

- *Cisco Customer Response Applications Administrator Guide*—Provides instructions for using the Cisco CRA Administration Web interface to administer Cisco IP IVR, Cisco IP ICD and Cisco IP QM.
- *Cisco Customer Response Applications Database Schema*—Describes how data is organized in the Cisco CRA databases and provides descriptions of the fields in each database table.
- *Troubleshooting Cisco Customer Response Applications*—Provides information about troubleshooting the applications in the Cisco CRA line of products.



## 5 Ordering Documentation

You can order printed versions of the following related documents:

- *Cisco Customer Response Applications Administrator Guide*
- *Getting Started with Cisco Customer Response Applications*

You can order Cisco documentation in these ways:

- Registered Cisco.com users (Cisco direct customers) can order Cisco product documentation from the Networking Products MarketPlace:  
[http://www.cisco.com/cgi-bin/order/order\\_root.pl](http://www.cisco.com/cgi-bin/order/order_root.pl)
- Nonregistered Cisco.com users can order documentation through a local account representative by calling Cisco Systems Corporate Headquarters (California, U.S.A.) at 408 526-7208 or, elsewhere in North America, by calling 800 553-NETS (6387).

## 6 Technical Support

To open a request for technical assistance with Cisco CRA, contact the Cisco Technical Assistance Center (TAC) in one of the following ways:

Online:	<a href="http://www.cisco.com/tac/">http://www.cisco.com/tac/</a>
E-mail:	<a href="mailto:tac@cisco.com">tac@cisco.com</a> (please include “Cisco Customer Response Applications” in the Subject line)
Phone:	In North America: 800 553-2447 Outside North America: 408 526-7290

Corporate Headquarters  
Cisco Systems, Inc.  
170 West Tasman Drive  
San Jose, CA 95134-1706  
USA  
<http://www.cisco.com>  
Tel: 408 526-4000  
800 553-NETS (6387)  
Fax: 408 526-4100



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Resources Card



## MS SQL Server 2000 for Historical Reports Database Server

*Cisco IPCC Express, Cisco IP IVR, and Cisco IP QM Version 3.1*

This Resources Card provides the following information for users who are installing MS SQL Server 2000 on the Cisco Customer Response Applications Historical Reports Database Server:

- 1 Ordering the MS SQL Server 2000 License File
- 2 Installing MS SQL Server 2000
- 3 Expanding Database Size
- 4 Accessing Documentation
- 5 Ordering Documentation
- 6 Technical Support





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**Note** Effective with release 3.1, Cisco Customer Response Applications has been renamed Cisco Customer Response Solutions and is marketed as Cisco IPCC Express. The Cisco website and packaging have been updated to reflect the new names, but the user interface, and therefore the documentation, has not.

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## 1 Ordering the MS SQL Server 2000 License File

You must order the MS SQL Server 2000 license file, sql2k.lic, before installing MS SQL Server 2000 on the Historical Reports Database Server. You order this license file in the same manner that you order all Cisco CRA licences, and receive the license file via email.

Refer to the “Installing Cisco CRA 3.1” chapter in *Getting Started with Cisco Customer Response Applications* for instructions on registering the product, obtaining the license file, and transferring the license file to the server. A printed version of the manual is included with the Cisco CRA 3.1 product shipment materials.

When you receive the email containing the license file, transfer the file to a folder on the C:\ drive of the Historical Reports Database Server (for example C:\CRALicenses) and record the path to the file.

## 2 Installing MS SQL Server 2000

Refer to the “Dedicated Servers for Database, ICD Call Statistics, Monitoring, and Recording” appendix in *Getting Started with Cisco Customer Response Applications* for instructions on installing Cisco CRA components on dedicated servers. A printed version of the manual is included with the Cisco CRA 3.1 product shipment materials.

When you install MS SQL Server 2000 on the Historical Reports Database Server, you will be prompted to select the components that you wish to install. For this installation, the only options available are Cisco CRA and Remote Database Server. Check the **Remote Database Server** checkbox to install MS SQL Server 2000.

If you are upgrading from MSDE to MS SQL Server 2000, follow the above installation instructions and insert the MS SQL Server 2000 CD when prompted.

## 3 Expanding Database Size

The db\_cra and db\_cra\_ccdr SQL Server databases are created on the Historical Reports Database Server. By default, the size of these databases is 1/4 of the free hard disk space on that server. If necessary, you can expand the size of the databases.



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**Note** The db\_cra and db\_cra\_ccdr databases must be the same size.

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Before expanding the size of the databases, ensure that there is enough free hard disk space on the server for both databases. To expand the database size, follow these steps.

### Procedure

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- Step 1** Choose **Start > Programs > Microsoft SQL Server > Enterprise Manager**.
  - Step 2** Expand a SQL Server Group.
  - Step 3** Expand a **remote database server**. If the remote database SQL server is not listed, you must first register the SQL server by right-clicking the SQL Server Group and selecting the **New SQL Server Registration** option.
  - Step 4** Expand **Databases**.
  - Step 5** Right-click db\_cra database and choose **Properties**.
  - Step 6** Choose the **Data Files** tab.
  - Step 7** Choose the **Space allocated (MB)** cell and enter the new database size, in MB. This new value must be larger than the existing value.
  - Step 8** Choose the **Restrict filegrowth (MB)** radio button and enter the value that you specified in Step 7.
  - Step 9** Click **OK**.
  - Step 10** Repeat Steps 5 through 9 for the db\_cra\_ccdr database, using the same space allocated size that you used for the db\_cra database.
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Refer to the “Managing the Cisco CRA Historical Report Databases” chapter in the *Cisco Customer Response Applications Administrator Guide* for additional configuration information.

Refer to Microsoft SQL Server 2000 documentation for additional information on MS SQL Server 2000.

## 4 Accessing Documentation

You can access the documentation for Cisco CRA products at the following website:  
[http://www.cisco.com/univercd/cc/td/doc/product/voice/sw\\_ap\\_to/apps\\_31/index.htm](http://www.cisco.com/univercd/cc/td/doc/product/voice/sw_ap_to/apps_31/index.htm)

The following documents provide related information regarding MS SQL Server 2000 on the Historical Reports Database Server.

- *Release Notes*—New features and known issues. Make sure you read this document first.
- *Getting Started with Cisco Customer Response Applications*—Provides instructions for installing the components of Cisco CRA, including Cisco IP Interactive Voice Response (Cisco IP IVR), Cisco IP Queue Manager (Cisco IP QM), and Cisco IP Integrated Contact Distribution (IP ICD) software packages.