

Microsoft SQL Server 2000 Setup Configuration for ICM 6.0 and 7.0

Document ID: 63991

Introduction

Prerequisites

Requirements

Components Used

Conventions

SQL Server 2000 Installation

NetPro Discussion Forums – Featured Conversations

Related Information

Introduction

This document outlines the procedure to set up Microsoft® SQL Server 2000 for use with Cisco Intelligent Contact Management (ICM) versions 6.0 and 7.0. It covers only the new installation of SQL Server 2000 in ICM version 6 and 7 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 6.0 and 7.0
- Microsoft SQL Server 2000
- Microsoft Windows 2000 Server with Service Pack 4

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.

SQL Server 2000 Installation

Complete this step-by-step procedure to install SQL Server 2000 on Loggers, Historical Data Servers (HDS), Admin Workstations (AW), LGMappers and LGArchivers.

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 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. Insert the installation disk for Microsoft SQL 2000 Standard Edition to start the SQL Server setup program. The setup window is displayed (see Figure 1).

Figure 1 SQL Server 2000 Standard Edition Setup Screen



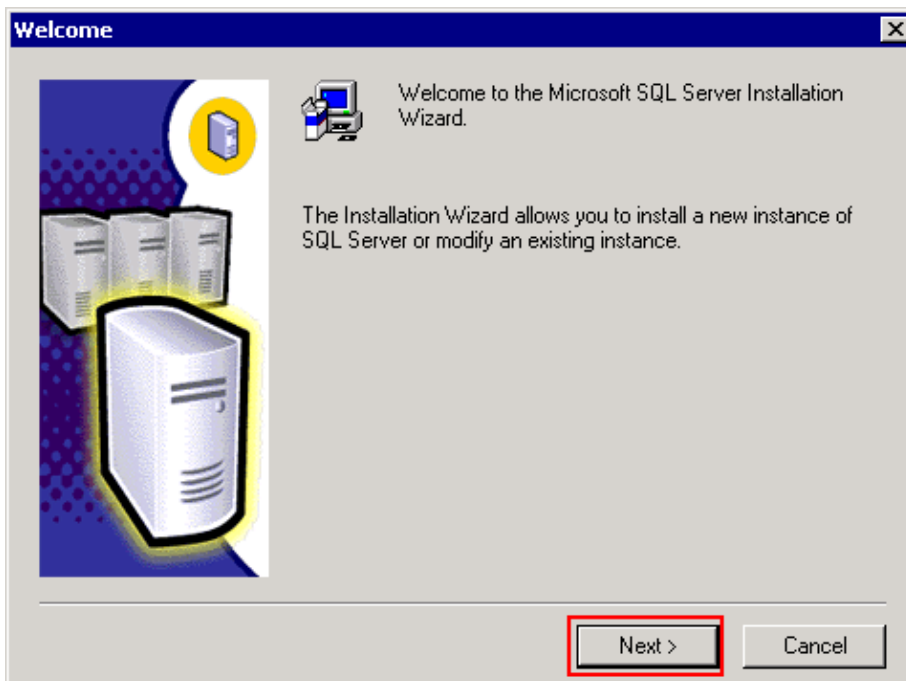
5. Click **SQL Server 2000 Components**. The Install Components window is displayed (see Figure 2).

Figure 2 SQL Server 2000: Install Components Screen



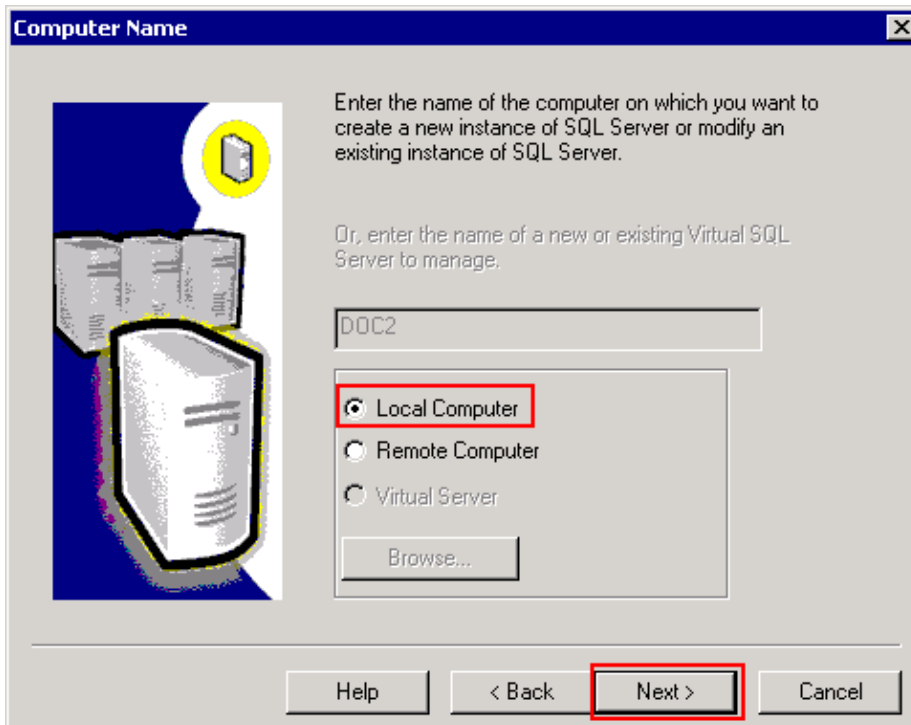
6. Click **Install Database Server**. The Welcome window is displayed (see Figure 3).

