



Load Balance

- [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).



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

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.



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.



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

