

# CCIR Redundancy

---

Beginning with Connect Contact Center 8, external CCIR supports redundancy. CCIR redundancy functionality is as follows:

- When the primary CCIR service is operational, all events are written to the primary CCIR.
- When the primary CCIR service is not operational, all events are written to the secondary CCIR after a 15-second timeout.
- When the primary CCIR service comes back online, all events are immediately written to the primary CCIR.
- When the primary CCIR service is up but the database cannot be written to, all events are written to the secondary CCIR after 120 seconds.
- When the primary CCIR database is back online, all events are immediately written to the primary CCIR.

## CCIR Replication

Replication happens whenever both the primary and secondary CCIR are online, and CCIR replication is bi-directional. During replication, only the following data tables are replicated:

- Events
- Event\_groups
- Event\_parties
- Event\_call\_profile

## Promoting CCIRs

When the primary CCIR is permanently damaged, the secondary CCIR can be promoted to be the new primary. Promoting the secondary CCIR should be performed only when necessary.

## CCIR Redundancy Caveats

- An internal CCIR cannot be part of a redundancy system.
- Connect Contact Center Director prevents 127.0.0.1 from being configured as part of a redundancy system.
- The Connect Contact Center server will ignore the secondary IP address if any of the CCIR stations are not external to the Connect Contact Center server.

## Setting up CCIR Redundancy

Complete the following steps to set up redundancy for CCIR:

1. Install a CCIR external to the Connect Contact Center server and configure it as primary.
2. Install a CCIR external to the Connect Contact Center server and configure it as secondary.