



Cisco Customer Voice Portal (CVP) Installation Guide

Customer Voice Portal (CVP) Release 3.0(0)
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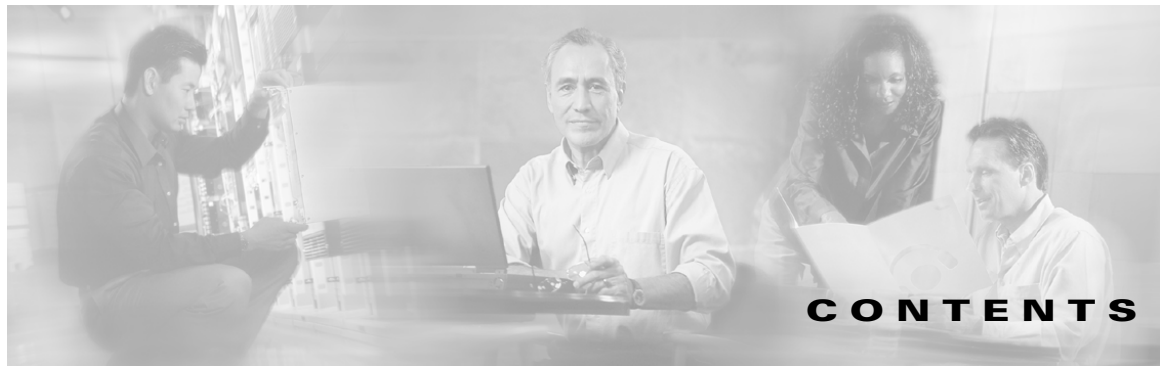
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Cisco Customer Voice Portal (CVP) Installation Guide

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About This Guide

Purpose

This manual describes how to install and configure the Cisco Customer Voice Portal (CVP) components.



Note

Previous releases of the Cisco Customer Voice Portal product were branded as the Internet Service Node (ISN). Some references to ISN remain in the product software and in the documentation.

Audience

This manual is intended for anyone installing CVP software.

Organization

The manual is divided into the following chapters.

Chapter	Description
Chapter 1, “Installation Overview”	Provides an introduction to the installation procedure.
Chapter 2, “Installing CVP Software”	Provides instructions for installing and setting up CVP software.

Conventions

This manual uses the following conventions:

Format	Example
Boldface type is used for user entries, keys, buttons, and folder and submenu names.	Choose Script > Call Type Manager .
Italic type indicates one of the following: <ul style="list-style-type: none"> • A newly introduced term • For emphasis • A generic syntax item that you must replace with a specific value • A title of a publication 	<ul style="list-style-type: none"> • A <i>skill group</i> is a collection of agents who share similar skills. • <i>Do not</i> use the numerical naming convention that is used in the predefined templates (for example, persvc01). • IF (<i>condition, true-value, false-value</i>) • For more information, see the <i>Cisco ICM Software Database Schema Handbook</i>.
An arrow (>) indicates an item from a pull-down menu.	The Save command from the File menu is referenced as File > Save .

Other Publications

For additional information about Cisco Customer Voice Portal (CVP) software, see the [Cisco web site](#) listing CVP documentation.

Obtaining Documentation

Cisco provides several ways to obtain documentation, technical assistance, and other technical resources. These sections explain how to obtain technical information from Cisco Systems.

Cisco.com

You can access the most current Cisco documentation on the World Wide Web at this URL:

<http://www.cisco.com/univercd/home/home.htm>

You can access the Cisco website at this URL:

<http://www.cisco.com>

International Cisco web sites can be accessed from this URL:

http://www.cisco.com/public/countries_languages.shtml

Documentation CD-ROM

Cisco documentation and additional literature are available in a Cisco Documentation CD-ROM package, which may have shipped with your product. The Documentation CD-ROM is updated monthly and may be more current than printed documentation. The CD-ROM package is available as a single unit or through an annual subscription.

Registered Cisco.com users can order the Documentation CD-ROM (product number DOC-CONDOCCD=) through the online Subscription Store:

<http://www.cisco.com/go/subscription>

Ordering Documentation

You can find instructions for ordering documentation at this URL:

http://www.cisco.com/univercd/cc/td/doc/es_inpck/pdi.htm

You can order Cisco documentation in these ways:

- Registered Cisco.com users (Cisco direct customers) can order Cisco product documentation from the Networking Products MarketPlace:

<http://www.cisco.com/en/US/partner/ordering/index.shtml>

- Registered Cisco.com users can order the Documentation CD-ROM (Customer Order Number DOC-CONDOCCD=) through the online Subscription Store:

<http://www.cisco.com/go/subscription>

- Nonregistered Cisco.com users can order documentation through a local account representative by calling Cisco Systems Corporate Headquarters (California, U.S.A.) at 408 526-7208 or, elsewhere in North America, by calling 800 553-NETS (6387).

