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

Contents

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.

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

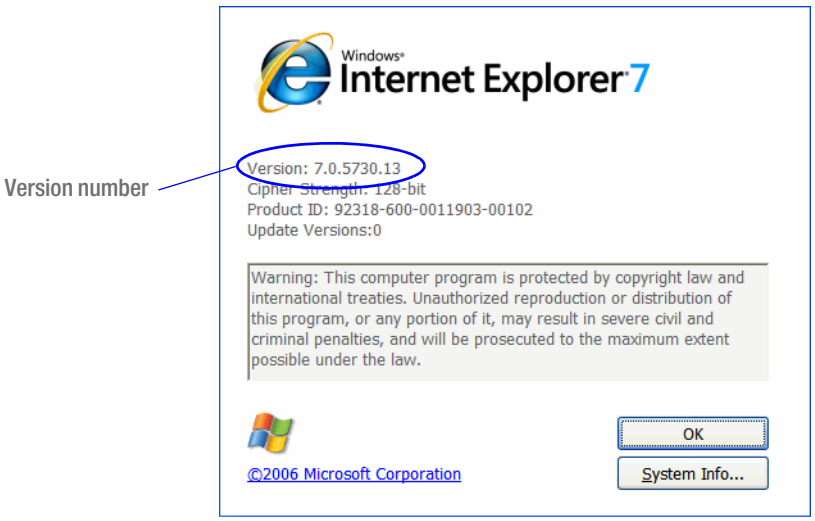
Configuring Your Browser

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

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.



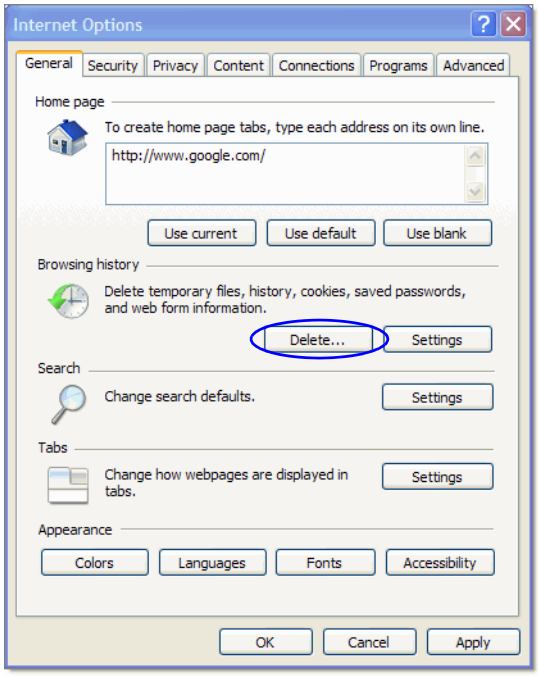
Verify browser version

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

   The Internet Options window appears.

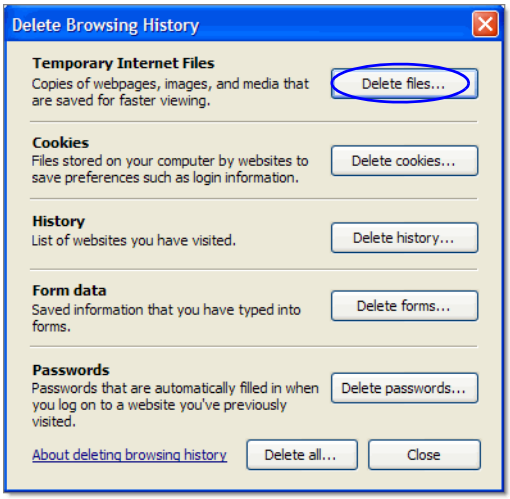
5. On the General tab, do the following:

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



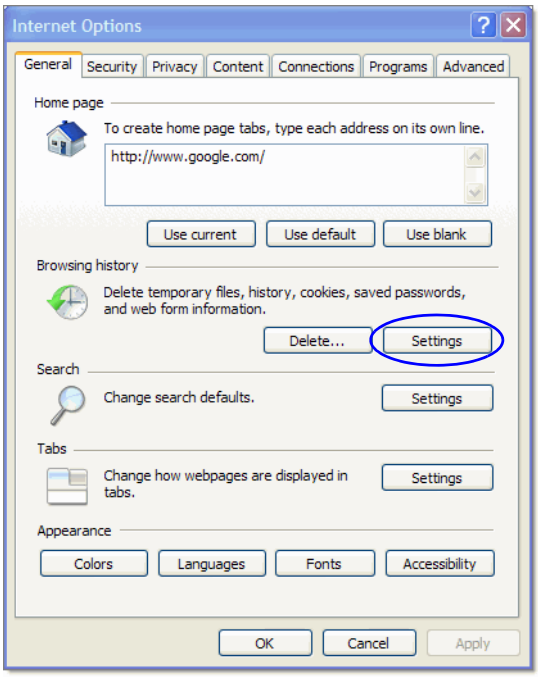
*Click the **Delete** button*

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



Delete temporary internet files

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

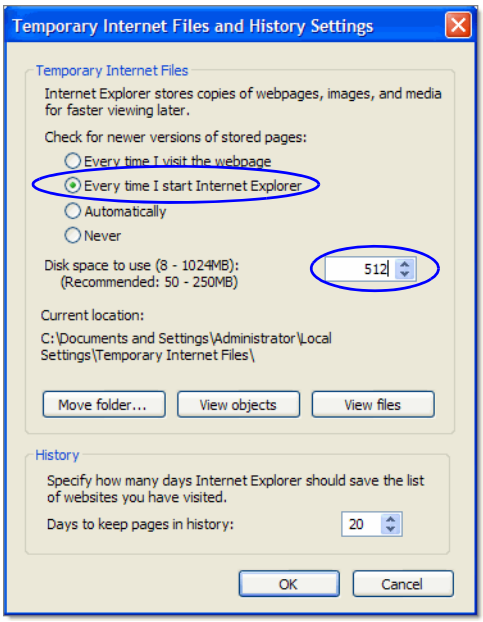


*Click the **Settings** button*

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.

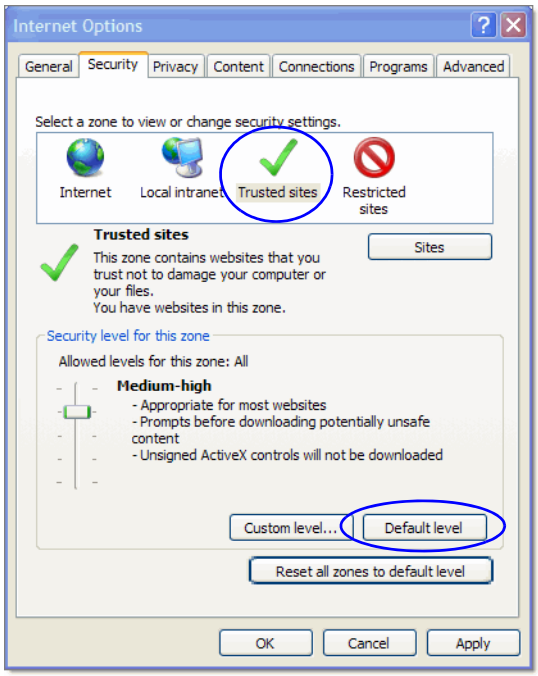
ii. Specify at least 512 MB as the disk space to use for temporary internet files.



Configure temporary internet file settings

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.

