



Cisco Unified Web and E-Mail Interaction Manager Browser Settings Guide

For Unified Contact Center Express

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Cisco Unified Web and E-Mail Interaction Manager Browser Settings Guide: For Unified Contact Center Express
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Configuring your browser

- ▶ [Verifying browser version](#)
- ▶ [Configuring your browser](#)
- ▶ [Configuring Sun JVM setting](#)
- ▶ [Installing MeadCo's Security Manager](#)

Cisco Unified Web and E-Mail Interaction Manager Browser Settings Guide helps you set up your web browser and Sun JVM for Cisco Unified Web and E-Mail Interaction Manager. Users must configure their desktops according to the procedures described in this guide before logging in to the system.

- ▶ The first section describes the procedure for verifying that the correct version of the browser is installed on your desktop.
- ▶ In the second section, you learn how to configure the browser.
- ▶ The third section describes the procedure for configuring Sun JVM.
- ▶ The final section describes the procedure for installing MeadCo's Security Manager.

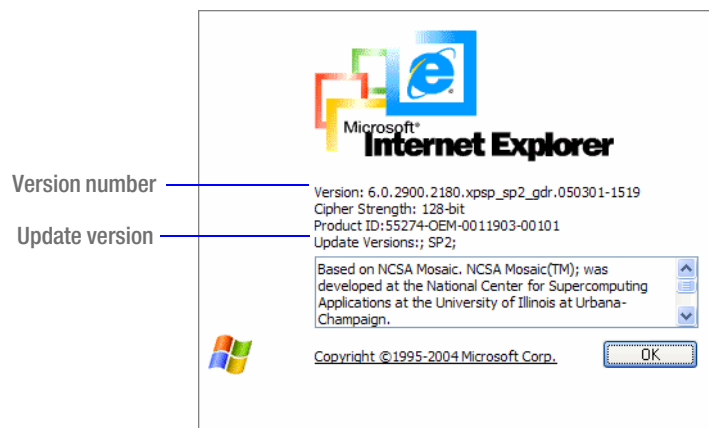
Verifying browser version

Your browser should be Microsoft Internet Explorer 6.0 (Service Pack 2 or higher).

To verify that you are using the correct version

1. Open Internet Explorer.
2. Go to **Help** (menu) > **About Internet Explorer**.

The **About Internet Explorer** window appears.



Verify the version number

3. Verify that the version number is **6.0.x** and that the update version is **SP2**. If you need to get the correct version, download it from the Microsoft web site.

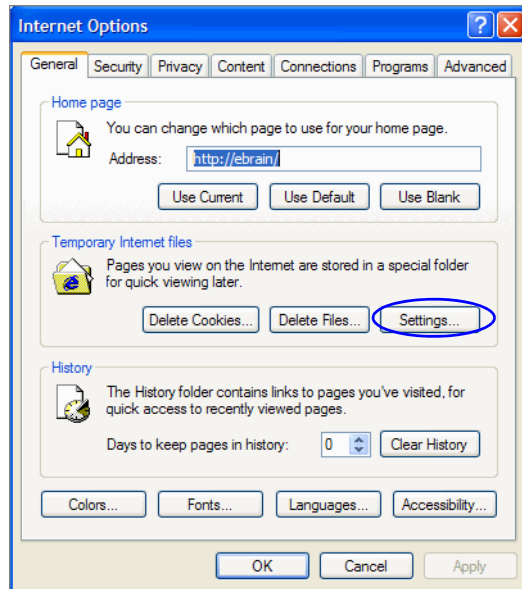
Configuring your browser

To configure your browser for Cisco Interaction Manager:

1. Open Internet Explorer.
2. Go to **Tools** (menu) > **Internet Options**.

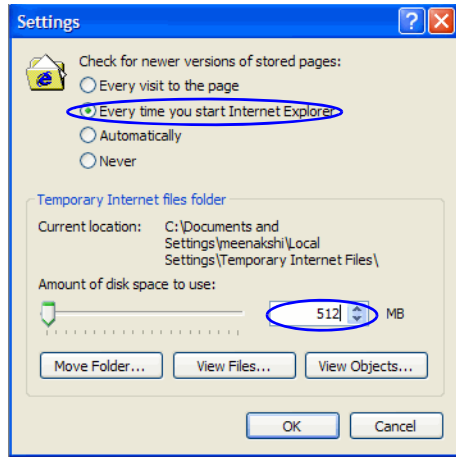
The **Internet Options** window appears.

