



Cisco Unified Web and E-Mail Interaction Manager Upgrade Guide (From Release 4.2(5) to 4.3(1))

For Unified Contact Center Enterprise and Hosted and Unified ICM

Release 4.3(1)
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Cisco Unified Web and E-Mail Interaction Manager Upgrade Guide (From Release 4.2(5) to 4.3(1)): For Unified Contact Center Enterprise and Hosted and Unified ICM
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Preface

- ▶ [Audience](#)
- ▶ [Using This Guide](#)
- ▶ [Other Learning Resources](#)

Welcome to Cisco® Interaction Manager™, multichannel interaction software used by businesses all over the world to build and sustain customer relationships. A unified suite of the industry’s best applications for web and email interaction management, it is the backbone of many innovative contact center and customer service helpdesk organizations.

Cisco Interaction Manager includes a common platform and one or both of the following applications:

- ▶ Cisco Unified Web Interaction Manager (Unified WIM)
- ▶ Cisco Unified E-Mail Interaction Manager (Unified EIM)

Audience

Cisco Unified Web and E-Mail Interaction Manager Upgrade Guide (Release 4.2(5) to 4.3(1)) is intended for installation engineers, system administrators, database administrators, and others who are responsible for installing and maintaining Cisco Interaction Manager installations.

This guide is meant for systems that are either standalone or integrated with Cisco Unified Contact Center Enterprise (Unified CCE).

Using This Guide

The best way to use the upgrade guide is to print it, read the entire guide, then start at the beginning and complete each pre-upgrade, upgrade, and post-upgrade task, in sequence. To assist you with the upgrade process, this guide includes a work sheet that, when completed, will have all the information required to upgrade the application.

Find [“Appendix: Reference Sheet” on page 55](#). Complete this work sheet and use it as you proceed through the upgrade process.

Document Conventions

This guide uses the following typographical conventions.

Convention	Indicates
<i>Italic</i>	Emphasis. Or the title of a published document.
Bold	Labels of items on the user interface, such as buttons, boxes, and lists. Or text that must be typed by the user.
Monospace	The name of a file or folder, a database table column or value, or a command.
<i>Variable</i>	User-specific text; varies from one user or installation to another.


Document conventions

Other Learning Resources

Various learning tools are available within the product, as well as on the product CD, and our web site. You can also request formal end-user or technical training.

Online Help

The product includes topic-based as well as context-sensitive help.

Use	To view
 Help button	Topics in <i>Cisco Unified Web and E-Mail Interaction Manager Help</i> ; the Help button appears in the console toolbar on every screen.
F1 keypad button	Context-sensitive information about the item selected on the screen.

Online help options

Document Set

The latest versions of all Cisco documentation can be found online at <http://www.cisco.com>

- ▶ All Unified EIM documentation can be found online at http://www.cisco.com/en/US/products/ps7236/tsd_products_support_series_home.html
- ▶ All Unified WIM documentation can be found online at http://www.cisco.com/en/US/products/ps7233/tsd_products_support_series_home.html
- ▶ In particular, Release Notes for these products can be found at http://www.cisco.com/en/US/products/ps7236/prod_release_notes_list.html
- ▶ For general access to Cisco Voice and Unified Communications documentation, go to http://www.cisco.com/en/US/products/sw/voicesw/tsd_products_support_category_home.html

The document set contains the following guides:

- ▶ *Hardware and System Software Specification for Cisco Unified Web and E-Mail Interaction Manager*
- ▶ *Cisco Unified Web and E-Mail Interaction Manager Installation Guide*
- ▶ *Cisco Unified Web and E-Mail Interaction Manager Browser Settings Guide*

User guides for agents and supervisors:

- ▶ *Cisco Unified Web and E-Mail Interaction Manager Agent's Guide*
- ▶ *Cisco Unified Web and E-Mail Interaction Manager Supervisor's Guide*

User guides for Knowledge Base managers and authors:

- ▶ *Cisco Unified Web and E-Mail Interaction Manager Knowledge Base Author's Guide*

User guides for administrators:

- ▶ *Cisco Unified Web and E-Mail Interaction Manager Administrator's Guide to Administration Console*
- ▶ *Cisco Unified Web and E-Mail Interaction Manager Administrator's Guide to Routing and Workflows*
- ▶ *Cisco Unified Web and E-Mail Interaction Manager Administrator's Guide to Chat and Collaboration Resources*
- ▶ *Cisco Unified Web and E-Mail Interaction Manager Administrator's Guide to Email Resources*
- ▶ *Cisco Unified Web and E-Mail Interaction Manager Administrator's Guide to Data Adapters*
- ▶ *Cisco Unified Web and E-Mail Interaction Manager Administrator's Guide to Reports Console*
- ▶ *Cisco Unified Web and E-Mail Interaction Manager Administrator's Guide to System Console*
- ▶ *Cisco Unified Web and E-Mail Interaction Manager Administrator's Guide to Tools Console*

1 Basics

- ▶ [Planning the Upgrade](#)
- ▶ [Getting Started](#)

To upgrade to Release 4.3(1), you need to complete a number of tasks which include planning for new hardware, potential infrastructural upgrades, and completing certain pre-upgrade, upgrade, and post-upgrade tasks. This chapter can help you to plan your upgrade and make decisions about certain configuration options available in Release 4.3(1).

The Cisco Interaction Manager 4.3(1) Upgrader supports upgrades to Cisco Unified Web and Email Interaction Manager (Unified WIM and EIM) version 4.3(1) from Cisco Unified WIM and EIM 4.2(5) ES1 or above. In this release, a 4.2(5) deployment cannot be replicated by copying over the files of a current installation to a different server prior to upgrading to 4.3(1). You must upgrade your current deployment to Release 4.2(5), apply ES1 and then upgrade to 4.3(1).

Planning the Upgrade

This section contains items that should be considered before beginning the upgrade process.

Planning Application Server Related Tasks

Cisco Unified Web and E-Mail Interaction Manager no longer requires a designated primary application server, making all application servers in the configuration of equal importance. As part of this change, the JMS messaging capability has been abstracted into a separate component called the Messaging Server. There can only be one messaging server in your configuration.

You can select one of the following options when you upgrade to Release 4.3(1):

- ▶ **Replace primary application server with messaging server:** Convert your current primary application server to a messaging server. If you do not have at least one additional application server in your configuration, you must use the Release 4.3(1) Installer to install a new application server component and a corresponding web server component.
- ▶ **Convert primary application server into messaging server and application server:** Convert your current primary application server to act as both messaging server and application server.

Planning the Reports Database

In deployments that use the enterprise edition of MSSQL Server the 4.3(1), the Upgrader creates a new reports database. This database can be created on the same machine as the active and master databases, or can be created on a different machine.

In deployments that use the standard edition of MSSQL Server, a separate reports database cannot be created. You must first upgrade the current database servers to the enterprise edition of MSSQL Server.

- ▶ To create a separate reports database, there are certain manual steps that have to be performed before the Upgrader is run. These steps are outlined in [“Preparing for a Separate Reports Database” on page 17](#).
- ▶ If the reports database is to be on a different machine, make sure that you also complete the steps described in [“Configuring Database Server Settings” on page 19](#).
- ▶ If you are using Windows authentication for database connectivity, also complete the tasks described in [“Configuring Permissions on Active Directory Server” on page 17](#).

Upgrading From Single or Split-Server to a Distributed-Server Configuration

A single or split-server configuration can be upgraded only to one of the following distributed server configurations:

Option 1

- ▶ Machine 1: File, database, services, and messaging servers

The database server could be on machine 1, or in the case of a split-server configuration, on a separate machine.

- ▶ Machine 2: Application and web server

Option 2

- ▶ Machine 1: File, database, services, and messaging servers

The database server could be on machine 1, or in the case of a split-server configuration, on a separate machine.

- ▶ Machine 3: Application server

- ▶ Machine 4: Web server

To go from a single or split-server configuration to one of the above options, perform the following tasks:

1. Upgrade the file, services, and messaging server components on the same machine as the current single-server installation using the Upgrader. You will also upgrade the database server at this time. Make sure you complete all required pre-upgrade tasks. During the upgrade, you must choose to convert your current application server to a messaging server component. See [“Planning Application Server Related Tasks” on page 10](#) for details.
2. Use the Release 4.3(1) Installer to install a new application server component and a new web server component. Make sure you complete all the required pre-installation, installation, and post-installation tasks before running the installation program. For detailed instructions, see the *Cisco Unified Web and E-Mail Interaction Manager Installation Guide*. During the installation, when asked for the name of the file server, provide the FQDN of the newly upgraded file server.

Getting Started

The upgrade process involves completing the following activities, in sequence:

- ▶ **Pre-upgrade tasks:** To be performed before you begin the upgrade to Release 4.3(1). For detailed instructions, refer to [“Pre-Upgrade Tasks” on page 12](#).
- ▶ **Upgrade tasks:** Running the Upgrader on all the servers in your configuration. Details are in [“Upgrade Process” on page 25](#).
- ▶ **Post-upgrade tasks:** To be performed after running the Upgrader. For details, refer to [Post-Upgrade Tasks on page 48](#).

Pre-Upgrade Tasks

- ▶ [Verifying Release Version](#)
- ▶ [Stopping Cisco Interaction Manager](#)
- ▶ [Verifying Available Disk Space](#)
- ▶ [Verifying DNS Mapping of IP Address and Hostname](#)
- ▶ [Installing JBoss](#)
- ▶ [Creating a JBoss Instance](#)
- ▶ [Installing Sun JDK](#)
- ▶ [Verifying SQL Server Details](#)
- ▶ [Creating Backup Copies of the Databases](#)
- ▶ [Preparing for a Separate Reports Database](#)
- ▶ [Configuring Permissions on Active Directory Server](#)
- ▶ [Configuring Database Server Settings](#)

This chapter describes the pre-upgrade tasks that have to be completed before you upgrade to Cisco Interaction Manager 4.3(1).

Verifying Release Version

To verify the release version:

1. Open the Cisco Interaction Manager Login window and click the **About** button.
2. Click the History tab and verify that the current version is 4.2(5) ES1 or higher by checking the following columns:
 - **Major Version:** 4
 - **Minor Version:** 2
 - **Service Pack:** 5
 - **Hotfix Number:** 1 or higher

Stopping Cisco Interaction Manager

- ▶ Stop the Cisco service on all application servers (secondary application servers, followed by primary application servers) and then the services server.

On each server, open the Windows Task Manager and verify that any `java`, `javaw`, and `rmid` processes are no longer present.

Verifying Available Disk Space

- ▶ The Upgrader takes a back-up of the complete `Cisco_Home` directory. So, before running the Upgrader, ensure that there is enough free disk space available on the drive where you are planning to run the installer. Ensure that the space available is more than the current size of the `Cisco_Home` home directory.

In a distributed-server installation, you need to check the space on the file server, services server, and the application servers.

Verifying DNS Mapping of IP Address and Hostname

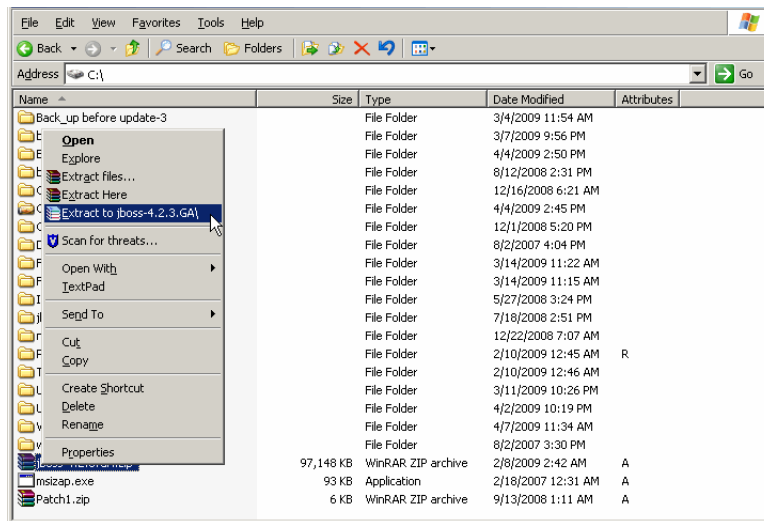
- ▶ On each server in the deployment, verify that the mapping of the IP address and the fully qualified domain name of the machine is accurate. You can do this by running the `nslookup` command for the IP address and the machine name. If the machine name and IP address do not map to each other, do not proceed with the upgrade. Contact your IT department for help to resolve the issue.

