

# SQL Server 2000 Setup Configuration for ICM 5.0

Document ID: 41002

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## Introduction

This document outlines the procedure for setting up Structured Query Language (SQL) Server 2000 for use with Cisco Intelligent Contact Management (ICM) versions 5.0 and 6.0. It covers only the new installation of Microsoft SQL Server 2000 in the ICM version 5 and 6 environments.

## Prerequisites

### Requirements

Cisco recommends that you have knowledge of these topics:

- Cisco ICM databases
- Microsoft SQL Server database connectivity
- Microsoft Windows connectivity

### Components Used

The information in this document is based on these software and hardware versions:

- Cisco ICM versions 5.0 and 6.0
- Microsoft SQL Server 2000

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

### Conventions

Refer to Cisco Technical Tips Conventions for more information on document conventions.

## Step-by-Step Instructions

Complete these steps:

1. Log on to the operating system under a user account that has local administration permissions, or assign the appropriate permissions to the domain user account.
2. Shut down all services dependent on SQL Server.

This includes any service that uses Open DataBase Connectivity (ODBC), such as Microsoft Internet Information Services (IIS).

3. Shut down Microsoft Windows NT Event Viewer and registry viewers (regedit.exe or regedt32.exe).
4. Begin the SQL Server setup program.

This window opens:

**Figure 1: Microsoft SQL Server 2000**



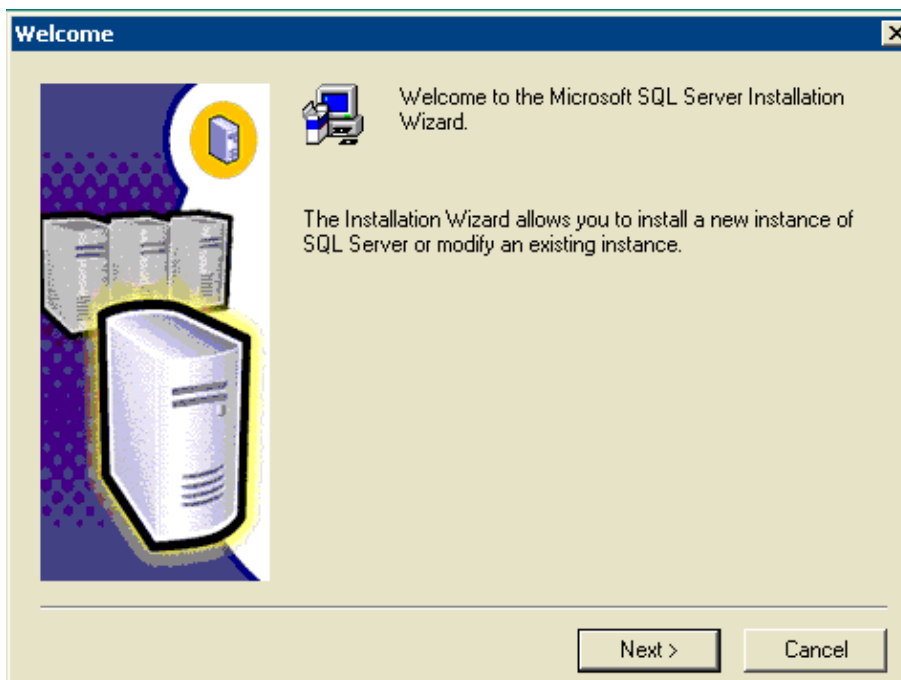
5. Click **SQL Server 2000 Components**.

**Figure 2: Microsoft SQL Server 2000 -- Install Components**



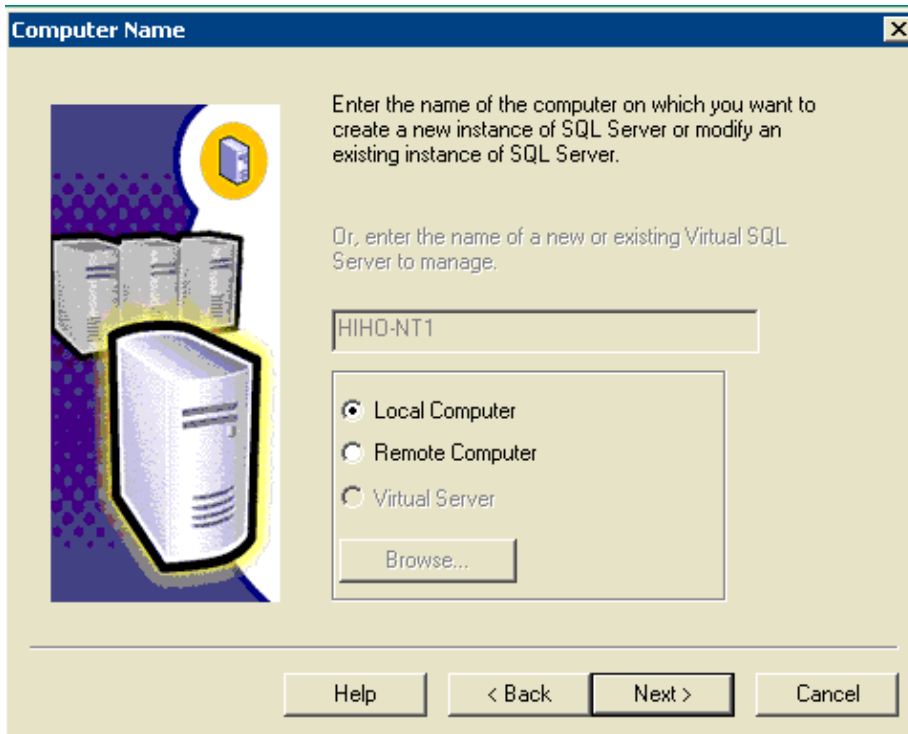
6. Click **Install Database Server**.

