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## **Cisco Media Blender Installation Guide**

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### **Cisco Media Blender, Version 5.0**

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## **About This Guide**

Welcome to the Cisco Media Blender Installation Guide. This guide provides information to help you install the Cisco Media Blender (CMB) Version 5.0 software. Information to help you upgrade from a previous version is also included.

This preface provides information about the following:

- Audience
- Document Structure
- Related Documentation
- Obtaining Documentation
- Documentation Feedback
- Obtaining Technical Assistance

## **Audience**

This guide is written for anyone responsible for installing the Cisco Media Blender, Version 5.0, software.

## **Document Structure**

This guide contains the following sections:

- Introduction—This section provides a brief overview of the basic and ICM-integrated Media Blender configurations that are supported in Version 5.0
- System Requirements—This section describes the hardware and software required for installing Cisco Media Blender on a Windows 2000 system running the Internet Information Server (IIS).
- Upgrading from a Previous Version—This section provides information on how to upgrade from a previous version of Media Blender.
- Before You Install Media Blender—This section describes tasks to complete before installing the Media Blender software.
- Installing and Configuring Media Blender—This section describes the tasks to complete to install the Media Blender software.
- Post-Installation Tasks—This section describes optional tasks to complete after installing the Media Blender software.

## **Related Documentation**

You need the following documentation:

- *Cisco Media Blender Administration Guide*
- Cisco Media Blender Administration Online Help
- *Cisco Media Blender Switch Administration Guide* (for basic CMB configuration)
- *Cisco ICM 5.0 Multichannel Software Implementation Map* (for CMB with ICM configuration)
- *Cisco ICM 5.0 Multichannel Software Overview* (for CMB with ICM configuration)
- *Cisco Collaboration Server Administration Guide* and online Help

## **Obtaining Documentation**

The following sections explain how to obtain documentation from Cisco Systems.

### **World Wide Web**

You can access the most current Cisco documentation on the World Wide Web at the following URL:

`http://www.cisco.com`

### **Documentation CD-ROM**

Cisco documentation and additional literature are available in a Cisco Documentation CD-ROM package, which is shipped with your product. The Documentation CD-ROM is updated monthly and may be more current than printed documentation. The CD-ROM package is available as a single unit or through an annual subscription.

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- You can e-mail your comments to `bug-doc@cisco.com`.
- To submit your comments by mail, use the response card behind the front cover of your document, or write to the following address:

Cisco Systems  
Attn: Document Resource Connection  
170 West Tasman Drive  
San Jose, CA 95134-9883

We appreciate your comments.

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`http://www.cisco.com/tac`

To contact the TAC by e-mail, use the address `ccbu-csc@cisco.com`.

In North America, the TAC can be reached at 888-847-8162 or 978-458-4368. For other telephone numbers and TAC e-mail addresses worldwide, consult the following Web site:

`http://www.cisco.com/public/support/tac/home.shtml`



## **Introduction**

Cisco Media Blender, Version 5.0, works with Collaboration Server to provide Web callback and blended collaboration. You can integrate Media Blender with an ACD or with Cisco IPCC, depending upon the driver used and the configuration. Unique in this version of Media Blender is its capability to work in two separate configurations.

### ***The Basic Media Blender Configuration***

In the basic configuration, Media Blender works with Cisco Collaboration Server to provide Web callback and blended collaboration. Media Blender functions as an event bus with two participating media, one for the Collaboration Server and one for an automatic call distributor (ACD) using either the Aspect Event Bridge or the Avaya (Lucent) ASAI driver. This configuration works in a similar way to that of Media Blender, Version 3.0.

### ***Media Blender with ICM Configuration***

As part of the Cisco ICM 5.0 multichannel software, Media Blender works with the Collaboration Server to provide Web callback and blended collaboration. It also provides a firewall gateway service to allow communication between the Collaboration Server, which resides outside the firewall, and the ICM PGs inside the firewall. Media Blender supports the Cisco Internet Protocol Contact Center (IPCC), SoftACD, and legacy ACDs using the Cisco CTI driver. This configuration works in a similar way to that of Media Blender, Versions 3.1 and 4.0; however, in those versions there was no firewall gateway service or support for IPCC.

## **System Requirements**

This section describes the hardware and software required for installing Cisco Media Blender on a Windows 2000 system running the Internet Information Server (IIS).

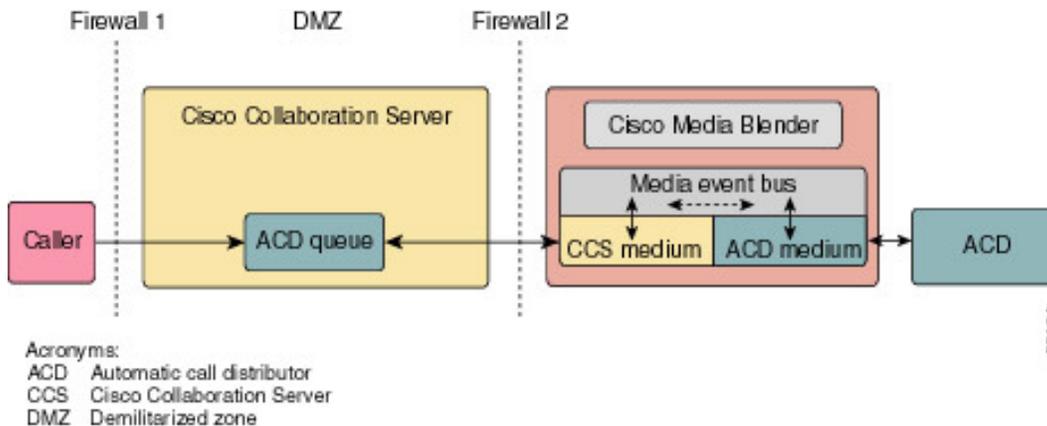
Media Blender Administration is accomplished through a Web-based user interface. To properly view the Administration UI, your monitor display resolution must be set at a minimum of 1024 x 768 pixels.