Installing JBoss

Install JBoss on the messaging server and all application server machines.

To install JBoss:

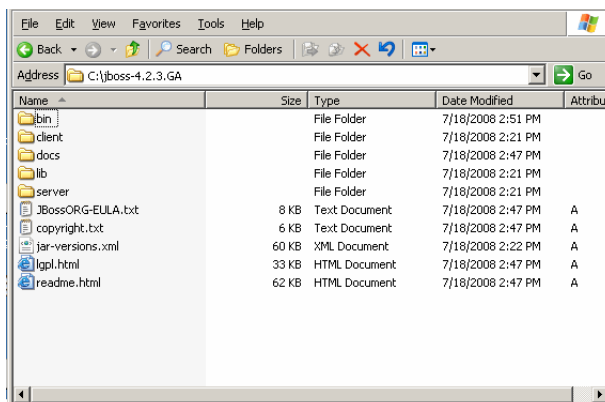
1. Copy the **jboss-4.2.3.GA.zip** from the **Environment > JBoss** folder on the application CD to a temporary location on the hard drive.
2. Use a zip file extraction tool like WinZip to extract the files from the **jboss-4.2.3.GA.zip** file to the location where JBoss is to be installed (*JBoss_Home*), for example, **C:\jboss-4.2.3.GA**.



Extract JBoss files to JBoss home directory

3. Open the folder to verify that the following folders have been extracted: **bin**, **client**, **docs**, **lib**, and **server**. The following files should also be present: **JBossORG-EULA.txt**, **copyright.txt**, **jar-versions.xml**, **lgpl.html**, and **readme.html**.

JBoss is now installed.



JBoss home directory

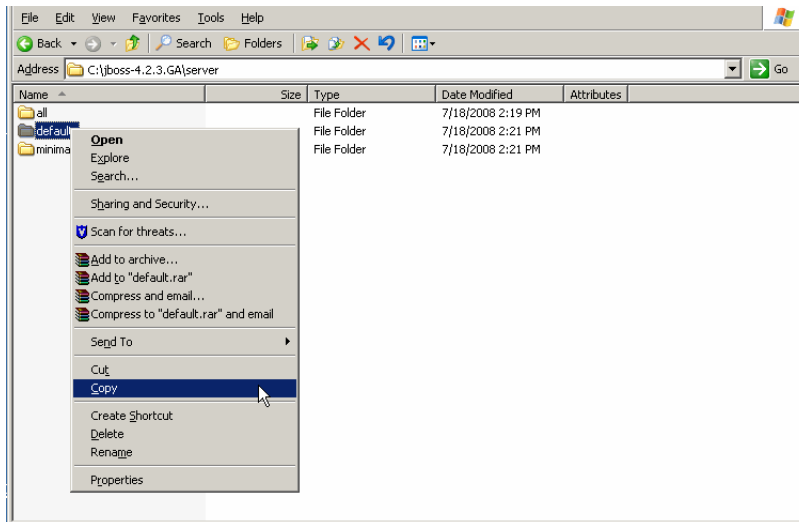
4. Once JBoss is installed, the **jboss-4.2.3.GA.zip** file can be deleted from the temporary folder.

Creating a JBoss Instance

Before beginning the upgrade, you need to create a new instance of JBoss on each application server machine and the messaging server machine.

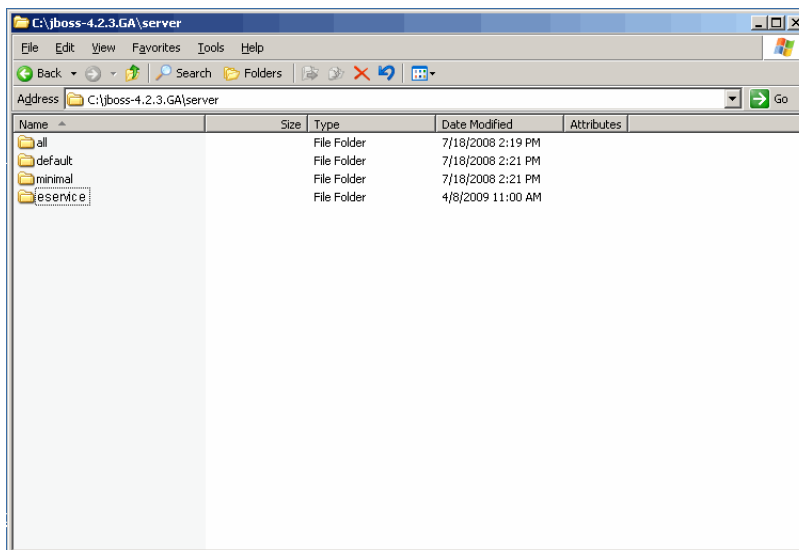
To create a JBoss instance:

1. Go to the *JBoss_Home* > **server** folder.
2. Locate the folder **default**, right-click it, and select **Copy**.



Copy the default folder

3. Paste the folder in the same location, *JBoss_Home* > **server**.
4. Rename the newly copied folder.



Rename folder to create a new instance of JBoss

You have now created a new instance of JBoss. Repeat this procedure on the messaging server and all other application server machines. In distributed installations where different components are on different machines, unique instance names can be used, but are not required.

Installing Sun JDK

- ▶ Ensure that Sun JDK 1.5 Update 12 is installed on all machines where the application and services server components are installed. In distributed-server configurations, these components may be on different machines. The installation program for JDK is included in the Environment folder of the installation package.

Verifying SQL Server Details

Verifying SQL Server Version

- ▶ Make sure **Microsoft® SQL Server® 2005 SP3** is installed on the database servers before running the Upgrader.

Verifying Collation Settings

- ▶ If the reports database is to be installed on a different database server than the one on which the active and master databases are installed, ensure that the collation settings of the MSSQL 2005 server for the reports database are the same as those of the active and master database server.

Creating Backup Copies of the Databases

You should back up the master, active, and archive databases. These backup copies will enable you to restore the system if you encounter any problems during the upgrade. The restore process for the databases is a manual process and you will need to have current backups of these databases to avoid the loss of customer data.

To create backup copies of databases:

1. Back up the master database. For example, if your master database name is *eGMasterDB*, that is the database you will need to backup.
2. Back up the active database. For example, if your active database name is *eGActiveDB*, that is the database you will need to backup.
3. Back up the archive database. For example, if your archive database name is *eGArchiveDB*, that is the database you will need to backup.

For details on creating backups of databases, refer to the Microsoft SQL Server documentation.

Preparing for a Separate Reports Database

Skip this section if the configuration uses a standard edition of MSSQL Server and you do not wish to install a separate reports database.



Important: All configurations that use the enterprise edition of MSSQL Server must complete these steps before beginning the upgrade.

If the configuration uses the standard edition of MSSQL Server and you wish to install a separate reports database, you must first upgrade your MSSQL Server installation to the enterprise edition. Ensure that the master, active, and archive databases are upgraded to the enterprise edition. Contact your database administrator for help. After MSSQL Server has been upgraded, and before you run the Upgrader, complete the steps outlined in this section.

To prepare for a separate reports database:

1. On the enterprise edition of MSSQL Server, restore the Cisco Interaction Manager active database using a different name, for example, *eGReportsDB*. This database will become the new reports database. This can be done on the same machine on which the active and master databases are installed, or on a different machine. If the report database is planned on a different machine then, before restoring the report database (back up of Active database) you have to create a folder called **Reports DB** and provide this folder name in the restore option field.
2. On this database, create a user, for example, *eGReportsDB*. Grant database owner (db_owner) permissions to this user. If the reports database is on the same machine as the active database, also grant database owner (db_owner) permissions to this user for the active database.

You will need the name of the database server, the name of the database (*eGReportsDB*), and the user name and password of the user (*eGReportsDB*) when you run the Upgrader.

Configuring Permissions on Active Directory Server

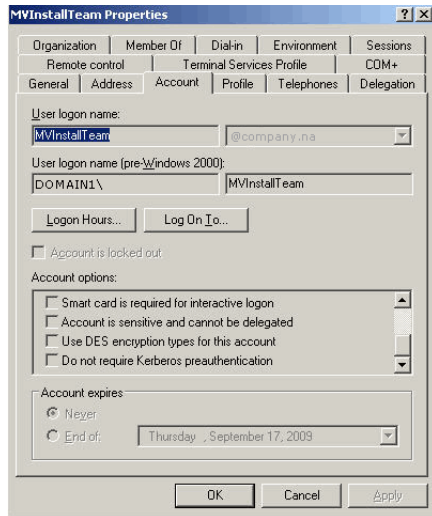
Skip this step if you are using SQL Server authentication for database connectivity.

If you are using Windows authentication for database connectivity, and you plan to install your Reports database on a different database server than the one on which the active and master databases are installed, perform these tasks on the Active Directory server. You will need administrator privileges, and it is recommended that you work with an IT administrator to complete these tasks. Also ensure that MSSQL Server and MSSQL Agent are running with the domain user account on all the machines.

To configure permissions:

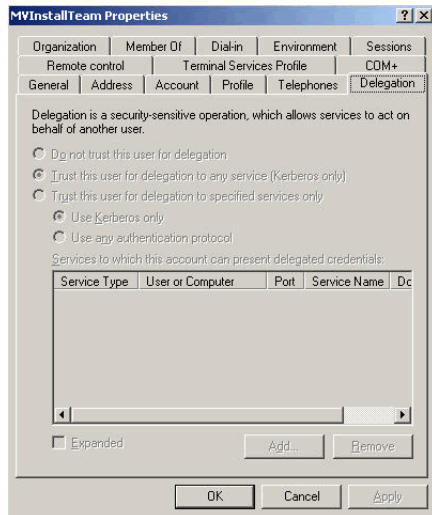
1. Go to **Start > Control Panel > Administrative Tools > Component Services**.
2. Select **Active Directory Users and Computers**.
3. Navigate to the domain user account being used by the configuration. Right-click and select **Properties**.
 - a. In the Properties window, click the Account tab. Ensure that the following options are *not* selected:
 - **Account is sensitive and cannot be delegated**

- **Do not require Kerberos preauthentication**



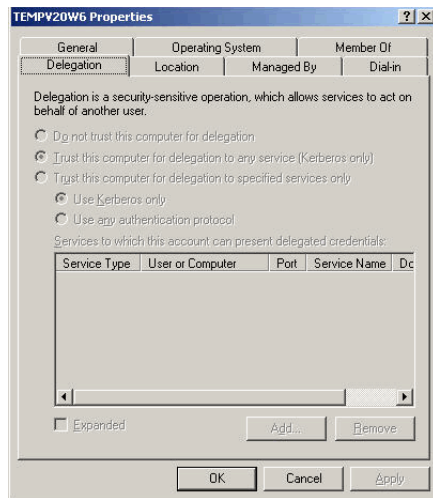
Set account properties for domain user account

- Click the Delegation tab. Ensure that the domain user account is trusted for delegation.



Set delegation properties for domain user account

- In the **Active Directory Users and Computers** tree, navigate to the database server. Ensure that it is trusted for delegation. Repeat this step for each database server.