**Figure 3: Microsoft SQL Server — Welcome**



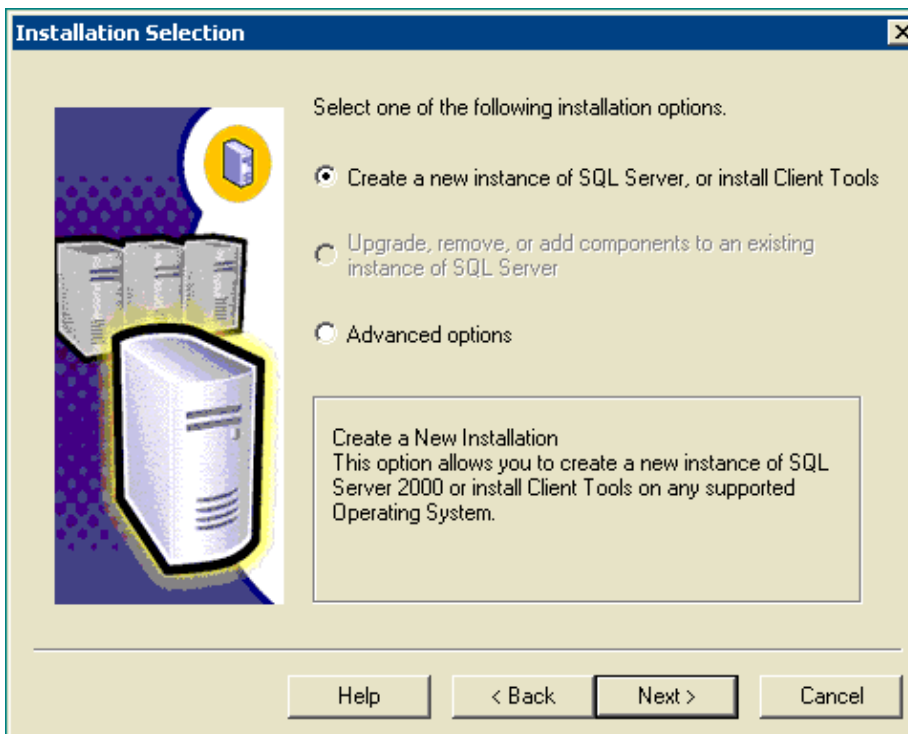
7. Click **Next**.

**Figure 4: Microsoft SQL Server — Computer Name**



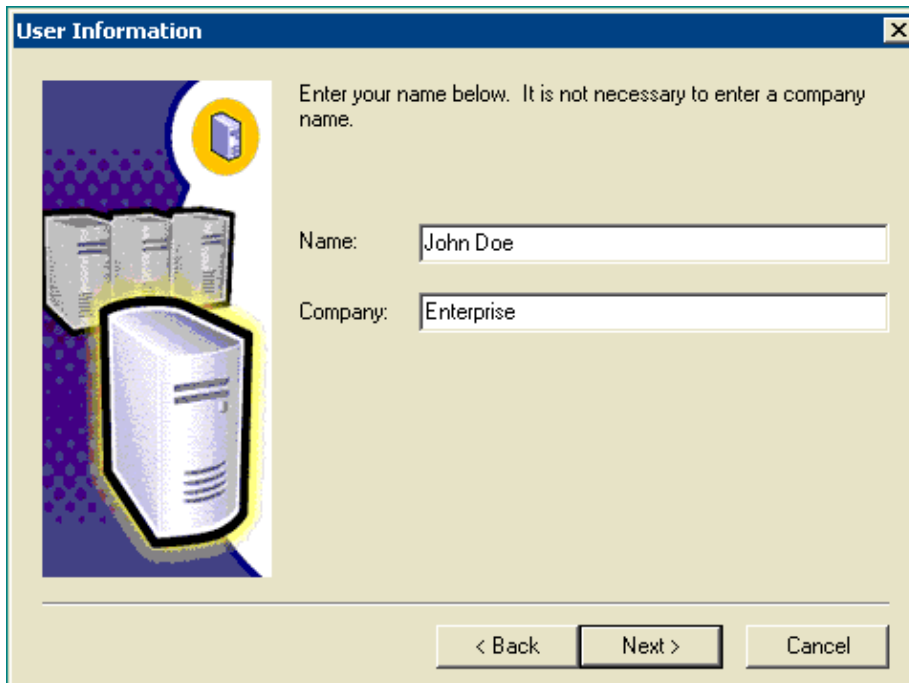
8. Choose **Local Computer** , click **Next**.

