



Installation Guide for Cisco Unified ICM/Contact Center Enterprise and Hosted Release 9.0(1)

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Purpose

This document describes how to install the components of the Cisco Unified Intelligent Contact Management (Unified ICM), Cisco Unified Contact Center Enterprise (Unified CCE), and Cisco Unified Contact Center Hosted (Unified CCH) Release 9.0(1) software. It includes high-level information about hardware configuration and software setup.



Note

Throughout the remainder of this document, the main installation program is referred to as Unified ICM/CCE/CCH.

For detailed information about configuration and software setup, see the online help that accompanies each setup tool. Online help is context-sensitive; which, means when you click help of a various screen, help for that specific screen appears.

Audience

This manual is intended for system administrators who will be performing a fresh installation of the Release 9.0(1) software. As an administrator, you should be familiar with Microsoft SQL Server database administration and Microsoft Windows.

**Note**

This manual does *not* provide upgrade instructions for users who are upgrading from a previous release of Unified ICM/CCE/CCH to Release 9.0(1) or who are performing a technology refresh. Upgrading from a previous release is discussed in the *Upgrade Guide for Cisco Unified ICM/Contact Center Enterprise & Hosted*.

Organization

The manual is divided into the following chapters:

Chapter	Description
About Unified ICM/CCE/CCH installation and setup	This chapter provides an overview of the Installation and Setup programs provided in the Unified ICM/CCE/CCH Release 9.0(1).
Prerequisite tasks for installation	This chapter discusses the prerequisite tasks that you must perform prior to running the Release 9.0(1) installation and setup programs.
Unified ICM/CCE/CCH installation and setup	This chapter provides instructions on how to run the Release 9.0(1) Unified ICM/CCE/CCH Installation and Setup Programs.
Silent installation	This chapter describes how to perform a silent installation of Release 9.0(1).

Related documentation

Documentation for Unified ICM, Unified CCE, and Unified CCH, as well as related documentation, is accessible from Cisco.com at: <http://www.cisco.com/cisco/web/psa/default.html>.

Related documentation includes the documentation sets for Cisco CTI Object Server (CTI OS), Cisco Agent Desktop, Cisco Agent Desktop - Browser Edition, Cisco Unified Contact Center Management Portal, Cisco Unified Customer Voice Portal (Unified CVP), Cisco Unified IP IVR, and Cisco Unified Intelligence Center. The following list provides more information:

- For documentation about these Cisco Unified Contact Center Products, go to <http://www.cisco.com/cisco/web/psa/default.html>, click **Voice and Unified Communications**, then click **Customer Collaboration**, then click **Cisco Unified Contact Center Products** or **Cisco Unified Voice Self-Service Products**, then click the product/option you are interested in.
- For troubleshooting tips for these Cisco Unified Contact Center Products, go to <http://docwiki.cisco.com/wiki/Category:Troubleshooting>, then click the product/option you are interested in.
- Documentation for Cisco Unified Communications Manager is accessible from: <http://www.cisco.com/cisco/web/psa/default.html>.
- Technical Support documentation and tools are accessible from: <http://www.cisco.com/en/US/support/index.html>.

- The Product Alert tool is accessible from (login required): <http://www.cisco.com/cgi-bin/Support/FieldNoticeTool/field-notice>.
- For more information about the Cisco software support methodology, see *Cisco Unified Contact Center Enterprise Software Maintenance Strategy* available at (login required): http://www.cisco.com/en/US/partner/products/sw/custcosw/ps1844/prod_bulletins_list.html.
- For more information about language localizations, see *Cisco Unified ICM/Contact Center Product and System Localization Matrix* available at the bottom of the following page: http://www.cisco.com/en/US/products/sw/custcosw/ps1001/prod_technical_reference_list.html.

Product naming conventions

In this release, the product names defined in the following table have changed. The New Name (long version) is reserved for the first instance of that product name and in all headings. The New Name (short version) is used for subsequent instances of the product name.



Note

This document uses the naming conventions provided in each GUI, which means that in some cases the old product name is in use.