Set delegation properties for database server

- Go to **Start > Run > Command** to launch the command window and run the following command. This sets the Service Principal Names (SPN) to the domain account for MSSQL service on the database servers.

Before you run the query, ensure that you change the logon parameters to the user that is being used as the domain administrator on all the machines in the deployment. You should use the same authentication parameters (domain, username, and password) across all machines in the configuration.

```
setspn -A MSSQLSvc/HOST:PORT accountname
```

Run this command for both short and fully qualified host names for all database servers. For example, if there are two database servers, tempv20w5 and tempv20w6, with the user account is MVInstallTeam in the domain1 domain, type.

```
setspn -A MSSQLSvc/tempv20w5.company.na:1433 domain1\MVInstallTeam
setspn -A MSSQLSvc/tempv20w5:1433 domain1\MVInstallTeam
setspn -A MSSQLSvc/tempv20w6.company.na:1433 domain1\MVInstallTeam
setspn -A MSSQLSvc/tempv20w6:1433 domain1\MVInstallTeam
```

Configuring Database Server Settings

Configuring Database Servers

Skip this section if the reports database is on the same machine as the active and master databases. If it is to be installed on a different machine, consult your administrator and verify that:

- All database server machines used in the configuration are in the same domain as all the other Cisco Interaction Manager servers.

- All databases are to be either on named instances or on default instances. For example, if you are using the default instance for the active and master databases, then use the default instance for the other databases as well.

Additional Configuration for Windows Authentication

If you are using Windows authentication, also ensure that the steps outlined in the following section have been completed: [“Configuring Permissions on Active Directory Server” on page 17.](#)

After you have completed these tasks, you should be able to run a linked server query on each database from a third machine acting as a SQL client.

To run a linked server query and verify the configuration:

1. On any machine that is not one of the database servers to be used in the configuration, and has a SQL client installed on it, log in using the domain user account created for the application.
2. Launch SQL Server Management Studio.
3. Click **New Query**.
4. If your archive database is on a different machine, create a remote server link on the active database server (the source database) to point to the archive database server (the destination database) using the following SQL script. Replace *DEST_HOST_NAME* with the name of the machine for the archive database.

If your reports database is on a different machine, create a remote server link on the reports database server (the source database) to point to the active database server (the destination database) using the following SQL script. Replace *DEST_HOST_NAME* with the name of the machine for the active database.

```

DECLARE @p_linkname VARCHAR(50)
SET @p_linkname = 'DEST_HOST_NAME'
BEGIN
EXEC ( 'EXEC master.dbo.sp_addlinkedserver @server = ' + @p_linkname + ',
@srvproduct=' ' ', @provider = 'SQLNCLI', @provstr = 'Server='+ @p_linkname
+ '''' )
EXEC ( 'EXEC master.dbo.sp_addlinkedsrvlogin @rmtsrvname=' + @p_linkname +
',@useself=N''True'' )
EXEC ( 'EXEC master.dbo.sp_serveroption @server=' + @p_linkname + ',
@optname=N''collation compatible'', @optvalue=N''false'' )
EXEC ( 'EXEC master.dbo.sp_serveroption @server=' + @p_linkname + ',
@optname=N''data access'', @optvalue=N''true'' )
EXEC ( 'EXEC master.dbo.sp_serveroption @server=' + @p_linkname + ',
@optname=N''dist'', @optvalue=N''true'' )
EXEC ( 'EXEC master.dbo.sp_serveroption @server=' + @p_linkname + ',
@optname=N''pub'', @optvalue=N''false'' )
EXEC ( 'EXEC master.dbo.sp_serveroption @server=' + @p_linkname + ',
@optname=N''rpc'', @optvalue=N''true'' )
EXEC ( 'EXEC master.dbo.sp_serveroption @server=' + @p_linkname + ',
@optname=N''rpc out'', @optvalue=N''true'' )
EXEC ( 'EXEC master.dbo.sp_serveroption @server=' + @p_linkname + ',
@optname=N''sub'', @optvalue=N''false'' )

```

```

EXEC ( 'EXEC master.dbo.sp_serveroption @server=' + @p_linkname + ',
@optname=N''connect timeout'', @optvalue=N''0''')

EXEC ( 'EXEC master.dbo.sp_serveroption @server=' + @p_linkname + ',
@optname=N''collation name'', @optvalue=null')

EXEC ( 'EXEC master.dbo.sp_serveroption @server=' + @p_linkname + ',
@optname=N''lazy schema validation'', @optvalue=N''false''')

EXEC ( 'EXEC master.dbo.sp_serveroption @server=' + @p_linkname + ',
@optname=N''query timeout'', @optvalue=N''0''')

EXEC ( 'EXEC master.dbo.sp_serveroption @server=' + @p_linkname + ',
@optname=N''use remote collation'', @optvalue=N''true''')

END

```

5. Now run the following query from the source database server where you created the remote server link. If the archive database is on a different machine, the active database server is the source database. If the reports database is on a different machine, then that server is the source server.

```
select * from DEST_HOST_NAME.master.dbo.sysdatabases
```

The query should execute successfully and return results.

Configuring Microsoft DTC Settings

The Microsoft Distributed Transaction Coordinator (DTC) service, a component of Microsoft Windows, is responsible for coordinating transactions that span multiple resources, like databases. MSDTC settings must be configured on all the database servers in a configuration.

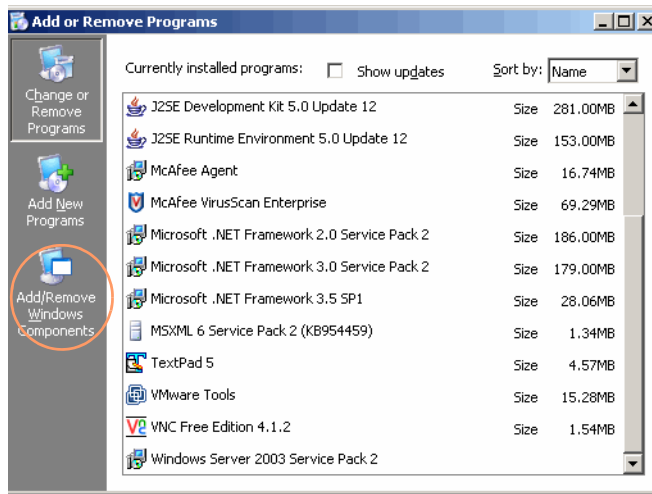
Enabling Network DTC Access

Enable network DTC access on all database server machines in the configuration.

To enable network DTC access:

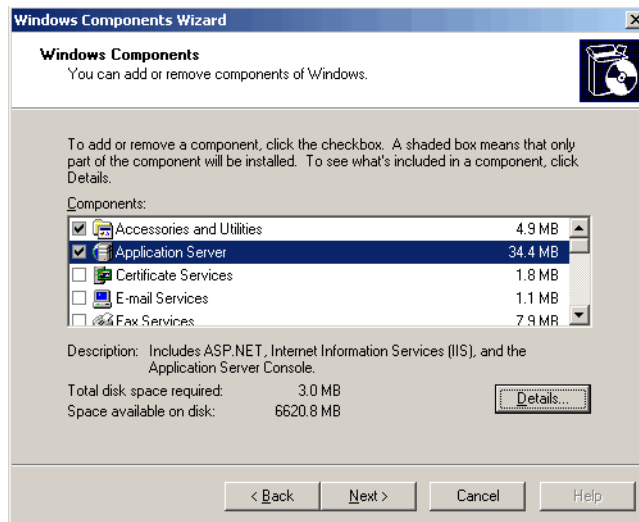
1. Go to **Start > Settings > Control Panel**.
2. Double-click **Add/Remove Programs**.

3. In the Add/Remove Programs window, click the **Add/Remove Windows Components** button.



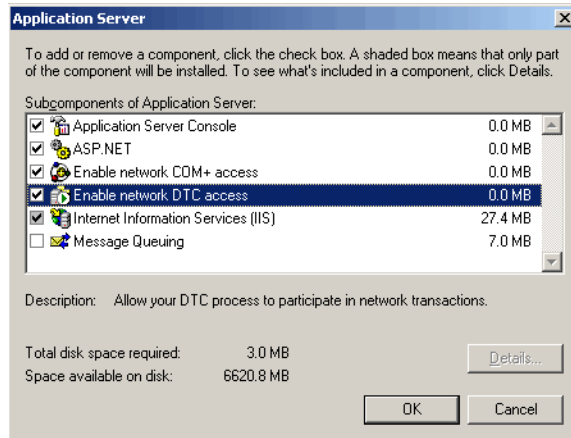
*Click the **Add/Remove Windows Component** button*

4. In the Windows Components window, select the **Application Server** option and click the **Details** button.



*Select the **Application Server** option*

5. In the Application Server window, select **Enable network DTC access** and click **OK**.



Select the **Enable network DTC access** option

6. In the Windows Components Wizard, click **Next** and then click **Finish**.

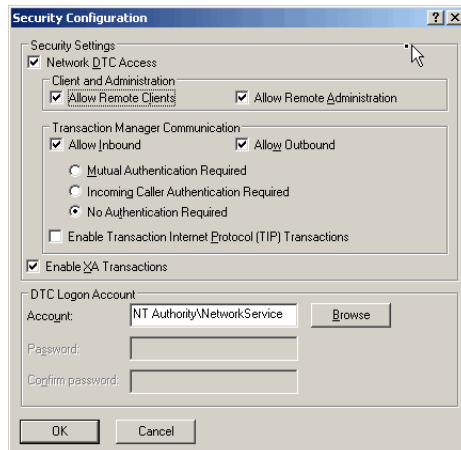
Updating Security Configurations

Update the security configuration settings on each database server.

To update security configuration:

1. Go to **Start > All Programs > Administrative Tools > Component Services**.
2. In the Component Services window, browse to **Component Services > Computers > My Computer**.
3. Right-click **My Computer**, and click **Properties**.
4. In the My Computer Properties window, on the MS DTC tab, click the **Security Configuration** button.
5. In the Security Configuration window, do the following:
 - a. In the Security Settings section, select the following two options:
 - **Network DTC Access**
 - **Enable XA Transactions**
 - b. Within the Network DTC Access section, select the following five options:
 - Allow Remote Clients
 - Allow Remote Administration
 - Transaction Manager Communication - Allow Inbound
 - Transaction Manager Communication - Allow Outbound
 - Transaction Manager Communication - No Authentication Required
 - c. In the DTC Logon Account section, set the value in the **Account** field to **NT Authority\NetworkService**.

Click **OK**.



Select security configuration

6. In the DTC Console message box, click **Yes**.
7. Restart the machine.
8. Go to **Start > All Programs > Administrative Tools > Services**.
9. In the Service window, locate the following two services and stop them.
 - **Distributed Transaction Coordinator**
 - **SQL Server (MSSQLSERVER)** for Microsoft SQL 2005.
10. Now, start the two services in the following order:
 - a. **Distributed Transaction Coordinator**
 - b. **SQL Server (MSSQLSERVER)** for Microsoft SQL 2005.

3 Upgrade Process

- ▶ [Upgrading Single-Server and Split-Server Installations](#)
- ▶ [Upgrading Distributed-Server Installations](#)

This chapter describes the process of running the Upgrader to upgrade your system from Release 4.2(5) to Release 4.3(1).

Unlike earlier Upgraders, the Release 4.3(1) program needs to be run on the file server, web server, services server, and all application servers.