Figure 3 Welcome Screen



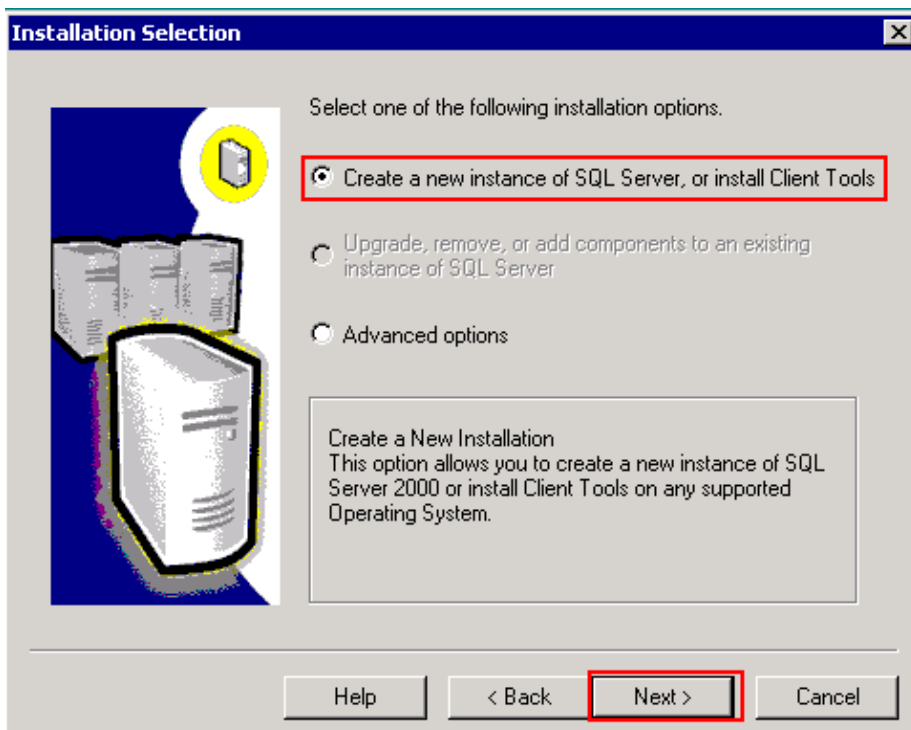
7. Click **Next**. The Computer Name window is displayed (see Figure 4).

Figure 4 Computer Name Screen



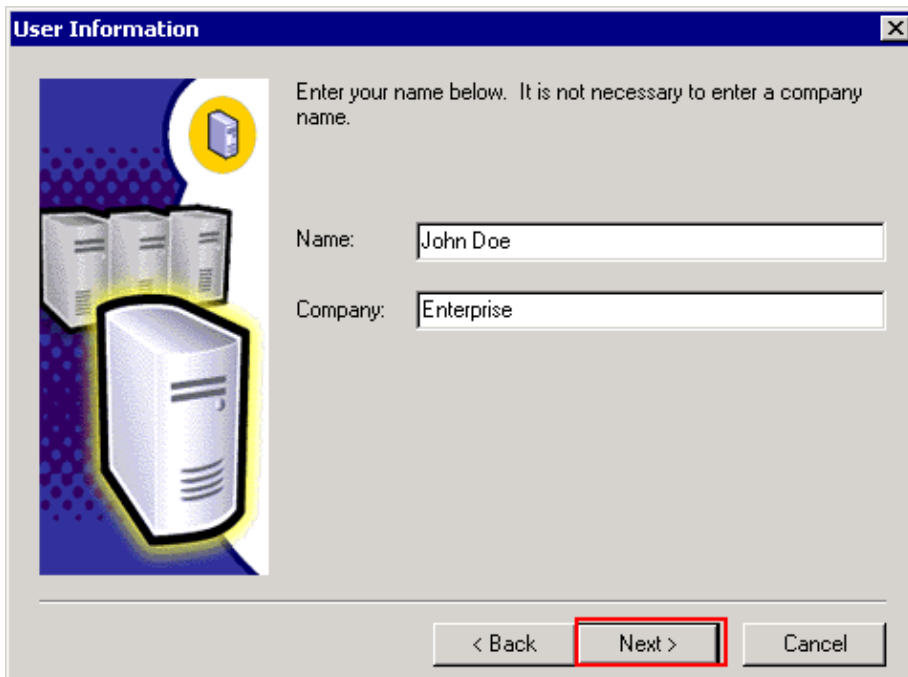
8. Choose the **Local Computer** option, and click **Next**. The Installation Selection window is displayed (see Figure 5).