3. On the **General** tab, in the **Temporary Internet Files** section, click the **Settings** button.



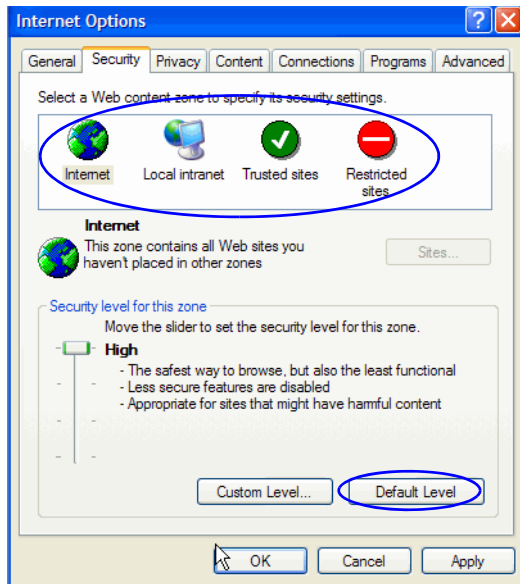
Click the Settings button

4. In the **Settings** window that appears change the following settings and click **OK**.
 - a. Select, **Every time you start Internet Explorer**, as the option for checking newer versions of stored pages.
 - b. In the **Temporary Internet files folder** section, specify at least 512 MB as the disk space to use.



Configure the temporary internet files settings

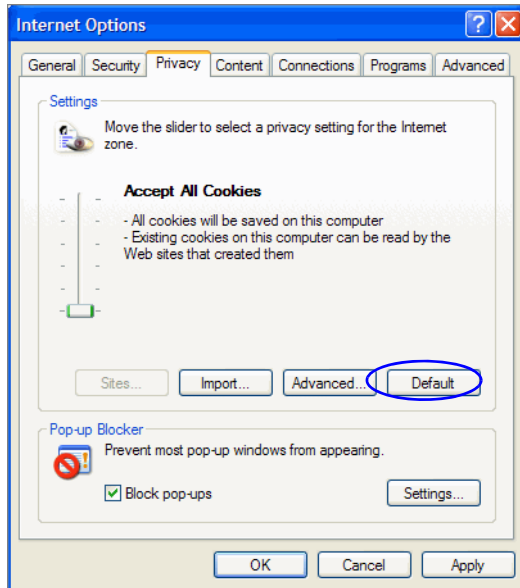
5. On the **Security** tab, do the following.
 - a. Restore default settings for all web content zones (**Internet, Local Intranet, Trusted sites, Restricted sites**) by selecting each zone one by one and clicking the **Default Level** button. If the **Default Level** button is disabled, then default settings are already in use.



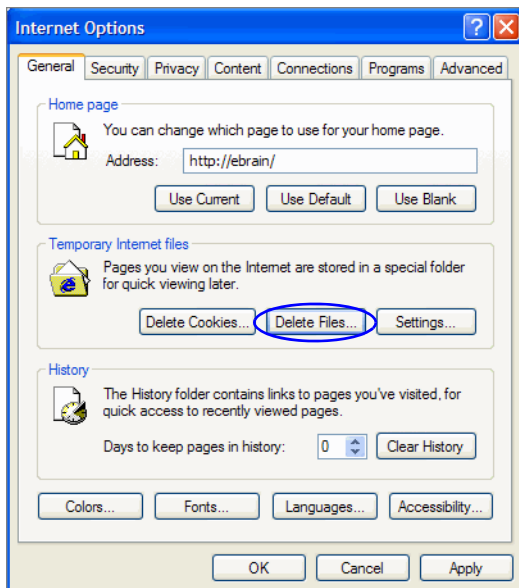
Restore the default security levels

- b. Then, select the **Trusted sites** zone and click the **Sites** button. In the Trusted sites window that appears, clear the **Require server verification (http:) for all sites in this zone** option. And, in the **Add this Web site to the zone** text box, type the Internet address for the application, and click the **Add** button. Click **OK**.
6. On the **Advanced** tab, click the **Restore Defaults** button to restore the default settings.
7. Close Internet Explorer.
8. Reopen Internet Explorer.

9. Go to **Tools** (menu) > **Internet Options**.
10. In the **Internet Options** window, go to the **Privacy** tab.
11. Restore default settings by clicking the **Default** button. If the **Default** button is disabled, then default settings are already in use.