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You can submit your comments by mail by using the response card behind the front cover of your document or by writing to the following address:

Cisco Systems
Attn: Customer Document Ordering
170 West Tasman Drive
San Jose, CA 95134-9883

We appreciate your comments.

Obtaining Technical Assistance

Cisco provides Cisco.com, which includes the Cisco Technical Assistance Center (TAC) Website, as a starting point for all technical assistance. Customers and partners can obtain online documentation, troubleshooting tips, and sample configurations from the Cisco TAC website. Cisco.com registered users have complete access to the technical support resources on the Cisco TAC website, including TAC tools and utilities.

Cisco.com

Cisco.com offers a suite of interactive, networked services that let you access Cisco information, networking solutions, services, programs, and resources at any time, from anywhere in the world.

Cisco.com provides a broad range of features and services to help you with these tasks:

- Streamline business processes and improve productivity
- Resolve technical issues with online support
- Download and test software packages
- Order Cisco learning materials and merchandise
- Register for online skill assessment, training, and certification programs

To obtain customized information and service, you can self-register on Cisco.com at this URL:

<http://www.cisco.com>

Network Professional Connection

Cisco provides a forum where you can discuss and exchange information regarding call center issues. To access the the forum, go to the following Web site:

<http://www.cisco.com/discuss/contactcenter>

Technical Assistance Center

The Cisco TAC is available to all customers who need technical assistance with a Cisco product, technology, or solution. Two levels of support are available: the Cisco TAC website and the Cisco TAC Escalation Center. The avenue of support that you choose depends on the priority of the problem and the conditions stated in service contracts, when applicable.

We categorize Cisco TAC inquiries according to urgency:

- Priority level 4 (P4)—You need information or assistance concerning Cisco product capabilities, product installation, or basic product configuration.
- Priority level 3 (P3)—Your network performance is degraded. Network functionality is noticeably impaired, but most business operations continue.
- Priority level 2 (P2)—Your production network is severely degraded, affecting significant aspects of business operations. No workaround is available.
- Priority level 1 (P1)—Your production network is down, and a critical impact to business operations will occur if service is not restored quickly. No workaround is available.

Cisco TAC Website

You can use the Cisco TAC website to resolve P3 and P4 issues yourself, saving both cost and time. The site provides around-the-clock access to online tools, knowledge bases, and software. To access the Cisco TAC website, go to this URL:

<http://www.cisco.com/tac>

All customers, partners, and resellers who have a valid Cisco service contract have complete access to the technical support resources on the Cisco TAC website. Some services on the Cisco TAC website require a Cisco.com login ID and password. If you have a valid service contract but do not have a login ID or password, go to this URL to register:

<http://tools.cisco.com/RPF/register/register.do>

If you are a Cisco.com registered user, and you cannot resolve your technical issues by using the Cisco TAC website, you can open a case online at this URL:

<http://www.cisco.com/en/US/support/index.html>

If you have Internet access, we recommend that you open P3 and P4 cases through the Cisco TAC website so that you can describe the situation in your own words and attach any necessary files.

Cisco TAC Escalation Center

The Cisco TAC Escalation Center addresses priority level 1 or priority level 2 issues. These classifications are assigned when severe network degradation significantly impacts business operations. When you contact the TAC Escalation Center with a P1 or P2 problem, a Cisco TAC engineer automatically opens a case.

To obtain a directory of toll-free Cisco TAC telephone numbers for your country, go to this URL:

<http://www.cisco.com/warp/public/687/Directory/DirTAC.shtml>

Before calling, please check with your network operations center to determine the level of Cisco support services to which your company is entitled: for example, SMARTnet, SMARTnet Onsite, or Network Supported Accounts (NSA). When you call the center, please have available your service agreement number and your product serial number.

Obtaining Additional Publications and Information

Information about Cisco products, technologies, and network solutions is available from various online and printed sources.