Figure 5 Installation Selection Screen



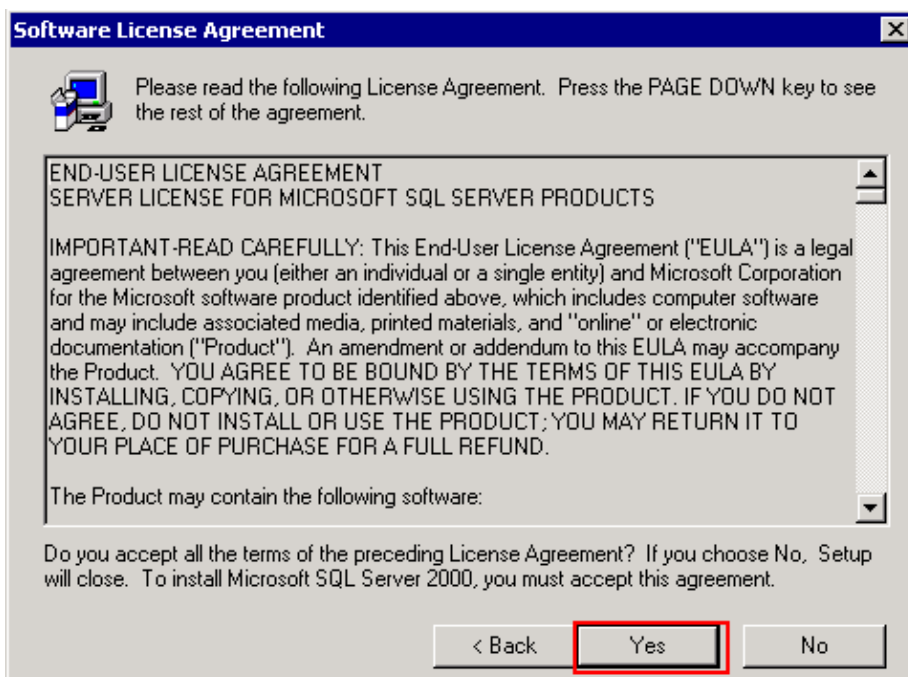
9. Click **Create a new instance of SQL Server, or install Client Tools**, and click **Next**. The User Information window is displayed (see Figure 6).

Figure 6 User Information Screen



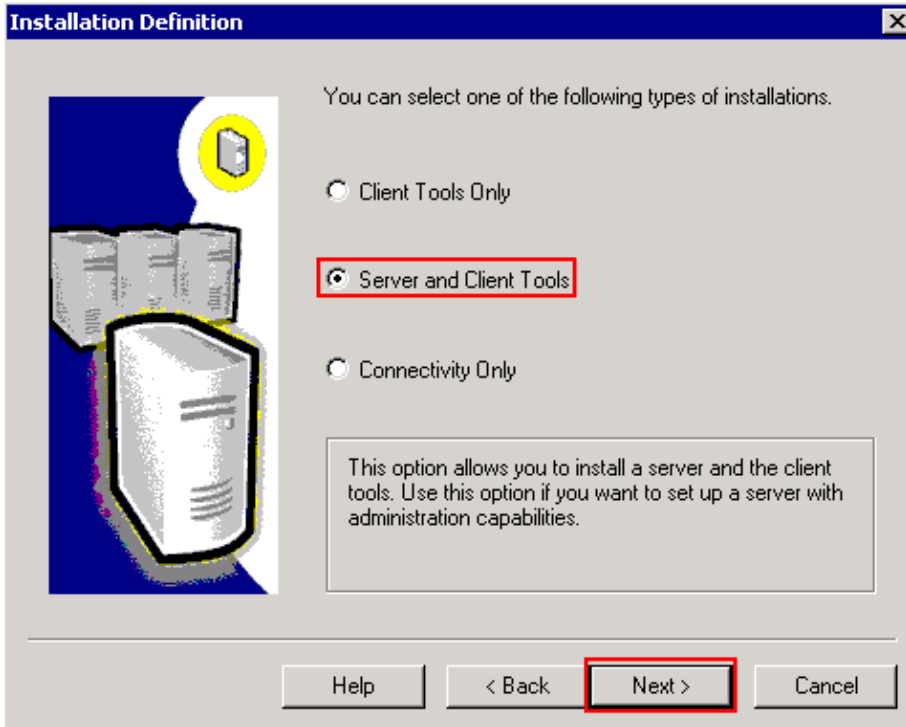
10. Enter the customer name in the **Name** field, and the company name in the **Company** field.
11. Click **Next**. The Software License Agreement window is displayed (see Figure 7).