**Figure 5: Microsoft SQL Server -- Installation Selection**



9. Choose **Create a new instance of SQL Server, or install Client Tools**, click **Next** .

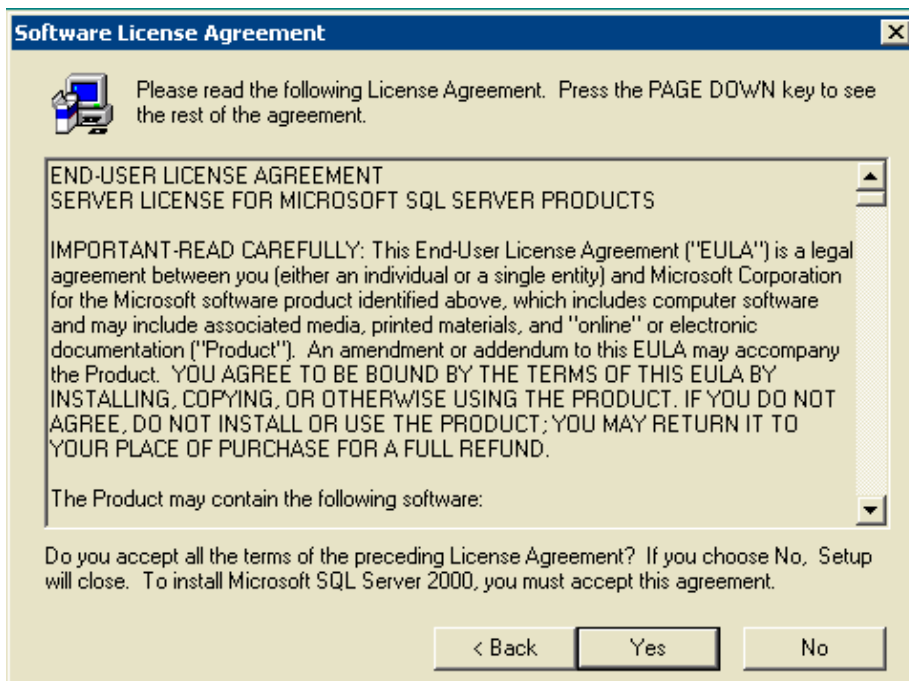
**Figure 6: Microsoft SQL Server -- User Information**



10. Enter the customer name in the Name field, the company name in the Company field, click **Next**.

The Software License Agreement window opens.

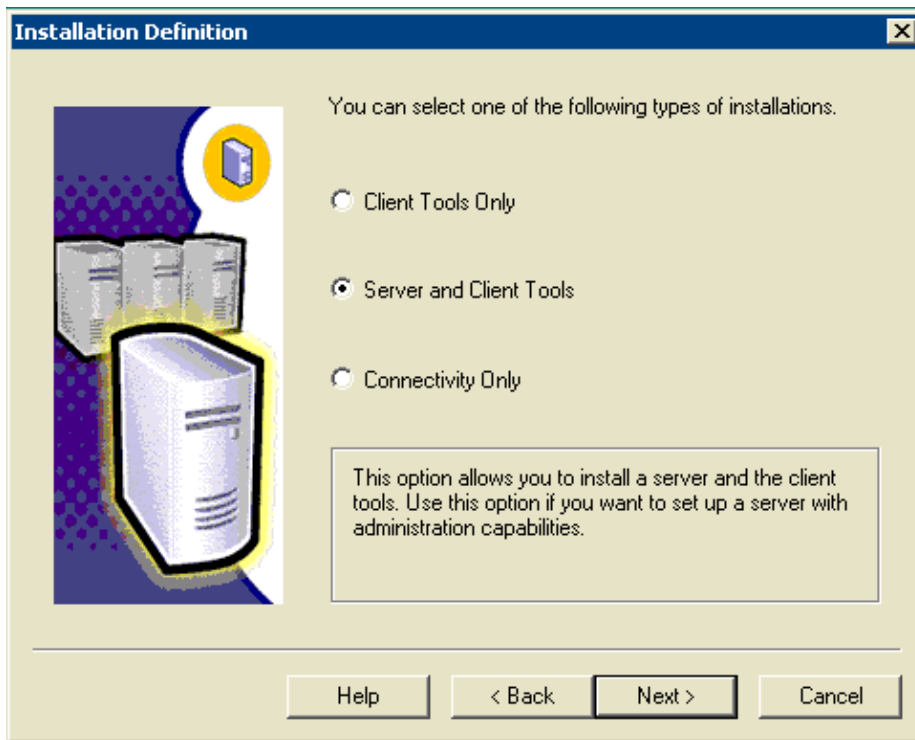
**Figure 7: Microsoft SQL Server — Software License Agreement**



11. Read the License Agreement, click **Yes**.

The Installation Definition window appears.