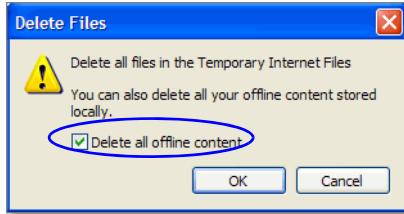


12. On the **General** tab, in the **Temporary Internet Files** section, click **Delete Files**.



Delete the temporary internet files

13. In the **Delete Files** window, select the **Delete all offline content** option, and click **OK**.



Delete the offline content stored locally

14. Click **OK** in the **Internet Options** window to close it.
15. Close the browser.

Configuring pop-up blockers

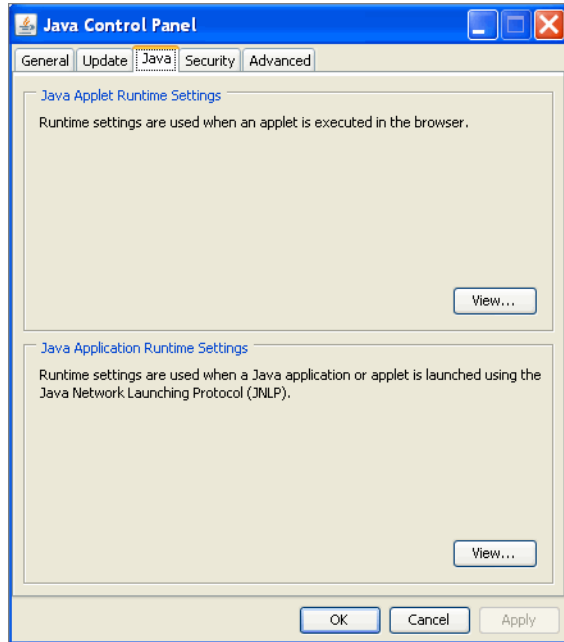
If you use a pop-up blocker such as the Google or Yahoo toolbar, configure it to allow pop-ups on your Cisco Unified Web and E-Mail Interaction Manager installation URL.

Configuring Sun JVM setting

To optimize memory usage by Sun JVM, you need to change the Java runtime parameters.

To change the Java runtime parameters

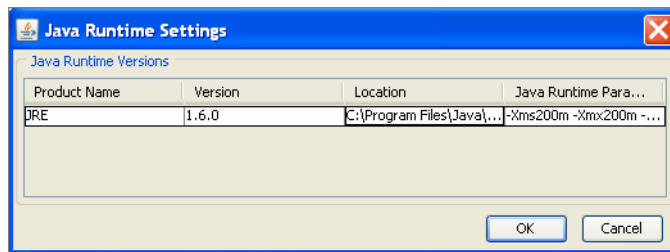
1. Close all open Internet Explorer browsers.
2. Go to **Start > Control Panel**.
3. Double-click Java.
4. In the Java Control Panel window, go to the **Java** tab.
5. In the **Java Applet Runtime Settings** section, click the **View** button.



Click the View button

6. In the Java Runtime Settings window, locate the JRE with version 1.6 and in the **Java Runtime Parameters** column, add the following parameters and click **OK**.

`-Xms200m -Xmx200m -XX:NewSize=48M -XX:MaxNewSize=48M -XX:SurvivorRatio=4 -XX:PermSize=40m -XX:MaxPermSize=40m`



Add the parameters

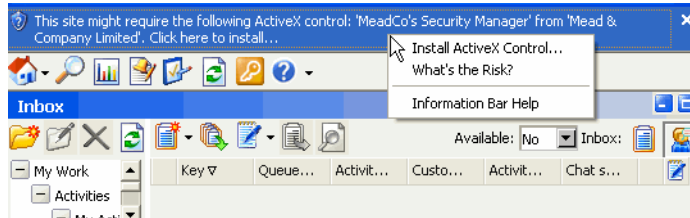
Installing MeadCo's Security Manager

MeadCo's Security Manager needs to be installed on all the desktops which are to be used by agents who have the Web Seat license. If the department level setting **Chat - MeadCo download on Agent Console** is disabled, then MeadCo's Security Manager need not be installed for the agents of that department. If MeadCo's Security Manager is not installed, agents can only do text chat with customers, but they can't push pages to customers.

To install the MeadCo's Security Manager

1. Type the Cisco URL in your web browser.
2. In the login window, type the user name and password and click **Log In**.

3. In the consoles window, click **Agent** to go to the Agent Console.
4. If MeadCo's Security Manager is not installed, a message appears next to the Title bar. Click the message and select **Install ActiveX Control**. When you select this option, you are prompted to log out of the application.



Select the Install ActiveX Control option

5. Log out and log in again and go to the Agent Console.
6. When you go to the Agent Console, you are prompted to install MeadCo's Security Manager. Click the **Install** button.



Install MeadCo's Security Manager

7. In the MeadCo Publishing License window, click the **Yes, allow** button to finish the installation.



Enable cross-domain and internet explorer object scripting