Figure 7 Software License Agreement Screen



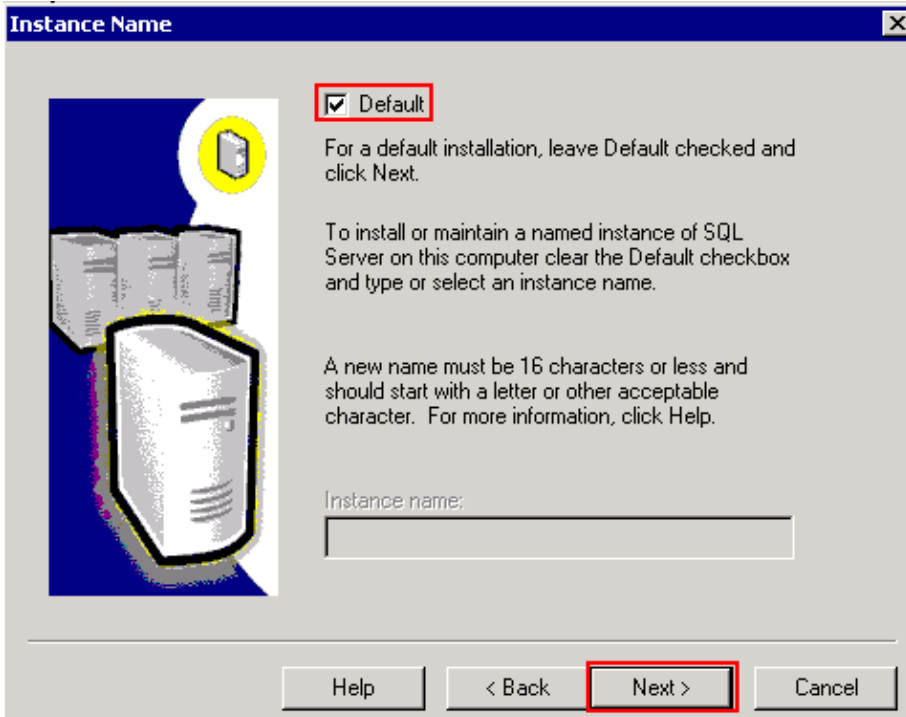
12. Click **Yes** to agree to the License Agreement. The Installation Definition window is displayed (see Figure 8).

Figure 8 Installation Definition Screen



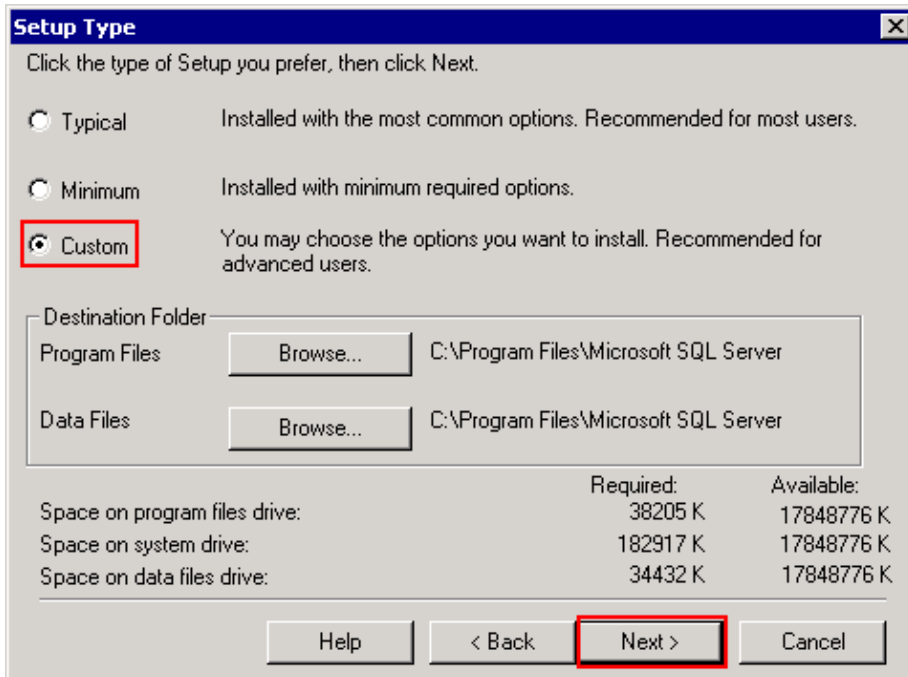
13. Click **Server and Client Tools**, and click **Next**. The Instance Name window is displayed (see Figure 9).

Figure 9 Instance Name Screen



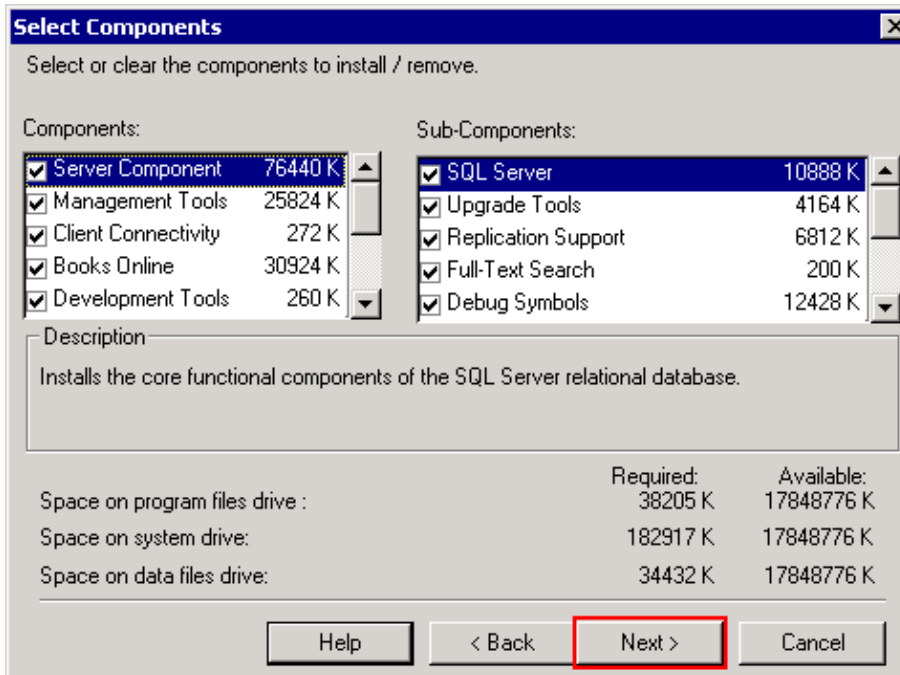
14. Check the **Default** check box, and click **Next**. The Setup Type window is displayed (see Figure 10).