System requirements are provided for the following configurations:

- Requirements for Basic Media Blender
- Requirements for Media Blender with ICM

## Requirements for Basic Media Blender

Media Blender in the basic configuration functions as an event bus. The following figure shows Media Blender with the Cisco Collaboration Server and ACD components.



## Hardware Requirements

Following are the hardware requirements for the basic Media Blender configuration:

- Single 900 MHz Pentium III
- 256 MB RAM
- 9 GB disk

## Software Requirements

Following are the software requirements for the basic Media Blender configuration:

- Windows 2000 Server with SP3 or greater
- Microsoft Internet Information Server (IIS), Version 5.0
- Java Development Kit (JDK), Version 1.4 (provided by Cisco)
- ServletExec, Version 4.1.1 (provided by Cisco)

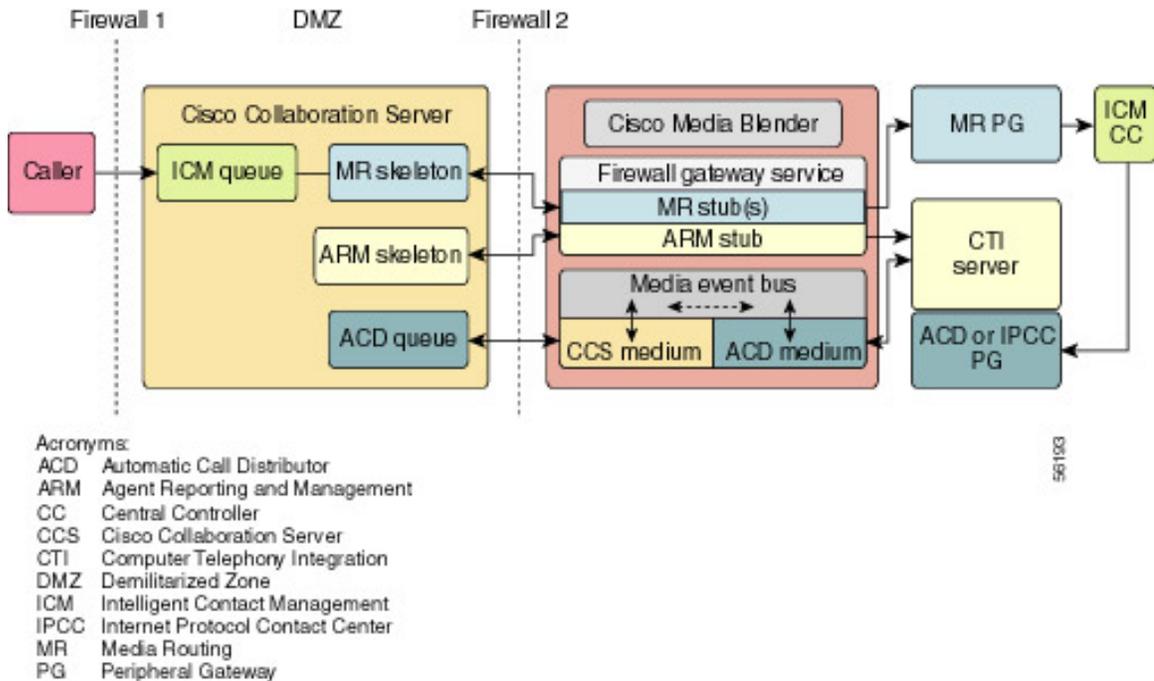
Following are the other products with which Media Blender works:

- Cisco Collaboration Server, Version 5.0
- Aspect Call Center ACD (uses the Aspect driver/Event Bridge)
- Avaya Definity ECS G3 ACD (uses the ASAI driver)

**Note:** Check with your Cisco representative for details about the ACD versions.

## Requirements for Media Blender with ICM

Media Blender in the ICM-integrated configuration functions as an event bus and provides a firewall gateway service. The following figure shows Media Blender with the ICM integration:



## Hardware Requirements

Following are the hardware requirements for Media Blender with ICM:

- Dual 900 MHz Pentium III Xeon
- 1024 MB RAM
- 18 GB disk

## Software Requirements

Following are the software requirements for Media Blender with ICM:

- Windows 2000 Server with SP3 or greater
- Microsoft Internet Information Server (IIS), Version 5.0
- Java Development Kit (JDK), Version 1.4 (provided by Cisco)
- ServletExec, Version 4.1.1 (provided by Cisco)

Following are the other products with which Media Blender works. These products are on separate machines, and you will need either IPCC or at least one ACD (but not all of them).

