

Access Cisco ICM/IPCC Servers Remotely

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Introduction

This document describes how to access Cisco Intelligent Contact Management (ICM)/IP Contact Center (IPCC) servers remotely. Based on Cisco Enterprise Contact Routing Bill of Materials, Symantec pcAnywhere is recommended for remote administration and support of Cisco ICM/IPCC servers.

Note: This document is for ICM Software versions 5.0 and earlier. For ICM Software version 6.0, refer to the Third-Party Software Guidelines section of the Cisco ICM Software Release 6.0(0) Bill of Materials.

Prerequisites

Requirements

There are no specific requirements for this document.

Components Used

The information in this document is based on the ICM Software versions 5.0 and earlier.

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.

Configure

Since Microsoft Terminal Services is not a true thin (terminal server) client, its interoperability with other applications or services includes some caveats. Cisco ICM/IPCC users may not see all the services that run on ICM/IPCC servers.

Symantec pcAnywhere is the product supported by Cisco. Compatibility tests have been performed using pcAnywhere with ICM/IPCC servers for remote administration and support.

In order to access remotely Cisco ICM servers, Symantec pcAnywhere is the only third-party software that Cisco supports. Based on the Cisco Enterprise Contact Routing Bill of Materials, Cisco recommends these

ICM/IPCC components:

- CallRouter
- Logger (Database Server)
- System Manager AW – Real–Time Distributor with WebView and Historical Database Server (HDS) option
- System Manager AW – Real–Time Distributor
- System Manager AW – Real–Time Client only
- Cisco ICM/IPCC SS7 Network Interface Option
- Cisco ICM/IPCC Peripheral and Media Routing Interface Options
- Cisco ICM/IPCC Computer Telephony Integration (CTI) Options
- Cisco ICM/IPCC Outbound Option
- Cisco ICM/IPCC Remote Monitoring Suite (RMS) Option
- Cisco ICM/IPCC Media Blender Option
- Cisco ICM/IPCC Web Collaboration Option
- Cisco ICM/IPCC Dynamic Content Adapter (DCA) for Web Collaboration Option
- Cisco ICM/IPCC Interactive Voice Response (IVR/VRU) Options

Related Information

- **Bill of Materials for Cisco Enterprise Contact Routing**
- **Technical Support & Documentation – Cisco Systems**

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