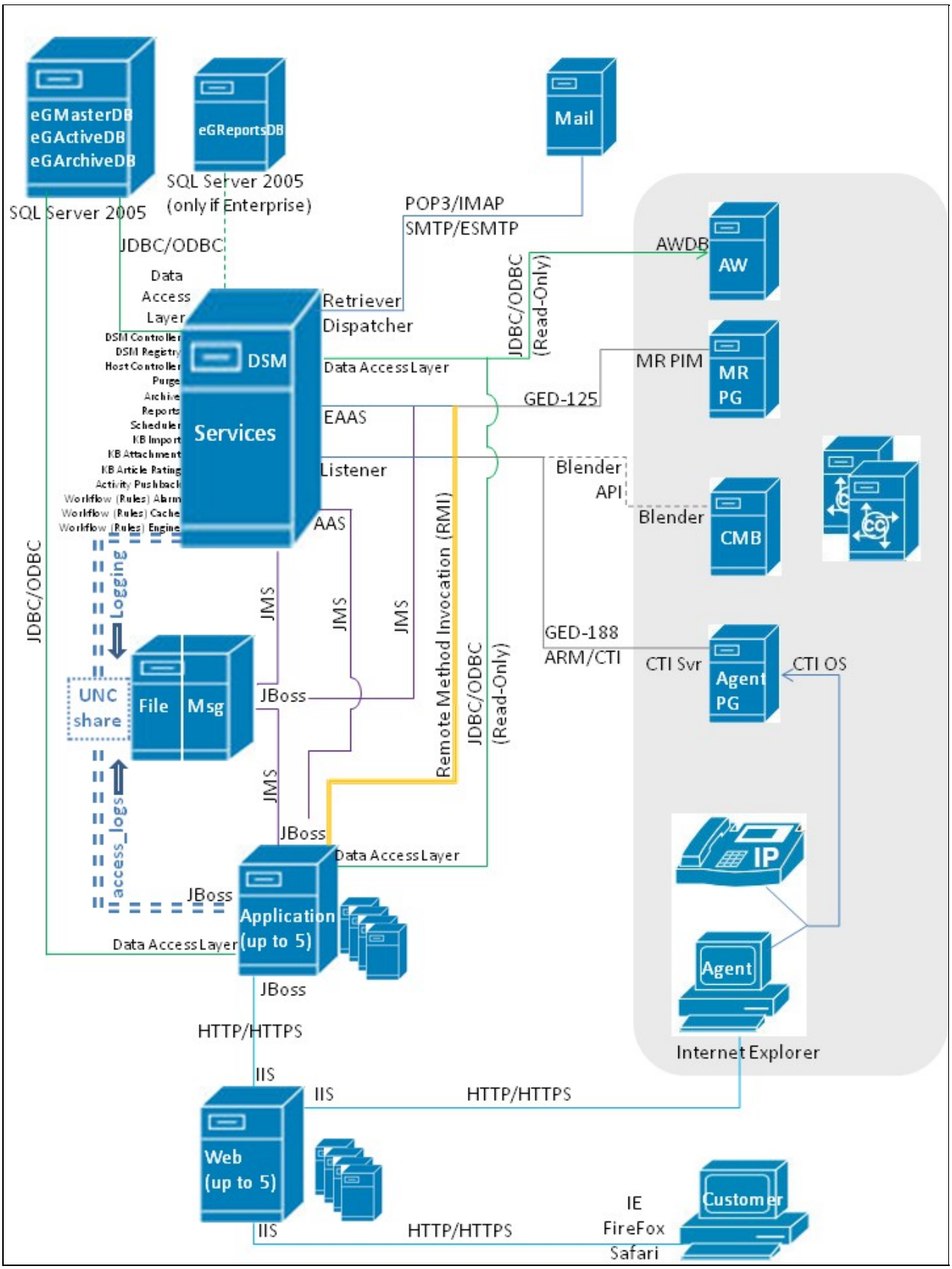
Reference Chapter 2 of the 4.3 SRND for details of a distributed deployment model. For purposes of this training course:

Server Name	Primary Purpose
Database Server	SQL Server 2005 Databases
File & Messaging Server	EIM/WIM application files, process logs, etc, accessed by other servers via "Cisco" UNC share. Messaging Server is "overseer" of all Application Servers
Services Server	Runs almost all java.exe and javaw.exe processes
Application Server	Runs JBoss servers
Web Server	Runs IIS, hosts all agent and customer chat connections


eGMasterDB
eGActiveDB
eGArchiveDB
SQL Server 2005
eGReportsDB
SQL Server 2005
(only if Enterprise)
Mail
POP3/IMAP
SMTP/ESMTP
JDBC/ODBC
Data
Access
Layer
DSM
Services
Retriever
Dispatcher
Data Access Layer
EAAS
Listener
AAS
JDBC/ODBC
(Read-Only)
AWDB
AW
MR PIM
MR
PG
GED-125
Blender
API
Blender
CMB
JDBC/ODBC
Logging
JMS
JMS
JMS
Remote Method Invocation (RMI)
JDBC/ODBC
(Read-Only)
GED-188
ARM/CTI
CTI Svr
Agent
PG
CTI OS
UNC
share
File
Msg
JBoss
access_logs
JBoss
JMS
JBoss
Data Access Layer
JBoss
Application
(up to 5)
Data Access Layer
IP
Agent
Internet Explorer
HTTP/HTTPS
IIS
IIS
HTTP/HTTPS
Web
(up to 5)
IIS
HTTP/HTTPS
IE
FireFox
Safari
Customer

Logging

- File server path is configured (hardcoded) during component installation.
- The startup files of all processes and Application servers specify where all logging should occur.
- C:\CIM\eService\config\egpl_log4j.xml tells processes what to name their log files.

Single Points of Failure

1. Services Server
2. File Server
3. Database Server(s) (If no DB clustering)
4. Messaging Server