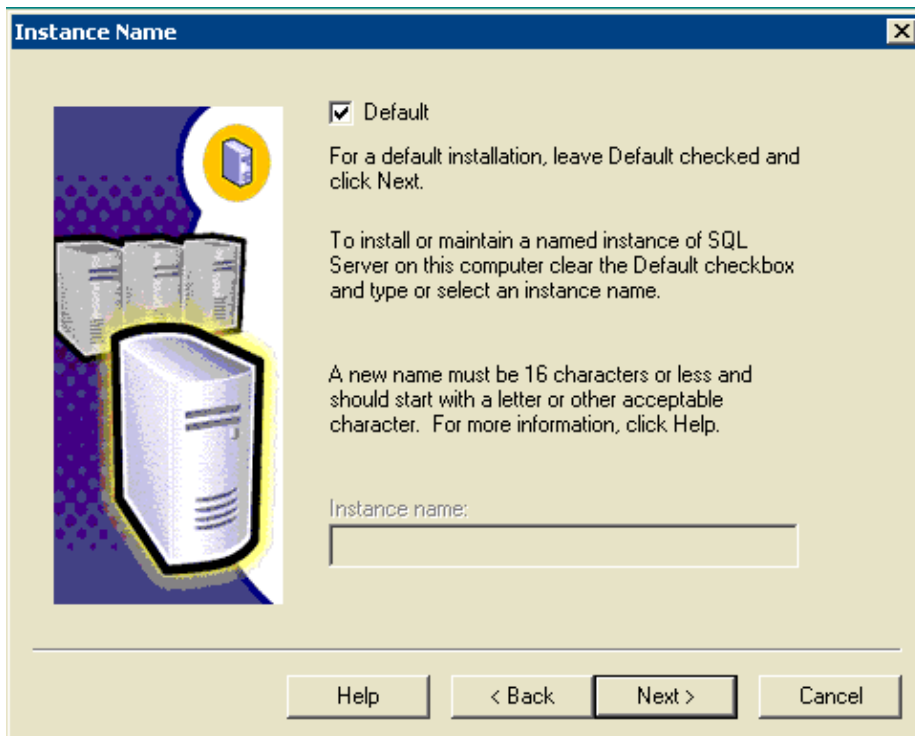
**Figure 8: Microsoft SQL Server — Installation Definition**



12. Choose **Server and Client Tools**.
13. Click **Next**.

The Instance Name window appears.

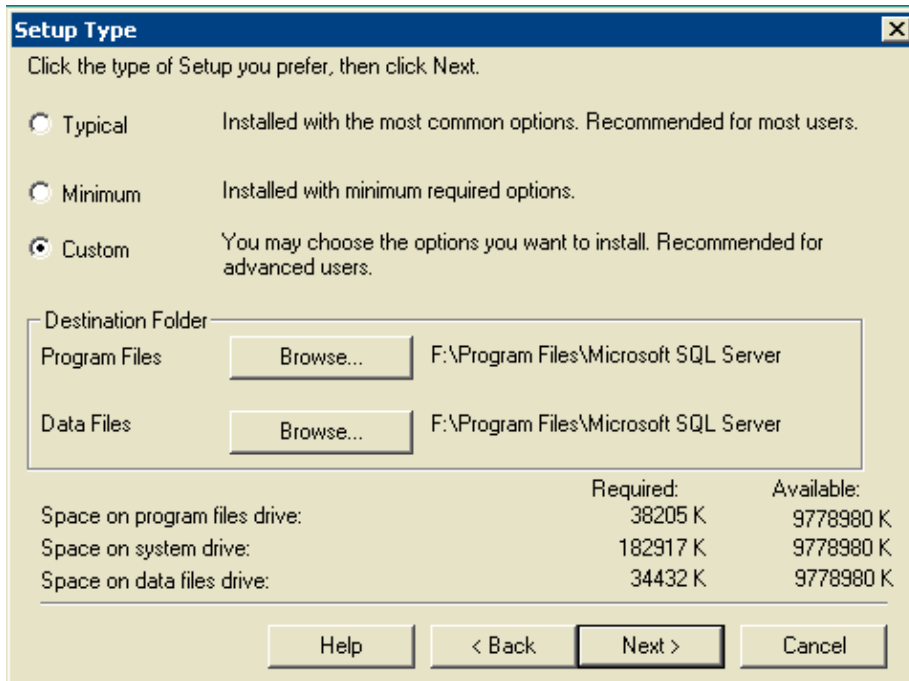
**Figure 9: Microsoft SQL Server — Instance Name**