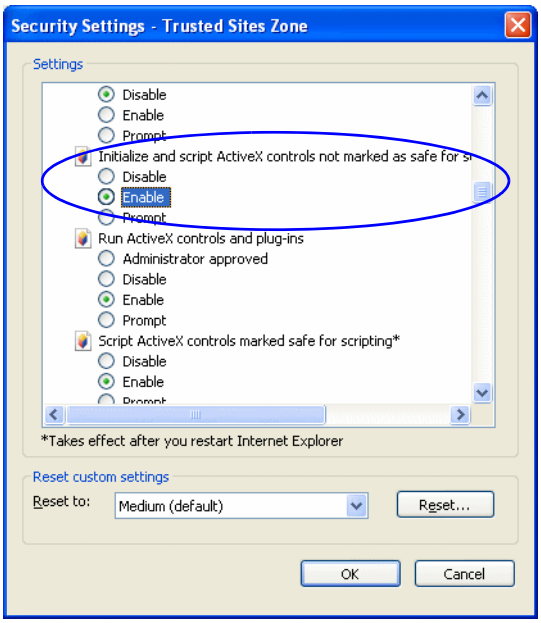


Configure trusted sites settings

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

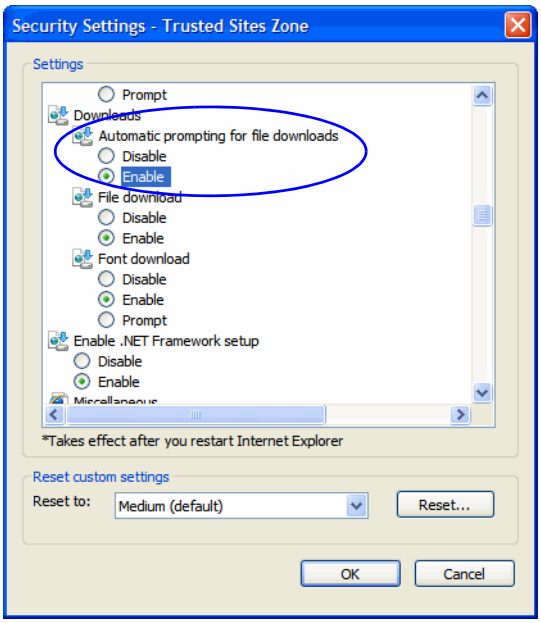
   c. In the Security Settings window, enable the following settings:

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



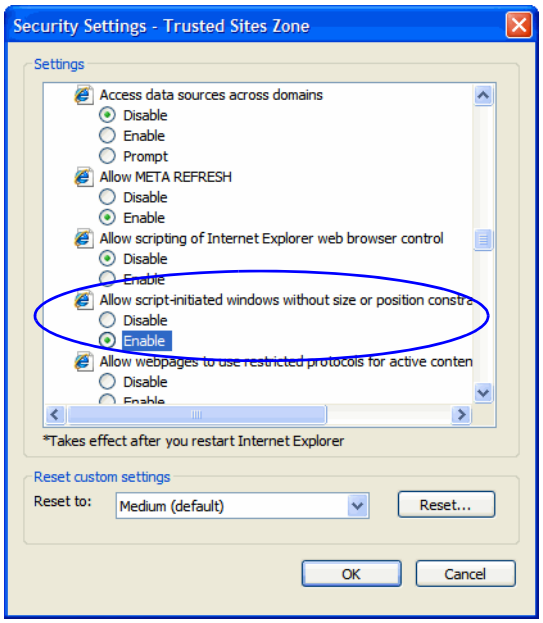
Enable the ActiveX controls setting

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



*Enable the **Automatic prompting for file downloads** setting*

- 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*

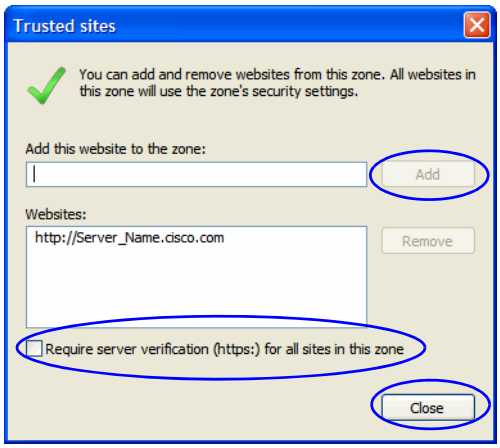
If you plan to use MeadCo for Unified WIM, you need to configure some additional settings. For details, see "Configuring MeadCo's Security Manager" on page 20.

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.

