

Use CRS Clients with Microsoft Windows XP SP2

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Introduction

Prerequisites

- Requirements
- Components Used
- Conventions

Upgrade a PC Which Already Runs Cisco CRS Client to Windows XP SP2

- Cisco Agent Desktop and Cisco Supervisor Desktop
- Cisco Agent Desktop with Media Termination
- Cisco Desktop Administrator

Install a Cisco Desktop Client on a PC Which Already Runs Windows XP SP2

Unblock Applications

NetPro Discussion Forums – Featured Conversations

Related Information

Introduction

This document describes the steps that allow Cisco Customer Response Solution (CRS) versions 3.0, 3.1, 3.5, and 4.0 client applications to function on a PC that runs Microsoft Windows XP Service Pack (SP) 2 and on which the Windows Firewall operates:

- Cisco Agent Desktop
- Cisco Agent Desktop with Media Termination
- Cisco Supervisor Desktop
- Cisco Desktop Administrator

Note: The steps in this document are not required for the Cisco CRS Editor or for the Cisco CRS Historical Reporting client.

This document discusses these topics:

- Upgrade a PC Which Already Runs Cisco CRS Client to Windows XP SP2
- Install a Cisco Desktop Client on a PC Which Already Runs Windows XP SP2
- Unblock Applications

Prerequisites

Requirements

There are no specific requirements for this document.

Components Used

This document is not restricted to specific software and hardware versions.

Conventions

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

Upgrade a PC Which Already Runs Cisco CRS Client to Windows XP SP2

These sections explain the steps you must take when you install Windows XP SP2 on a PC on which a Cisco CRS Client is already installed:

- Cisco Agent Desktop and Cisco Supervisor Desktop
- Cisco Agent Desktop with Media Termination
- Cisco Desktop Administrator

Cisco Agent Desktop and Cisco Supervisor Desktop

After you upgrade a PC to Windows XP SP2, an agent or supervisor sees a Windows Security Alert when it attempts to log in to the Cisco Agent Desktop for the first time or when a team is selected that uses the Cisco Supervisor Desktop.

- If the agent or supervisor is logged in to Windows without administrator privileges, the alert prompts:

```
To help protect your computer, Windows Firewall has blocked some
features of this program. Your computer administrator can unblock this
program for you.
```

In this case, perform the procedure described in the Unblock Applications section.

- If the agent or supervisor is logged in to Windows with administrator privileges, the alert prompts:

```
To help protect your computer, Windows has blocked some features on
this program. Do you want to keep blocking this program?
```

In this case, the agent or supervisor should click **Unblock** to continue. If the agent or supervisor clicks **Keep Blocking** or **Ask Me Later**, various features in the Cisco Agent Desktop or Cisco Supervisor Desktop do not work properly. Perform the procedure described in the Unblock Applications section to correct this problem.

Cisco Agent Desktop with Media Termination

After you upgrade a PC to Windows XP SP2, an agent or supervisor sees a Windows Security Alert during the attempt to log in to the Cisco Agent Desktop with Media Termination for the first time.

- If the agent or supervisor is logged in to Windows without administrator privileges, the alert prompts:

```
To help protect your computer, Windows Firewall has blocked some
features of this program. Your computer administrator can unblock this
program for you.
```

In this case, perform the procedure described under Unblock Applications.

- If the agent or supervisor is logged in to Windows with administrator privileges, this alert appears:

```
To help protect your computer, Windows has blocked some features on
this program. Do you want to keep blocking this program?
```

In this case, the agent or supervisor should click **Unblock** to continue. If the agent or supervisor clicks **Keep Blocking** or **Ask Me Later**, various features in the Cisco Agent Desktop or Cisco Supervisor Desktop do not work properly. In addition, the agent or supervisor are unable to hear callers. Perform the procedure described in the Unblock Applications section to correct this problem.

Note: If you have unblocked the Cisco Agent Desktop but not the Media Termination module, an agent or supervisor sees a Windows Security Alert for the Media Termination module the first time a call is presented. In this case, the agent or supervisor should click **Unblock** to continue. If the agent or supervisor clicks **Keep Blocking** or **Ask Me Later**, perform the procedure described in the Unblock Applications section.