Upgrading Single-Server and Split-Server Installations

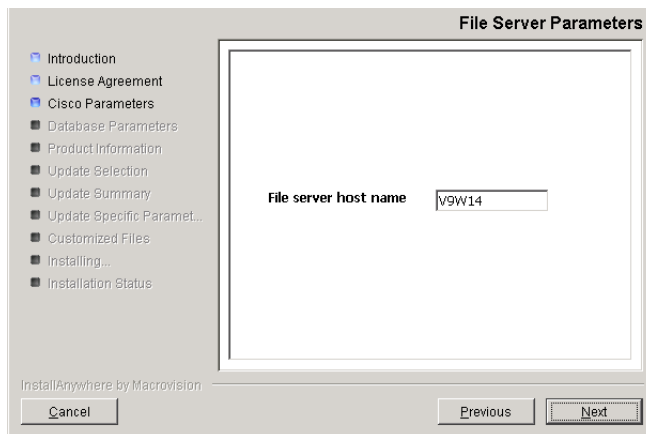
To install the release:

1. Create a temporary folder, *Temporary_Folder*. Make sure that there are no special characters such as #, \$, %, ^, &, *, (,), [, {, }, in the name of the folder.
2. From your installation package, copy `CIMInst_431.exe`, `CIMInst_431.properties`, and `CIMInst_431.zip` into *Temporary_Folder*.
3. Double-click `CIMInst_431.exe` to launch the Cisco Interaction Manager Upgrader.
4. When the Introduction window appears, read the installation instructions. Click **Next**.
5. In the License Agreement window, review the licensing terms and select the **I accept the terms of the License Agreement** option. Click **Next**.



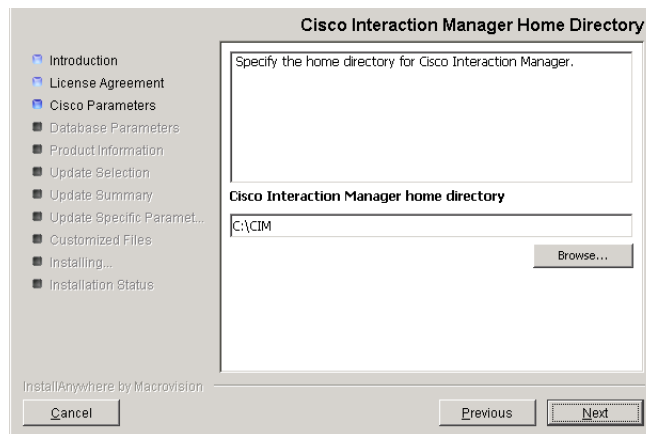
Read and accept the terms of the License Agreement

6. In the File Server Parameters window, type the name of the file server. Click **Next**.



Provide the name of the file server

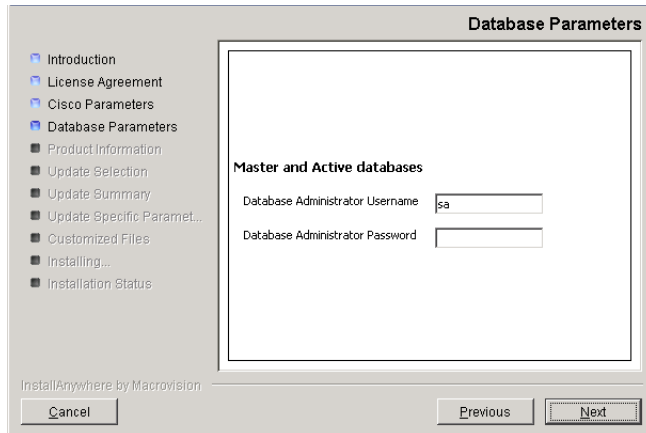
7. In the Cisco Interaction Manager Home Directory window, type the path or browse to the folder where Cisco Interaction Manager is installed. Click **Next**.



Provide the location of the Cisco Interaction Manager home directory

8. In the Database Parameters window, provide the login name and password of the database system administrator. Click **Next**.

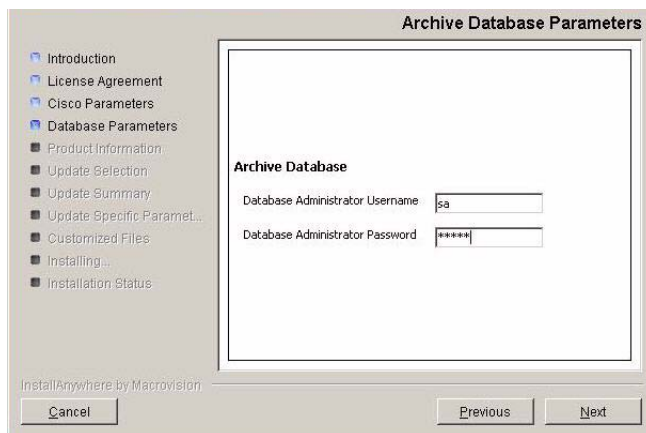
In 4.2(5), if Windows Authentication is used to connect to MS SQL Server, then this screen is not displayed.



Provide the login name and password of the database system administrator

9. In the Archive Database Parameters window, provide the login name and password of the archive database administrator. Click **Next**.

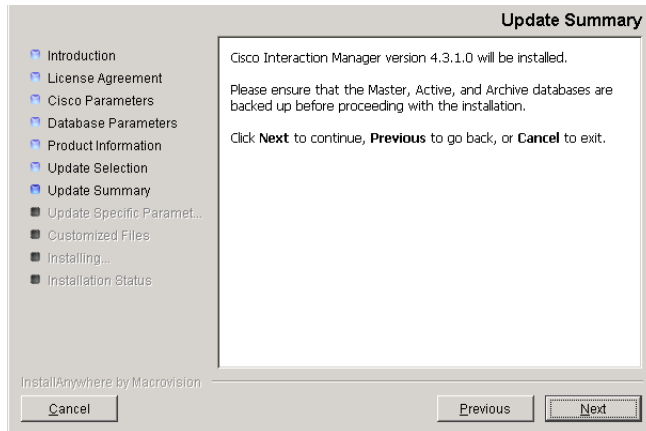
This screen is displayed if the Archive database is installed on a separate machine in 4.2(5).



Provide the login name and password of the archive database administrator

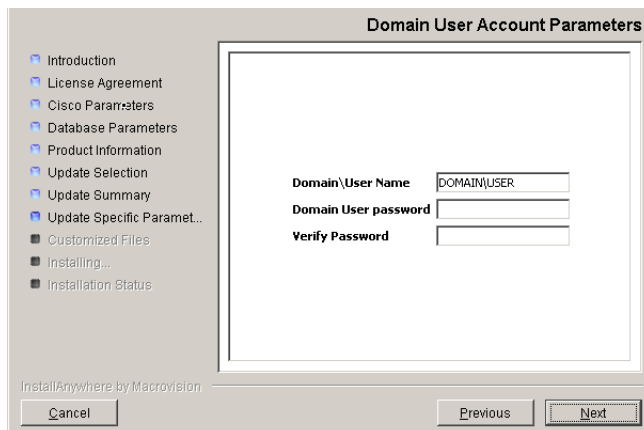
10. In the Product Information window, check the current version of Cisco Interaction Manager installed. Click **Next**.

11. In the Update Summary window, verify that the correct update has been selected. Click **Next**.



View the update summary

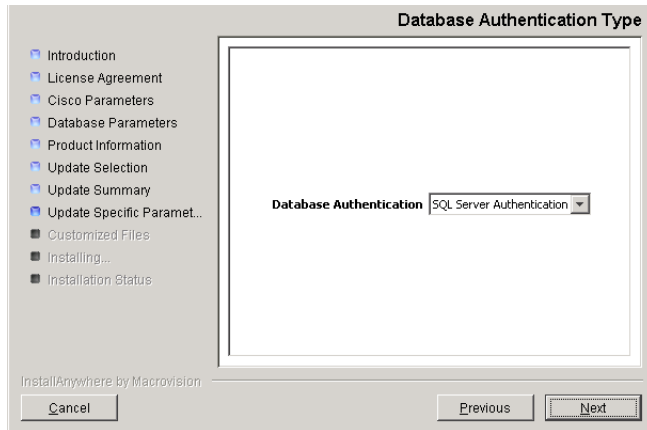
12. In the Domain User Account Parameters window, enter the following information:
- **Domain User name:** Domain and user name used by the user to login to the system on which the Cisco Interaction Manager installation is done.
 - **Domain User Password:** Password for the domain user account.
 - **Verify password:** Verify the password.



Provide domain user name and password

Click **Next**.

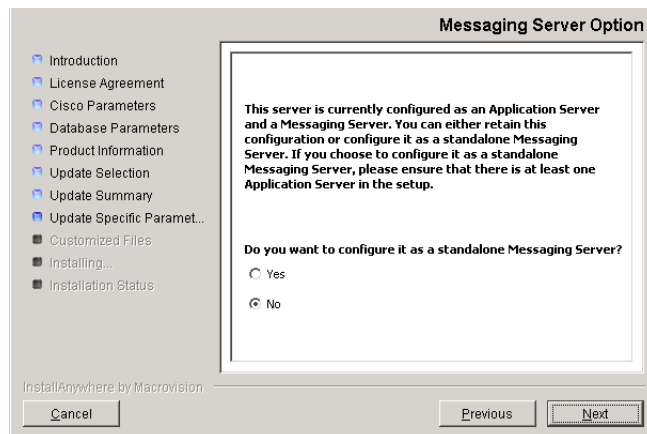
13. In the Database Authentication Type window, select between Windows and SQL Server Authentication. Your selection must be consistent with the authentication configuration in SQL Server. Click **Next**.



Select database authentication type

14. In the Messaging Server Option window, choose **No** if you do *not* want to convert your application server into a dedicated messaging server. If you choose **Yes**, you must use the Release 4.3(1) Installer to install a new application server component and a corresponding web server component.

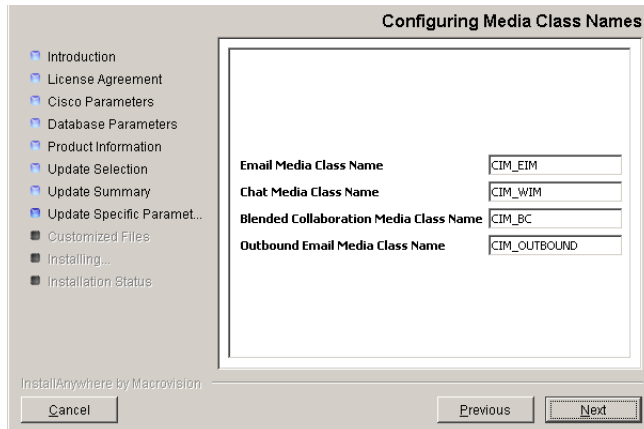
Click **Next**.



Choose the messaging server option

15. In the Configuring Media Class Names window, enter the following information. If the Media Class names configured in ICM Configuration Manager are different from the default entries displayed in this screen, modify the default entries in this screen to match the Media Class names in ICM Configuration Manager. If you are not using the default values, you would also need to update the media class names in the *Cisco_Home\eservice\config\ipcc\egicm_media_class_mappings.properties* file on the Cisco Interaction Manager file server. For details, see the *Cisco Unified Web and E-Mail Interaction Manager Deployment and Maintenance Guide*. However, if you are using the default names and they match the Media Class names in ICM Configuration Manager, click **Next** to continue.
- **Email Media Class Name:** Name of the email media class.
 - **Chat Media Class Name:** Name of the chat media class.
 - **Blended Collaboration Media Class Name:** Name of the blended collaboration media class.