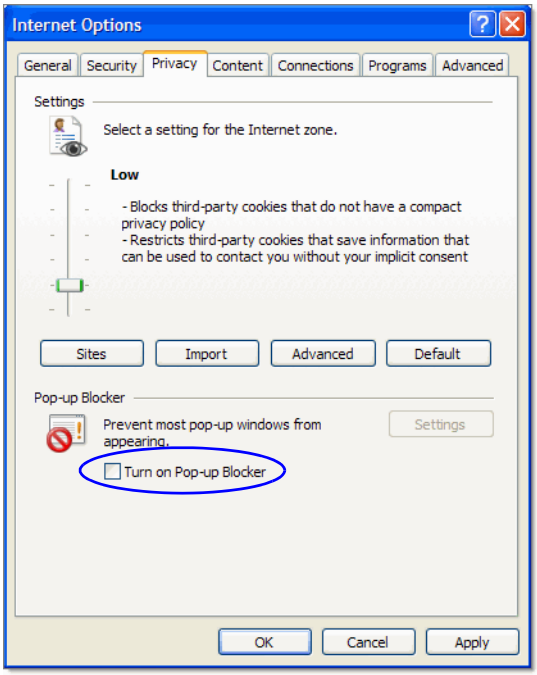
ii. In the **Add this website to the zone** text box, type the internet address for the application and click the **Add** button. Click **Close.**



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

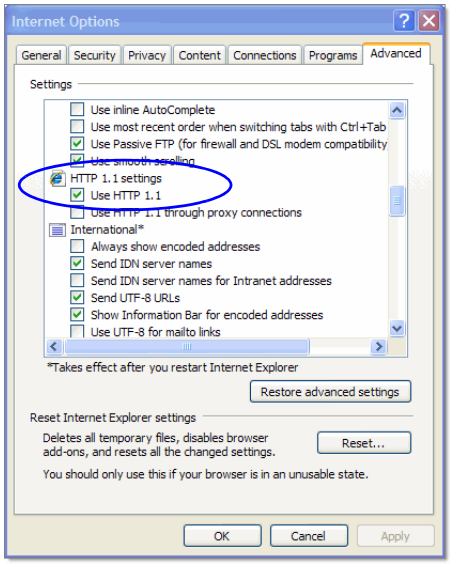
7. On the Privacy tab, in the Pop-up Blocker section, clear the **Turn on Pop-up Blocker** option.

> 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 19**).**



Configure pop-up blocker setting

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

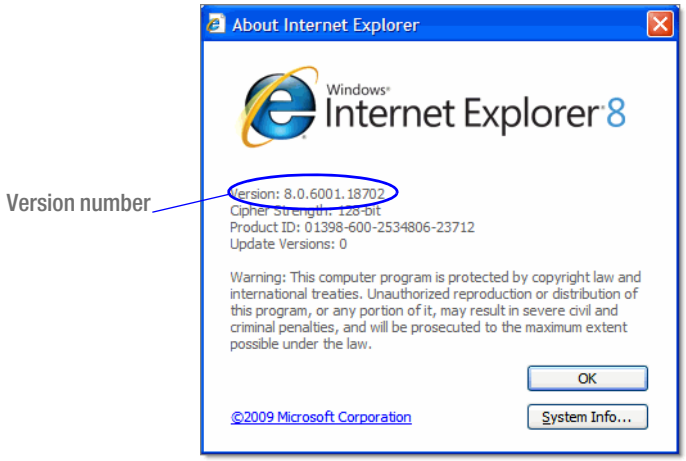
If you cannot use HTTP 1.1 on your desktop, IIS compression settings must be modified on the web server. Contact your system administrator for help.

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

Configuring Internet Explorer 8

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



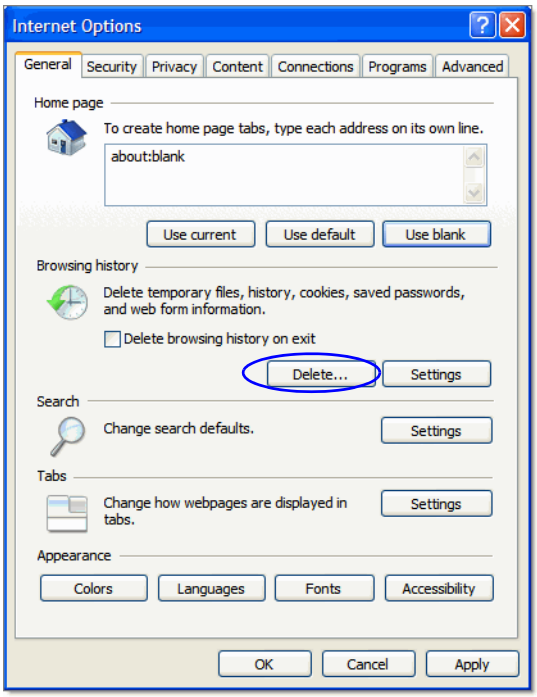
Verify browser version

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

   The Internet Options window appears.

