



RESOURCES CARD



MS SQL Server 2000 for Cisco Customer Response Solutions

CISCO UNIFIED CONTACT CENTER EXPRESS, CISCO UNIFIED IP IVR, AND CISCO UNIFIED QUEUE MANAGER, RELEASE 4.1

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1 Preparing to Install MS SQL Server 2000

MS SQL Server 2000 for Cisco CRS 4.1 is a separate product from Cisco CRS. You must obtain one copy of MS SQL Server 2000 for each server on which you will install this product.

If your Cisco CRS deployment does not include high availability, MS SQL Server 2000 is optional. To use MS SQL Server 2000 in this case, install it on the active server on which you installed the Cisco CRS Database component.

If your Cisco CRS deployment includes high availability, you must install MS SQL Server 2000. In this case, install MS SQL Server 2000 on the active server and on the standby server on which you installed the Cisco CRS Database component.

If you install MS SQL Server 2000 on two servers in a Cisco CRS cluster, install it first on the server with the smaller hard disk.

You must install the Cisco CRS Database component on a server before you install MS SQL Server 2000 on that server. For more information about Cisco CRS deployment options and for Cisco CRS installation instructions, refer to *Cisco Customer Response Solutions Installation Guide*.

2 Installing MS SQL Server 2000

To install MS SQL Server 2000, perform the steps in this section on each server in the Cisco CRS cluster on which you installed the Cisco CRS Database component.

Before you begin, follow these guidelines on each server on which you are installing. For additional information, refer to *Cisco Customer Response Solutions Installation Guide*.

- Make sure that the Cisco CRS Database component is installed
- Make sure that the LDAP is running
- Log into Windows as the Administrator
- Disable virus scanning and the Cisco Security Agent (CSA)

Procedure

Step 1 Insert the MS SQL 2000 installation disk.

The Cisco Customer Response Solutions Installation Wizard starts. After a few moments, the Welcome window appears. In addition, a pop-up window reminds you to disable virus control software.

If the Installation Wizard does not start automatically, navigate to the installation disk and click **setup.exe**.

Step 2 In the pop-up window, click **OK**, and in the Welcome window, click **Next**.

The Ready to Install window appears.

Step 3 Click **Install**.

The installation process begins. When the process completes, the InstallShield Wizard Completed window appears.

Step 4 Click **Finish**.

A pop-up window prompts you to reboot the server.

Step 5 Click **Yes** to reboot.

Step 6 When the server reboots, log back in to Windows as the Administrator. The Welcome to the InstallShield Wizard for SQLUtility window appears.

Step 7 Click **Next**.

The Cisco SQL Utility starts. This utility updates the Cisco CRS LDAP cluster profile with information about MS SQL Server 2000. It also expands the Cisco CRS databases based on the size of the server hard disk. This process can take a long time, depending on the size of the databases. (For more information about database allocation based on disk size, refer to *Cisco Customer Response Solutions Installation Guide*.)

Step 8 When the process completes, click **Finish**.

3 Accessing Documentation

You can access the documentation for Cisco CRS at this URL:

http://www.cisco.com/en/US/products/sw/custcosw/ps1846/tsd_products_support_series_home.html

4 Technical Support

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

Online:	http://www.cisco.com/tac/
E-mail:	tac@cisco.com (include "Cisco Customer Response Solutions" in the Subject line)
Phone:	In North America: 800 553-2447 Outside North America: 408 526-7209