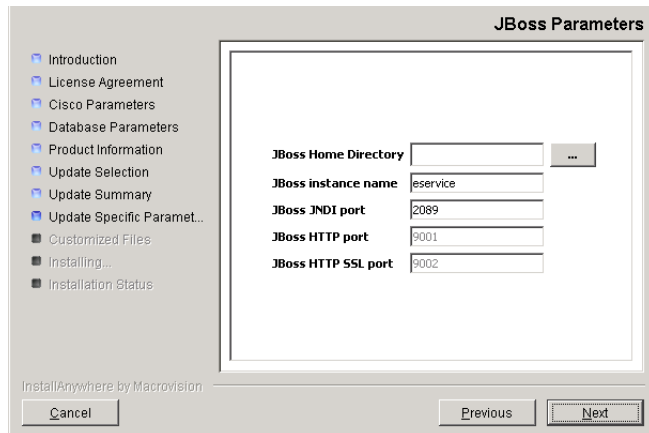
- **Outbound Email Media Class Name:** Name of the outbound email media class.



Provide Media Class Name details

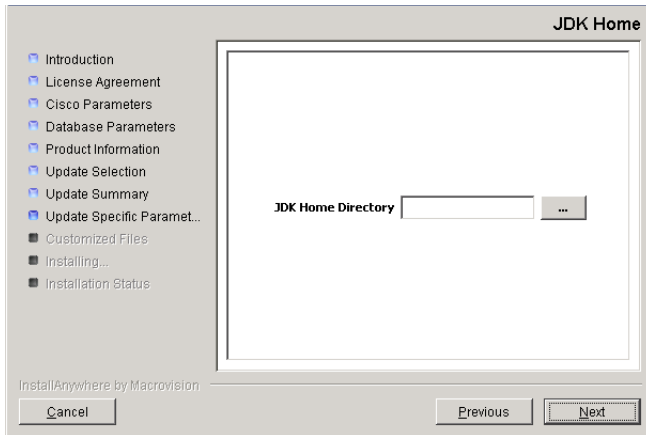
16. In the JBoss Parameters window, enter the following information:

- **JBoss Home Directory:** Type the path or browse to JBoss home directory.
- **JBoss instance name:** Name of the JBoss instance.
- **JBoss JNDI port:** Port number of JNDI.
- **JBoss HTTP port:** This field displays the HTTP port number of JBoss. This field is not editable.
- **JBoss HTTP SSL port:** This field displays the HTTP Secure Socket Layer Listen port number used by JBoss. This field is not editable.



Provide JBoss details

17. In the JDK Home window, provide the location of the JDK Home Directory. Click **Next**.



Provide the path to the JDK home directory

18. In the Web Server window, specify if web server is installed on the same machine where the Upgrader is being run. Click **Next**.



Specify if web server is installed on the same machine

19. In the Reports Database Parameters window, provide the following information.



Important: This screen only appears if the application is being installed with the Enterprise edition of Microsoft SQL Server 2005.

- **Server Name:** Name of the local or remote server on which the reports database is installed. The reports database need not be on the same database server as the master and active databases.
- **Database Name:** Name of the reports database.
- **Server Instance Name:** Name of the MSSQL Server instance. If you are using MSSQL Server clustering, provide the name of the Virtual SQL Service Instance.
- **Database Listen Port:** Port number of the MSSQL Server.
- **Admin User Name:** User name of the database administrator for MSSQL Server. If you are using MSSQL Server clustering, provide the user corresponding to the virtual instance used for this database.

- **Admin Password:** Password of the database administrator.



Important: If the MSSQL Server database authentication is Windows, then the fields asking for database administrator details are not displayed.

- **Database User Name:** User name required for connecting to the database.
- **Database Password:** Password for the database user.

Click **Next**.

Provide reports database details

The installation program creates a backup of the file system at `Cisco_Home\Patches\Backup\CurrentVersion\File Server` and starts installing the update. E.g. If your current version is 4.2(5), the back up is created in `Cisco_Home\Patches\Backup\4.2.5.0\File Server`

After you click **Next**, the Customized Files window is displayed. It detects and lists all the customized files.



Important: If your Cisco Interaction Manager system includes customizations, contact Cisco Support before installing the service pack.

20. In the Customized Files window, verify the files which are customized. Select **I have noted the customized files and will merge them manually after the update installation** option.

Verify the list of customized files

Click **Install**.

21. In the Installation Status window, click the **Close** button.

If any error occurs during the upgrade, check the following log files for error messages:

- `Cisco_Home\service\installation\eg_log_{HOST_NAME}_upgrade-installer.log`

Certain post-upgrade tasks have to be performed before you begin using Cisco Interaction Manager 4.3(1). Continue to [“Post-Upgrade Tasks” on page 48](#).

Upgrading Distributed-Server Installations

This section describes:

- ▶ [Updating the File Server on page 34](#)
- ▶ [Updating Application Servers on page 39](#)
- ▶ [Updating Web Servers on page 43](#)
- ▶ [Updating the Service Server on page 45](#)



Important: Always install the update on the file server first. You can then install it on other servers, in any order.

Updating the File Server

To install the release:

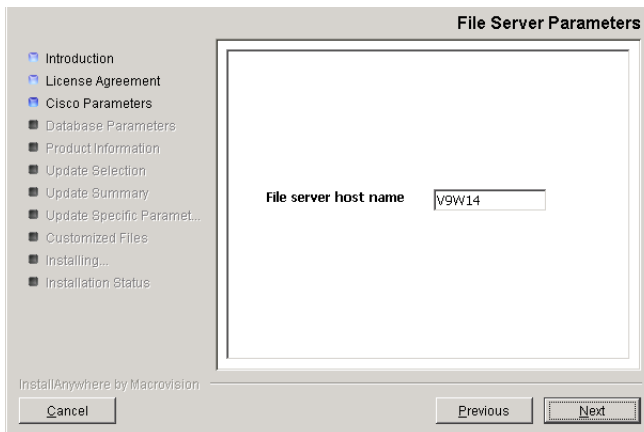
1. Create a temporary folder, *Temporary_Folder*. Please make sure that you do not use any special characters such as #, \$, %, ^, &, *, (,), [, {, }, in the name of the folder.
2. From your installation package, copy `CIMInst_431.exe`, `CIMInst_431.properties`, and `CIMInst_431.zip` into *Temporary_Folder*.
3. Double-click `CIMInst_431.exe` to launch the Cisco Interaction Manager Upgrader.
4. When the Introduction window appears, read the installation instructions. Click **Next**.

5. In the License Agreement window, review the licensing terms and select the **I accept the terms of the License Agreement** option. Click **Next**.



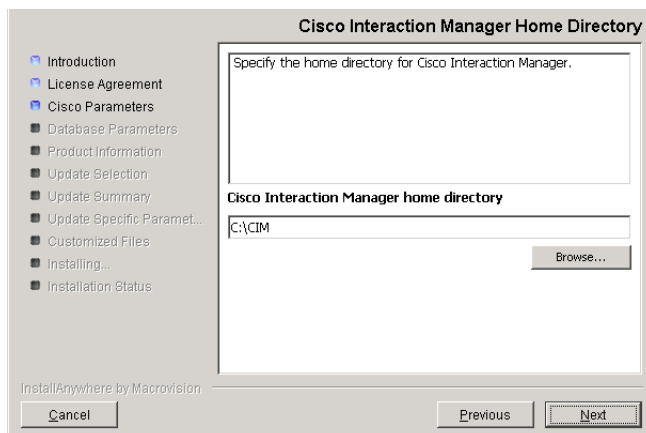
Read and accept the terms of the License Agreement

6. In the File Server Parameters window, type the name of the file server. Click **Next**.



Provide the name of the file server

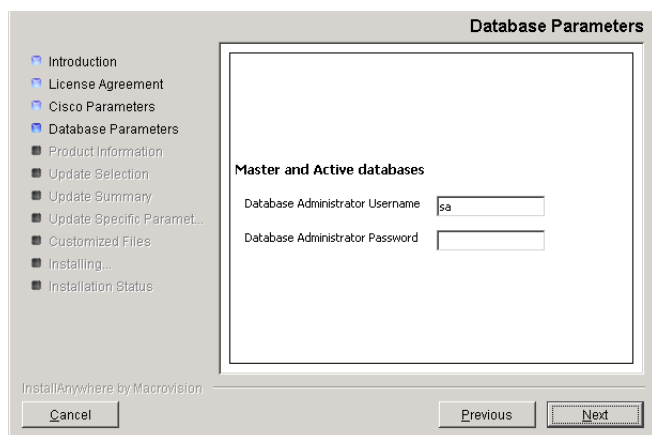
7. In the Cisco Interaction Manager Home Directory window, type the path or browse to the folder where Cisco Interaction Manager is installed. Click **Next**.



Provide the location of the Cisco Interaction Manager home directory

8. In the Database Parameters window, provide the login name and password of the database system administrator. Click **Next**.

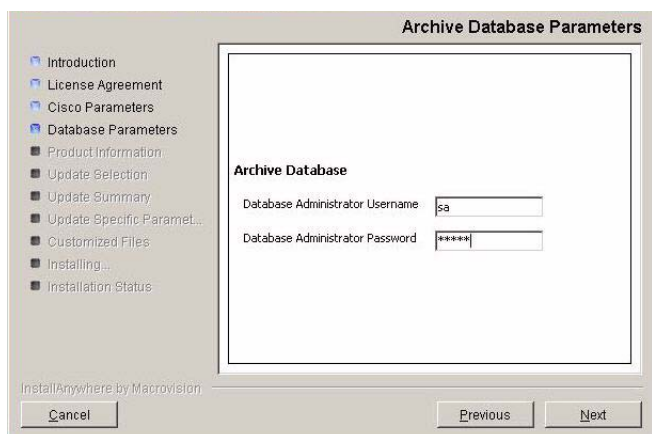
In 4.2(5), if Windows Authentication is used to connect to MS SQL Server, then this screen is not displayed.



Provide the login name and password of the database administrator

9. In the Archive Database Parameters window, provide the login name and password of the archive database administrator. Click **Next**.

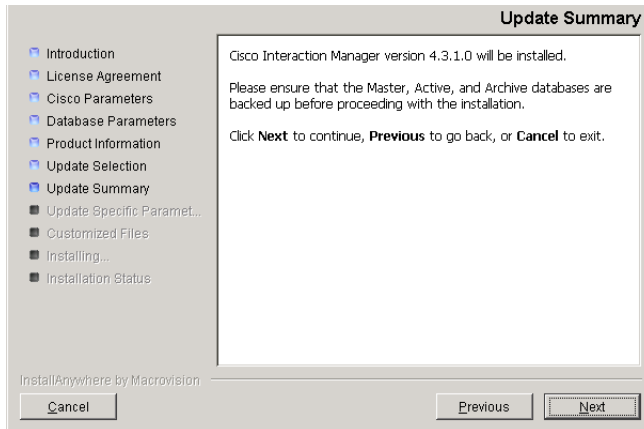
In 4.2(5), if the Archive database is installed on a separate machine then this screen is displayed.



Provide the user name and password of the database administrator of the archive database

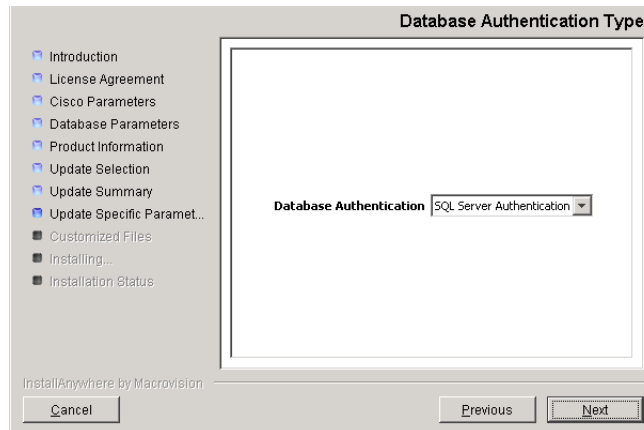
10. In the Product Information window, check the current version of Cisco Interaction Manager installed. Click **Next**.

