How ICM Domain Synchronizes the Time Clock in a Windows 2000 Environment

Document ID: 29882

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Introduction

This document describes the method to synchronize the Cisco Intelligent Contact Management (ICM) server clock within a Cisco ICM domain with the help of the Network Time Protocol (NTP). You can use the command line tool `W32tm.exe` to configure the time source.

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- Cisco ICM
- Microsoft Windows 2000

Components Used

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

- Microsoft Windows 2000 Server
- 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.

Time Source Selection

In a Microsoft Windows 2000 domain, the Time Service Core component automatically synchronizes the time with the primary domain controller (PDC). By default, the PDC emulator is the first Domain Controller (DC) that is installed in a domain. The PDC emulator of each domain synchronizes its time with the PDC emulator

of the first domain that is created in the forest. Therefore, the forest root machine acts as the master clock and calendar for your entire Active Directory (AD) forest.

If the Cisco ICM domain is deployed in a new forest/domain model with no access to any of the existing Windows 2000 forest/domain architecture, the first DC installed in the Cisco ICM domain serves as the master clock for both the domain and the forest. If the Cisco ICM domain is deployed in an existing Windows 2000 Corporate Forest and allows the Cisco ICM to be deployed in an isolated child domain of this forest environment, the first DC installed in the Cisco ICM domain serves as the master clock for the domain.

Move the Role of PDC Emulator

If the PDC Emulator is moved within the Cisco ICM domain, the new PDC must be redefined as the Master Time Server. The new PDC in the Cisco ICM domain references its time externally. In case there is no outside time source for the new PDC to refer to, and so, the new PDC can point the time source to itself.

On the new PDC in the Cisco ICM domain, issue this command:

```
net time /setsntp:<DNS Name of External Source>
```

or

```
net time /setsntp:<DNS Name of the New PDC>
```

Issue the **W32tm /s:<DNS Name of the NEW PDC>** command on all other Cisco ICM servers.

Related Information

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

Updated: Mar 21, 2005 Document ID: 29882