

Configuring Distributor AWs with the Same Admin Site Name

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Introduction

This document describes how to configure two Distributor Admin Workstations (AWs) with the same Admin Site Name. One Distributor AW serves as the primary Distributor AW, and the other serves as the secondary Distributor AW. Two Distributor AWs with the same Admin Site Name cannot both be the primary.

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- Cisco Intelligent Contact Management (ICM)
- How to configure the ICM Distributor AW

Components Used

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

- Microsoft Windows NT 4 and Windows 2000
- Cisco ICM 4.6.2 and later

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.

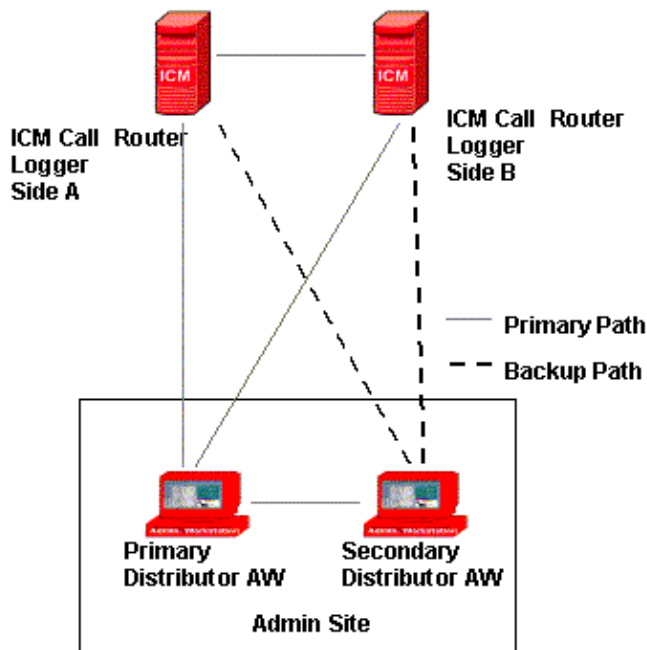
Conventions

Refer to Cisco Technical Tips Conventions for more information on document conventions.

Architecture

Any site that contains AWs is an admin site. The CallRouter provides real-time data to a Distributor AW at each admin site. If an admin site has two Distributor AWs, which share the same admin site name, you must configure one as the primary Distributor AW, and the other as the secondary Distributor AW. If the primary Distributor AW is not available due to network or power issues, the secondary Distributor AW establishes a new connection to the preferred Call Router.

Figure 1 Primary and Secondary Distributor AW Architecture



Configure the Admin Site Name

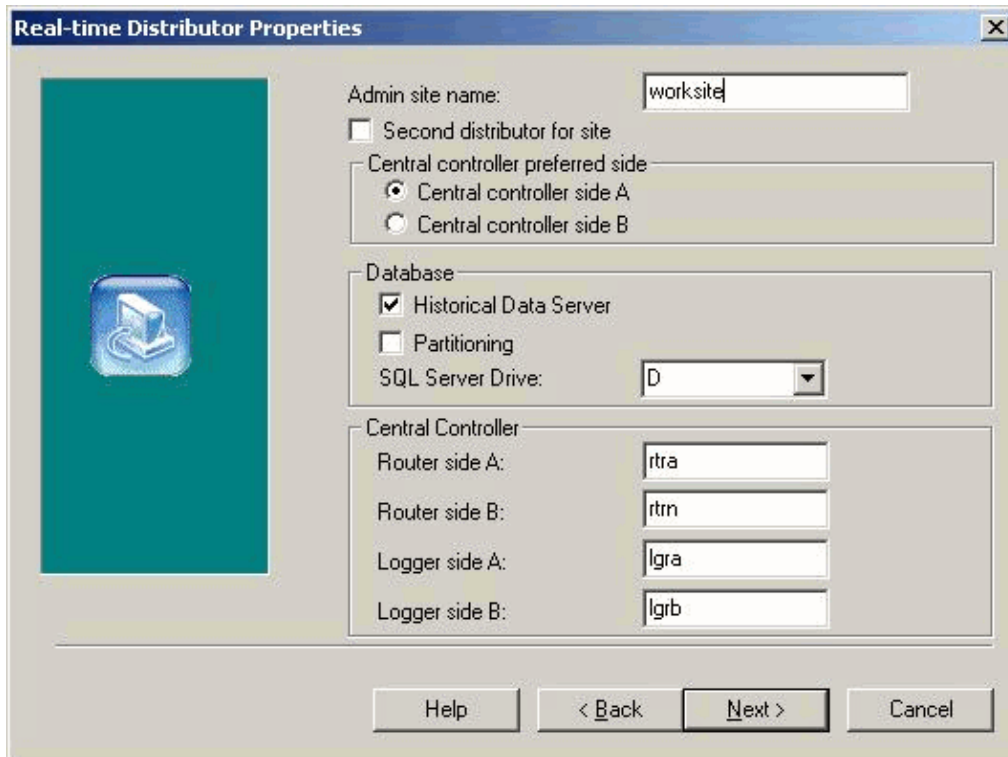
In order to run two Distributor AWs with the primary and secondary architecture, you can configure both Distributor AWs with the same Admin Site Name.