Figure 10 Setup Type Screen



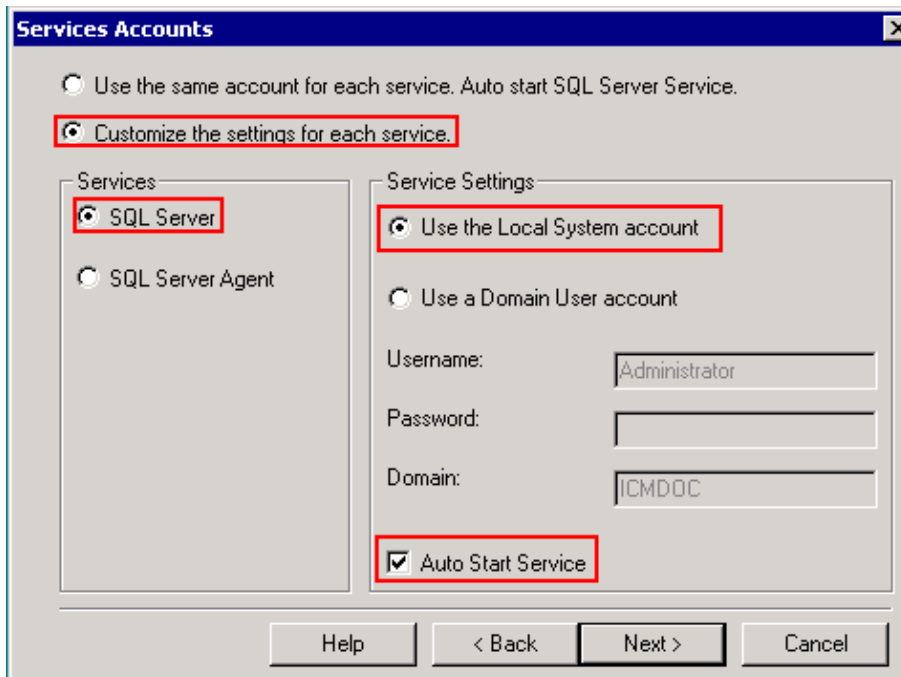
15. Click **Custom**. Then, click the **Browse** button to choose the preferred disk for both **Program Files** and **Data Files**. The C: drive is chosen by default.
16. Click **Next**. The Select Components window is displayed (see Figure 11).

Figure 11 Select Components Screen



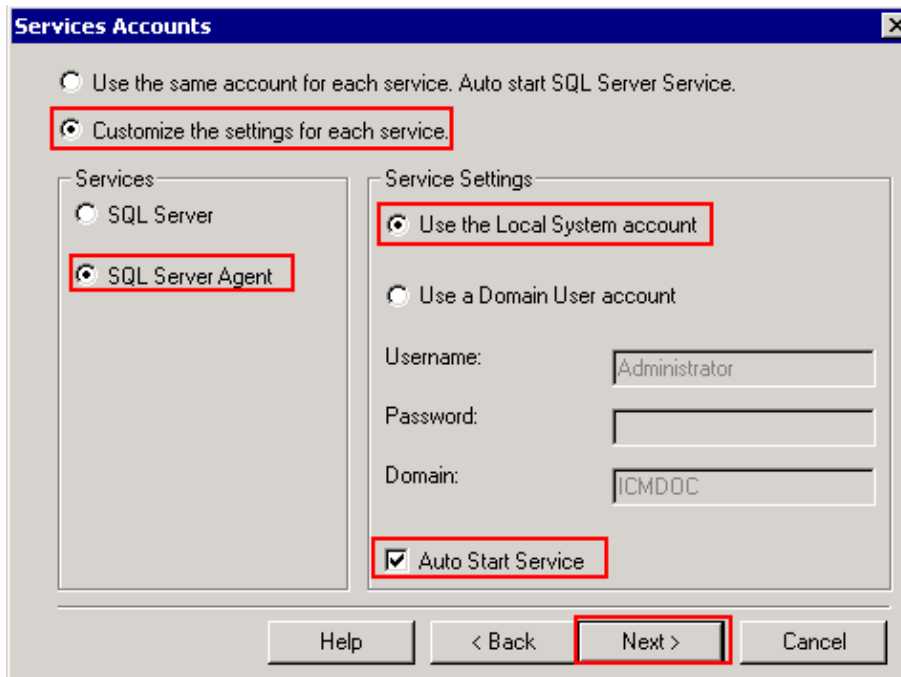
17. Retain the default selections under **Components** and **Sub-Components**, and click **Next**. The Services Accounts window is displayed (see Figure 12).

