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Determine the ICM CallRouter File Version

Document ID: 23349

Questions

Introduction

On a duplexed Cisco Intelligent Contact Management (ICM) contact system, do the router.exe files need to be the same version and build number on both Call Routers?

Related Information

Introduction

This document discusses why it is necessary for the A-side and B-side CallRouters to have the **router.exe** file with the same version and build number. It also describes two different methods to identify the correct version and build number of the **router.exe** file.

Q. On a duplexed Cisco Intelligent Contact Management (ICM) contact system, do the router.exe files need to be the same version and build number on both Call Routers?

A. Yes, if the version of the **router.exe** file is different between the A-side and B-side CallRouters, neither CallRouter activates.

To determine the version and build number of the **router.exe** file.

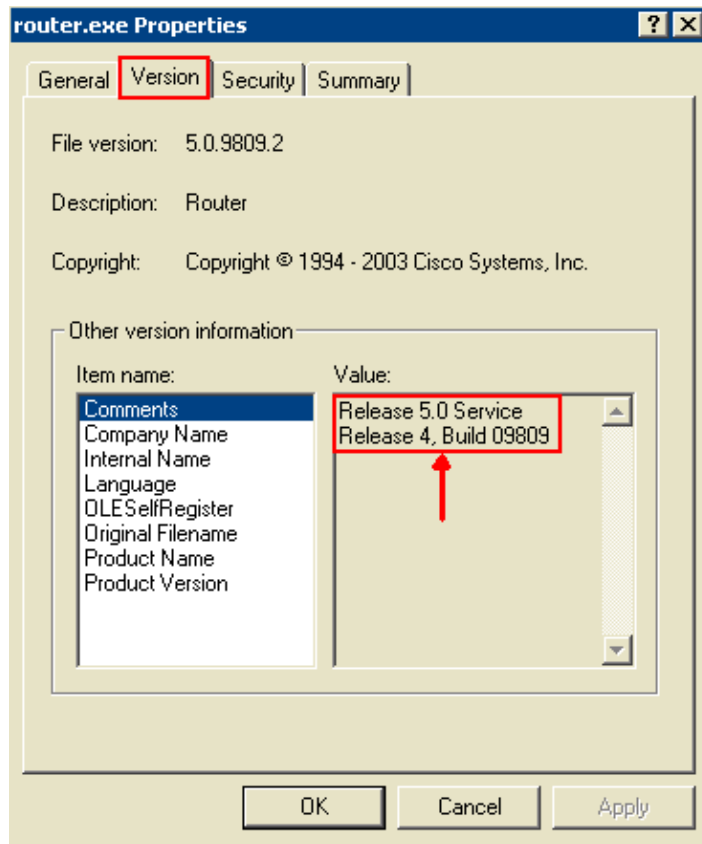
1. Type **router /?** from a command prompt on the Cisco ICM CallRouter.
2. Press **Enter**.

The response contains the version and build number. These values must be exactly the same on both CallRouterA and CallRouterB, or else neither CallRouter activates.

```
c:\> router /?
Version: Release 4.6 SP1, Build 11023
```

Alternatively, checking the properties of the **router.exe** file also provides the same information. The step-by-step procedure follows:

1. Locate the **router.exe** file in the `c:\icr\bin` directory for ICM version 4.6.x and earlier, and in the `c:\icm\bin` directory for ICM version 5.0 and later by default.
2. Right-click on the **router.exe** file. A popup box appears.
3. Click **Properties**. The **router.exe** Properties window appears, Figure 1. **Figure 1: router.exe Properties**



4. Select the **Version** tab. The release and build number are shown in the **Value** field.

Related Information

- **Technical Support – Cisco Systems**

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