- Cisco Collaboration Server, Version 5.0
- Cisco Intelligent Contact Management (ICM) Software, Version 5.0
- Automatic Call Distributors (ACDs) using the Cisco CTI driver:
  - Cisco IPCC
  - Aspect CallCenter
  - Avaya Definity ECS G3
  - Nortel Symposium
  - Nortel Meridian 1
  - Rockwell Spectrum

**Note:** Check with your Cisco representative for details about the ACD versions.

## **Upgrading from a Previous Version**

If you have a previous version of Media Blender, this section provides information to help you upgrade to Media Blender, Version 5.0. You cannot upgrade automatically from a previous version because of the significant differences in this new version.

If you are upgrading from a previous version, be sure to back up your Media Blender property files in another location before installing Version 5.0 of Media Blender. Use these original files for reference only. After you have installed the software, be sure to compare your original property files for Media Blender, Collaboration Server, and your ACD medium. Make any necessary changes to the new 5.0 files to preserve your desired configuration.

The following topics contain upgrading information:

- Upgrading from Media Blender Versions 3.1 and 4.0
- Upgrading from Media Blender Version 3.0
- Supported ACDs

## **If You Have Media Blender Versions 3.1 or 4.0**

Media Blender Versions 3.1 and 4.0 function only as part of the Cisco ICM Web Option solution. That solution integrates the Media Blender software with the Cisco Collaboration Server (CCS), Cisco Trailhead (CTH), and Intelligent Contact Management (ICM) software. Media Blender Version 5.0 does not support any previous versions of CCS or ICM software that were supported in the ICM Web Option solution; for example, Media Blender 5.0 will not work with ICM 4.1.2 or 4.1.4, nor will it work with CCS 3.0 or 3.01. Also, CTH is not included in the ICM-integrated suite of products for Version 5.0.

If you are moving from an ICM Web Option integration to the new ICM 5.0 integrated platform, be aware of the following:

- Because the routing functions that were performed by CTH are now handled by CCS, all of the CTH forms must be rewritten as CCS forms. See the *Cisco Collaboration Server Administration Guide* for details.
- The Trailhead medium on Media Blender no longer exists, so destination information from that medium must be set up with equivalent queues and skills on CCS. See the *Cisco Collaboration Server Administration Guide* for details.
- The Web Peripheral Gateway (PG) must be replaced with a Media Routing PG. You might be able to save some ICM configuration information. See the Cisco ICM Software documentation.
- ICM labels need to be changed. See the *Cisco Collaboration Server Administration Guide* and the *Cisco ICM Software Script Applications Guide*.
- New properties have been added to some property files. Property files containing configuration information for the Media Blender ACD medium are, for the most part, upwardly compatible. The term "call type" has been replaced by "call class," so there is now a Call Class Table, and the former `calltypetable` and `calltypefield` properties in the `ACD.ciscocti.properties` file are now named `callclasstable` and `callclassfield`.
- The `Collaboration.properties` file is created on CCS when you configure the connection to CMB. After configuring the connection on CCS, you or the Collaboration Server Administrator must move that file, along with another file (`<connectionname>.properties`) to CMB.
- The `CMB.agents.properties` and `password.properties` files have been replaced by the `phantomagents.properties` and `phantompassword.properties` files. These new files are used only for phantom lines that have agents logged into them.
- Java package names have changed in the `ACD.ciscocti.properties` file. Replace any references to `Com.Webline.Blender` with `com.cisco.ics.blender`.

For more detailed information, see the *Cisco Media Blender Administration Guide*.

## ***If You Have Media Blender Version 3.0***

Media Blender Version 5.0 supports the Aspect Event Bridge and Avaya (Lucent) ASAI drivers that are used with Media Blender Version 3.0. These native drivers are used only with the basic Media Blender configuration; they are not used when Media Blender is integrated with ICM software. The Media Blender with ICM configuration supports only the Cisco CTI driver.

Because Media Blender Version 5.0 uses the new Blender Application Programming Interface (BAPI) to connect its Collaboration medium to the BAPI medium on the Collaboration Server, it does not support any earlier versions of Cisco Collaboration Server (CCS); you must use CCS Version 5.0.

If you are moving from CMB 3.0 to CMB 5.0, be aware of the following:

- New properties have been added to some property files. Property files containing configuration information for the Media Blender ACD medium are, for the most part, upwardly compatible. The term "call type" has been replaced by "call class," so there is now a Call Class Table, and the former `calltypetable` and `calltypefield` properties in the `ACD.xxx.properties` files are now named `callclasstable` and `callclassfield`.
- The `Collaboration.properties` file is created on CCS when you configure the connection to CMB. After configuring the connection on CCS, you must move that file to CMB.
- Agent blended login is now configured on CCS. The `CMB agents.properties` and `password.properties` files have been replaced by the `phantomagents.properties` and `phantompassword.properties` files. These new files are used only for phantom lines that have agents logged into them.
- Java package names have changed in the `ACD.xxx.properties` file. Replace any references to `Com.Webline.Blender` with `com.cisco.ics.blender`.

For more detailed information, see the *Cisco Media Blender Administration Guide*.