11. In the Update Summary window, verify that the correct update has been selected. Click **Next**.



View the update summary

12. In the Database Authentication Type window, select between Windows and SQL Server Authentication. Your selection must be consistent with the authentication configuration in SQL Server. Click **Next**.



Select database authentication type

13. In the Reports Database Parameters window, provide the following information.



Important: This screen only appears if the application is being installed with the Enterprise edition of Microsoft SQL Server 2005.

- **Server Name:** Name of the local or remote server on which the reports database is installed. The reports database need not be on the same database server as the master and active databases.
- **Database Name:** Name of the reports database.
- **Server Instance Name:** Name of the MSSQL Server instance. If you are using MSSQL Server clustering, provide the name of the Virtual SQL Service Instance.
- **Database Listen Port:** Port number of the MSSQL Server.
- **Admin User Name:** User name of the database administrator for MSSQL Server. If you are using MSSQL Server clustering, provide the user corresponding to the virtual instance used for this database.

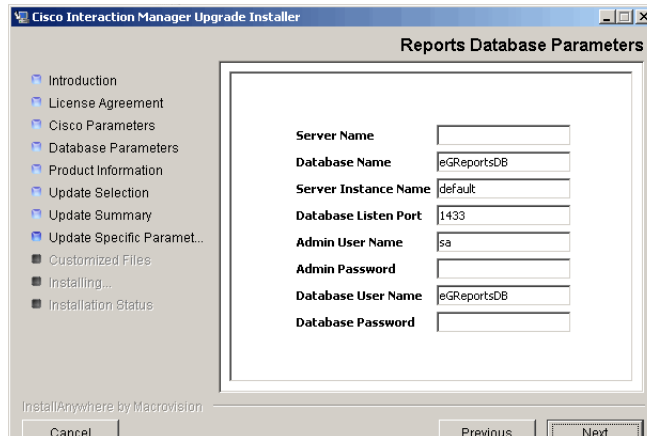
- **Admin Password:** Password of the database administrator.



Important: If the MSSQL Server database authentication is Windows, then the fields asking for database administrator details are not displayed.

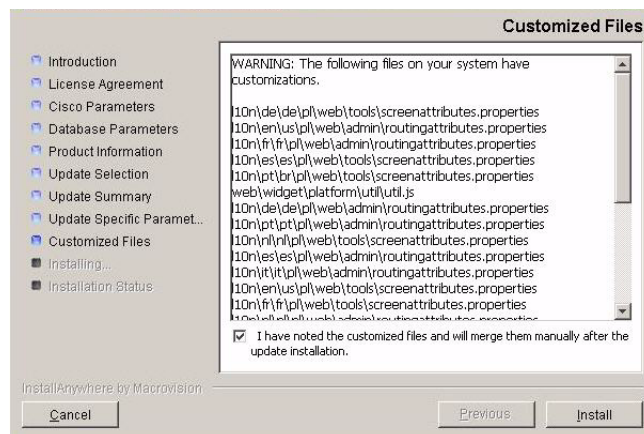
- **Database User Name:** User name required for connecting to the database.
- **Database Password:** Password for the database user.

Click **Next**.



Provide reports database details

14. In the Customized Files window, verify the files which are customized. Select **I have noted the customized files and will merge them manually after the update installation** option. This screen may not appear if there are no customizations in the deployment.



Verify the list of customized files

Click **Install**.

The installation program creates a backup of the file system at

Cisco_Home\Patches\Backup\4.2.5.0\File Server and starts installing the update.

15. In the Installation Status window, click the **Close** button.

If any error occurs during the upgrade, check the following log files for error messages:

- *Cisco_Home\eService\installation\eg_log_HOST_NAME_upgrade-installer.log*

Updating Application Servers

You need to run the Upgrader on all the application servers.

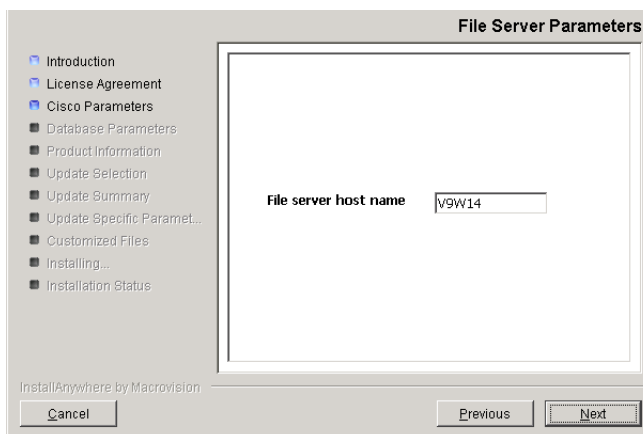
To install the release:

1. Follow Steps 1–3 in “Updating the File Server” on page 34.
2. When the Introduction window appears, read the installation instructions. Click **Next**.
3. In the License Agreement window, review the licensing terms and select the **I accept the terms of the License Agreement** option. Click **Next**.



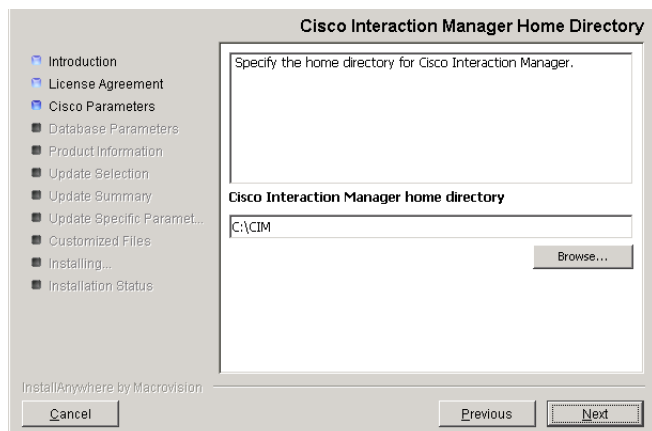
Read and accept the terms of the License Agreement

4. In the File Server Parameters window, type the name of the file server. Click **Next**.



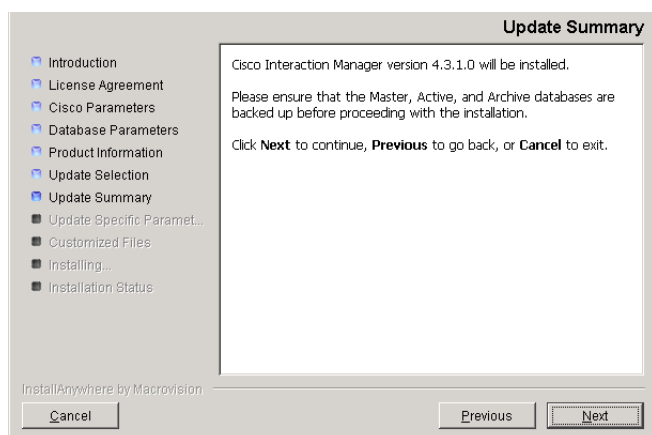
Provide the name of the file server

5. In the Cisco Interaction Manager Home Directory window, type the path or browse to the folder where Cisco Interaction Manager is installed. Click **Next**.



Provide the location of the Cisco Interaction Manager home directory

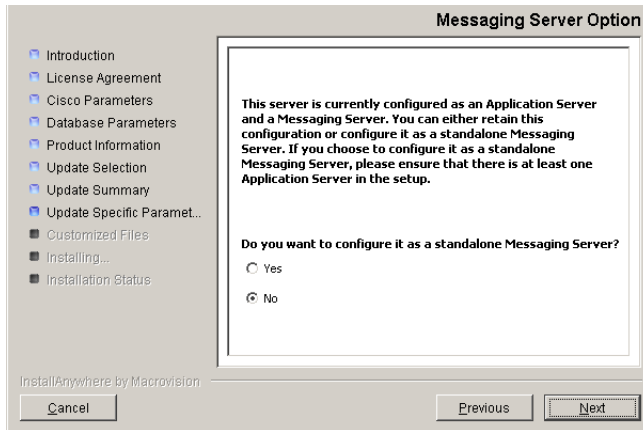
6. In the Update Summary window, a message is displayed that the program has automatically detected that Release 4.3.1.0 is to be installed. In the window, 4.3.1.0 refers to Release 4.3(1). Click **Next**.



View the update summary

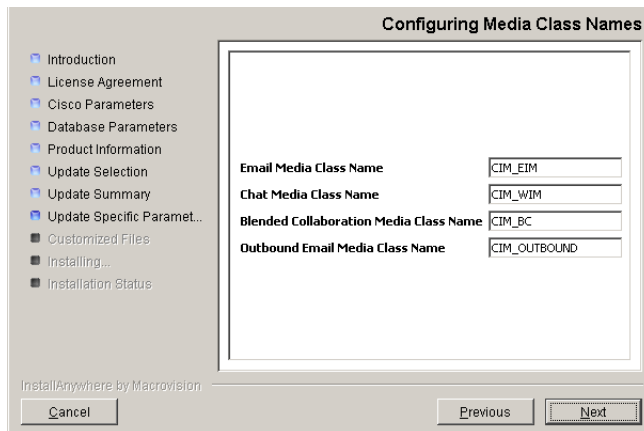
7. In the Messaging Server Option window, choose **Yes** to eliminate the primary application server and convert the server into a messaging server. If you do not have at least one additional application server in your configuration, you must use the Release 4.3(1) Installer to install a new application server component and a corresponding web server component. Choose **No** if you want to convert your current primary application server to act as both messaging server and application server.

This window is displayed only while upgrading the primary application server. It is not displayed during the upgrade of secondary application servers.



Choose the messaging server option

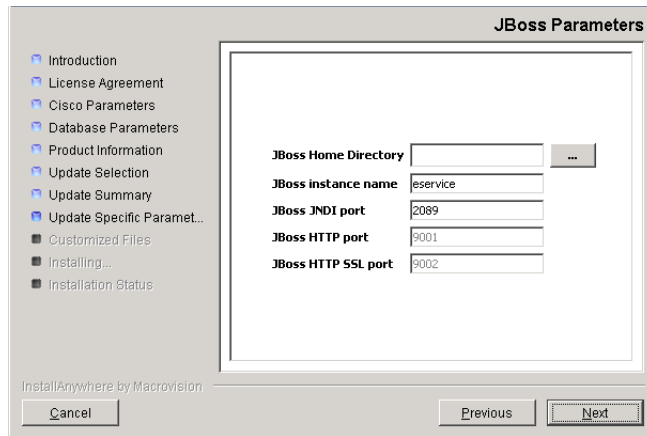
8. In the Configuring Media Class Names window, enter the following information. If the Media Class names configured in ICM Configuration Manager are different from the default entries displayed in this screen, modify the default entries in this screen to match the Media Class names in ICM Configuration Manager. If you are not using the default values, you would also need to update the media class names in the `Cisco_Home\service\config\ipcc\egicm_media_class_mappings.properties` file on the Cisco Interaction Manager file server. For details, see the *Cisco Unified Web and E-Mail Interaction Manager Deployment and Maintenance Guide*. However, if you are using the default names and they match the Media Class names in ICM Configuration Manager, click **Next** to continue.
 - **Email Media Class Name:** Name of the email media class.
 - **Chat Media Class Name:** Name of the chat media class.
 - **Blended Collaboration Media Class Name:** Name of the blended collaboration media class.
 - **Outbound Email Media Class Name:** Name of the outbound email media class.



