Cisco Unified Web and E-Mail Interaction Manager Browser Settings Guide

For Unified Contact Center Enterprise

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Contents

Welcome to Cisco® Unified EIM & WIM™, multichannel interaction software used by businesses all over the world to build and sustain customer relationships. A unified suite of the industry's best applications for web and email interaction management, it is the backbone of many innovative contact center and customer service helpdesk organizations.

Cisco Unified EIM & WIM includes a common platform and one or both of the following applications:

- Cisco Unified Web Interaction Manager (Unified WIM)
- Cisco Unified E-Mail Interaction Manager (Unified EIM)

About This Guide

Cisco Unified Web and E-Mail Interaction Manager Browser Settings Guide helps you set up your web browser, and Java for Unified WIM and Unified EIM. Users must configure their desktops according to the procedures described in this guide before logging in to the system.

Document Conventions

This guide uses the following typographical conventions.

Convention	Indicates
Italic	Emphasis, or the title of a published document.
Bold	Labels of items on the user interface, such as buttons, boxes, and lists. Or, text that must be typed by the user.
`Monospace`	A file name or command. Or, text that must be typed by the user.
Variable	User-specific text, provided by the user.

Document conventions

Obtaining Documentation and Submitting a Service Request

For information on obtaining documentation, using the Cisco Bug Search Tool (BST), submitting a service request, and gathering additional information, see *What's New in Cisco Product Documentation*, at: http://www.cisco.com/c/en/us/td/docs/general/whatsnew/whatsnew.html.

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Configuring Your Browser

You can use a 32-bit or 64-bit version of Internet Explorer to access the Unified WIM and Unified EIM application. Note that the MeadCo's Security Manager (page 25), a browser add-on used to enable the advanced page-pushing feature in Unified WIM, is available only on 32-bit version of Internet Explorer. If you plan to use the MeadCo capabilities, you must use the 32-bit version of the browser.

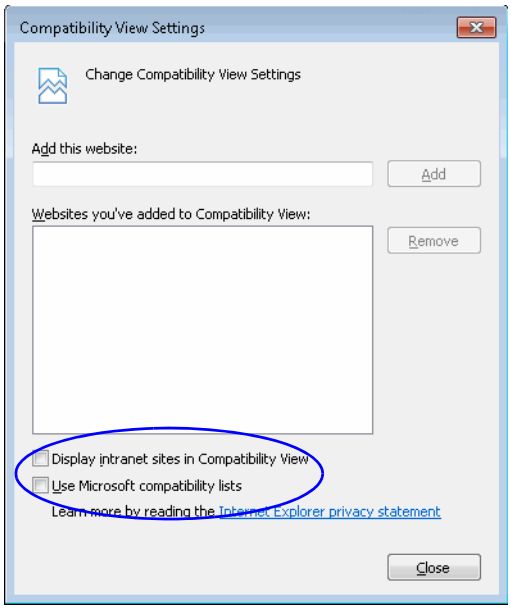
This section describes the procedures for configuring the web browser. It includes:

Configuring Internet Explorer 11

To configure your browser for Unified WIM and Unified EIM:

1. Open Internet Explorer.
2. On the Internet Explorer toolbar, click the **Help** button and select **About Internet Explorer.**
3. In the About Internet Explorer window, verify that the version number is **11.0.***x*. If you need to get the correct version, download it from the Microsoft web site.
4. On the Internet Explorer toolbar, click the **Tools** button and select **Compatibility View Settings.**
5. In the Compatibility View Settings window that appears, do the following:
   a. Uncheck the following options to turn off the compatibility view mode.
      - Display intranet sites in Compatibility View

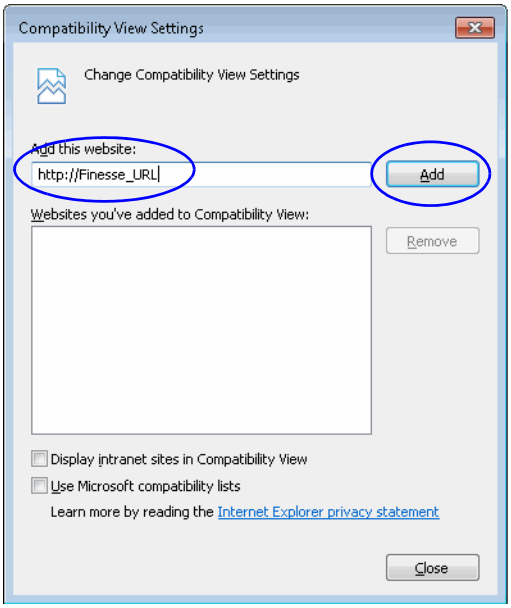
- Use Microsoft compatibility lists



Turn off the compatibility view settings

b. If you have embedded the Unified EIM and WIM application in Finesse, and you are using Finesse 10.0(1) SU1 ES1, Finesse 10.5(1) ES1, or Finesse 11.0(1), you need to enable the compatibility mode setting for accessing Finesse.

- In the **Add this website** field provide the Finesse URL and click the **Add** button.



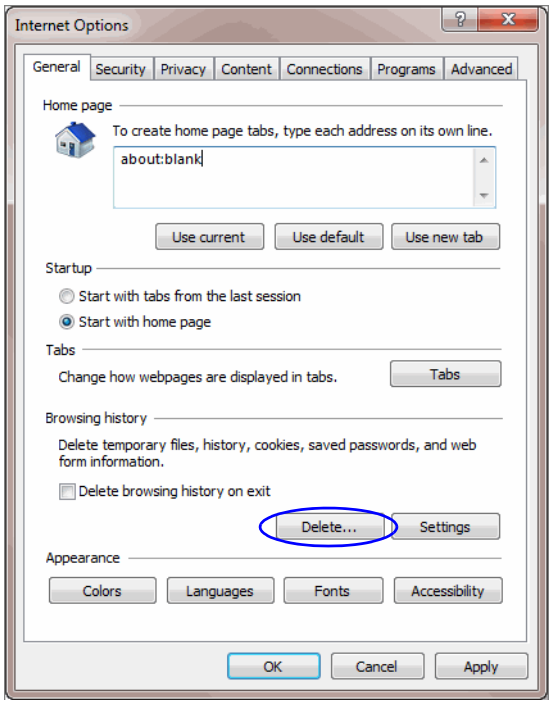
Add the Finesse URL to compatibility view settings

6. On the Internet Explorer toolbar, click the **Tools** button and select **Internet Options.**

   The Internet Options window appears.

7. On the General tab, do the following:

   a. In the Browsing history section, click the **Delete** button.