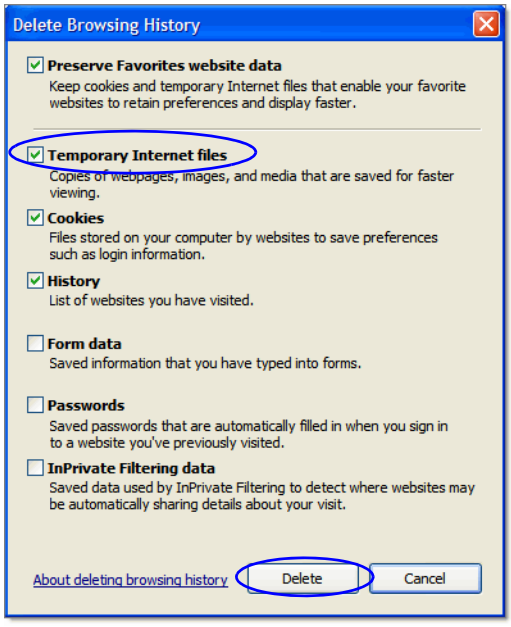
5. On the General tab, do the following:

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



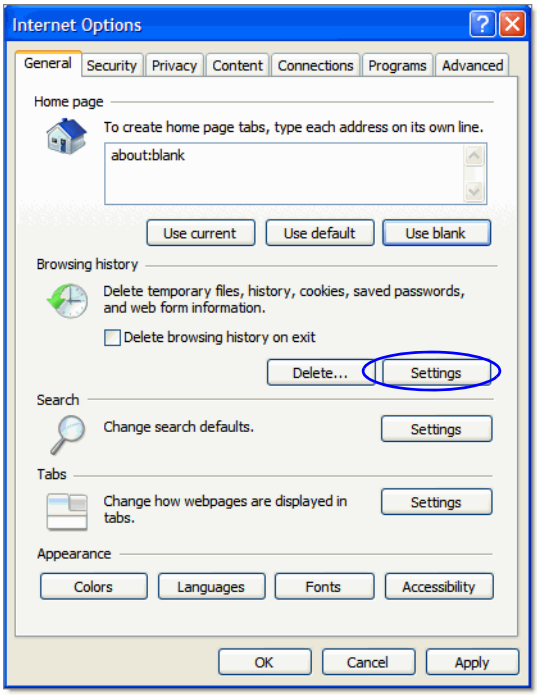
*Click the **Delete** button*

   b. In the Delete Browsing History window, select the Temporary Internet Files option and click the **Delete** button.



Delete temporary internet files

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

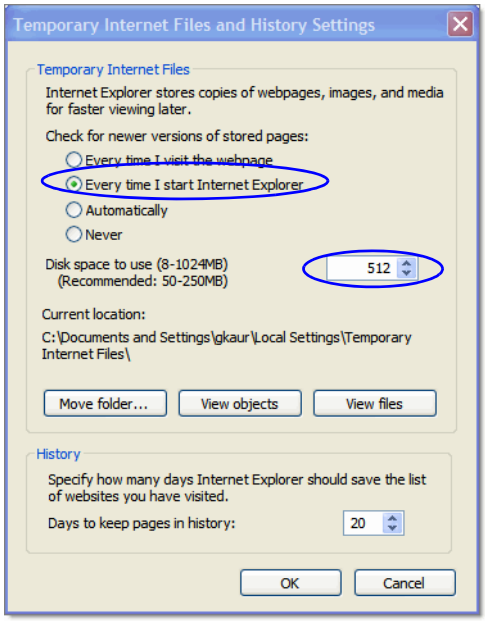


*Click the **Settings** button*

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.

