



MS SQL Server 2000 for Cisco Customer Response Solutions

Cisco IPCC Express, Cisco IP IVR, and Cisco IP QM Release 4.5(1)

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1 Preparing to Install MS SQL Server 2000

MS SQL Server 2000 for Cisco CRS 4.5 is an optional product. To use MS SQL Server 2000, you must install it on the server on which you installed Cisco Customer Response Solutions (CRS).

You must install Cisco CRS before you install MS SQL Server 2000. 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 following steps on the server on which you installed Cisco CRS.

Before you begin, follow these guidelines. For additional information, refer to *Cisco Customer Response Solutions Installation Guide*.

- Make sure that Cisco CRS is installed.
- 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 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/univercd/cc/td/doc/product/voice/sw_ap_to/apps_4_5/index.htm

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