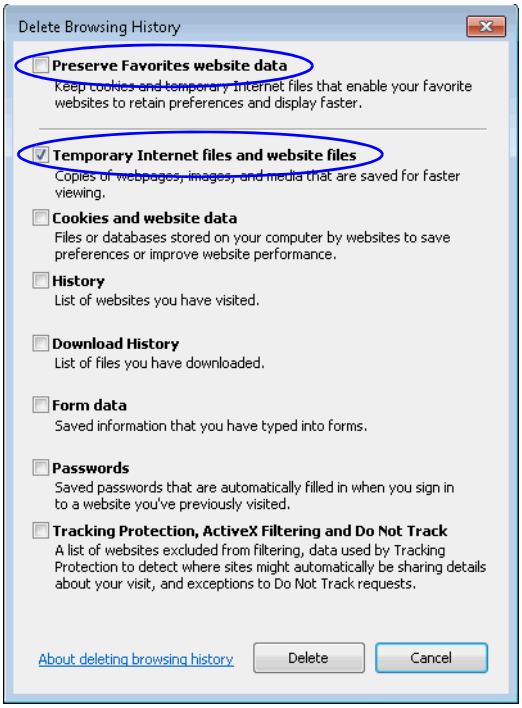


*Click the **Delete** button*

   b. In the Delete Browsing History window, do the following:

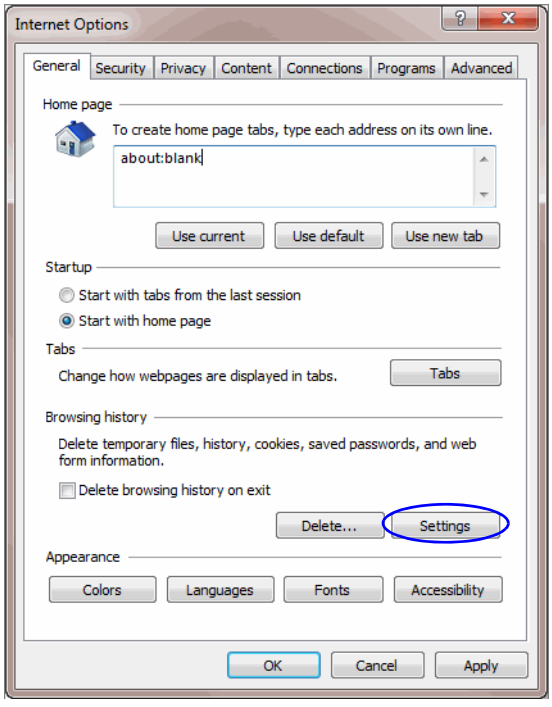
      i. Uncheck the **Preserve Favorites website data** option.

ii. Select the **Temporary Internet files and Website files** option and click the **Delete** button.



Delete temporary internet files

c. In the Browsing history section, click the **Settings** button.

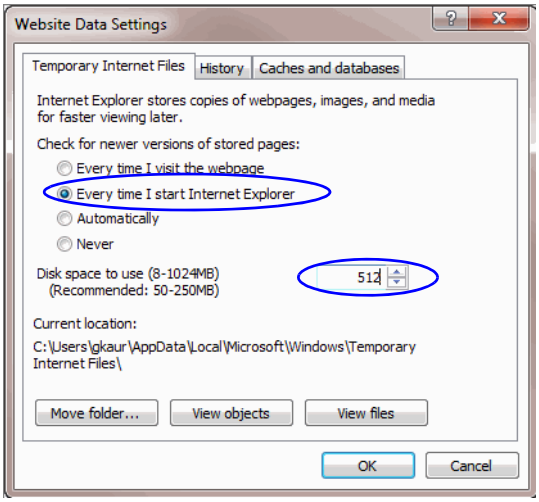


*Click the **Settings** button*

d. In the Settings window, in the Temporary Internet files section, set the following options and click **OK.**

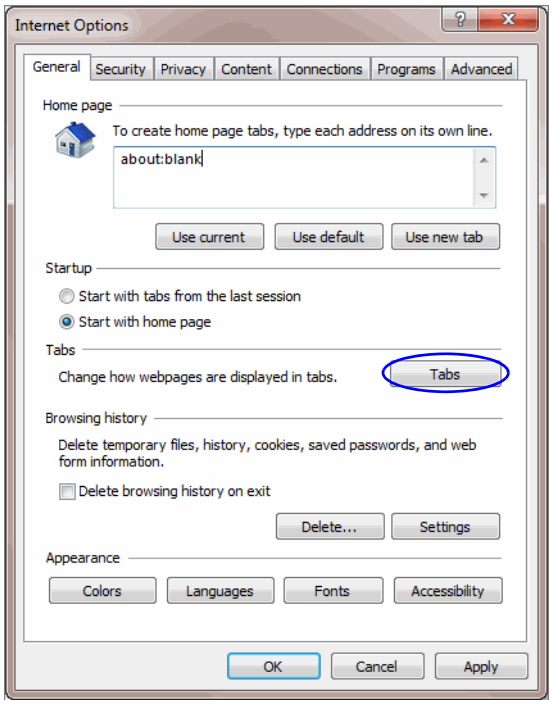
i. Select **Every time I start Internet Explorer** as the option for checking newer versions of stored pages.

ii. Specify at least 512 MB as the disk space to use for temporary internet files.



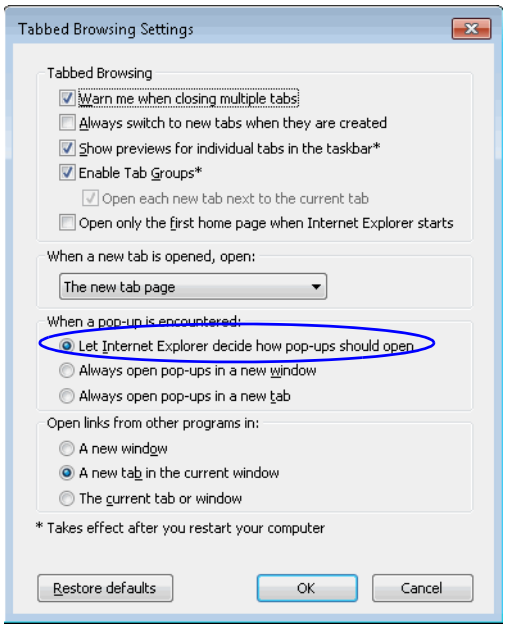
Configure temporary internet file settings

e. In the Tabs section, click the **Tabs** button.



*Click the **Settings** button*

f. In the Settings window, in the When a pop up is encountered: section, select the **Let Internet Explorer decide how pop-ups should open** option and click OK.

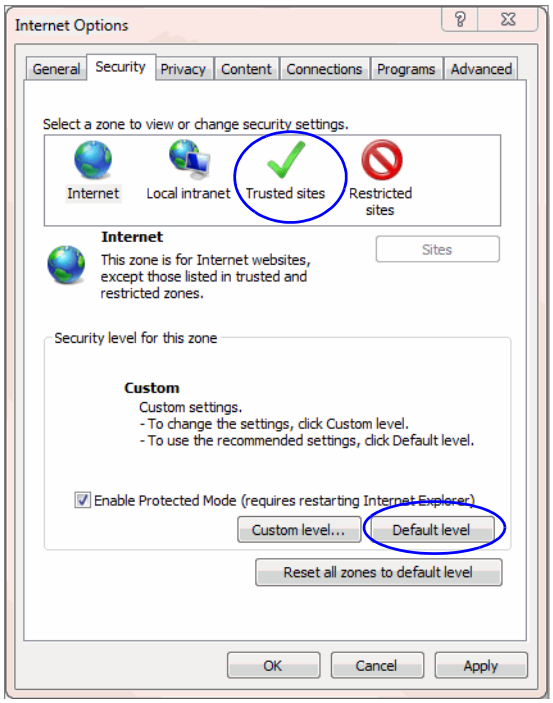


Configure the When a pop up is encountered: setting

8. On the Security tab, perform the following tasks:

   a. Select the **Trusted sites** zone, and restore default settings by clicking the **Default level** button.

