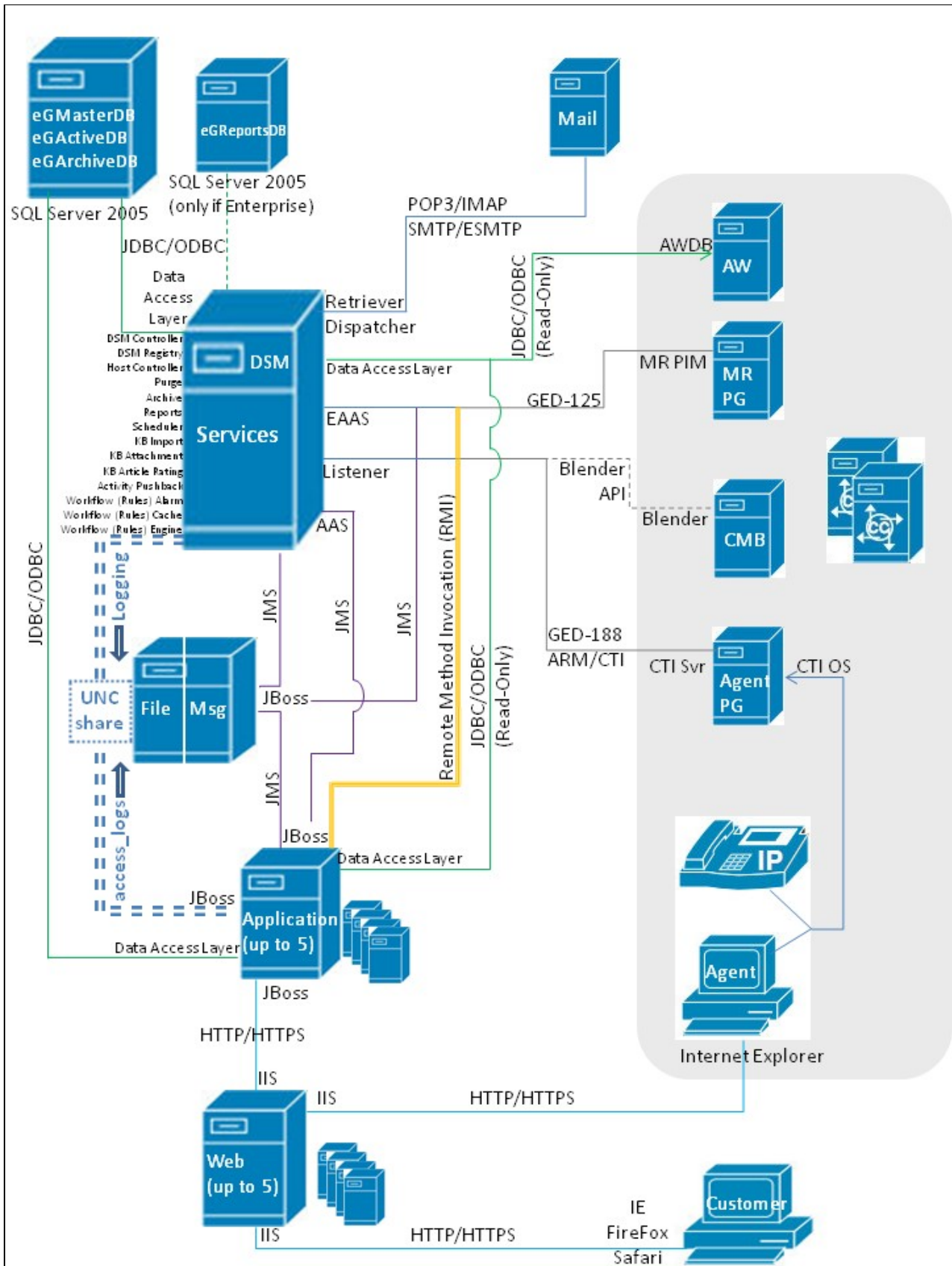


EIM-WIM_Distributed_Deployment_Basics

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 |

EIM-WIM_Distributed_Deployment_Basics



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\service\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