



# Load Balance

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- [Load Balance](#) , on page 1

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In cases where a Unified Intelligence Center multi-node deployment experiences a heavy reporting workload, system administrators have the option to deploy server load balancing (SLB).



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**Note** SSO access to the Unified Contact Center Enterprise web applications through the load balancer is not qualified.

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SLB is a technique to distribute client requests among the nodes in a cluster or to select the server that can successfully fulfill a client request in the shortest time without overloading that server or the cluster as a whole.



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**Note** In a Unified Intelligence Center deployment with SLB, if one of Unified Intelligence Center is down, the report viewer pointing to that server displays this error **Report execution Failed. Please check browser console logs for more info.** When you refresh your browser, a new Unified Intelligence Center log in page will display.

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**Note** Load balancing for Live Data reports in Unified Intelligence Center is not supported in any deployments.

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