   If the **Default level** button is disabled, then default settings are already in use.

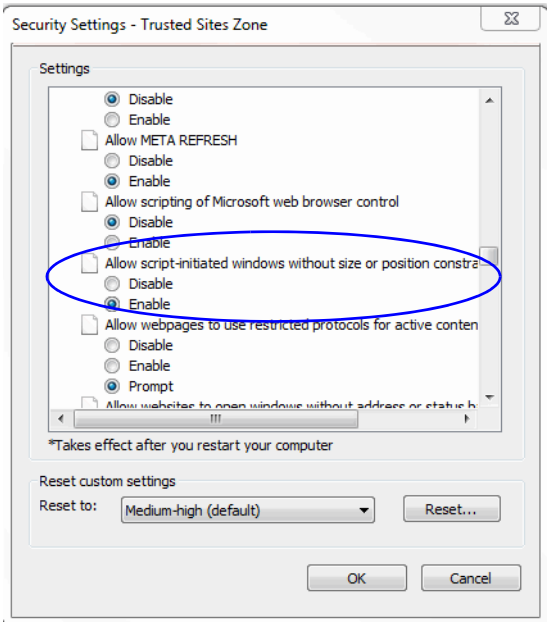


Configure trusted sites settings

b. Next, select the **Trusted sites** zone, and click the **Custom level** button.

c. In the Security Settings window, enable the following settings:

- In the Miscellaneous section, enable the **Allow script-initiated windows without size or position constraints** setting.



*Enable the **Allow script-initiated windows without size or position constraints** setting*

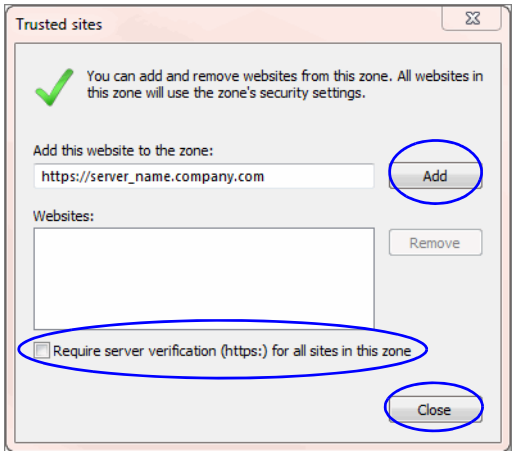
If you plan to use MeadCo for Unified WIM, you need to configure some additional settings. For details, see "Configuring MeadCo's Security Manager" on page 25.

d. Then, select the **Trusted sites** zone and click the **Sites** button.

e. In the Trusted sites window, perform the following tasks:

i. Clear the **Require server verification (https:) for all sites in this zone** option.

ii. In the **Add this website to the zone** text box, type the Internet address for the application and click the **Add** button. Click **Close.**



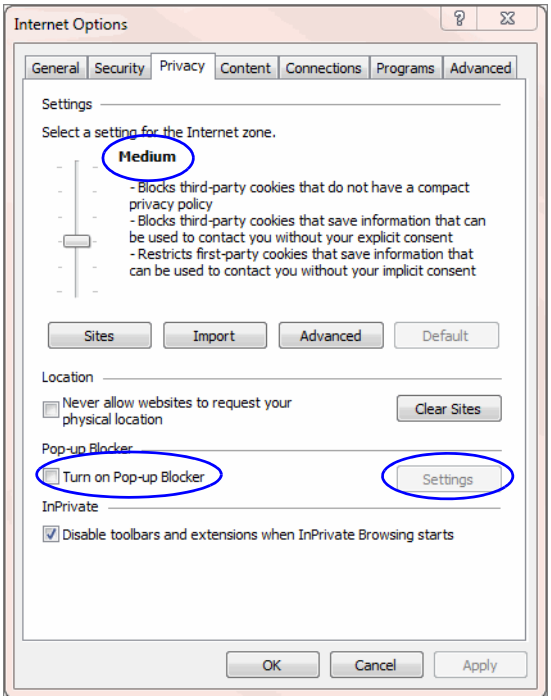
Add the URL for the application to the trusted web sites list

9. On the Privacy tab, perform the following tasks:

a. In the Settings section, set the Cookies setting to **Medium**.

b. In the Pop-up Blocker section, check if the pop-up blocker is turned on. If the pop-up blocker is on, click the **Settings** button and in the Pop-up Blocker Settings window, add the link of the Unified EIM and WIM application. Alternatively, you can clear the **Turn on Pop-up Blocker** option.

Important: **If you use additional pop-up blockers, you must configure them to allow pop-up windows for the Unified WIM and Unified EIM URL (see** "Configuring Pop-Up Blockers" on page 23**).**

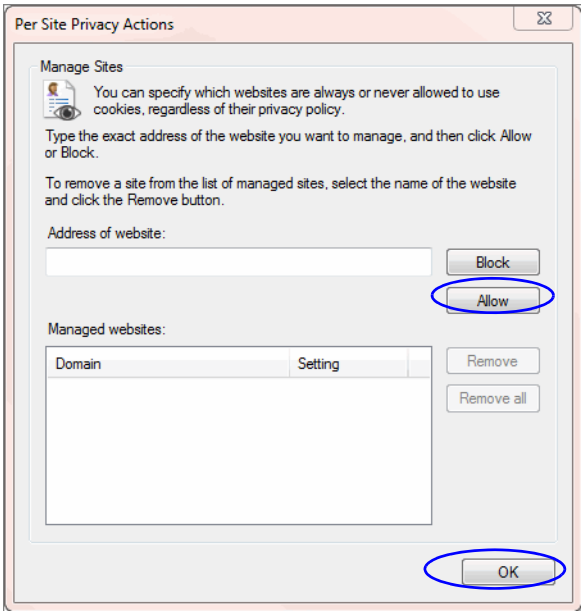


Configure pop-up blocker setting

c. Skip this step if you have not embedded the Unified EIM and WIM application in Finesse. If you are using Finesse, in the Settings section, click the **Sites** button.

   i. In the Per Site Privacy Actions window, in the **Address of website** field, enter the fully qualified hostname of the Unified EIM and WIM web server and click **Allow**.