## **Supported ACDs**

The following table shows the ACDs that Media Blender Version 5.0 supports in both the basic and the ICM-integrated configurations. Also shown are the drivers and CTI strategies for each ACD.

| <b>ACDs</b>           | <b>Basic CMB/ Drivers</b>   | <b>CMB with ICM/ Drivers</b> | <b>CTI Strategies</b>  |
|-----------------------|-----------------------------|------------------------------|------------------------|
| Cisco IPCC            | Not supported               | Cisco CTI driver             | AgentReserved          |
| Avaya Definity ECS G3 | ASAI driver                 | Cisco CTI driver             | Phantom and Predictive |
| Aspect CallCenter     | Aspect driver/ Event Bridge | Cisco CTI driver             | Phantom and Predictive |
| Nortel Symposium      | Not supported               | Cisco CTI driver             | Phantom                |
| Nortel Meridian 1     | Not supported               | Cisco CTI driver             | Phantom                |
| Rockwell Spectrum     | Not supported               | Cisco CTI driver             | Phantom                |

**Note:** See the CTI Strategies for Call Classes section in the *Cisco Media Blender Administration Guide* for additional information about the various types of phantom strategies that are supported for each ACD.

## Before You Install

Before you install Media Blender, Microsoft Internet Information Server (IIS) must be installed on the Media Blender machine.

You should also have some understanding of the ServletExec software, which is on the Media Blender CD. The ServletExec and Java Development Kit (JDK) software are installed automatically during the Media Blender installation process.

**Note:** Be sure you have de-installed any previous versions of Media Blender and ServletExec, which must be removed separately. See *Upgrading from a Previous Version* for information about backing up your property files. It is not necessary to remove a previous version of the JDK, but you can do so if you want to save space.

### Verifying IIS is Installed

Verify that IIS is installed properly and is not running.

1. Go to **Start > Settings > Control Panel > Administrative Tools > Services**.
2. Select **IIS Admin Service** and check the status.

The status should not be "Started." If it does read "Started," stop the service by completing the following step.

3. From the Action menu, select **Stop**.

### Understanding ServletExec™

When you install Media Blender, you also install ServletExec, Version 4.1.1, from New Atlanta Communications. ServletExec is a Java-based Web application server that implements the Java Servlet API and JavaServer Pages (JSP) standards defined by Sun Microsystems.

ServletExec will locate the Java Development Kit (JDK) on your machine. The Media Blender Administrator pages are served through ServletExec, and the pages are set as access-controlled resources (URLs). If you have any questions about ServletExec, see the *ServletExec User Guide* in the `\CiscoMB\servlet_exec\Documentation` directory.

After you have installed Media Blender, you can configure the ServletExec property file, `resource.properties`, to grant administrative access to specific NT users. See *Grant Administrative Access to Media Blender*.

**Note:** If you need to uninstall Media Blender, be sure to uninstall ServletExec first. If you do not follow this sequence, ServletExec will not uninstall. This happens because uninstalling Media Blender removes the registry settings for the Java Development Kit that are required by ServletExec. If you inadvertently uninstall Media Blender before ServletExec, there is a workaround. Run the Media Blender `setup.exe` again, and click **OK** when asked, "Do you want to uninstall ServletExec?" This will remove ServletExec and exit the setup. You can then run the Media Blender `setup.exe` again to install ServletExec and Media Blender.

## **Installing Media Blender**

Installing Cisco Media Blender involves the completion of several tasks. Be sure that Cisco Collaboration Server is running before you complete the following tasks:

- Install the Cisco Media Blender software
- Install the Media Blender FLEXlm License
- Configure Media Blender and Participating Media
- Configure Communication Through a Firewall
- Restart IIS
- Start Media Blender

### ***Install the Cisco Media Blender Software***

Complete the following steps to install the Media Blender software:

1. Close all application windows except Windows Explorer.
2. From the Media Blender CD, double-click **\Media Blender\Setup.exe**.
3. Select the destination location and install Media Blender in the directory of your choice. (There should be NO spaces in the path.)
4. Click **Next**. The ServletExec installation program begins.
5. Ensure that the Destination Folder for ServletExec correctly points to the folder where you installed IIS.
6. Click **Next** and follow the prompts to install ServletExec.
7. Click **Finish**. The setup is complete.

## **Install the Media Blender FLEXlm License**

Media Blender provides license files for the features that work with it and for a limited number of agents.

Complete the following steps to install the Media Blender FLEXlm license:

1. Locate the Product Authorization Key (software serial number) on the back of your Media Blender CD.
2. In a Web browser, open the Cisco Software Registration page:  
  
Registered Cisco Connection Online users:  
<http://www.cisco.com/cgi-bin/Software/FormManager/formgenerator.pl>  
  
Non-registered users:  
<http://www.cisco.com/cgi-bin/Software/FormManager/formgenerator.pl>
3. On the Software Registration page, select **Cisco Media Blender** from the list of software forms.
4. Follow the instructions on the Media Blender registration page. When you have completed the form and entered your Product Authorization Key, a license file with the extension `.lic` will be sent to your email address.
5. Copy the `<CMB license>.lic` file to the `\CiscoMB\license` directory.

**Note:** Do not restrict write access to the `\CiscoMB\license` directory. Media Blender writes a temporary file to that directory while reading the license file.

## **Installing Pre-existing or Multiple FLEXlm License files**

To install a pre-existing or additional FLEXlm license file:

1. Rename the file (if necessary) to avoid overwriting existing files in the license directory.
2. Copy the license file (`.lic`) to the `\CiscoMB\license` directory.
3. Restart IIS.