14. Choose **Default**.
15. Click **Next**.

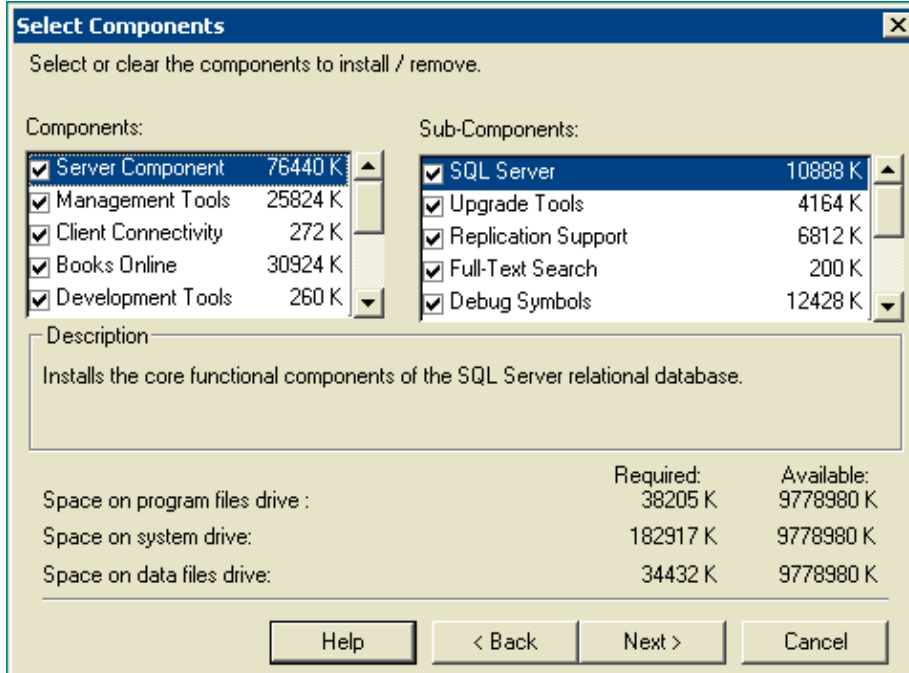
The Setup Type window appears.

**Figure 10: Microsoft SQL Server -- Setup Type**



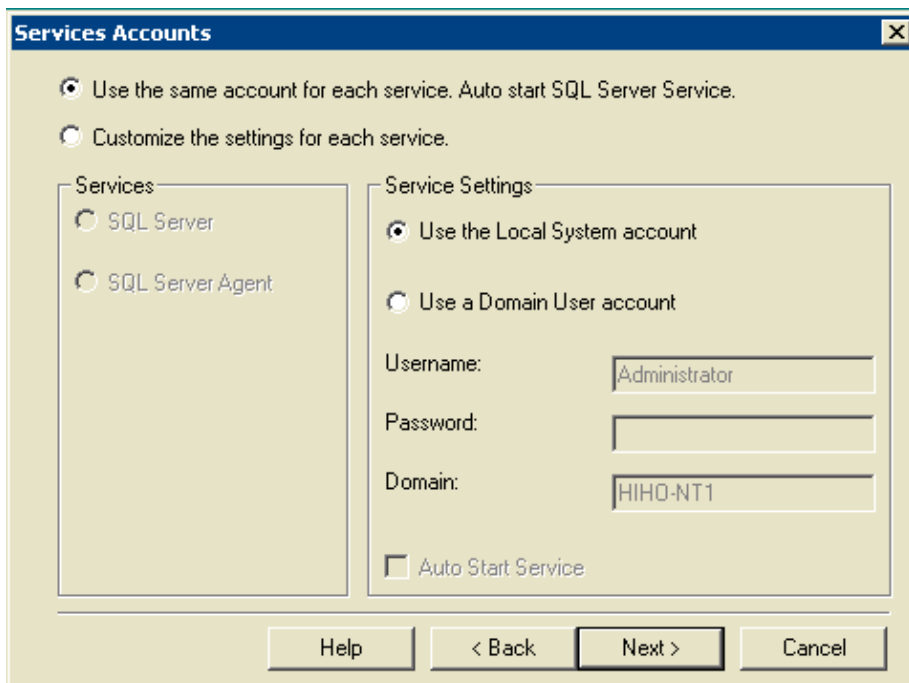
16. Choose **Custom**.
17. Choose the preferred disk for both Program Files and Data Files.
18. Click **Next**.