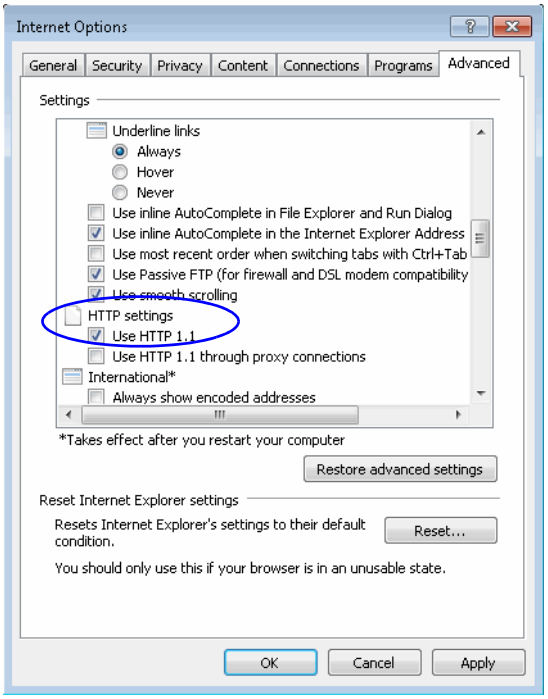
   ii. Now enter the Finesse hostname and click **Allow**. Click **OK** to close this window.



Manage per site privacy actions

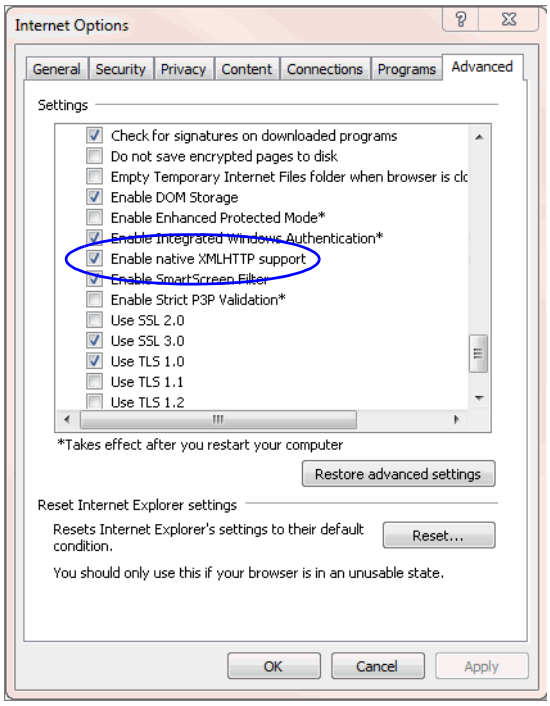
10. On the Advanced tab, perform the following tasks:

    a. In the HTTP Settings section, ensure that the **Use HTTP 1.1** option is selected. If you cannot use HTTP 1.1 on your desktop, IIS compression settings must be modified on the web server. Contact your system administrator for help.



Verify HTTP 1.1 setting

b. In the Security section, ensure that the **Enable Native xmlHTTP support** option is selected.



Verify the Native xmlHTTP support setting

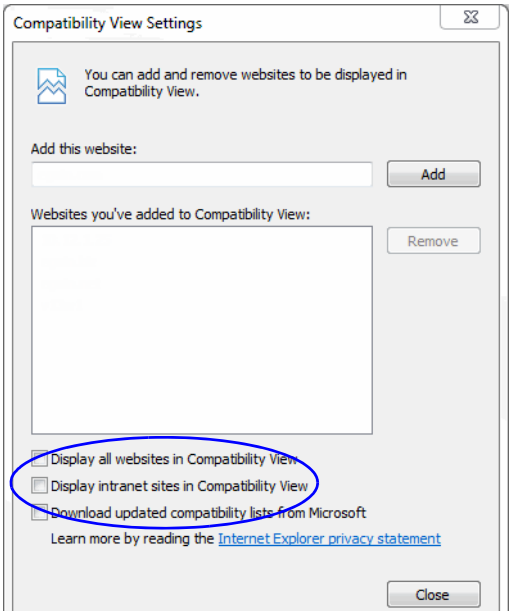
11. Click **OK** in the Internet Options window to close it.

Configuring Internet Explorer 10

To configure your browser for Unified WIM and Unified EIM:

1. Open Internet Explorer.
2. On the Internet Explorer toolbar, click the **Help** button and select **About Internet Explorer.**
3. In the About Internet Explorer window, verify that the version number is **10.0.***x*. If you need to get the correct version, download it from the Microsoft web site.
4. On the Internet Explorer toolbar, click the **Tools** button and select **Compatibility View Settings.**
5. In the Compatibility View Settings window that appears, do the following:
   c. Uncheck the following options to turn off the compatibility view mode.
      - Display all websites in Compatibility View
      - Display intranet sites in Compatibility View

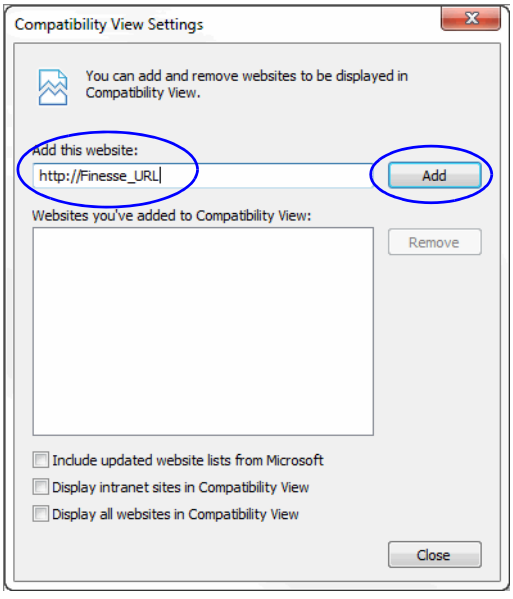
- Download updated compatibility lists from Microsoft



Turn off the compatibility view settings

d. If you have embedded the Unified EIM and WIM application in Finesse, and you are using Finesse 10.0(1) SU1 ES1, Finesse 10.5(1) ES1, or Finesse 11.0(1) you need to enable the compatibility mode setting for accessing Finesse.

- In the **Add this website** field provide the Finesse URL and click the **Add** button.



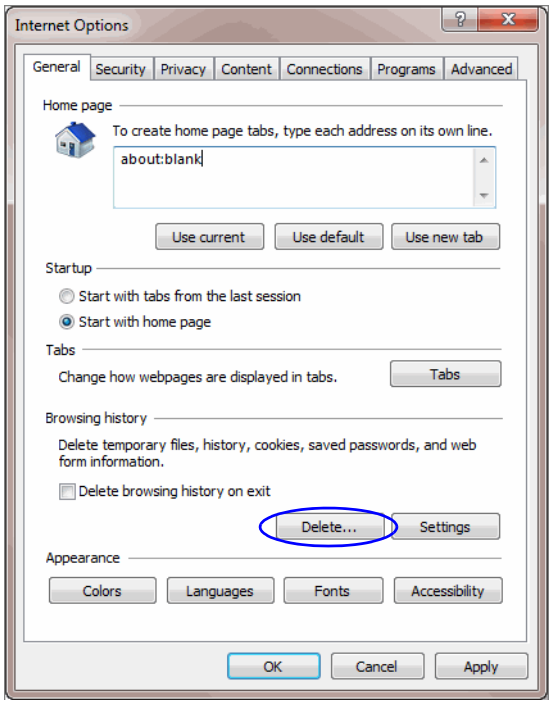
Add the Finesse URL to compatibility view settings

6. On the Internet Explorer toolbar, click the **Tools** button and select **Internet Options.**

   The Internet Options window appears.