Old Product Name	New Name (long version)	New Name (short version)
Cisco IPCC Enterprise Edition	Cisco Unified Contact Center Enterprise	Unified CCE
Cisco IPCC Hosted Edition	Cisco Unified Contact Center Hosted	Unified CCH
Cisco Intelligent Contact Management (ICM) Enterprise Edition	Cisco Unified Intelligent Contact Management Enterprise	Unified ICME
Cisco Intelligent Contact Management (ICM) Hosted Edition	Cisco Unified Intelligent Contact Management Hosted	Unified ICMH
Cisco Call Manager/Cisco Unified Call Manager	Cisco Unified Communications Manager	Unified CM

Conventions

This manual uses the following conventions:

Convention	Description
boldface font	<p>Boldface font is used to indicate commands, such as user entries, keys, buttons, and folder and submenu names. For example:</p> <ul style="list-style-type: none"> • Choose Edit > Find. • Click Finish.
<i>italic font</i>	<p>Italic font is used to indicate the following:</p> <ul style="list-style-type: none"> • To introduce a new term; for example: A <i>skill group</i> is a collection of agents who share similar skills. • For emphasis; for example: <i>Do not</i> use the numerical naming convention. • A syntax value that the user must replace; for example: IF (<i>condition, true-value, false-value</i>) • A book title; for example: Refer to the <i>Cisco CRS Installation Guide</i>.
window font	<p>Window font, such as Courier, is used for the following:</p> <ul style="list-style-type: none"> • Text as it appears in code or that the window displays; for example: <pre><html><title>Cisco Systems, Inc.</title></html></pre> • Navigational text when selecting menu options; for example: ICM Configuration Manager > Tools> Explorer Tools > Agent Explorer
< >	<p>Angle brackets are used to indicate the following:</p> <ul style="list-style-type: none"> • For arguments where the context does not allow italic, such as ASCII output. • A character string that the user enters but that does not appear on the window such as a password.

Documentation and support

For more information about obtaining documentation, submitting a service request, and gathering additional information, see the monthly *What's New in Cisco Product Documentation*, which also lists all new and revised Cisco technical documentation, at:

<http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html>

Subscribe to the *What's New in Cisco Product Documentation* as a Really Simple Syndication (RSS) feed and set content to be delivered directly to your desktop using a reader application. The RSS feeds are a free service and Cisco currently supports RSS Version 2.0.

Documentation feedback

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CHAPTER 1

About Unified ICM/CCE/CCH installation and setup

This chapter provides an overview of the installation and setup programs provided in Unified ICM/CCE/CCH Release 9.0(1).

To install Release 9.0(1), use the installation program to install components and associated support files. To configure services and the Registry, a collection of setup programs are available.

- [Release 9.0\(1\) installation programs, page 1](#)
- [Release 9.0\(1\) setup programs, page 1](#)

Release 9.0(1) installation programs

The Release 9.0(1) Unified ICM/CCE/CCH DVD contains the following installer programs:

- **Main installation program**—The main installation program, which you run to perform a fresh installation of the Unified ICM as well as an upgrade from a previous release, installs all of the files required to support all Unified ICM components. It also installs the Web Setup and Peripheral Gateway Setup tools (see the next section).
- **Administration Client Installer**—The Administration Client Installer installs an Administration Client Setup tool, as well as installing the files required to support the Administration Clients application (called Client Admin Workstations in previous releases).

You can use the Administration Client to view and modify configuration data and receive real-time reporting data from the Administration & Data Server. The Administration Client does not store data and does not have a database.

- **Language Pack Installer**—The Language Pack Installer installs or upgrades non-English localized files

Release 9.0(1) setup programs

The Release 9.0(1) main installation program installs the following Setup programs:

- **Web Setup**—Web Setup is a browser-based application with which you can perform the following tasks:
 - Create and manage instances
 - Add, edit, and remove the following components: Administration & Data Servers (called Distributor Admin Workstations in previous releases), Routers, Loggers, Network Gateways, and Network Interface Controllers (NICs)
 - Manage Unified ICM/Unified CCE/Unified CCH-related system services
- **Peripheral Gateway Setup**—Peripheral Gateway Setup is a tool with which you can manage instances and set up Peripheral Gateways (PGs) and their associated Peripheral Interface Managers (PIMs), CTI Server, Outbound Option Dialer, and CompuCALL Server Gateway.
- **Administration Client Setup**—Administration Client Setup is a tool with which you can create and manage instances and add, edit, and remove Administration Clients.