Figure 12 Services Accounts Screen (SQL Server)



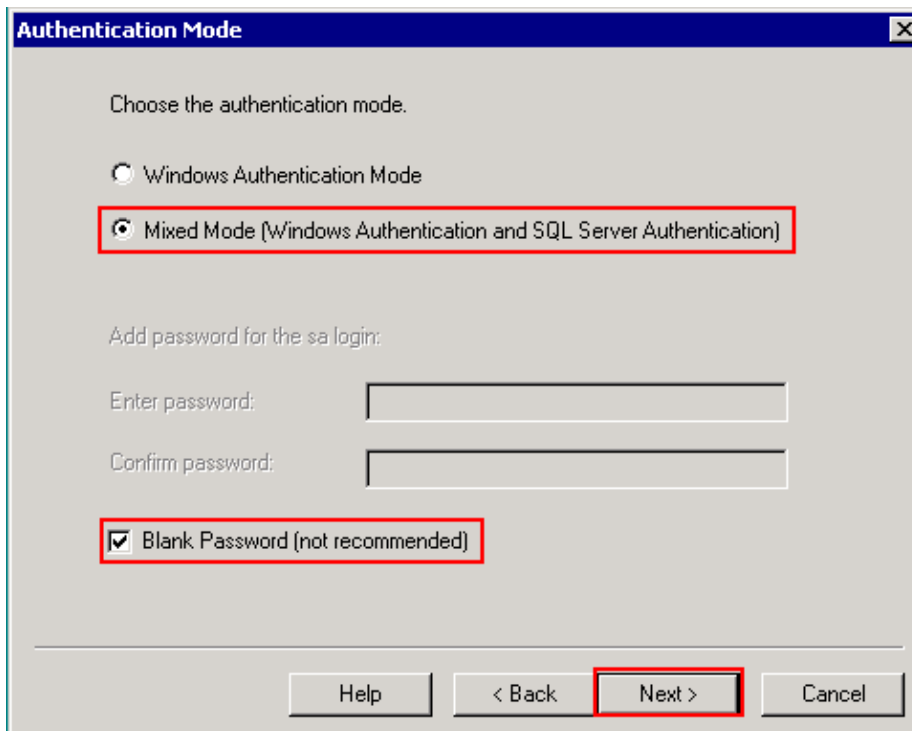
18. Click **Customize the settings for each service**.
19. Choose the **SQL Server** option under the **Services** section, and the **Use the Local System account** option under the **Service Settings** section (see Figure 12). Check the **Auto Start Service** check box to select it.
20. Choose the **SQL Server Agent** option under the **Services** section, and the **Use the Local System account** option under the **Service Settings** section (see Figure 13). Check the **Auto Start Service** check box to select it.

Figure 13 Services Accounts Screen (SQL Server Agent)



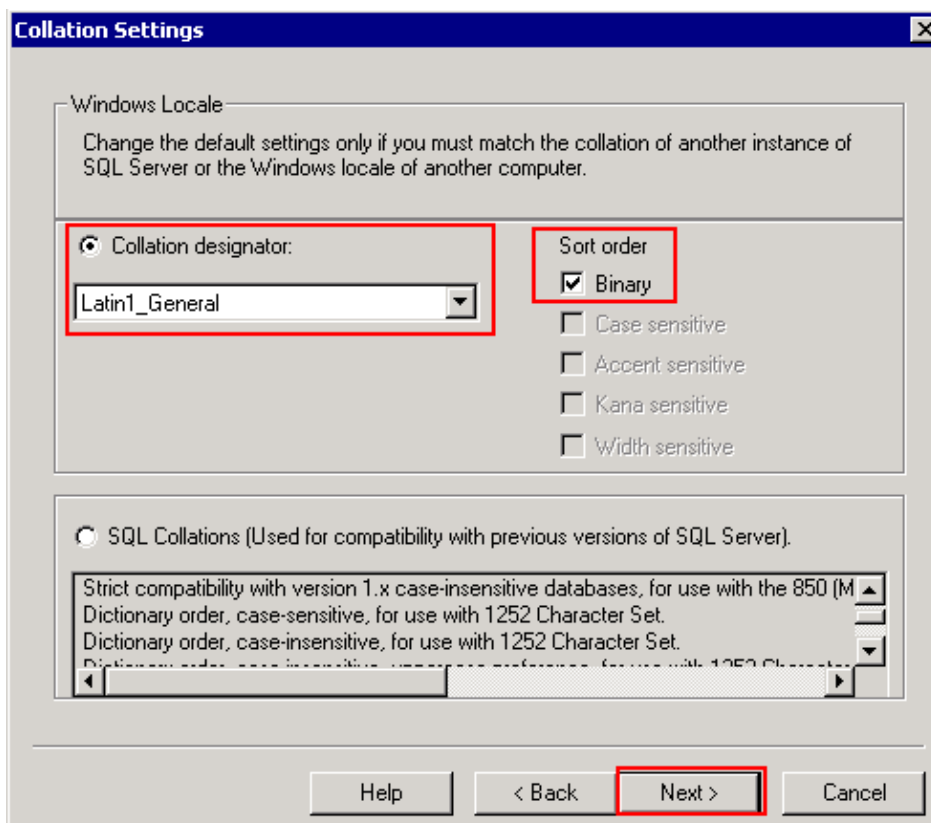
21. Click **Next**. The Authentication Mode window is displayed (see Figure 14).