7. On the General tab, do the following:

   a. In the Browsing history section, click the **Delete** button.

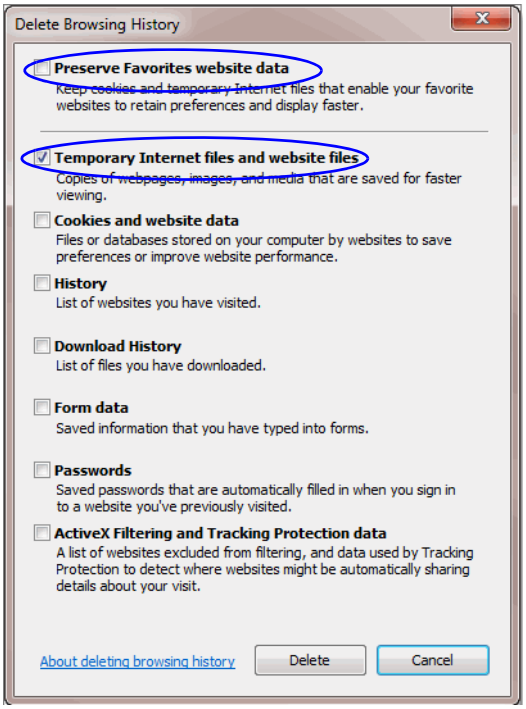


*Click the **Delete** button*

   b. In the Delete Browsing History window, do the following:

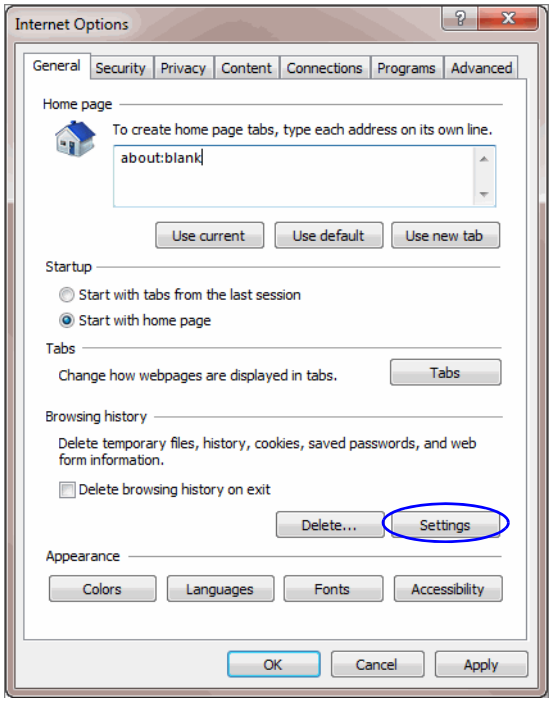
      i. Uncheck the **Preserve Favorites website data** option.

ii. Select the **Temporary Internet files and Website files** option and click the **Delete** button.



Delete temporary internet files

c. In the Browsing history section, click the **Settings** button.

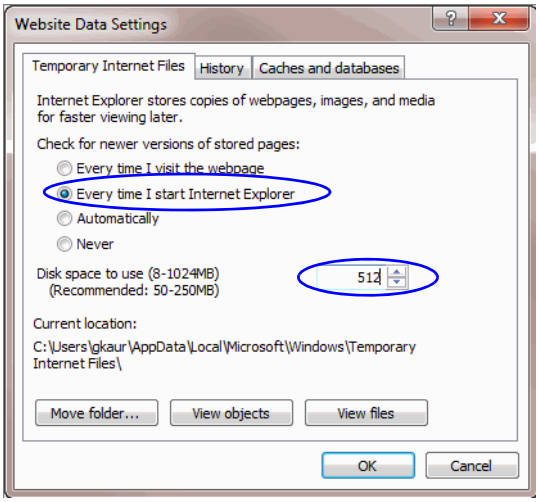


*Click the **Settings** button*

d. In the Settings window, in the Temporary Internet files section, set the following options and click **OK.**

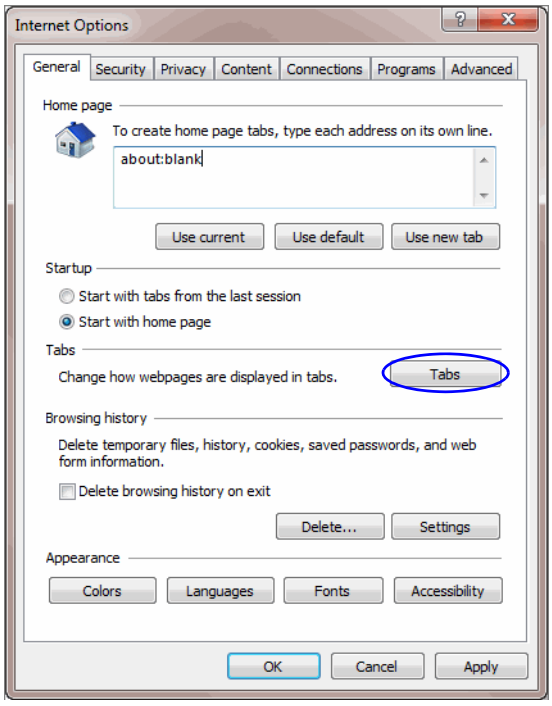
i. Select **Every time I start Internet Explorer** as the option for checking newer versions of stored pages.

ii. Specify at least 512 MB as the disk space to use for temporary internet files.



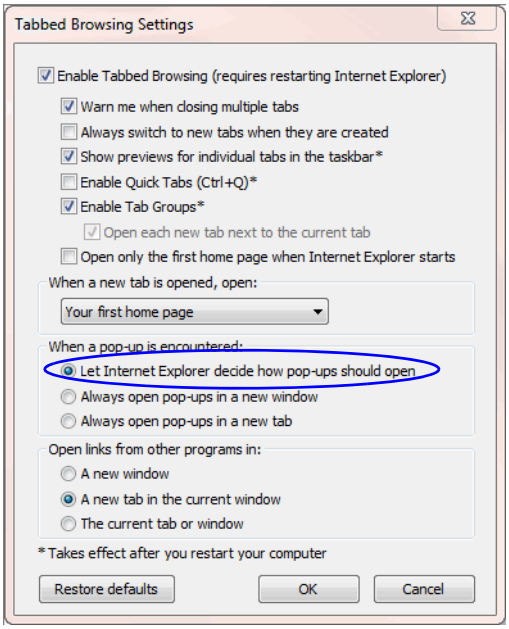
Configure temporary internet file settings

e. In the Tabs section, click the **Tabs** button.



*Click the **Settings** button*

f. In the Settings window, in the When a pop up is encountered: section, select the **Let Internet Explorer decide how pop-ups should open** option and click OK.