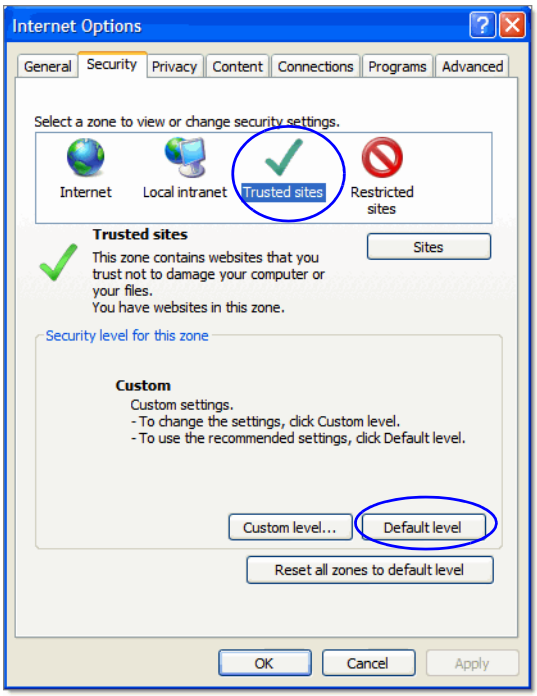
ii. Specify at least 512 MB as the disk space to use for temporary internet files.



Configure temporary internet file settings

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:

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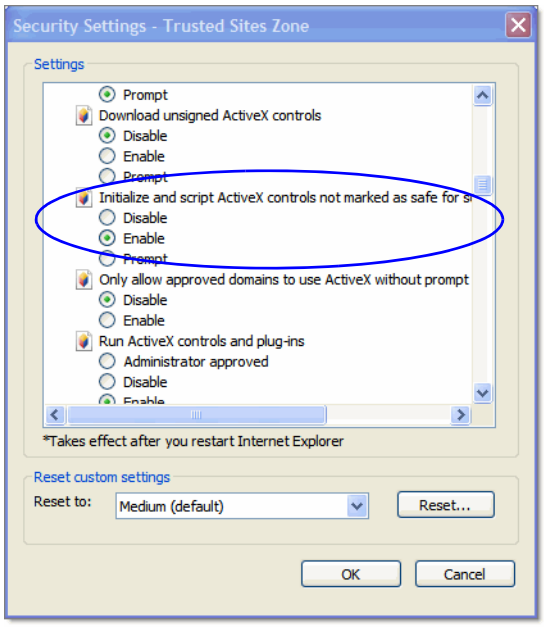
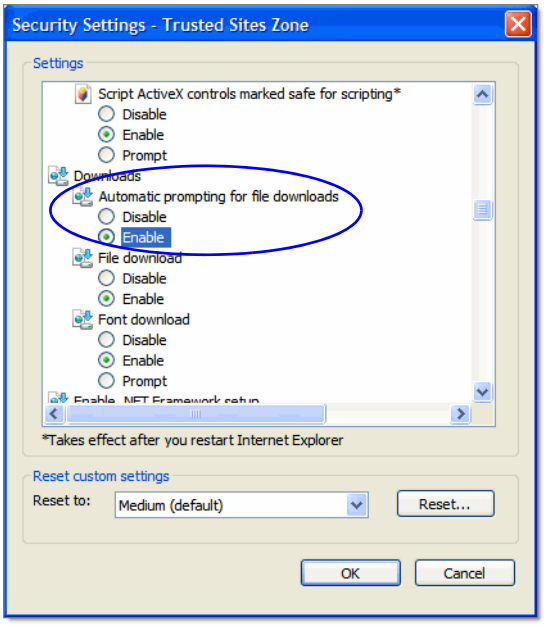