### **Cautions:**

- Do not delete any existing `.lic` files.
- Do not overwrite `.lic` files in the license directory. Media Blender determines your licensed features based on all `.lic` files in the license directory.
- Do not modify license files. Media Blender will not recognize increment lines that have been altered or added to the file.

## **Configure Media Blender and Participating Media**

You configure Media Blender and the ACD medium using plain text property files. These files contain simple name value pairs (properties) that define the behavior of Media Blender or the appropriate ACD medium. You can modify property files with any text editor. The files typically reside in the `\CiscoMB\servlet\Properties\Blender` directory.

You configure the Collaboration medium and the two-way connection between Media Blender and Collaboration Server using the Collaboration Server Administration desktop. See the *Cisco Collaboration Server Administration Guide* and the Collaboration Administration online Help for details.

The configuration tasks required for the basic Media Blender differ from those required for Media Blender with ICM. For example, for the ICM-integrated Media Blender, you must configure the firewall gateway service in addition to the participating media.

See the *Cisco Media Blender Administration Guide* for the tasks involved for both configurations.

## **Configure Communication Through a Firewall**

Media Blender communicates with Collaboration Server through the corporate firewall using the Sun Microsystems Remote Method Invocation (RMI). The firewall can be set up in either of the following modes:

- Polling over outbound socket connection mode
- Classic HTTP proxy mode

### **Polling Over Outbound Socket Connection Mode**

The recommended mode to use is the polling mode, which provides high throughput and allows outbound socket connections from Media Blender to the Collaboration Server. Media Blender connects to the Collaboration Server using TCP/IP socket connections. If you use this mode, ensure that your firewall permits outbound socket connections from Media Blender to Collaboration Server on specified ports. Ports can be chosen when you set up the Collaboration Server connection to Media Blender using the Collaboration Server Administration user interface.

## Classic HTTP Proxy Mode

In the Classic HTTP proxy mode, the firewall permits outbound HTTP communication only to all ports. Media Blender connects to the Collaboration Server using HTTP to the RMI registry port (1099 default). This mode provides the lowest throughput of the two modes and may cause problems if you have a high call volume. To setup the HTTP proxy, complete the following steps:

1. Locate and edit the following file:

```
C:\Program Files\New Atlanta\ServletExec ISAPI\ServletExec  
Data\ vmoptions.properties
```

2. Add the following properties and values, separated by spaces:

```
-Dhttp.proxySet=true -Dhttp.proxyHost=<HOSTNAME-OF-PROXY>  
-Dhttp.proxyPort=<PORT-OF-PROXY>
```

3. Restart the Web server so the settings will take effect.

## Networking Considerations

The following are some networking considerations:

- Both the Collaboration Server and the Media Blender server require static IP addresses.
- Regardless of your firewall setup, you must maintain a hosts file rather than use Domain Name Service (DNS) to identify the IP address of your machines. Using DNS may result in RMI connectivity problems. The hosts file resides at this location on Windows 2000:

```
WINNT\system32\drivers\etc\hosts
```

The hosts file on the Media Blender machine must have an entry for the Collaboration Server, and the hosts file for the Collaboration Server must have an entry for the Media Blender machine.

- When you are using Media Blender with the ICM integration and are setting up your network, please note that the link from Cisco Media Blender to the CTI Server should have a round-trip latency of no more than 1000 milliseconds.

## **Restart IIS**

Restart the Internet Information Server (IIS) by completing the following steps:

1. Select **Start > Settings > Control Panel > Administrative Tools > Services**
2. On the Services window, select **IIS Admin Service** in the Name column.
3. From the Action menu, select **Start**.
4. Check that the word "Started" appears in the Status column for IIS Admin Service.

## **Start Media Blender**

Media Blender uses NT security, and an NT Administrator account for the server or domain might be required to log in to the Administration control panel. See Grant Administrative Access to Media Blender.

**Note:** Before starting Media Blender, be sure you have completed the configuration of Media Blender and any participating media following the steps in the *Cisco Media Blender Administration Guide*.

To start Media Blender, complete the following steps:

1. Log in to the Media Blender Administration control panel or open a browser and go to `http://<blender-server-name>/admin`

The Welcome to Media Blender Administration page appears.

2. From the Administration menu in the left pane, select **SERVER > Start/Shutdown**.

The **Media Blender : Server : Start/Shutdown** page appears.

3. Click **start** on the Control panel.

Media Blender displays a "Startup successful" message.

## Post-Installation Tasks

After you have installed and configured Media Blender, there are some optional tasks you can choose to perform. You can do any of the following:

- Grant Administrative Access to Media Blender
- Configure Media Blender for Autostart
- Install and Activate Phone Home Services
- Activate Windows Messaging

### **Grant Administrative Access to Media Blender**

You have the option of configuring the ServletExec property file, `resource.properties`, located in the `<drive>:\Program Files\New Atlanta\ServletExec ISAPI\ServletExec Data\default\directory`, to grant administrative access to specific NT users. Here are the contents of that file:

```
Blender.groups=  
Blender.users=Administrator  
BlenderNew.groups=  
BlenderNew.users=Administrator  
wlPageCompile.groups=  
wlPageCompile.users=Administrator
```

Note that "Administrator" is the default. The spelling of this default varies when using the Spanish locale (use "Administrador") or the French locale (use "Administrateur"). You can also add NT user names separated by commas. A valid user name would be that of any NT user on the machine on which Media Blender is installed. Here is an example:

```
Blender.users=Administrator, jsmith, bjones  
BlenderNew.users=Administrator, jsmith, bjones  
wlPageCompile.users=Administrator, jsmith, bjones
```

After adding new user names, restart IIS.

