

Configure a Redundant WebView Server FAQ

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Questions

Introduction

How do I configure a redundant WebView server?

How do users access the WebView server?

Related Information

Introduction

This document discusses Frequently Asked Questions (FAQ) about how to configure a redundant WebView server. The installation procedure is exactly the same as the first, but the two WebView servers do not operate in a hot standby mode; they run independently.

Q. How do I configure a redundant WebView server?

A. The WebView server is a Cisco Intelligent Contact Management (ICM) Admin Workstation (AW) running Microsoft Windows NT Server 4.0 and Internet Information Services (IIS) 4.0 or Windows 2000 Server and IIS 5.0 with WebView installed. Refer to Cisco ICM Software Release 4.6.2 WebView Installation Guide. When you configure a redundant WebView server, the installation procedure is exactly the same as the first installation. However, the WebView servers do not operate in a hot standby mode, they run independently. The fault tolerant method is totally manual.

Note: You must train users for this fault tolerant method.

Q. How do users access the WebView server?

A. Users access the WebView server through the browser.

1. Open the URL for WebView, for example, `http://localhost\cust_inst`.
2. Enter your **Domain Name**.
3. Enter your **User name**.
4. Enter your **Password**.

Note: If you do not know the WebView URL, your Domain name, User name, or Password, contact your system administrator.

You must select the link for WebView reporting on the next screen. The Welcome to WebView reporting page opens and indicates you have logged in to WebView reporting successfully. Refer to the Cisco ICM WebView Users' Guide for additional information. There are two unique URLs used to access each independent WebView server. Open the URL for the primary WebView server. In the event of its failure, open the URL for the redundant WebView server.

Note: Users must be made aware and shown this fault tolerant method.

Related Information

- [Cisco ICM Software WebView Installation Guide](#)
 - [Cisco ICM WebView Users' Guide](#)
 - [Technical Support – Cisco Systems](#)
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