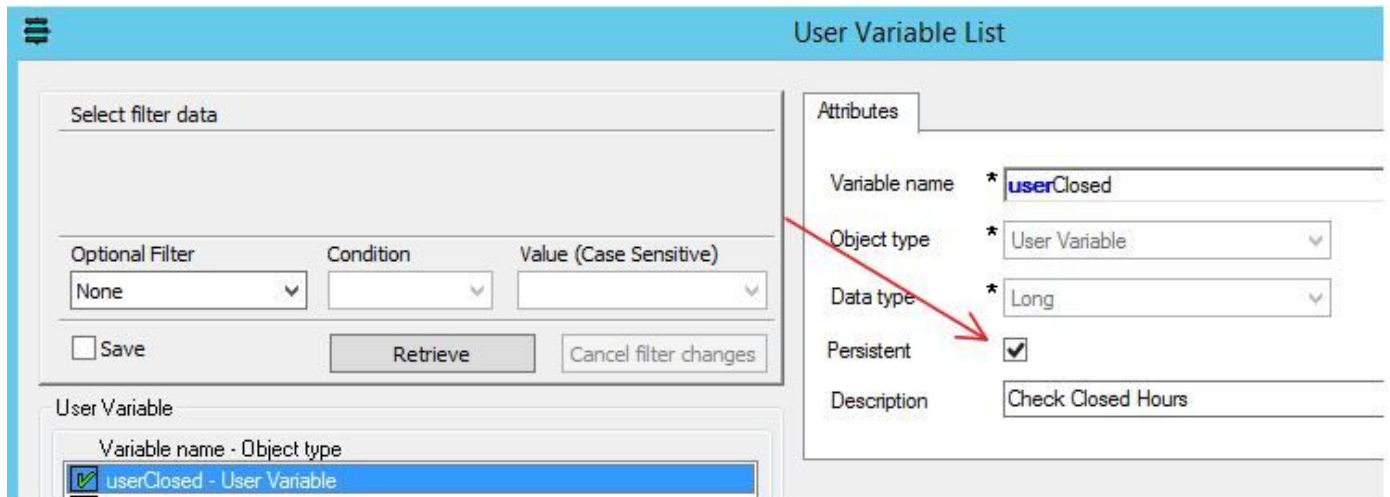
Solution

Persistent variables must be written to the DB table in order to ICM router to read back after ICM router restart or reboot.

From the Config. manager user list variable, ensure persistent tick box is checked. This ensures value in persistent variable is written into database.

However, following registry controls the behaviour.

To change the treatment of persistent variables, change the registry on the logger (side A and side B, if duplexed):

HKEY_LOCAL_MACHINE\SOFTWARE\Cisco Systems, Inc.\ICM\instance_name\LoggerA\Logger\CurrentVersion\HistoricalData\Persistent\Variable

Value: **1=Write Persistent Variable to Database**

   0=Do Not Write Persistent Variable to Database

In addition, change the registry on each HDS, if you want to replicate persistent variable on HDS:

HKEY_LOCAL_MACHINE\SOFTWARE\Cisco Systems, Inc.\ICM\instance_name\Distributor\RealTimeDistributor\CurrentVersion\Logger\CurrentVersion\HistoricalData\Persistent\Variable

 Value: **1=Enable replication to the HDS**

   0=Do not replicate to the HDS (default value)

This behaviour has been documented in defect CSCug43282.

Reference

http://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cust_contact/contact_center/icm_enterprise/icm_enterprise_11_5_1/Reference/Guide/UCCE_BK_D563D6DB_00_db-schema-handbook/UCCE_BK_D563D6DB_00_db-schema-handbook_chapter_010.html#UCCE_RF_PAB332EF_00