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

For Unified Contact Center Enterprise and Hosted and Unified ICM

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Cisco Unified Web and E-Mail Interaction Manager Browser Settings Guide: For Unified Contact Center Enterprise and Hosted and Unified ICM
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Welcome to Cisco® Interaction Manager™, 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 Interaction Manager 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 configure Sun JRE 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.

<table>
<thead>
<tr>
<th><strong>Convention</strong></th>
<th><strong>Indicates</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><em>Italic</em></td>
<td>Emphasis, or the title of a published document.</td>
</tr>
<tr>
<td><strong>Bold</strong></td>
<td>Labels of items on the user interface, such as buttons, boxes, and lists. Or, text that must be typed by the user.</td>
</tr>
<tr>
<td><strong>Monospace</strong></td>
<td>A file name or command. Or, text that must be typed by the user.</td>
</tr>
<tr>
<td><em>Variable</em></td>
<td>User-specific text, provided by the user.</td>
</tr>
</tbody>
</table>

**Configuring Your Browser**

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

- “Configuring Internet Explorer 7” on page 4
- “Configuring Pop-Up Blockers” on page 11

**Configuring Internet Explorer 7**

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 7.0.x. If you need to get the correct version, download it from the Microsoft web site.

![Internet Explorer Version](image)

**Verify browser version**

4. On the Internet Explorer toolbar, click the **Tools** button and select **Internet Options**. The Internet Options window appears.

5. On the General tab, do the following:
   a. In the Browsing history section, click the **Delete** button.

![Internet Options](image)

**Click the Delete button**
b. In the Delete Browser History window, in the Temporary Internet Files section, click the **Delete files** button. Click **Close**.

![Delete Browsing History](image)

Delete temporary internet files

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

![Internet Options](image)

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

6. 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 ActiveX controls and plug-ins section, enable the **Initializing and Script ActiveX controls not marked as safe for scripting** setting.

![Security Settings - Trusted Sites Zone]

*Enable the ActiveX controls setting*

- In the Downloads section, enable the **Automatic prompting for file downloads** setting.

![Security Settings - Trusted Sites Zone]

*Enable the Automatic prompting for file downloads setting*
In the Miscellaneous section, 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 12.

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 (http:) 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**.
7. On the Privacy tab, in the Pop-up Blocker section, 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 11).

![Configure pop-up blocker setting](image1)

8. On the Advanced tab, in the HTTP 1.1. Settings section, ensure that the Use HTTP 1.1 option is selected.

![Verify HTTP 1.1 setting](image2)

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.
9. 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 the Desktops**

From the user desktops, ensure that the latest version of Java is being used.

**To configure Java on desktops:**

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.
5. In the Java Applet Runtime Settings section, click the **View** button.
6. In the Java Runtime Settings window, verify that the latest version of Java is enabled. Click **OK**.

![Java Runtime Settings Window](image)

*Verify that the latest version of Java is enabled*

7. 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 Yes 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.

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 14.
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 near the title bar. Click the message and select Install ActiveX Control. 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 Agent Console, you are prompted to install MeadCo’s Security Manager. Click the Install button.

   Install MeadCo’s Security Manager

6. 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 system allows users to log in to the application using the same user account from different browser instances and desktops. Designed to provide greater flexibility for authors and administrators, this feature is not available to 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. Click the **Log In** button.

**To log in to the business partition using Cisco Agent Desktop:**

Cisco Interaction Manager integrates with the lower pane of the Cisco Agent Desktop. As an agent, you can configure a task button to launch external applications and use it to log into Unified WIM and Unified EIM.