Figure 14 Authentication Mode Screen



22. Choose the **Mixed Mode (Windows Authentication and SQL Server Authentication)** option, and check the **Blank Password (not recommended)** check box.
23. Click **Next**. The Collation Settings window is displayed (see Figure 15).

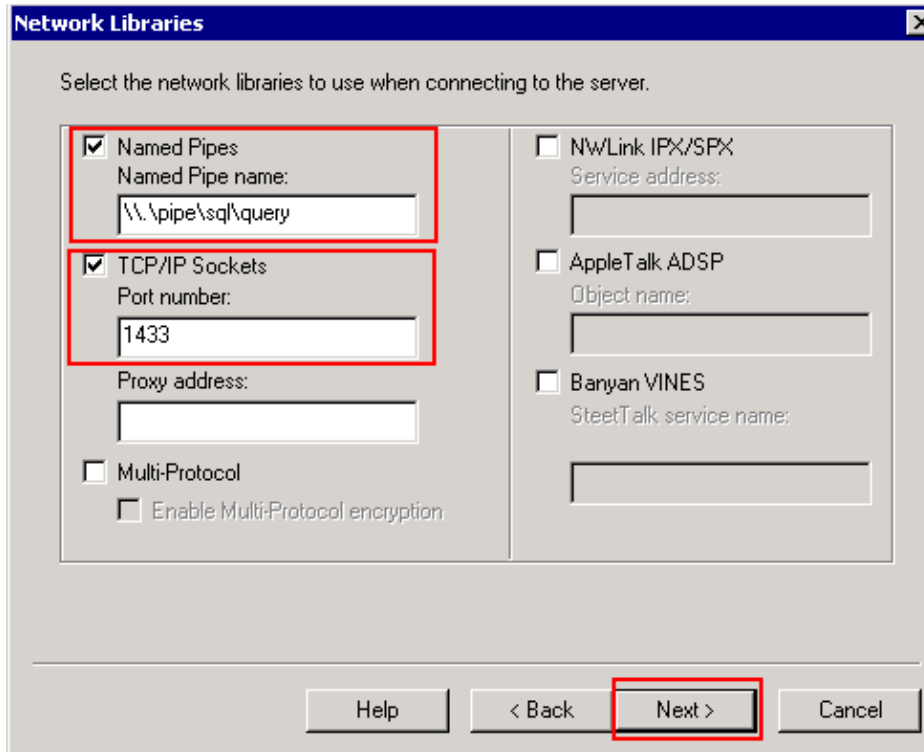
Figure 15 Collation Settings Screen



24. Click **Collation designator**, and choose **Latin1_General** from the pull-down list. Check the **Binary** check box in the **Sort order** section.

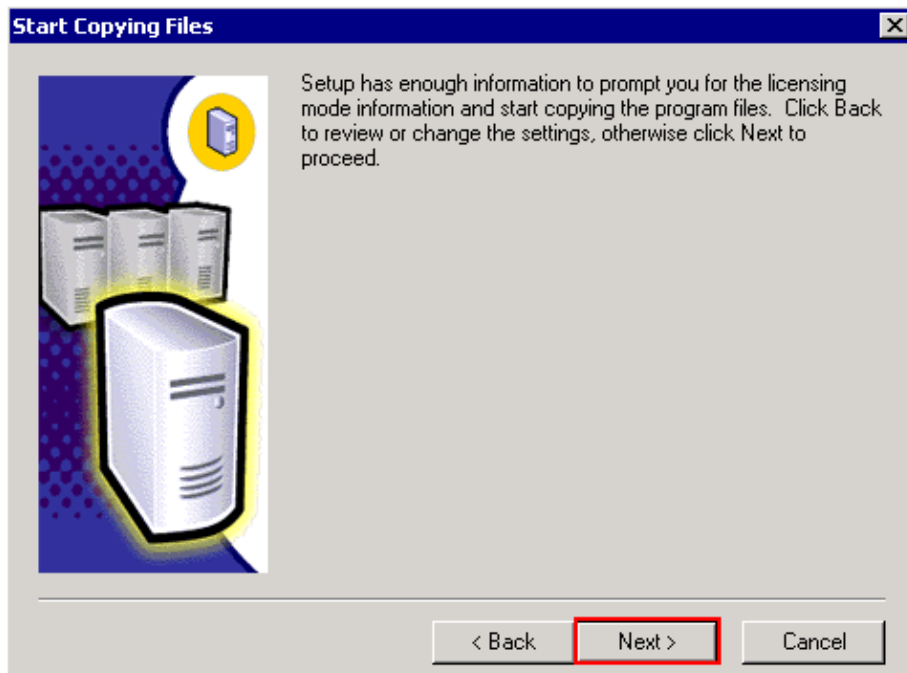
25. Click **Next**. The Network Libraries window is displayed (see Figure 16).