Cisco Desktop Administrator

After you upgrade a PC to Windows XP SP2, an agent or supervisor sees a Windows Security Alert when you attempt to access the Cisco Desktop Administrator for the first time.

- If the agent or supervisor is logged in to Windows without administrator privileges, the alert prompts:

```
To help protect your computer, Windows Firewall has blocked some
features of this program. Your computer administrator can unblock this
program for you.
```

In this case, perform the procedure described in the Unblock Applications section.

- If the agent or supervisor is logged in to Windows with administrator privileges, this alert prompts:

```
To help protect your computer, Windows has blocked some features on
this program. Do you want to keep blocking this program?
```

In this case, the agent or supervisor should click **Unblock** to continue. If the agent or supervisor clicks **Keep Blocking** or **Ask Me Later**, the Logical Call Center and other data does not appear in the Cisco Desktop Administrator. Perform the procedure described in the Unblock Applications section to correct this problem.

Install a Cisco Desktop Client on a PC Which Already Runs Windows XP SP2

When you install the Cisco Agent Desktop (with or without Media Termination), the Cisco Supervisor Desktop, or the Cisco Desktop Administrator on a PC on which Windows XP SP2 is already installed, this message appears:

```
Security Warning Message. The publisher could not be verified. Are you
sure you want to run this software?
```

When you see this message, click **Yes** to continue.

After you upgrade a PC to Windows XP SP2, an agent or supervisor sees a Windows Security Alert in these situations:

- When you attempt to log in to the Cisco Agent Desktop for the first time.
- When you select a team that uses the Cisco Supervisor Desktop.
- When these actions are performed in the Cisco Desktop Administrator:
 - ◆ Launch Cisco Desktop Administrator (for the application Administrator.exe).
 - ◆ Click Enterprise Data Configuration/Enterprise Data for the application TSSPAdm.

- ◆ Attempt to save a Reason Code that you added under the Desktop Configuration/Reason Codes node (for the application SPLKView).

The Windows Security Alert varies. It depends on how the agent or supervisor is logged in.

- If the agent or supervisor is logged in to Windows without administrator privileges, this alert prompts:

To help protect your computer, Windows Firewall has blocked some features of this program. Your computer administrator can unblock this program for you.

In this case, perform the procedure described in the Unblock Applications section.

- If the agent or supervisor is logged in to Windows with administrator privileges, this alert prompts:

To help protect your computer, Windows has blocked some features on this program. Do you want to keep blocking this program?

In this case, the agent or supervisor should click **Unblock** to continue. If the agent or supervisor clicks **Keep Blocking** or **Ask Me Later**, various features in the Cisco Agent Desktop or Cisco Supervisor Desktop do not work properly. In addition, an agent or supervisor is unable to hear callers if Media Termination is used, and the Logical Call Center and other data does not appear in the Cisco Desktop Administrator. Perform the procedure described under Unblock Applications to correct these problems.

After you install the Cisco Agent Desktop (with or without Media Termination) on a PC on which Windows XP SP2 is already installed, and after a reboot, the system hangs when you try to connect to the IPCC Server by providing the username/password credentials. In this case, you might need to disable the firewall on the Windows XP machine.

Unblock Applications

Complete these steps to unblock applications:

1. Log in to the PC as the Windows Administrator.
2. Select **Start > Settings > Control Panel > Security Center > Windows Firewall**.
3. Click the Exceptions tab.
4. Check one or more of these check boxes in the **Program** and **Services** window, as appropriate. If an appropriate application does not appear, click **Add Programs**, and browse to: `c:/program files/cisco/desktop/bin` and select the program:
 - ◆ **CallChat** In all cases.
 - ◆ **Cisco Agent Desktop** In all cases.
 - ◆ **MediaClient Module** If the Cisco Supervisor Desktop runs on the PC.
 - ◆ **Supervisor Log Viewer** If the Cisco Supervisor Desktop runs on the PC.
 - ◆ **Cisco Desktop Administrator** If the Cisco Desktop Administrator runs on the PC.
 - ◆ **SplkView** If the Cisco Desktop Administrator runs on the PC.

TSSPAdm If the Cisco Desktop Administrator runs on the PC.
5. Click **OK**.

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IP Communications and Video: Contact Center

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