

Cisco ICM Server Naming Conventions

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Introduction

This document describes the name conventions that Cisco adopts to name Cisco Intelligent Contact Management (ICM) Servers.

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- Cisco ICM

Components Used

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

- Cisco ICM Releases earlier than version 7.0

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.

Cisco ICM Server Name Convention

Note: This name convention is not mandatory, but is simply a recommendation. Use a standard name convention to simplify the management and support of Cisco ICM servers and applications.

Types of Cisco ICM Servers

These five types of Cisco ICM servers are a part of the core Cisco ICM product:

- Router
- Logger
- Peripheral Gateway (PG)
- Administrative Workstation (AW)
- Historical Data Server (HDS)

Name Convention

The name convention adopted suggests that a given system name is comprised of three concatenated acronyms:

- **geo**: The three letter acronym GEO, stands for Geotel.
- **Customer instance name**: An acronym or abbreviation of the customer name. This customer instance name is the same instance that you define in the ICM setup and is limited to 5 characters.
- **Node name**: An acronym is used for the type of node:

- ◆ For an ICM call Router the node name = rtr
- ◆ For an ICM Logger the node name = lgr
- ◆ For an ICM PG the node name = pgnx

- ◇ **n** is the PG number 1, 2, 3.....n
- ◇ **x** is either an **a** or a **b**.

- For a simplex PG site, there is only an **a** PG.
- For a duplexed PG site, there is an **a** PG and a **b** PG.

- ◆ For an AW the node name = awn, where n is the AW number 1, 2, 3.....n.

For example, for a fully redundant ICM system installed for a customer named Cisco:

- The three letter acronym **geo** starts the server name.
- The acronym chosen for Cisco is **csc**.
- The acronym for each server is based on the type of system (see Node name above).

Here are some examples:

Description of the Server	Server Name	Server Name Broken Apart			
		geo three letter acronym	Abbreviation of the customer name	Type of node	Number of the node
Call RouterA	geocscortra	geo	csc	rtr	a
Call RouterB	geocscortrb	geo	csc	rtr	b
LoggerA	geocscolgra	geo	csc	lgr	a
LoggerB	geocscolgrb	geo	csc	lgr	b
PG1	geocscopg1a	geo	csc	pg	1a
PG25	geocscopg25a	geo	csc	pg	25a
AW	geocscaw1	geo	csc	aw	1

HDS	geocsc0hds1	geo	esco	hds	1
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Related Information

- **Technical Support & Documentation – Cisco Systems**
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