CHAPTER 2

Prerequisite tasks for installation

This chapter discusses the prerequisite tasks that you must perform prior to running the Release 9.0(1) installation and setup programs.

- [Pre-installation planning, page 3](#)
- [Verify system requirements, page 3](#)
- [Required prior software installations, page 4](#)

Pre-installation planning

Because the system software works with different types of contact center equipment and sometimes one or more carrier networks, some pre-installation planning is necessary to ensure that the Unified ICM/CCE/CCH installation process proceeds smoothly and on schedule. For more information about pre-installation tasks and issues to consider, see *Pre-installation Planning Guide for Cisco Unified ICM Enterprise and Hosted*.

Note the following guidelines:

- When you run applications with User Account Control (UAC) enabled, you may need to authorize the application to run by clicking **Allow** in the **User Account Control** window.
When you run Unified CCE applications in the *Unified tools and Administrative tools* program group with UAC enabled, verify that the publisher specified is “Cisco Systems” and then click **Allow** in UAC dialog box to run the application.
- You can apply SQL Server Security Hardening during the install or after the install by using the Security Wizard.

Verify system requirements

Be sure that your system meets the hardware and software requirements for installing Unified ICM/CCE/CCH, as listed in the *Hardware & System Software Specification (Bill of Materials) for Cisco Unified ICM/Contact Center Enterprise & Hosted, Release 9.0(1)*.

Required prior software installations

You must install the following software *prior to* installing Unified ICM/CCE/CCH Release 9.0(1).

Windows operating system

Be sure that one of the supported Windows operating systems listed in the *Hardware & System Software Specification (Bill of Materials) for Cisco Unified ICM/Contact Center Enterprise & Hosted, Release 9.0(1)* is installed on your system.

Active Directory setup

Setting up Active Directory on your system includes the following tasks:

- Installing Windows-Server Support Tools and Microsoft Active Directory tools, as discussed in the *Staging Guide for Cisco Unified ICM/Contact Center Enterprise & Hosted, Release 9.x(y)*.
- Installing and configuring Domain Name Server (DNS), as discussed in Chapter 2 of the *Staging Guide for Cisco Unified ICM/Contact Center Enterprise & Hosted, Release 9.x(y)*.
- Setting up the following organizational units:
 - Cisco Root Organizational Unit
 - At least one Facility Organizational Unit with one Instance Organizational Unit .

For more information, see *Staging Guide for Cisco Unified ICM/Contact Center Enterprise & Hosted, Release 9.x(y)*.

SQL Server installation

Follow the directions in Chapter 11 of the *Staging Guide for Cisco Unified ICM/Contact Center Enterprise & Hosted, Release 9.x(y)* to install the Microsoft SQL Server on each system that will host a Logger or an Administration & Data Server.



CHAPTER 3

Unified ICM/CCE/CCH installation and setup

This chapter provides instructions on how to run the Release 9.0(1) Unified ICM/CCE/CCH installation and setup programs.



Note

You must be a local machine administrator to run the programs described in this section.

- [Install Unified ICM/CCE/CCH components, page 5](#)
- [Run Language Pack Installer, page 6](#)
- [Run Web Setup, page 7](#)
- [Run Peripheral Gateway setup, page 8](#)
- [Administration Client installation, page 8](#)
- [Run Administration Client Setup, page 9](#)

Install Unified ICM/CCE/CCH components

Complete the following steps to install the files required to support the ICM/CCE/CCH components and the following setup tools:

- Web Setup
- Peripheral Gateway Setup
- Administration Client Setup

Procedure

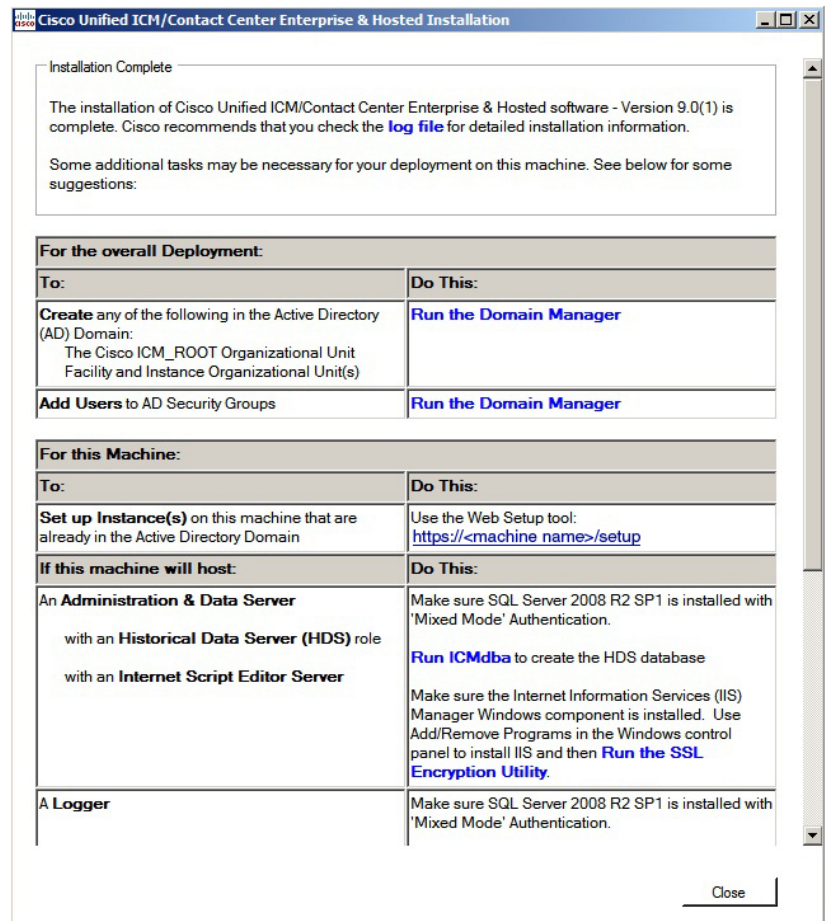
- Step 1** To run the main Unified ICM/CCE/CCH installer, navigate to the **ICM-CCE-CCHInstaller** directory on the Unified ICM/CCE/CCH DVD.
- Step 2** Double-click the **setup.exe** program.
For information concerning the fields on a screen, click **Help** to access the online help for that screen.

The installer program proceeds through a series of screens on which you specify information.

Step 3 Restart the system.

When you log in following the restart, an Installation Complete dialog box appears displaying a list of possible next steps.

Figure 1: Installation successful dialog box (upper half)



Step 4 To reopen the Installation Complete dialog box after you close it, in a command line, enter the following:
`C:\icm\bin\NextSteps.exe icm_fresh.`

Run Language Pack Installer

Run the Language Pack Installer to install or upgrade non-English localized files.

Procedure

- Step 1** On the Release 9.0(1) DVD, navigate to the **LanguagePackInstaller** directory.
- Step 2** Double-click the **LanguagePack_9_0_1.exe** program.
- Step 3** Follow the instructions on the install screens.
-

Run Web Setup

Use the Web Setup tool to remotely set up and administer the following:

- Instances
- Administration & Data Servers
- Routers
- Network Interface Controllers (NIC)
- Loggers
- Network Gateways
- Services

For instructions about how to perform Web Setup tasks and to view field descriptions, see the Web Setup online help. Online help is context-sensitive; which, means that when you click help while on a specific Web Setup page, help for that specific page appears.

Procedure

- Step 1** To run the Web Setup tool, complete one of the following options:
- Click the link in the Installation Complete dialog box described in the previous section.
 - On the desktop, double-click the **Unified CCE Web Setup** icon.
 - In the Unified CCE Tools folder on your desktop, double-click the **Web Setup** icon.
 - From the Windows menu, select **Start > Programs > Cisco Unified CCE Tools > Web Setup**.
 - Launch a supported browser on *any* machine and enter `https://<HostAddress>/setup`.
- For more information about supported browsers, see the *Hardware & System Software Specification (Bill of Materials) for Cisco Unified ICM/Contact Center Enterprise & Hosted, Release 9.0(1)*.
- Step 2** On the initial login page, enter your Active Directory user name and password.
-

Run Peripheral Gateway setup

Use the Peripheral Gateway Setup tool to set up Peripheral Gateway, CTI Server, and Outbound Option Dialer components.