Primary Distributor AW

Complete these steps:

1. Run the AW Setup.
2. Enter the required name in the Admin site name field in the Real-time Distributor Properties window (see Figure 2).
3. Ensure that the **Second distributor for site** check box is not checked.

Figure 2 Configure the Admin Site Name for the Primary Distributor AW



4. Complete the Setup process, and click **Finish** on the final Setup window.

Secondary Distributor AW

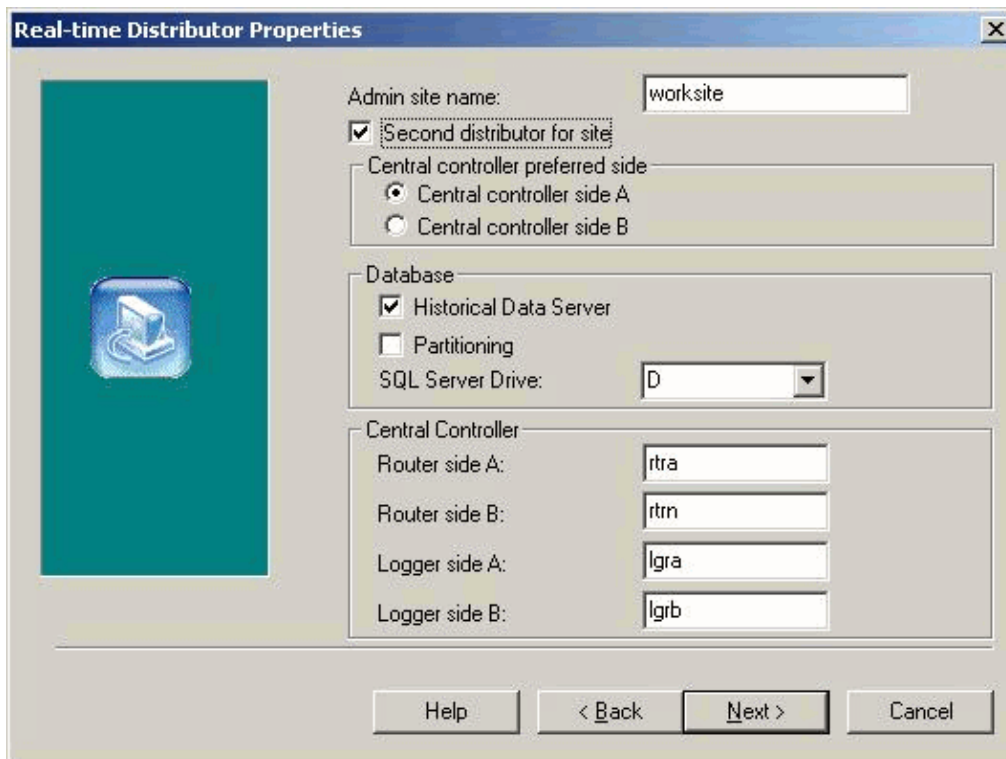
Complete these steps:

1. Run the AW Setup.
2. Enter the required name in the Admin site name field in the Real-time Distributor Properties window (see Figure 3).

Ensure that the name you enter here matches the Admin site name on the primary Distributor AW.

3. Check the **Second distributor for site** check box.

Figure 3 Configure the Admin Site Name for the Secondary Distributor AW



4. Complete the Setup process, and click **Finish** on the final Setup window.

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Related Information

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

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