



## RESOURCES CARD



### MS SQL Server 2000 for Cisco Customer Response Solutions

*Cisco Unified IPCC Express, Cisco Unified IP IVR, and  
Cisco Unified IP OM Release 5.0*

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## 1 Preparing to Install MS SQL Server 2000

If you deploy Cisco CRS 5.0 without high availability, you may optionally use MS SQL Server 2000. If you deploy Cisco CRS 5.0 with high availability, you must use MS SQL Server 2000.

To use MS SQL Server 2000, install it on each 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 steps in this section on each 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.

## 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](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	<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> (include “Cisco Customer Response Solutions” in the Subject line)
Phone	In North America: 800 553-2447 Outside North America: 408 526-7209