**Note:** NT users (jsmith and bjones in the above example) should have local log on rights on the machine running IIS. Also, if you configure IIS to use Basic Authentication, the default Windows NT Domain used by IIS for authentication is the domain of the machine on which IIS is running. If the NT users (jsmith, bjones) are on a different domain, you must set this domain name under Basic Authentication using the Internet Service Manager. For more details, see the IIS 5.0 documentation. When IIS is installed on your system, you can access the IIS documentation by typing `http://localhost/iishelp/` in your browser location field and pressing Enter.

## Configure Media Blender for AutoStart

Once installation is complete, you can ensure that Media Blender and all media automatically start when the Web server and the Blender servlet are started.

To ensure automatic start of Media Blender:

1. Edit the `blender.properties` file, which resides in the `CiscoMB\servlet\properties\blender` directory.
2. Set the `autostart` property to true.

**Important:** Do not set this property to true until you are sure that all of your media are properly configured and Media Blender starts successfully.

## Install and Activate Phone Home Services

The Standalone Distributed Diagnostics and Service Network (SDDSN) system provides "phone home" services, which send general information and Media Blender alerts to the Cisco Customer Support Technical Assistance Center (TAC). At the TAC, these alerts are monitored using the ICM AlarmTracker system and provide a way for the TAC staff to respond quickly to problems. The alerts are color-coded in AlarmTracker; for example, red would indicate the highest severity level alert.

This page provides steps for the following tasks:

- Installing SDDSN
- Activating Phone Home Services

**Note:** Before you install and configure SDDSN, contact the TAC to determine the information required for the configuration, such as the correct phone number and User ID.

### Installing SDDSN

You can install SDDSN on the same machine as Media Blender. However, if you have installed Media Blender on a machine with a peripheral gateway (PG), you must install SDDSN on a different machine. Note that SDDSN is supported only on a Windows NT or Windows 2000 system.

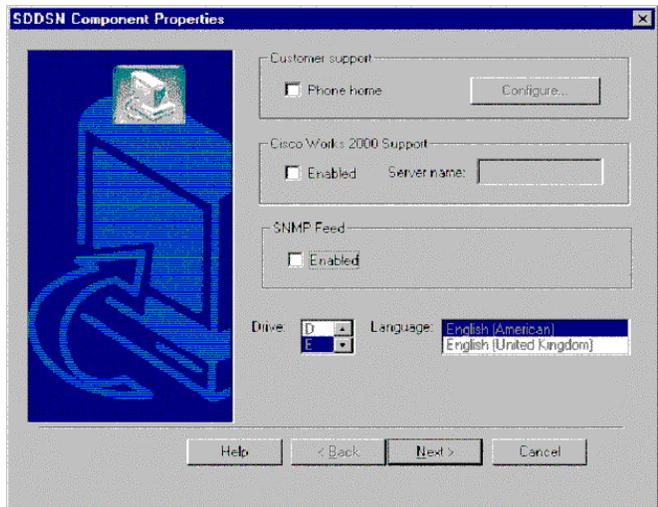
To install SDDSN, complete the following steps:

1. Double-click the executable file on the Media Blender CD, in the following location:

`<Drive>:\SDDSN\Setup.exe`

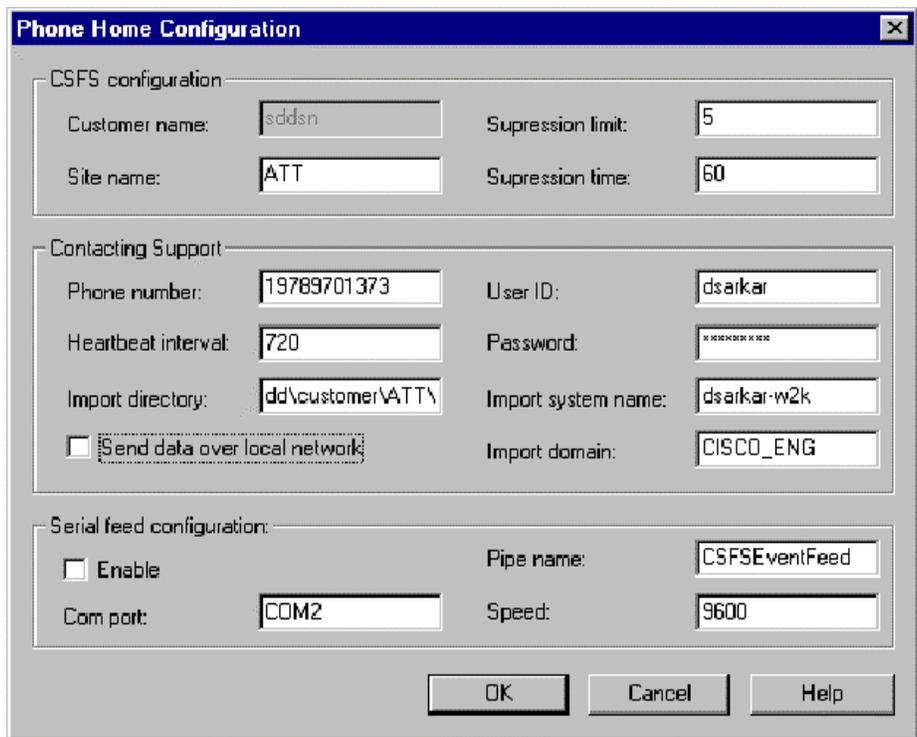
The Install Shield Wizard begins the installation process.