**Figure 11: Microsoft SQL Server -- Select Components**



19. Leave defaults under Components and Sub-Components. Click **Next**.

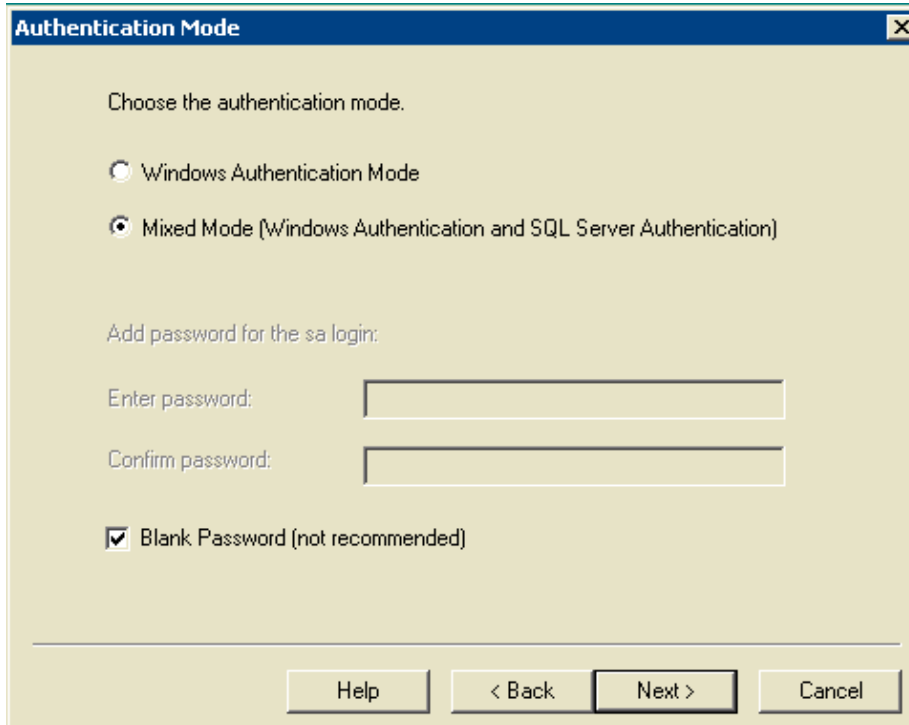
**Figure 12: Microsoft SQL Server -- Services Accounts**



20. Choose **Use the same account for each service. Auto start SQL Server Service** and **Use the Local System account** under Service Settings.
21. Click **Next**.

The Authentication Mode window appears.

**Figure 13: Microsoft SQL Server -- Authentication Mode**



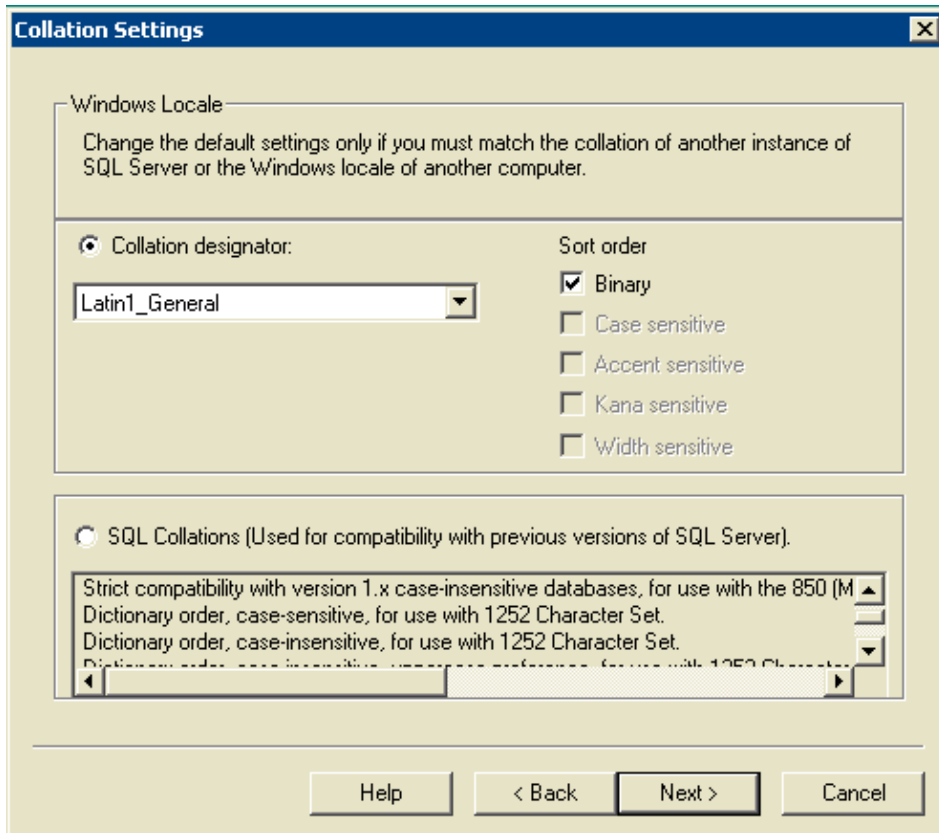
**Note: Blank Password** is not recommended in the production environment. It is for demonstration purposes only in this document.

22. Choose **Mixed Mode (Windows Authentication and SQL Server Authentication)**.

23. Check the **Blank Password (not recommended)** box.
24. Click **Next**.

The Collation Settings window appears.