Figure 16 Network Libraries Screen



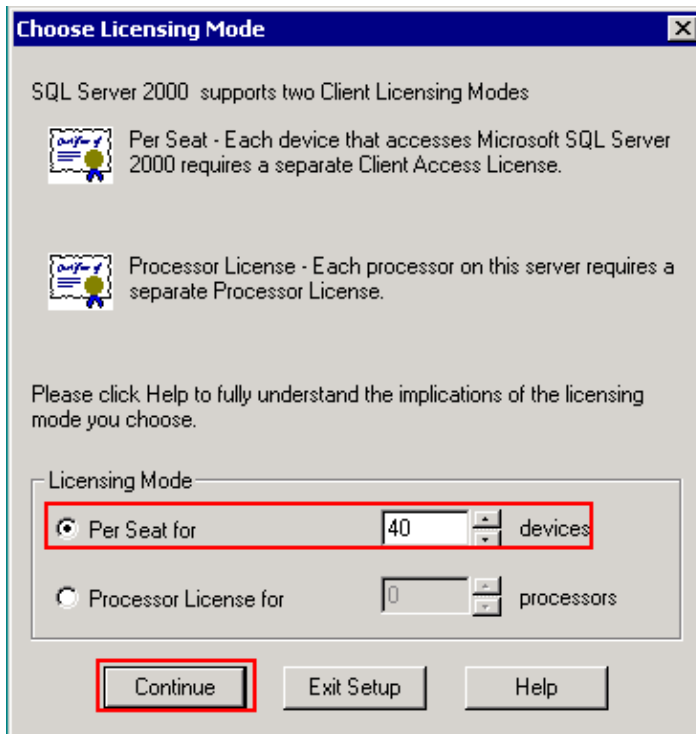
26. Check the **Named Pipes** check box. By default, `\\.\pipe\sql\query` appears in the **Named Pipe Name** field. Retain this default pipe name as it is.
27. Check the **TCP/IP Sockets** check box. **1433** appears in the **Port number** field. Retain this default number as it is.
28. Click **Next**. The Start Copying Files window is displayed (see Figure 17).

Figure 17 Start Copying Files Screen



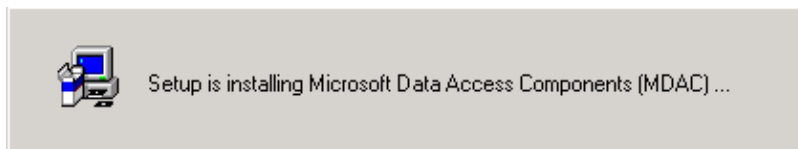
29. Read the information displayed in the Start Copying Files window, and then click **Next**. The Choose Licensing Mode window is displayed (see Figure 18).

Figure 18 Choose Licensing Mode Screen



30. Choose the **Per Seat** option in the Licensing Mode section, and set 40 devices at least.
31. Click **Continue**. A message is displayed to indicate that the installation of Microsoft Data Access Components (MDAC) is in progress (see Figure 19).

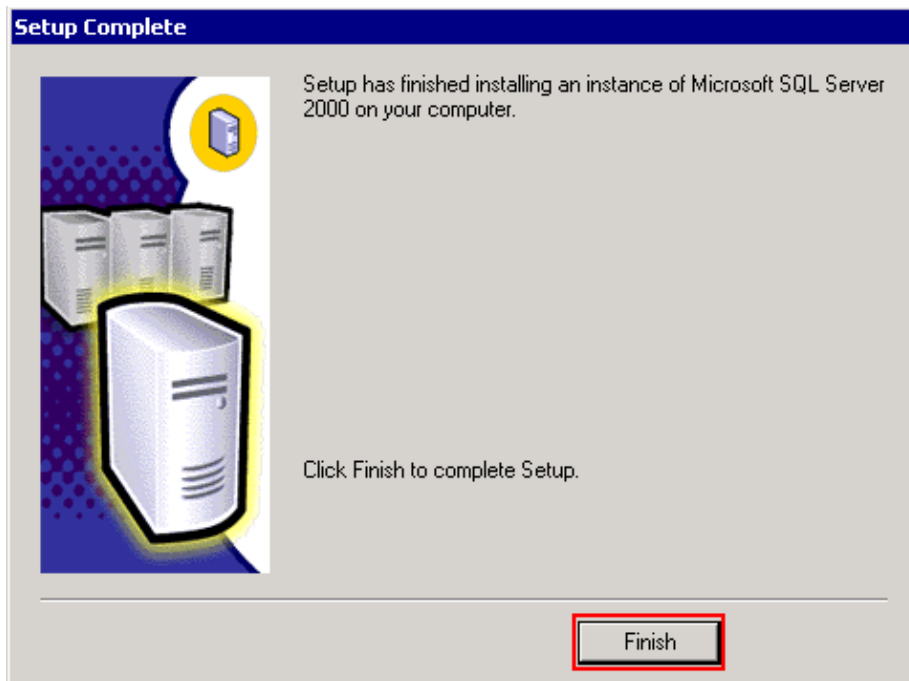
Figure 19 Installation in Progress



32. Click **OK** if a message box prompts you to configure SQL Agent.

When the installation of SQL Server 2000 is complete, the Setup Complete window is displayed (see Figure 20).

Figure 20 Setup Complete Screen



33. Click **Finish** to complete the setup.
34. Restart the computer.

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.

NetPro Discussion Forums – Featured Conversations for Customer Contact Software

IP Communications and Video: Contact Center

Related Information

- [SQL Server 2000 Setup configuration for ICM 5.0](#)
- [Technical Support & Documentation – Cisco Systems](#)

All contents are Copyright © 1992–2006 Cisco Systems, Inc. All rights reserved. Important Notices and Privacy Statement.

Updated: Nov 21, 2006

Document ID: 63991