2. When the following SDDSN Components Properties dialog box appears,



select the Phone home check box under Customer support and click **Configure**.

The Phone Home Configuration dialog box appears. This dialog box sets up the Cisco Customer Support Forwarding Service (CSFS) and DDSN Transfer Process (DTP) for a Logger.



At this point, you can choose to change information in the fields, such as the User ID, password, and the phone number for the TAC, or you can return to this dialog box after the installation is complete. After SDDSN is installed, the online Help will be available for this dialog box. You can return to the Phone Home Configuration dialog box again by way of the setup executable. Double click  
`<drive>:\icm\bin\sddsn\Setup.exe`.

3. After you have updated the Phone Home Configuration dialog box (or if you want to update it later), click **OK** and then click **Next** on the SDDSN Component Properties dialog box.

The Check Setup Information dialog box appears.

4. Check your current settings. If you want to change any of the settings, click **Back**; otherwise, click **Next**.

The Setup Complete dialog box appears.

4. On the Setup Complete dialog box you can choose to restart your machine. Choosing this option starts the SDDSN application. If you choose not to restart your machine, you can start the application later using the `<drive>:\icm\bin\servicecontrol.exe` file, which starts and stops services. Click **Finish**.

The SDDSN installation is complete, but before phone home services will work with Media Blender, you must change some Media Blender property files. See the Activating Phone Home Services section.

## Activating Phone Home Services

After you have installed SDDSN, you need to activate phone home services by changing three Media Blender property files.

- The `logManager.properties` and `logOutputAdapter.properties` files are in the `\CiscoMB\servlet\Properties` directory.
- The `blender.properties` file is in the `\CiscoMB\servlet\Properties\blender` directory.

Complete the following steps to activate phone home services:

1. In the CMB `logManager.properties` file, remove the comment character preceding the following line:  

```
#logmanager.LogStream.Error.LogOutputAdapter_4=
ccisSDDSNAdapter
```
2. In the `logOutputAdapter.properties` file, remove the comment characters preceding the following lines:  

```
#logOutputAdapter.ccisSDDSNAdapter.name=ccisSDDSNAdapter
#logOutputAdapter.ccisSDDSNAdapter.className=
com.cisco.ics.util.log.adapter.SDDSNAdapter
#logOutputAdapter.ccisSDDSNAdapter.versionNumber=6
#logOutputAdapter.ccisSDDSNAdapter.systemType=0
#logOutputAdapter.ccisSDDSNAdapter.systemId=0
#logOutputAdapter.ccisSDDSNAdapter.flags=0
#logOutputAdapter.ccisSDDSNAdapter.port=40080
```
3. Add a value and uncomment the following lines. Note that the value for `logOutputAdapter.ccisSDDSNAdapter.systemName` is the computer name of the system running Media Blender. The default value for the property `logOutputAdapter.ccisSDDSNAdapter.side` is 0. Possible values are 0, A, and B. The zero defaults to A.

```
#logOutputAdapter.ccisSDDSNAdapter.systemName=<CMB  
  machine>  
#logOutputAdapter.ccisSDDSNAdapter.side=0
```

4. Uncomment **both** of the following lines. If you are using only one SDDSN system, supply a host name value (typically the IP address of the machine where SDDSN is installed) for the side A host. A value for side A is compulsory. If operating SDDSN in a failover fault tolerance mode, also add a host name value (typically the IP address of the backup machine) for the side B host.

```
#logOutputAdapter.ccisSDDSNAdapter.sideAHost=<host name>  
#logOutputAdapter.ccisSDDSNAdapter.sideBHost=<host name>
```

5. In the `blender.properties` file in the `\CiscoCMB\servlet\Properties\blender` directory, change the value of the `phonehomenotify` property to `true`.

See the *Cisco Media Blender Administration Guide* for more information about phone home services.

**Note:** Additional work must be done at the TAC to set up AlarmTracker to receive the alerts. See the *Cisco AlarmTracker Client User Guide* and the *Cisco Remote Monitoring Administration Guide*.

## Activate Windows Messaging

Media Blender logs messages into a log file. You can view these messages on the Media Blender Administration user interface on the Latest Log page. You can also choose to configure Media Blender to log alert and error messages (but not trace messages) to the Windows application event log. By using the Windows log, you can view errors for all applications on your system at the same time.

To set up Windows messaging, complete the following steps:

1. Manually copy the following DLLs from `<drive>:\CiscoMB\bin` to `C:\WINNT\system32`:

```
WindowsEventMessages.dll
WindowsEventWrapper.dll
```

1. Edit the `<drive>:\CiscoMB\servlet\properties\logManager.properties` file. Uncomment (remove the "#") from the following line:

```
#logManager.LogStream.Error.LogOutputAdapter_3=cmbWindowsEventAdapter
```

2. Edit the `<drive>:\CiscoMB\servlet\properties\logOutputAdapters.properties` file. Uncomment all the lines beginning with "logOutputAdapter.cmbWindowsEventAdapter." These lines are grouped together under the comment "properties for cmbWindowsEventAdapter."