**Figure 14: Microsoft SQL Server -- Collation Settings**



25. Choose **Collation designator**.
26. Choose **Latin1\_General**.
27. Choose **Binary** under Sort order.

The **Latin1\_General** encompasses these languages:

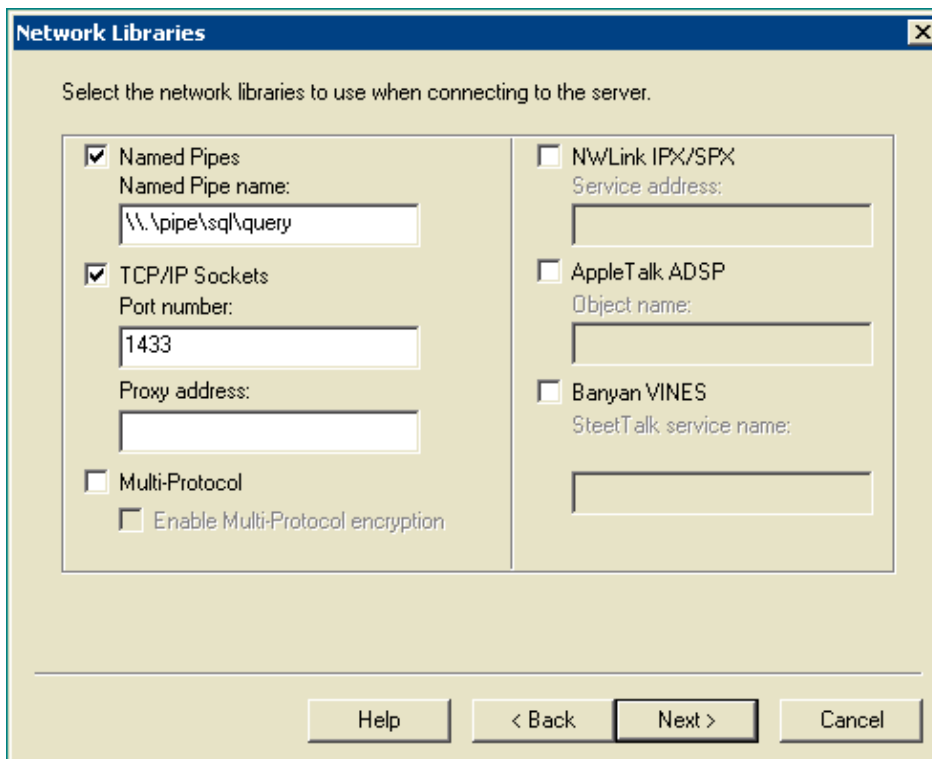
- ◆ Afrikaans
- ◆ Catalan
- ◆ Dutch (Standard)
- ◆ Dutch (Belgium)
- ◆ English (United States)
- ◆ English (Britain)
- ◆ English (Canada)
- ◆ English (New Zealand)
- ◆ English (Australia)
- ◆ English (Ireland)
- ◆ English (South Africa)
- ◆ English (Carribean)
- ◆ English (Jamaican)
- ◆ Faeroese
- ◆ German (Standard)
- ◆ German (Switzerland)

- ◆ German (Austria)
- ◆ German (Luxembourg)
- ◆ German (Liechtenstein)
- ◆ Indonesian
- ◆ Italian
- ◆ Italian (Switzerland)
- ◆ Portuguese (Standard)
- ◆ Portuguese (Brazil)

28. Click **Next**.

The Network Libraries window opens.