Provide Media Class Name details

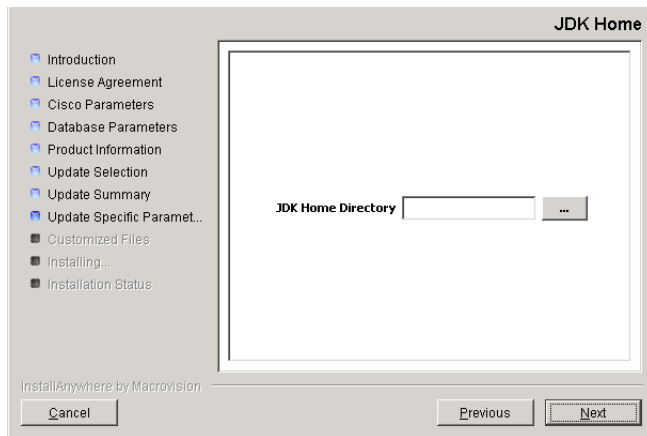
9. In the JBoss Parameters window, enter the following information:
 - **JBoss Home Directory:** Type the path or browse to JBoss home directory.
 - **JBoss instance name:** Name of the JBoss instance. Refer to [“Creating a JBoss Instance” on page 15](#).

- **JBoss JNDI port:** Port number of JNDI.
- **JBoss HTTP port:** This field displays the HTTP port number of JBoss. This field is not editable.
- **JBoss HTTP SSL port:** This field displays the HTTP Secure Socket Layer Listen port number used by JBoss. This field is not editable.



Provide JBoss details

10. In the JDK Home window, provide the location of the JDK Home Directory. Click **Next**.



Provide the path to the JDK home directory

11. In the Web Server window, specify if Web Server is installed on the same machine where the Upgrader is being run. Click **Next**.



Specify if web server is installed on the same machine

The program starts installing the update.

12. In the Installation Status window, click the **Close** button.

If any error occurs during the upgrade, check the following log files for error messages:

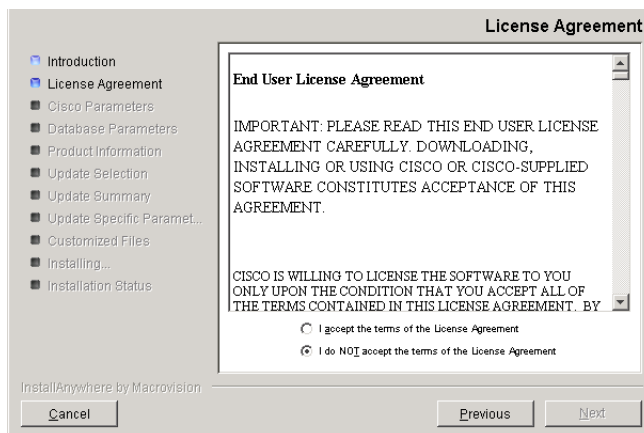
- `Cisco_Home\eService\installation\eg_log_HOST_NAME_upgrade-installer.log`

Follow the same steps on all application servers.

Updating Web Servers

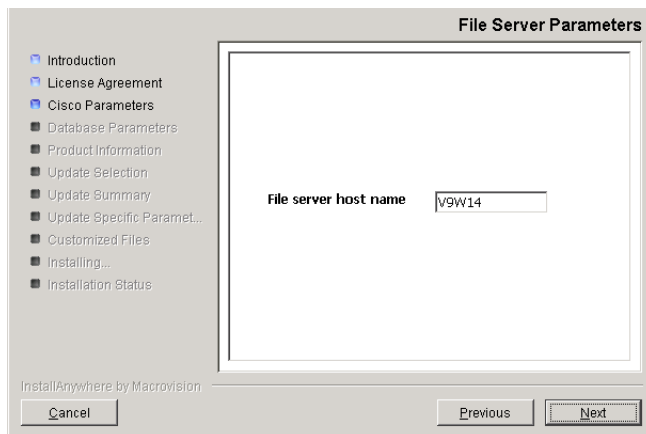
To install the release:

1. Follow Steps 1–3 in “[Updating the File Server](#)” on page 34.
2. When the Introduction window appears, read the installation instructions. Click **Next**.
3. In the License Agreement window, review the licensing terms and select the **I accept the terms of the License Agreement** option. Click **Next**.



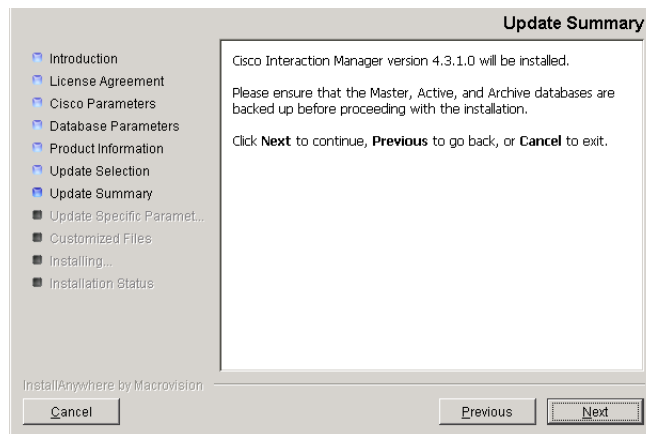
Read and accept the terms of the License Agreement

4. In the File Server Parameters window, type the name of the file server. Click **Next**.



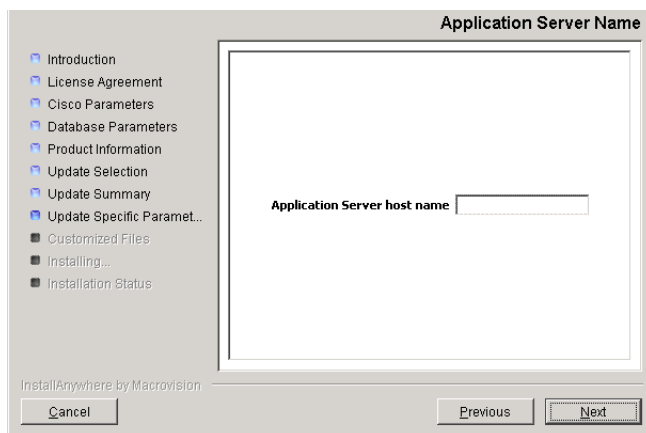
Provide the name of the file server

5. In the Update Summary window, a message is displayed that the program has automatically detected that Release 4.3.1.0 is to be installed. In the window, 4.3.1.0 refers to Release 4.3(1). Click **Next**.



View the update summary

6. In the Application Server Name window, type the name of the application server. Click **Next**.



Provide the name of the application server

7. In the Installation Status window, click the **Close** button.

If any error occurs during the upgrade, check the following log files for error messages:

- `Cisco_Home\eservice\installation\eg_log_HOST_NAME_upgrade-installer.log`

Follow the same steps on all web servers.

Updating the Service Server

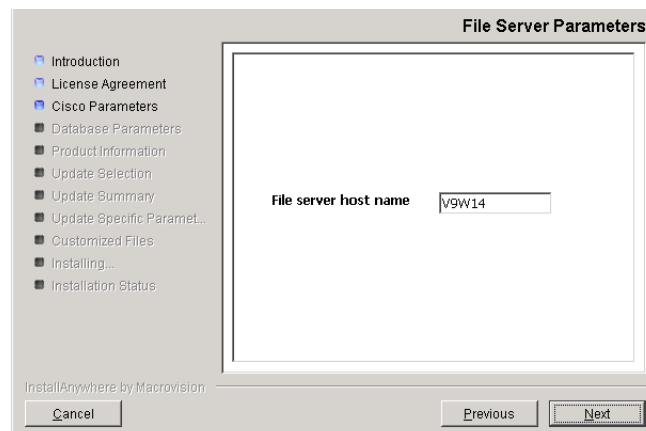
To install the release:

1. Follow Steps 1–3 in “[Updating the File Server](#)” on page 34.
2. When the Introduction window appears, read the installation instructions. Click **Next**.
3. In the License Agreement window, review the licensing terms and select the **I accept the terms of the License Agreement** option. Click **Next**.



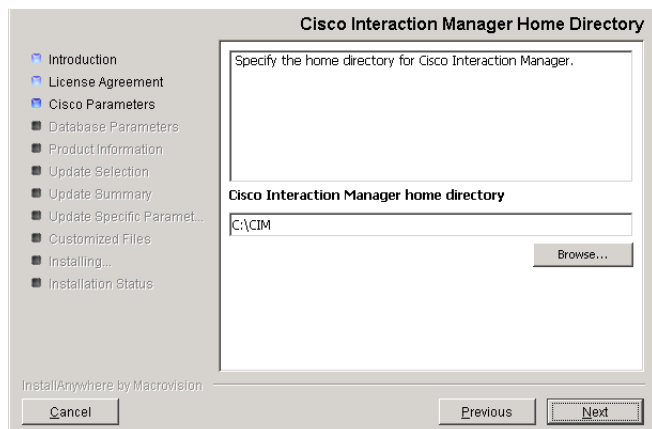
Read and accept the terms of the License Agreement

4. In the File Server Parameters window, type the name of the file server. Click **Next**.



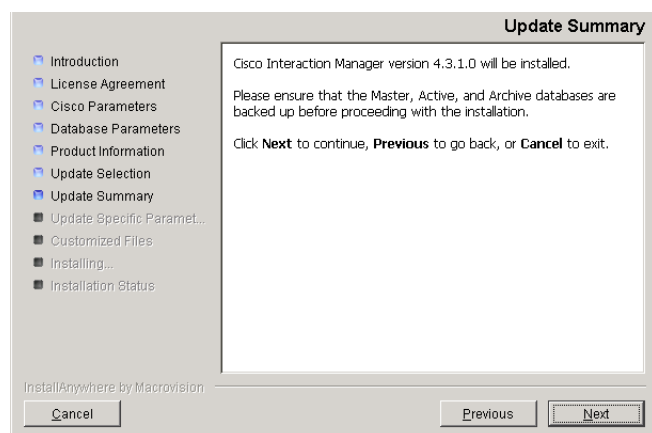
Provide the name of the file server

5. In the Cisco Interaction Manager Home Directory window, type the path or browse to the folder where Cisco Interaction Manager is installed. Click **Next**.



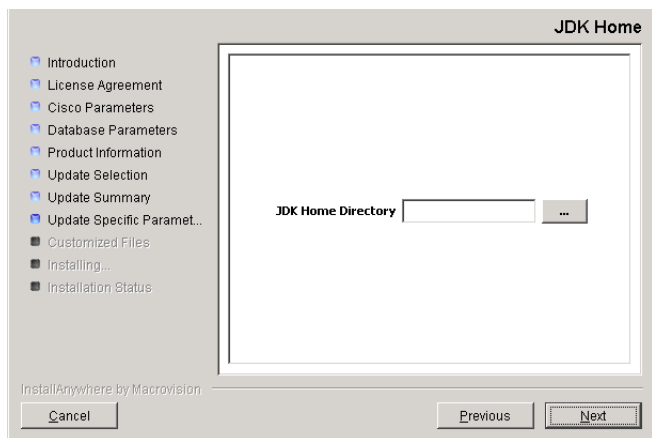
Provide the location of the Cisco Interaction Manager home directory

6. In the Update Summary window, a message is displayed that the program has automatically detected that Release 4.3.1.0 is to be installed. In the window, 4.3.1.0 refers to Release 4.3(1). Click **Next**.



View the update summary

7. In the JDK Home window, provide the location of the JDK Home Directory. Click **Next**.



Provide the path to the JDK home directory

The program starts installing the update.

8. In the Installation Status window, click the **Close** button.

If any error occurs during the upgrade, check the following log files for error messages:

- *Cisco_Home*\eService\installation\eg_log_<HOST_NAME>_upgrade-installer.log

Certain post-upgrade tasks have to be performed before you begin using Cisco Interaction Manager 4.3(1). Continue to [“Post-Upgrade Tasks” on page 48](#).