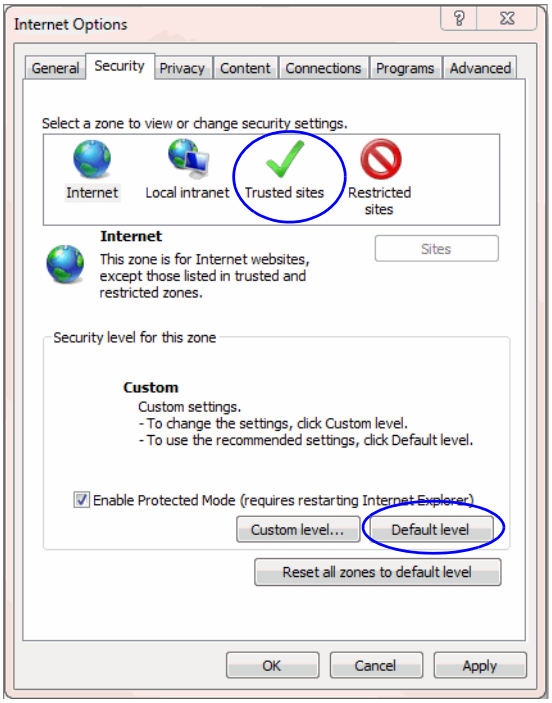


Configure the When a pop up is encountered: setting

8. On the Security tab, perform the following tasks:

   a. Select the **Trusted sites** zone, and restore default settings by clicking the **Default level** button.

   If the **Default level** button is disabled, then default settings are already in use.

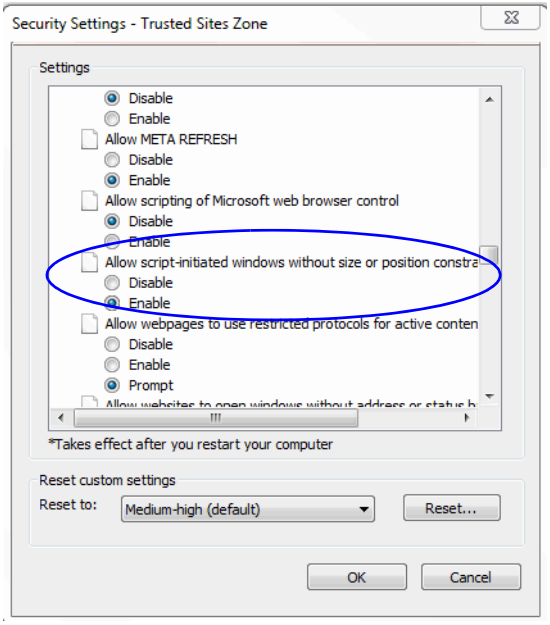


Configure trusted sites settings

b. Next, select the **Trusted sites** zone, and click the **Custom level** button.

c. In the Security Settings window, enable the following settings:

- In the Miscellaneous section, enable the **Allow script-initiated windows without size or position constraints** setting.



*Enable the **Allow script-initiated windows without size or position constraints** setting*

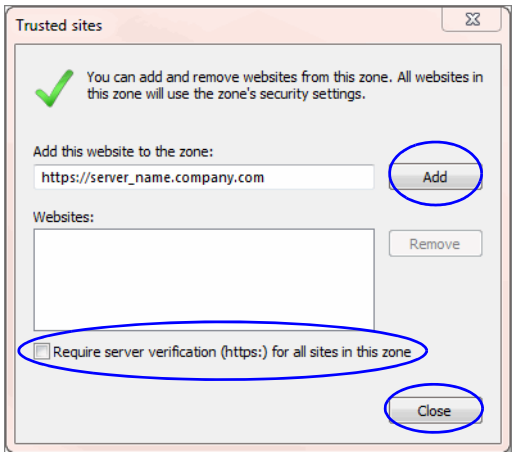
If you plan to use MeadCo for Unified WIM, you need to configure some additional settings. For details, see "Configuring MeadCo's Security Manager" on page 25.

d. Then, select the **Trusted sites** zone and click the **Sites** button.

e. In the Trusted sites window, perform the following tasks:

i. Clear the **Require server verification (https:) for all sites in this zone** option.

ii. In the **Add this website to the zone** text box, type the Internet address for the application and click the **Add** button. Click **Close.**



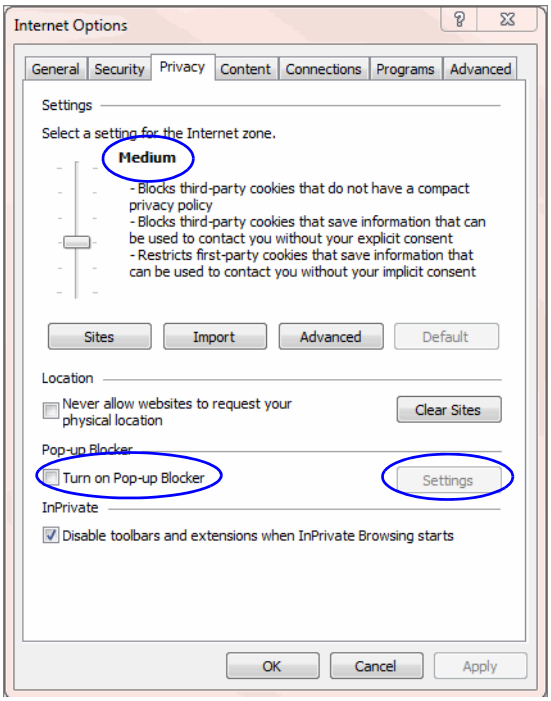
Add the URL for the application to the trusted web sites list

9. On the Privacy tab, perform the following tasks:

   a. In the Settings section, set the Cookies setting to **Medium**.

   b. In the Pop-up Blocker section, check if the pop-up blocker is turned on. If the pop-up blocker is on, click the **Settings** button and in the Pop-up Blocker Settings window, add the link of the Unified EIM and WIM application. Alternatively, you can clear the **Turn on Pop-up Blocker** option.

Important: **If you use additional pop-up blockers, you must configure them to allow pop-up windows for the Unified WIM and Unified EIM URL (see** "Configuring Pop-Up Blockers" on page 23**).**

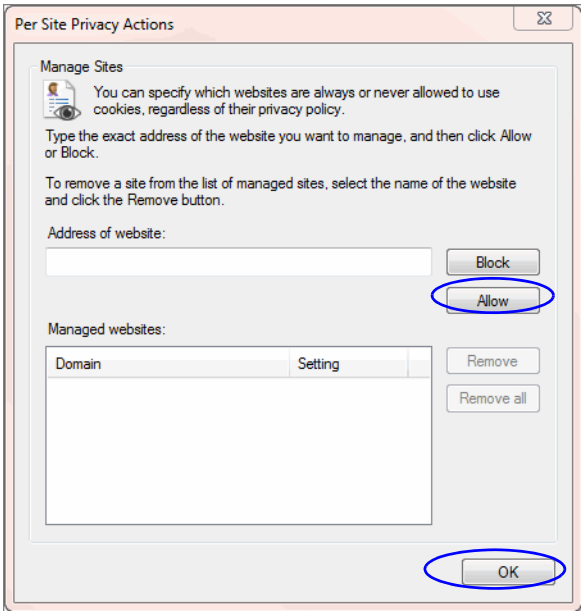


Configure pop-up blocker setting

   c. Skip this step if you have not embedded the Unified EIM and WIM application in Finesse. If you are using Finesse, in the Settings section, click the **Sites** button.

      i. In the Per Site Privacy Actions window, in the **Address of website** field, enter the fully qualified hostname of the Unified EIM and WIM web server and click **Allow**.