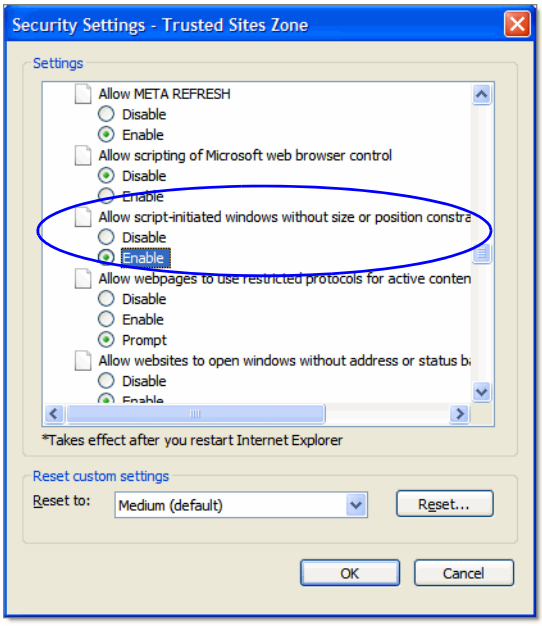
Enable the ActiveX controls setting

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



*Enable the **Automatic prompting for file downloads** setting*

- 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 20.

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

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

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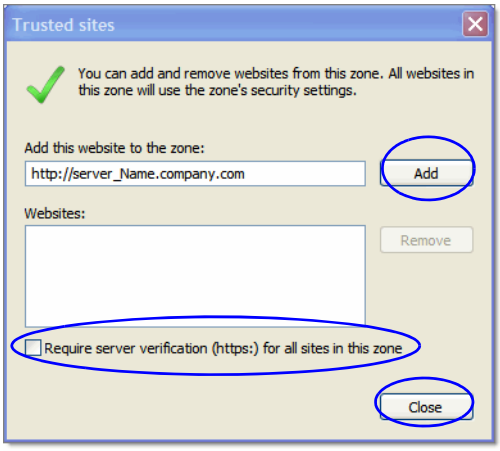
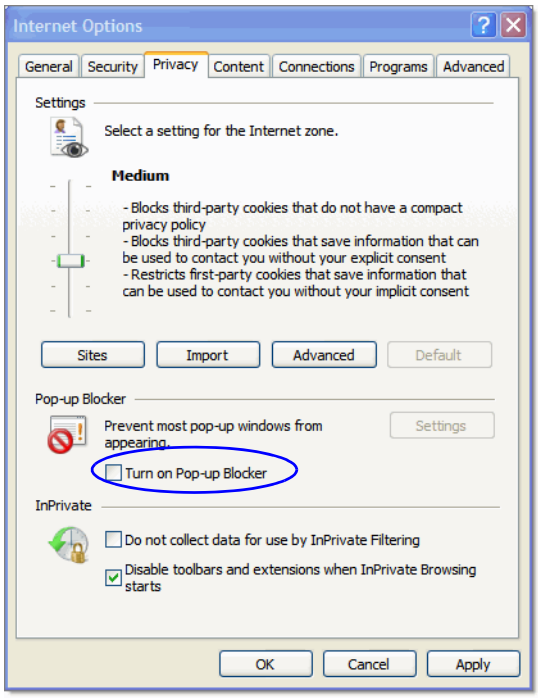


Add the URL for the application to the trusted web sites list

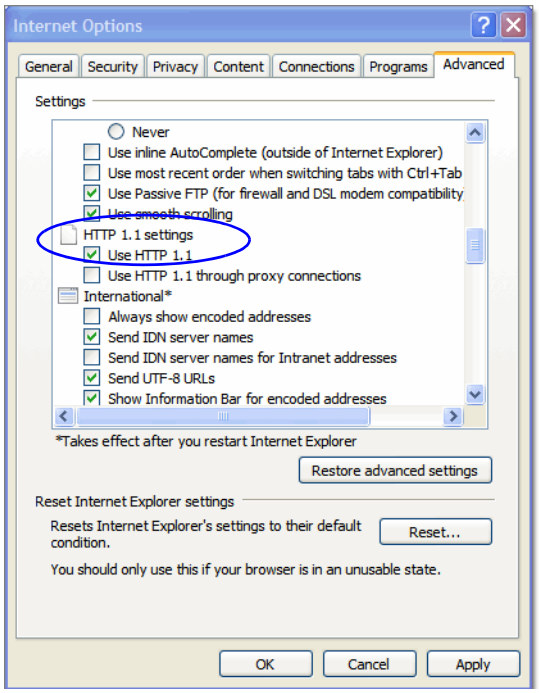
7. On the Privacy tab, in the Pop-up Blocker section, clear the **Turn on Pop-up Blocker** option.