Post-Upgrade Tasks

- ▶ [Starting Cisco Interaction Manager](#)
- ▶ [Setting Up User Desktops](#)
- ▶ [Installing Engineering Specials](#)
- ▶ [Managing the Cleanup of Logs Folder](#)
- ▶ [Restoring the Current Cisco Interaction Manager Installation](#)
- ▶ [Uninstalling Release 4.3\(1\) on Cisco Interaction Manager Servers](#)

This chapter includes the post-upgrade steps to be completed before you begin using Release 4.3(1). It also describes how to restore your current installation in case your 4.3(1) upgrade fails. The uninstallation procedure is also included in this chapter.

Starting Cisco Interaction Manager

To start Cisco Interaction Manager:

- ▶ Restart all Cisco Interaction Manager server machines.
- ▶ In a single-server installation:
 - In the NT Services panel, start the Cisco service.
- ▶ In a distributed-server installation:
 - First, on the Messaging Server, start the Cisco service from the NT Services panel.
 - Next, on the Services Server, start the Cisco service from the NT Services panel.
 - Then, on each Application Server, start the Cisco service from the NT Services panel.

Setting Up User Desktops

Release 4.3(1) requires you to clear the web browser cache and the Java cache on all user desktops before logging in to the system.

To set up user desktops:

1. Clear the web browser cache on every user desktop. See *Cisco Unified Web and E-Mail Interaction Manager Browser Settings Guide* for details of the procedure.
2. Clear the Java cache on every user desktop, by doing the following:
 - a. Go to **Start > Settings > Control Panel**.
 - b. Double-click **Java**.
 - c. In the Java Control Panel window, on the General tab, in the Temporary Internet Files section, click the **Settings** button.
 - d. In the Temporary Files Settings window, click the **Delete Files** button.
 - e. In the Delete Temporary Files window, select the **Applications and Applets** option and click the **OK** button.

Installing Engineering Specials

- ▶ Start Cisco Interaction Manager, ensure that the services are running, log in to the application as an administrator, and ensure that the installation is successful. Ensure that integrated users are able to log in as well. Then install any Engineering Specials that have been released for Release 4.3(1).



Important: Once you install the ESs, you will not be able to return to Release 4.2(5) by running the uninstallation program. The uninstallation program only uninstalls the ESs, and will return the system to Release 4.3(1), not 4.2(5).

Managing the Cleanup of Logs Folder

If you are not using the log cleanup utility, shipped with earlier versions of the product, skip this section. With the changes made to the logger infrastructure, deployments that were using the log cleanup utility would need to disable the old utility and enable the new log cleanup functionality.

To remove the old Log Cleanup utility:

- ▶ Remove the Windows scheduled task configured to run the utility.

Restoring Logging Trace Levels

- ▶ The upgrade process resets the trace levels to default values. To modify the trace levels for the application, log in to the System Console and manually modify the values you wish to change. For details see the *Cisco Unified Web and E-Mail Interaction Manager Administrator's Guide to System Console*.

Restoring the Current Cisco Interaction Manager Installation

If the installation of Release 4.3(1) fails for any reason, you can restore your current installation and attempt to reinstall Release 4.3(1).

If the installation was done successfully, and you want to uninstall the release, you must use the update uninstallation program. For details, see the [“Uninstalling Release 4.3\(1\) on Cisco Interaction Manager Servers” on page 51](#).

To restore the Cisco Interaction Manager 4.2.5.0 installation:

1. Restore the Cisco Interaction Manager master, active, and archive databases from the backup copies you created in [“Creating Backup Copies of the Databases” on page 16](#).

2. Restore the Cisco Interaction Manager 4.2.5.0 file system. The backup copies are available at *Cisco_Home\Patches\Backup\4.2.5.0\File Server*. In a distributed-server installation, the backup copies are to be restored on the following servers - file server, application servers, and services server.

Uninstalling Release 4.3(1) on Cisco Interaction Manager Servers

The Cisco Interaction Manager uninstallation program uninstalls the Release 4.3(1) from the services server, messaging server, application servers, and the file server, in that order. Always uninstall the file server component last.

The uninstallation of the databases is a manual process.

The update uninstallation program should be used only if the Release 4.3(1) was installed successfully. If there were any issues while running the Upgrader, and you want to restore the Cisco Interaction Manager installation, follow the steps in the [“Restoring the Current Cisco Interaction Manager Installation” on page 50](#).

Before uninstalling, ensure that you have a backup of the current database for Release 4.2(5) on which 4.3(1) was installed. You must manually restore the database after the uninstallation is complete.



Important: All data created since the time when the update installer was last run, will be lost.

This section describes:

- ▶ [Preparing to Uninstall on page 51](#)
- ▶ [Uninstalling Updates on page 52](#)

Preparing to Uninstall

Stopping Cisco Interaction Manager

- ▶ Stop the Cisco service on all application servers, services server, and then the messaging server. On each server, open the Windows Task Manager and verify that any `java`, `javaw`, and `rmid` processes are no longer present.

Backing up Cisco Interaction Manager Databases

Before starting the uninstallation process, you should backup the databases.

To backup the databases:

1. Back up the master database.
2. Back up the active database.
3. Back up the archive database.

For details on creating backups of databases, refer to the Microsoft SQL Server documentation.

Verifying Availability of Backed-up Databases

- ▶ Before uninstalling Release 4.3.1.0, ensure that you have a backup of current database (Release 4.2.5.0) on which 4.3.1.0 was installed. You need this backup to manually restore the database after the uninstallation is complete.

Uninstalling Updates

This section describes:

- ▶ [Uninstalling Release 4.3\(1\) from Cisco Interaction Manager Servers on page 52](#)
- ▶ [Uninstalling Release 4.3\(1\) from Web Servers on page 53](#)
- ▶ [Restoring the Release 4.2\(5\) Database on page 54](#)

Uninstalling Release 4.3(1) from Cisco Interaction Manager Servers

In a distributed-server installation, run the uninstaller on the services server, messaging server, application servers, and the file server.



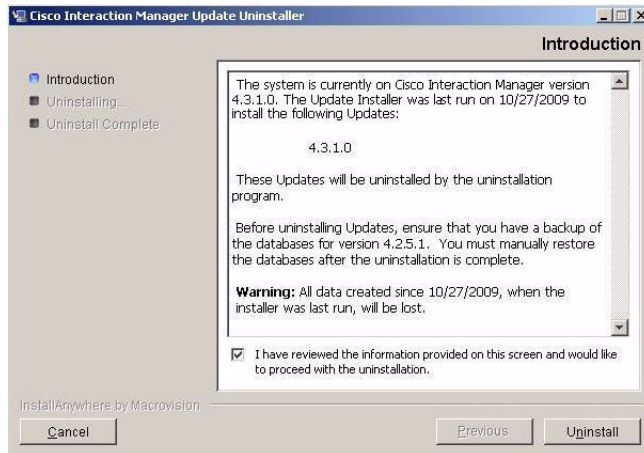
Important: Run the uninstallation on the file server only after you have run it on all the other servers.

You do not need to run the uninstallation program on the web server. For steps to uninstall Release 4.3(1) from the web server, see [“Uninstalling Release 4.3\(1\) from Web Servers” on page 53](#).

To uninstall Release 4.3(1):

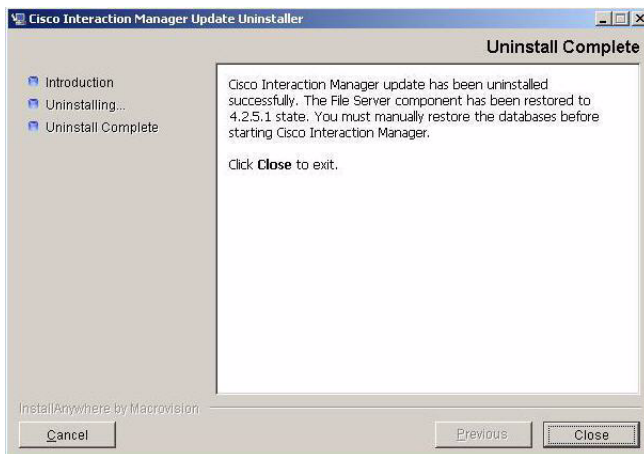
1. Browse to *Cisco_Home\Uninstaller\Patches*.
2. Double-click `update_uninstaller.exe` to start the uninstallation process.

3. In the Uninstall Cisco Interaction Manager window, read the information carefully and select the **I have reviewed the information provided on this screen and would like to proceed with the uninstallation** option. Click the **Uninstall** button.



Read the information and click the Uninstall button

4. In the Uninstallation Completed window, click the **Complete** button to close the uninstallation program.



Click the Complete button

Uninstalling Release 4.3(1) from Web Servers

Perform these tasks on all the web servers in the installation.

To uninstall Release 4.3(1):

1. Go to **Start** menu > **Administrative Tools** > **Internet Information Services (IIS) Manager**.
2. Browse to **Internet Information Services** > *Machine_Name* > **Web Sites** > **Default Web Site**.
3. Right-click **Default Web Site** and click **Properties**.
4. In the Default Web Site Properties window, go to the ISAPI Filters tab. From the list, select **jboss-iis** and click **Remove**. Click **OK** to close the window.
5. Restart the IIS service.

6. Next, use the 4.2(1) Cisco Interaction Manager installation program to install the web server. While selecting the installation options, make sure you select only the Web Server component. For details, see the *Cisco Unified Web and E-Mail Interaction Manager Installation Guide* for 4.2(1).

Restoring the Release 4.2(5) Database

To restore the Release 4.2(5) database:

- ▶ Manually restore the active, master, and archive databases from the backup location. Make sure that you restore the backup of the database for the last version of the product, in this case, Release 4.2(5).
- ▶ For details on restoring backup, refer to the Microsoft SQL Server documentation.

Appendix: Reference Sheet

File Server Details

#	Item	Value
1.	Location of Cisco Interaction Manager home directory	
2.	Domain user name	
3.	Domain user password	

Database Server Details

#	Item	Value	Notes
1.	System Administrator user name		
2.	System Administrator password		
3.	Partition Administrator user name		
4.	Partition Administrator password		
5.	Partition name		
6.	Partition description		
Reports Database parameters [Only for enterprise editions of MSSQL Server]			
7.	Server name		Can be a different server than the ones on which master and active databases are created. For SQL Server clusters, provide the name of the virtual MSSQL cluster node. Make sure you provide the DNS host name.

#	Item	Value	Notes
8.	Database name		Name of the reports database.
9.	Database server instance		Use either the default instance or a named instance. For SQL Server clusters, provide the name of the virtual MSSQL service instance.
10.	Database listener port		Port number of SQL Server.
11.	Datafile path		Data file for this database is created in this location. For SQL Server clusters, provide the name of the drive shared among the clustered nodes.
12.	Datafile initial size		
13.	Datafile maximum size		
14.	Datafile increment size		
15.	Logfile initial size		
16.	Logfile maximum size		
17.	Database administrator user name		An sa level user name is required only during installation to create schema and database objects. For SQL Server clusters, provide the user for the virtual instance.
18.	Database administrator password		
19.	Cisco Interaction Manager Database user name		Installation program creates this user with administrator privileges for this database.
20.	Cisco Interaction Manager Database password		

Application Server Details

#	Item	Value	Notes
1.	Location of File Server		Make sure you provide the DNS host name and not the IP address of the server.
2.	Location of Cisco Interaction Manager home directory		
3.	Location of JBoss home directory		
4.	JBoss instance name		
5.	JNDI Port		

#	Item	Value	Notes
6.	Location of JDK home directory		
7.	Web server name		Make sure you provide the DNS host name and not the IP address of the server.

Web Server Details

#	Item	Value	Notes
1.	File server name		Make sure you provide the DNS host name and not the IP address of the server.
2.	Application server name		Make sure you provide the DNS host name and not the IP address of the server.

Services Server Details

#	Item	Value	Notes
1.	File server name		Make sure you provide the DNS host name and not the IP address of the server.
2.	Location of Cisco Interaction Manager home directory		
3.	Location of JDK home directory		