Before you can use the PG Setup Tool, you must run the Unified ICM/CCE/CCH installer.

You can run the PG Setup Tool on a system that does not have any instances or components set up. You can also run it on a system that does have components set up by the Web Setup tool. The PG Setup tool does not modify any of the files copied by the main Unified ICM/CCE/CCH installer.

For instructions about how to perform Peripheral Gateway Setup tasks and to view field descriptions, see the Peripheral Gateway Setup online help. Online help is context-sensitive; which, means that when you are on a specific Peripheral Gateway Setup page and you click help, help for that specific page appears.

Procedure

To run the Peripheral Gateway Setup tool, select one of the following options:

- In the **Unified CCE Tools** folder on your desktop, double-click the **Peripheral Gateway Setup** icon.
- From the Windows menu, select **Start > Programs > Cisco Unified CCE Tools > Peripheral Gateway Setup**.

Administration Client installation

In some deployments, it might be preferable to install an Administration Client instead of an Administration & Data Server for scalability purposes. An Administration Client may view and modify the configuration and receive real-time reporting data from the Administration & Data Server, but does not store the data itself and does not have a database. Use the Administration Client Installer tool to install an Administration Client.

Install Administration Client

Install the Administration Client on a standalone machine that is running one of the supported operating systems listed in the *Hardware & System Software Specification (Bill of Materials) for Cisco Unified ICM/Contact Center Enterprise & Hosted*.

**Note**

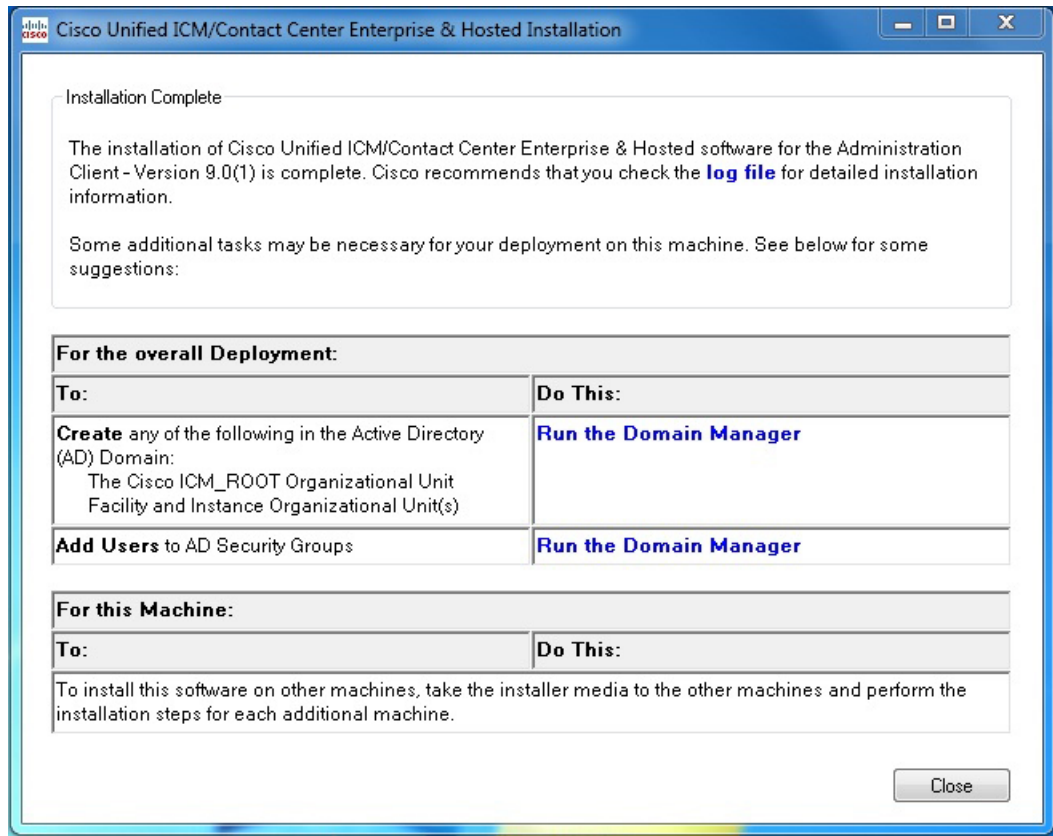
Do not install the Administration Client on a system that already has the Unified ICM/CCE/CCH software installed.