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 19**).**



Configure pop-up blocker setting

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

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.

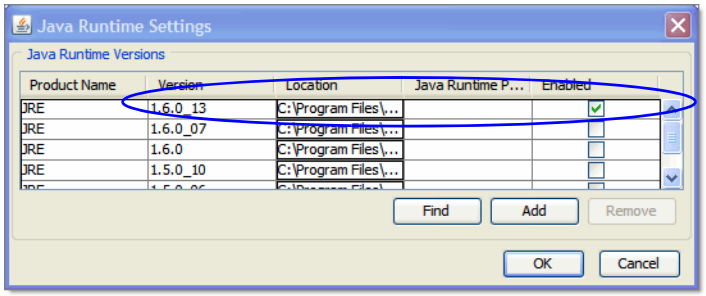
Configuring Java on the Desktops

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**.



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 **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.

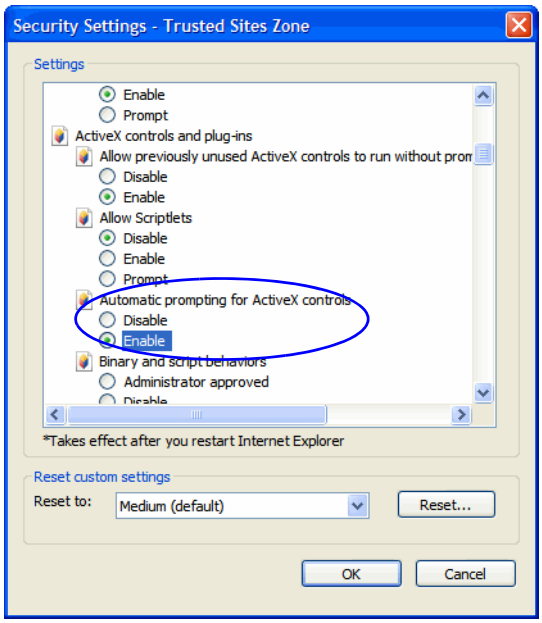
Important: **Before installing MeadCo, you need to enable an ActiveX controls setting on user desktops.**

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.**

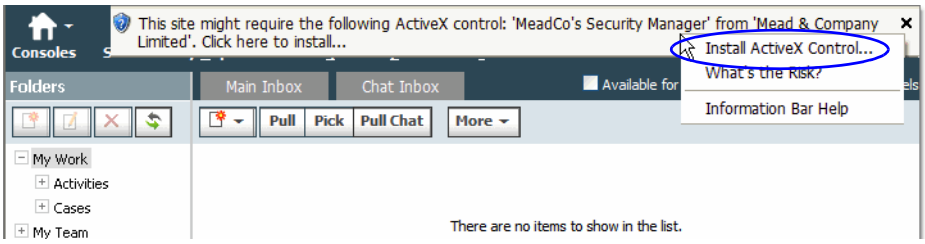


Enable the automatic download of ActiveX controls

Installing MeadCo's Security Manager

To install MeadCo's Security Manager:

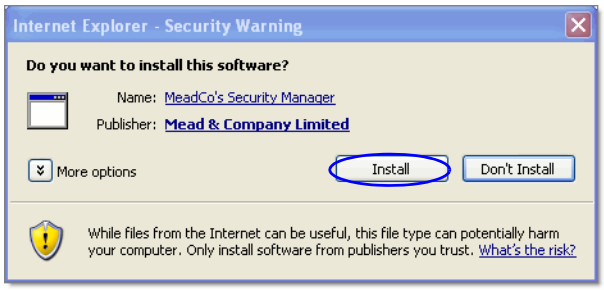
1. Log in to the Unified WIM and Unified EIM application. For details, see "Logging In" on page 22.
2. In the Consoles window, select **Agent** to go to the Agent Console.
3. If MeadCo's Security Manager is not installed, a related message appears near the title bar. Click the message and select **Install 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.

The feature to login to the application from the same desktop using different browser instances is available only for Internet Explorer 7. This feature is not available for Internet Explorer 8.

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.