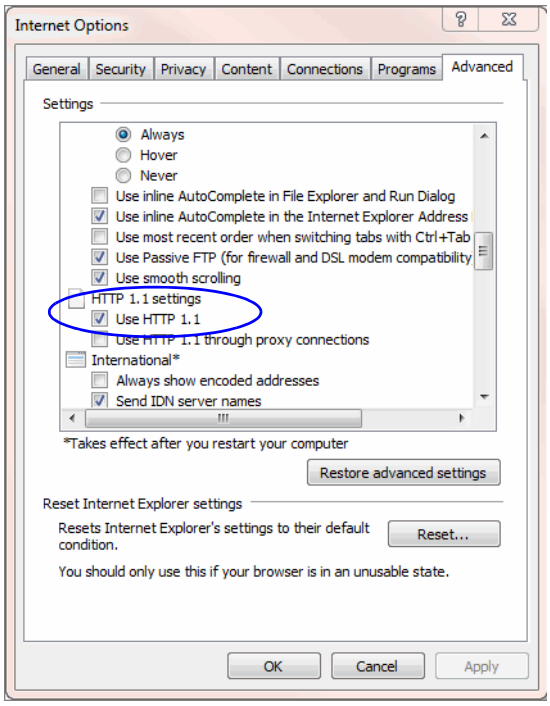
      ii. Now enter the Finesse hostname and click **Allow**. Click **OK** to close this window.



Manage per site privacy actions

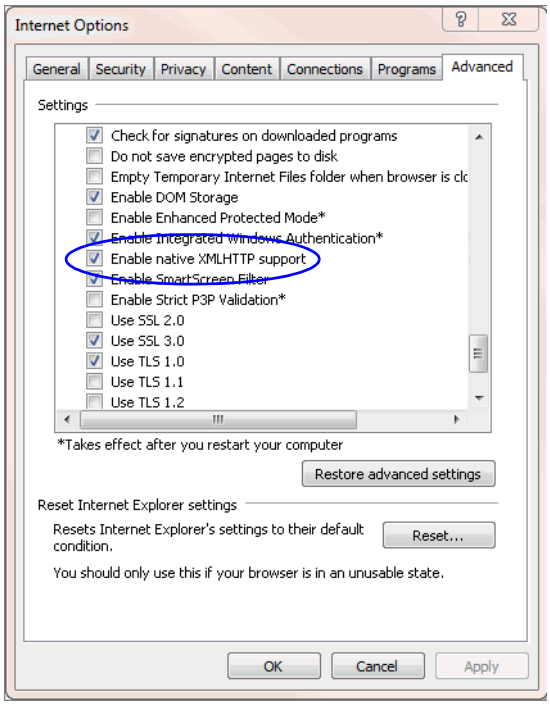
10. On the Advanced tab, perform the following tasks:

    a. In the HTTP 1.1 Settings section, ensure that the **Use HTTP 1.1** option is selected. If you cannot use HTTP 1.1 on your desktop, IIS compression settings must be modified on the web server. Contact your system administrator for help.



Verify HTTP 1.1 setting

b. In the Security section, ensure that the **Enable Native xmlHTTP support** option is selected.



Verify the Native xmlHTTP support setting

11. Click **OK** in the Internet Options window to close it.

Configuring Pop-Up Blockers

- If you use external pop-up blockers such as those available in the Google and Yahoo toolbars, configure them to allow pop-up windows for your Unified WIM and Unified EIM installation URL.

Configuring Java on Your Desktop

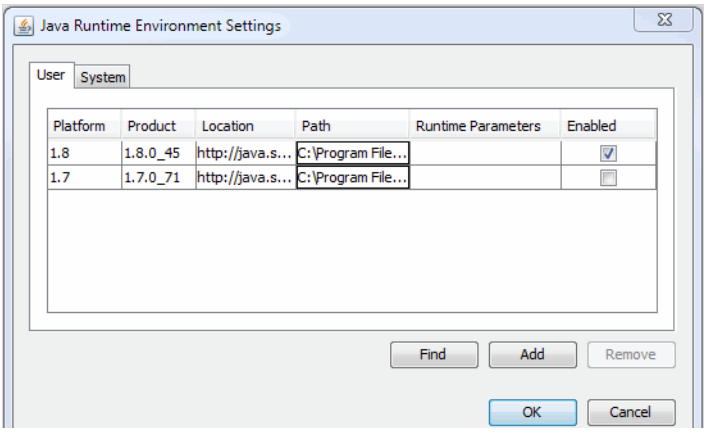
Important: **Java needs to installed only on user desktops that will be used for administering Workflows (from the Administration Console).**

From the user desktop, ensure that the supported version of Java 1.8 is being used. For the list of supported versions, see the *Hardware and System Software Specification for Cisco Unified Web and E-Mail Interaction Manager.*

For 64-bit browser, you must have the 64-bit JRE enabled on your system. If you are using a 32-bit browser, you must have the 32-bit JRE (x86) enabled on your system. In 64-bit Operating Systems, the Java Control Panel does not display 32-bit versions of JRE. Follow the steps on page 24 to ensure that you have the correct 32-bit JRE version.

To configure Java on your desktop:

1. Close all open Internet Explorer browsers.
2. Go to **Start > Control Panel**.
3. Double-click **Java**.
4. In the Java Control Panel window, go to the Java tab and click the **View** button.
5. In the Java Runtime Environment Settings window, verify that the supported version of Java 1.8 is enabled.

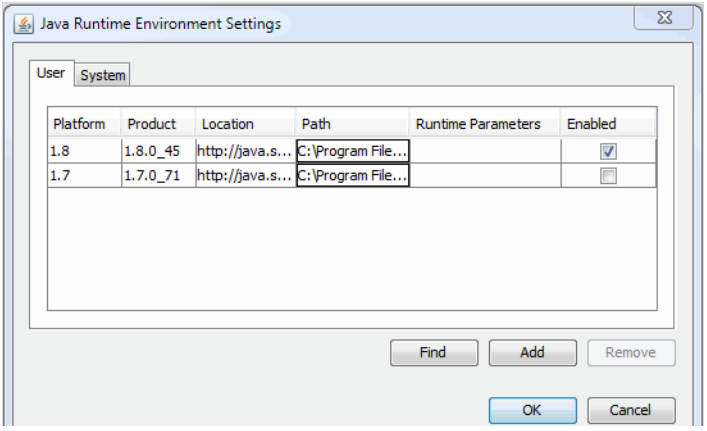


Verify that the correct version of Java is enabled

6. Click **OK** to close the window.

To configure Java on desktops that have 32-bit Internet Explorer browsers installed on 64-bit Operating Systems:

1. Close all open Internet Explorer browsers.
2. Go to **C:\Program Files (x86)\Java\jre1.8.0_45\bin**
3. Double-click **javacpl.exe.**
4. In the Java Control Panel window, go to the Java tab and click the **View** button.
5. In the Java Runtime Settings window that opens, verify that the supported version of Java 1.8 is enabled.