To view the events, start the Windows Event Viewer utility. Go to **Start > Programs > Administrative Tools > Event Viewer > Application Log**. Events generated by Media Blender will have either "cmb" or "AlertCMBCCommon" displayed in the Source column.



## **Glossary**

### **ACD**

Automatic Call Distributor. Also called a switch, an ACD is a specialized phone system designed for handling incoming and outgoing calls.

### **ACD medium**

The ACD medium on the Cisco Media Blender handles CTI messages coming from an ACD.

### **agent**

An individual who receives and handles customer calls and web-based requests within a contact center.

### **blended collaboration**

In the basic Media Blender integration, a blended collaboration session is one that is blended with the ACD. Blended Collaboration sessions typically begin when a caller submits a Web-based request by clicking a callback button on a web page. The caller completes a callback form and Collaboration Server retrieves caller information (name, phone number, skill group). Media Blender then blends the information over to the ACD, which provides a callback to the customer. The customer and agent talk on the phone and are linked in a collaborative Web session.

Blended collaboration in the ICM integration is provided when the agent is assigned by ICM (when using IPCC) or by the ACD (when using a legacy ACD). When ICM software selects an agent for the task, the Web collaboration interface appears on the agent desktop. At the same time, the agent's telephone places an outbound call to the customer.

### **caller**

An individual submitting a phone call or Web-based request to a contact center.

### **Collaboration medium**

The Collaboration medium communicates with the Cisco Collaboration Server and accepts and shares session and agent-related events with the other Media Blender media.

### **Collaboration Server**

Cisco Collaboration Server is an application that provides contact centers with the ability to handle Web requests. Collaboration Server allows contact center agents to share information with customers over the Web—including Web pages, forms, and applications—while at the same time conducting a voice conversation or text chat using nothing more than a common Web browser.

### **CTI**

Computer Telephony Integration. A term for connecting a computer to a telephone switch. The computer issues telephone switch commands to move the calls around.

**CTI driver**

Software designed to accommodate the CTI package and middleware used in a Media Blender configuration. The CTI driver supports the legacy ACDs when Media Blender is part of the ICM integration.

**CTI strategy**

Software that determines the call flow of the outbound call to the caller.

**driver**

A module that controls data transferred to and received from peripheral devices.

**firewall gateway service**

The Media Blender firewall gateway service allows Collaboration Server, which resides outside a firewall, to communicate with an ICM peripheral gateway that resides inside the firewall.

**Intelligent Contact Management (ICM) software**

The Cisco system that implements enterprise-wide call distribution across contact centers. ICM software provides Pre-Routing®, Post-Routing®, and performance monitoring capabilities.

**IPCC**

Internet Protocol Contact Center. A virtual ACD which provides intelligent call routing, network-to-desktop CTI, IVR integration, call queuing, and consolidated reporting.

**legacy ACD**

Any of the following ACDs supported in the ICM integration that use the Cisco CTI driver: Avaya Definity ECS G3, Aspect CallCenter, Nortel Meridian 1, Nortel Symposium, or Rockwell Spectrum

**Media Blender administrator**

An individual responsible for installing, configuring, and administering Media Blender.

**Media Routing Peripheral Gateway (MR-PG)**

An ICM PG that is capable of routing media requests of different kinds; for example, e-mail and Web callback. An MR-PG supports multiple media routing clients by placing multiple, independent Peripheral Interface Managers (PIMs) on a PG platform.

**medium**

An electronic form of session-based information. Media Blender functions as an event bus and shares events between participating media. In a typical installation, Media Blender shares events between a Collaboration medium and an ACD medium.

### **Peripheral Gateway (PG)**

The computer and process within the ICM system that communicates directly with the ACD, PBX, or IVR at the contact center. The Peripheral Gateway reads status information from the peripheral and sends it to the Central Controller. In a private network configuration, the Peripheral Gateway sends routing requests to the Central Controller and receives routing information in return.

### **phantom line**

Phone lines set aside for providing callback to customers. Used with Phantom line CTI strategies, phantom lines wait in queue on behalf of the caller, ensuring the caller receives callback only when an agent is available.

### **phantom strategy**

A CTI strategy that places a call in the ACD queue and waits for call assignment (agent selection). Once the agent is selected, the outbound call is placed to the customer.

### **PIM**

Peripheral Interface Manager. The Cisco proprietary interface between a peripheral and the Peripheral Gateway (PG).

### **predictive strategy**

A CTI strategy that places the call to the customer first and then places the caller in an inbound ACD queue.

### **RMI**

Remote Method Invocation. A remote procedure mechanism for communicating between two Java programs within (potentially) separate Java Virtual Machines.

### **routing logic**

Logic set up on the ACD to ensure calls are routed to agents who possess appropriate skills.

### **SDDSN**

Standalone Distributed Diagnostics and Service Network. A subcomponent of the ICM software that provides a way to send alerts and other information to the Cisco Technical Assistance Center (TAC).

### **switch**

An ACD or PBX.

### **Web callback**

A feature of the Cisco Collaboration Server that allows a customer to use a "callme" button on a company's Web site. The resulting callback request is handled by either an ACD (for basic Media Blender) or the ICM software (for Media Blender in the ICM integration). Web callback, sometimes referred to as "callback only," is for simple callbacks that do not involve blended Web collaboration or blended text chat.



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