**Figure 15: Microsoft SQL Server --- Network Libraries**

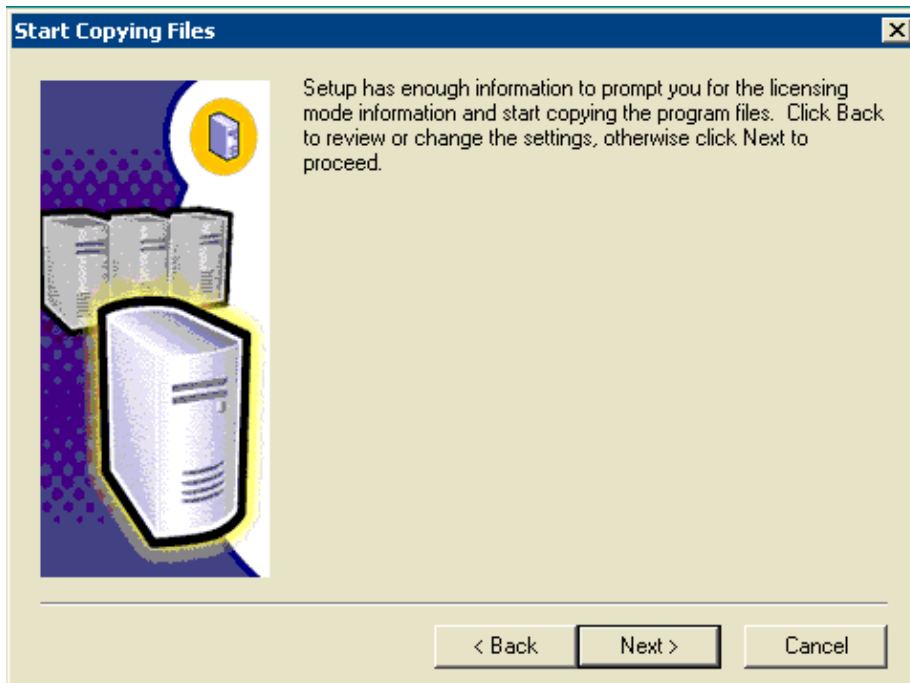


29. Check the **Named Pipes** and **TCP/IP Sockets** boxes.

30. Leave defaults in the Named Pipe Name field and the Port number field.

31. Click **Next**.

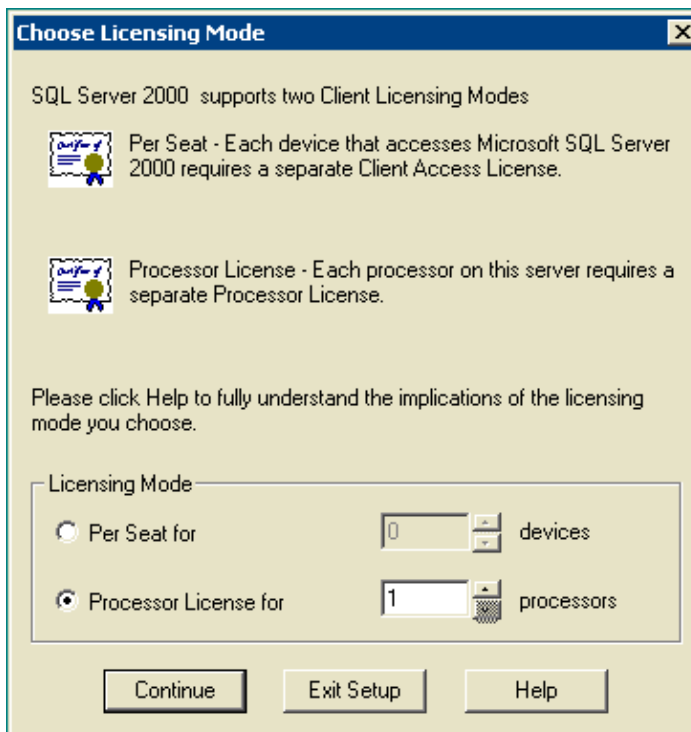
**Figure 16: Microsoft SQL Server -- Start Copying Files**



32. Click **Next**.

The Choose Licensing Mode window appears.

**Figure 17: Microsoft SQL Server --- Choose Licensing Mode**



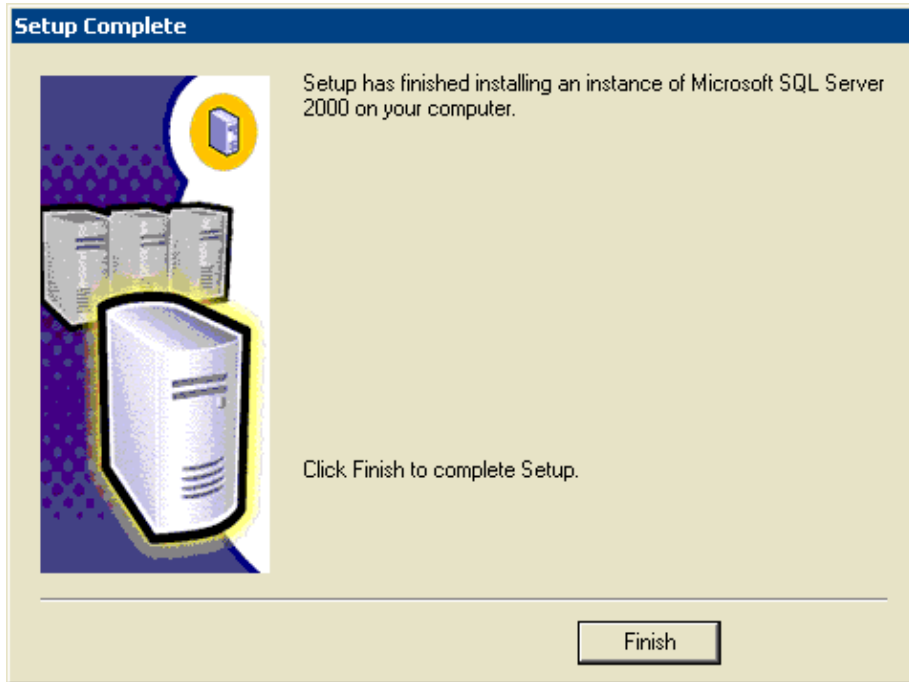
33. Choose either **Per Seat for** or **Processor License for**.

**Note:** Contact your system administrator for the licensing information.

34. Click **Next**.

When the installation of SQL Server 2000 is complete, the Setup Complete window appears.

**Figure 18: Microsoft SQL Server — Setup Complete**



35. Click **Finish** to complete the setup.

## NetPro Discussion Forums – Featured Conversations

Networking Professionals Connection is a forum for networking professionals to share questions, suggestions, and information about networking solutions, products, and technologies. The featured links are some of the most recent conversations available in this technology.

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| IP Communications and Video: Contact Center |
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## Related Information

- **Technical Support & Documentation – Cisco Systems**

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