On Windows Vista and Windows 7 systems, you may receive a security notification to ask you if you want to allow or deny the Administration Client Installer program access. If you receive such a notification, respond to allow program access.

For information about the Administration Client Installer screens, see the Administration Client online help. Online help is context-sensitive; which, means that when you are on a specific Administration Client Installer page and you click help, help for that specific page appears.

Procedure

- Step 1** To run the Administration Client Installer, navigate to the **AdminClientInstaller** directory on the Unified ICM/Unified CCE/Unified CCH DVD and double-click the **setup.exe** program. The Administration Client Installer program proceeds through a series of screens on which you specify information.
- Step 2** When the Administration Client Installer program completes, restart the system.
- Step 3** Following the restart, log in. An Installation Complete dialog box appears, with a list of possible next steps.



Run Administration Client Setup



Note

Unlike Web Setup, which you can run by launching a browser from another machine, you cannot run Administration Client Setup remotely. You *must* run Administration Client Setup on the local machine.

Procedure

- Step 1** On the initial login page, supply your Active Directory user name and password.
- Step 2** You can run the Administration Client Setup tool by doing any of the following:
- Click the link in the Installation Complete dialog box described in the previous section.
 - Double-click the **Administration Client Setup** icon in the **Unified CCE Tools** desktop folder.
 - From the Windows Start menu, select **Start > Programs > Cisco Unified CCE Tools > Administration Client Setup**.
-



Note

Any user who is a local administrator on the machine and a domain user can log in. However, to view lists and perform tasks with the Administration Client Setup tool, you must be a local administrator on the machine *and* you must be either a Domain Admin in the machine's domain or a member of at least one Setup security group in the machine's domain.

For instructions for performing Administration Client Setup tasks and for explanations of fields on Administration Client Setup pages, click the **Help** icon to access the Administration Client Setup online help.



CHAPTER 4

Silent installation

There are situations, such as when a system administrator wants to install or upgrade software automatically on multiple systems simultaneously, where it is preferable to perform a silent installation of the unified ICM/CCE/CCH instead of running an installation wizard. To accommodate such situations, you can perform a silent installation of the Release 9.0(1) software. You can run a silent installation when performing a fresh install, an upgrade, or when you reinstall Release 9.0(1). This chapter provides instructions for running a silent installation.

- [Silent installation prerequisites, page 11](#)
- [Perform a silent installation, page 12](#)

Silent installation prerequisites

Before running a silent installation, you must stop all applications running on the system.

By default, silent installation assumes the following parameter:

- Install on Drive C:

To override this default, edit the file `ICMCCSilentsetup.ini` file in the ICM-CCE-CCH Installer directory on the Release 9.0(1) DVD. Copy the DVD image to the target machine, and make the following edits on the target machine:

- If you are performing a *Fresh Install*, change the `szInstallType` from `0` to `1`.
- If you are performing a technology refresh, provide a path for the `szExportedRegistryPath` parameter.
- To change the drive on which you are installing the application, change the `szDrive` parameter. Replace `C` with the drive where you want to install.
- To not apply SQL Security Hardening, change the line that reads `szSQLSecurity=1` to read `szSQLSecurity=0`.



Note

You can apply SQL Security Hardening during the install, or after the install by using the Security Wizard *after* applying the Maintenance Release.

Perform a silent installation

To perform a silent installation of Release 9.0(1), perform the following steps.

Procedure

- Step 1** Insert the Release 9.0(1) DVD in your machine, or copy the DVD image to the target machine.
 - Step 2** From a command prompt window, navigate to the ICM-CCE-CCH Installer directory.
 - Step 3** Enter the command `setup.exe /s`
-

The Release 9.0(1) installation program runs. The drive prompt reappears in the command prompt window when the installation is complete.



Note If the installation is not successful, no error message appears in the command prompt window. You must check the installation log file `<SystemDrive>:\temp\ICMInstall.log` to determine the reason why the installation failed.



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