Verify that the correct version of Java is enabled

6. Click OK to close the window.

Configuring MeadCo's Security Manager

MeadCo's Security Manager is required to enable the page-pushing feature in Unified WIM. Organizations that want to use this feature should set the **Chat - MeadCo download on Agent Console** department-level setting to **Enable** to ensure that users are prompted to download the control.

Users who are assigned Unified WIM licenses are asked to install this control when they first log in to the Agent Console.

Note that the MeadCo add-on works only on 32-bit version of Internet Explorer.

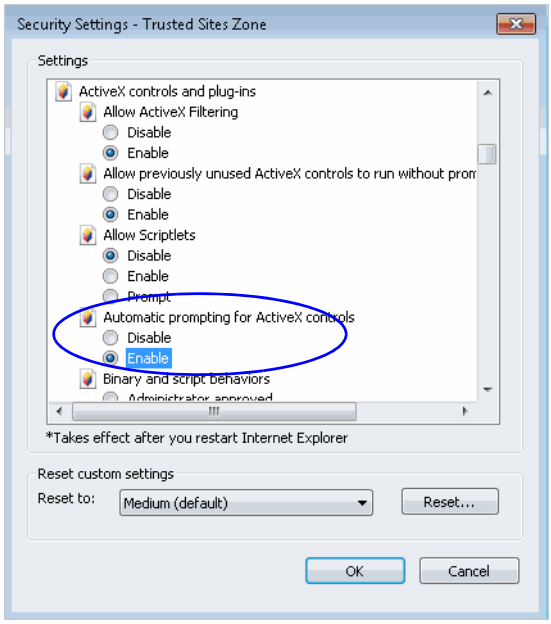
Important: **Before installing MeadCo, you need to enable an ActiveX controls setting on user desktops.**

Enabling the Automatic Download of ActiveX Controls

To enable the automatic download of ActiveX controls:

1. Open Internet Explorer.
2. On the Internet Explorer toolbar, click the **Tools** button and select **Internet Options.**
3. In the Internet Options window, on the Security tab, select the **Trusted sites** zone, and click the **Custom level** button.

4. In the Security Settings - Trusted Sites Zone window, in the ActiveX controls and plug-ins section, enable the **Automatic prompting for ActiveX controls** setting. Click **OK.**



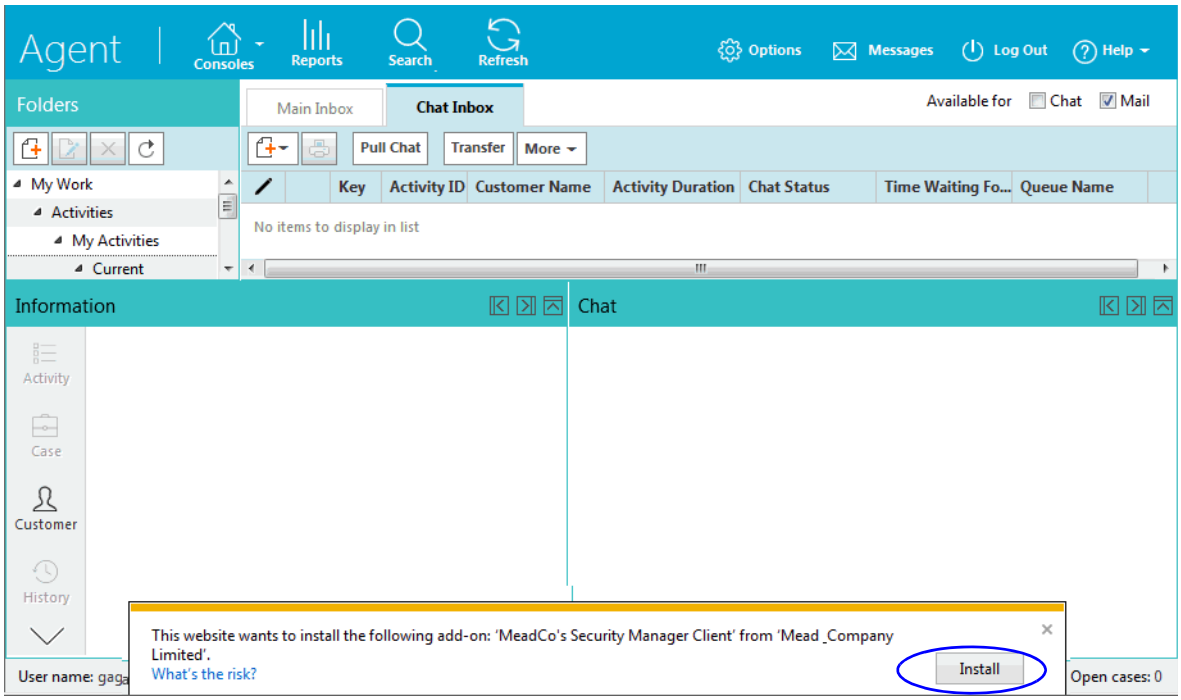
Enable the automatic download of ActiveX controls

Installing MeadCo's Security Manager

To install MeadCo's Security Manager:

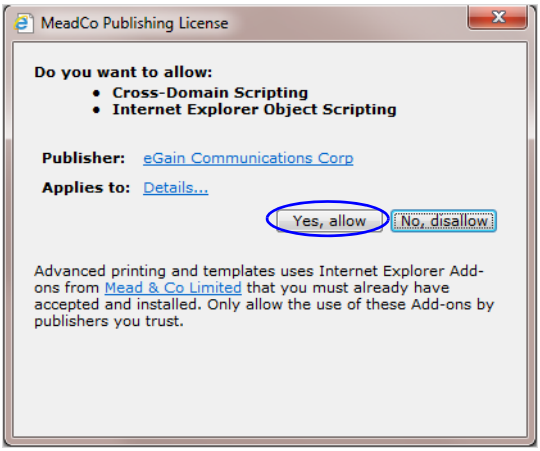
1. Log in to the Unified WIM and Unified EIM application. For details, see "Logging In" on page 27.
2. In the Consoles window, select **Agent** to go to the Agent Console.

3. If MeadCo's Security Manager is not installed, a related message appears. Click the **Install** button**.** When you select this option, you are prompted to log out of the application.



*Select the **Install ActiveX Control** option*

4. Log out and log in again. Go to the Agent Console.
5. In the MeadCo Publishing License window, click the **Yes, allow** button to complete the installation.



Allow cross-domain and Internet Explorer object scripting

Logging In

The application allows users to log in to the application using the same user account from different browser sessions and desktops. Designed to provide greater flexibility for authors and administrators, this feature is not

meant for use by agents. Users performing agent and supervision tasks from the Agent Console should not use the same user account more than once at the same time.

To log in to the business partition from your browser window:

1. Type the URL provided by your system administrator in the browser. The URL is typically in the following format: `http://` *Web_Server/Partition_Virtual_Directory* where *Web_Server* is your web server and *Partition_Virtual_Directory* is the virtual directory created for the business partition.
2. In the Login window, type your user name and password.
3. Click the **Log In** button.