- The *Cisco Product Catalog* describes the networking products offered by Cisco Systems as well as ordering and customer support services. Access the *Cisco Product Catalog* at this URL:
http://www.cisco.com/en/US/products/products_catalog_links_launch.html
- Cisco Press publishes a wide range of networking publications. Cisco suggests these titles for new and experienced users: *Internetworking Terms and Acronyms Dictionary*, *Internetworking Technology Handbook*, *Internetworking Troubleshooting Guide*, and the *Internetworking Design Guide*. For current Cisco Press titles and other information, go to Cisco Press online at this URL:
<http://www.ciscopress.com>
- *Packet* magazine is the Cisco monthly periodical that provides industry professionals with the latest information about the field of networking. You can access *Packet* magazine at this URL:

http://www.cisco.com/en/US/about/ac123/ac114/about_cisco_packet_magazine.html

- *iQ Magazine* is the Cisco monthly periodical that provides business leaders and decision makers with the latest information about the networking industry. You can access *iQ Magazine* at this URL:

http://business.cisco.com/prod/tree.taf%3fasset_id=44699&public_view=true&kbns=1.html

- *Internet Protocol Journal* is a quarterly journal published by Cisco Systems for engineering professionals involved in the design, development, and operation of public and private internets and intranets. You can access the *Internet Protocol Journal* at this URL:

http://www.cisco.com/en/US/about/ac123/ac147/about_cisco_the_internet_protocol_journal.html

- Training—Cisco offers world-class networking training, with current offerings in network training listed at this URL:

http://www.cisco.com/en/US/learning/le31/learning_recommended_training_list.html



Installation Overview

This chapter provides:

- An introduction to the *Cisco Customer Voice Portal (CVP)* installation procedure, including an explanation of what is and is not within the scope of CVP installation.
- A list of tasks that need to be completed *before* installing the Cisco Customer Voice Portal (CVP) software.



Note

For a complete description of CVP components and features, see the *Cisco Customer Voice Portal (CVP) Product Description*.

Introduction to CVP installation

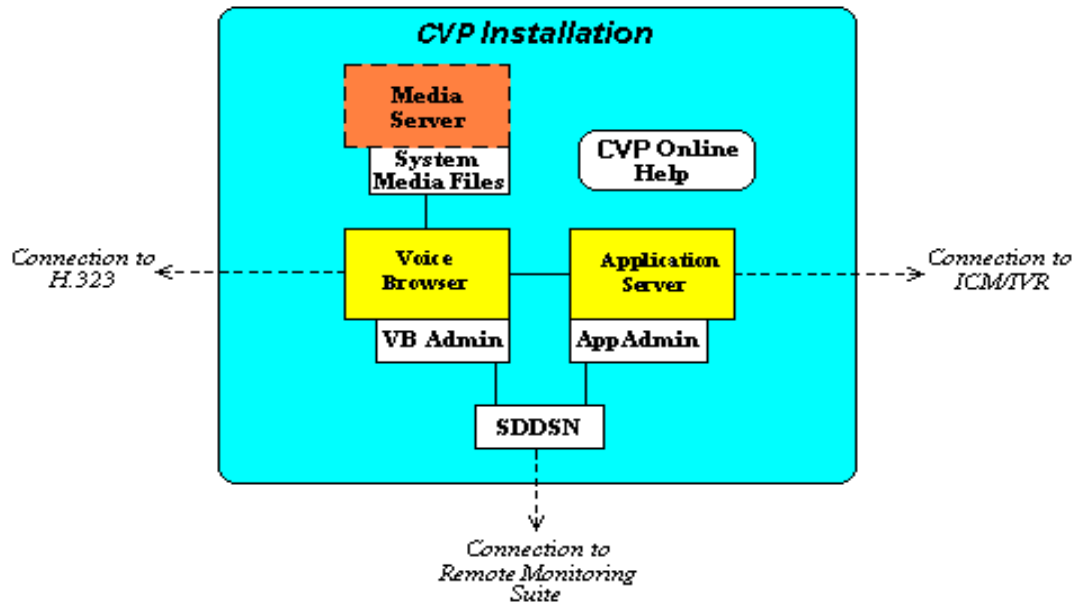
This sections includes descriptions of:

- What components **are** included in CVP installation.
- What components **are not** included in CVP installation.

What is Included in CVP installation?

[Figure 1-1](#) displays the components involved in CVP installation and configuration procedures:

Figure 1-1 CVP Installation Components



The Customer Voice Portal (CVP) Release 3.0 Software CD consists of software for each of these components, with the exception of the Media Server.

**Note**

The Media Server is shown in Figure 1-1 because—while Media Server installation **is not** part of the CVP installation process—copying the System Media Files **to** the Media Server **is** part of the process.

You choose the CVP components you want to install using the CVP Installation Wizard's **Select Components** screen, shown in Figure 1-2.

Figure 1-2 Select Components Screen

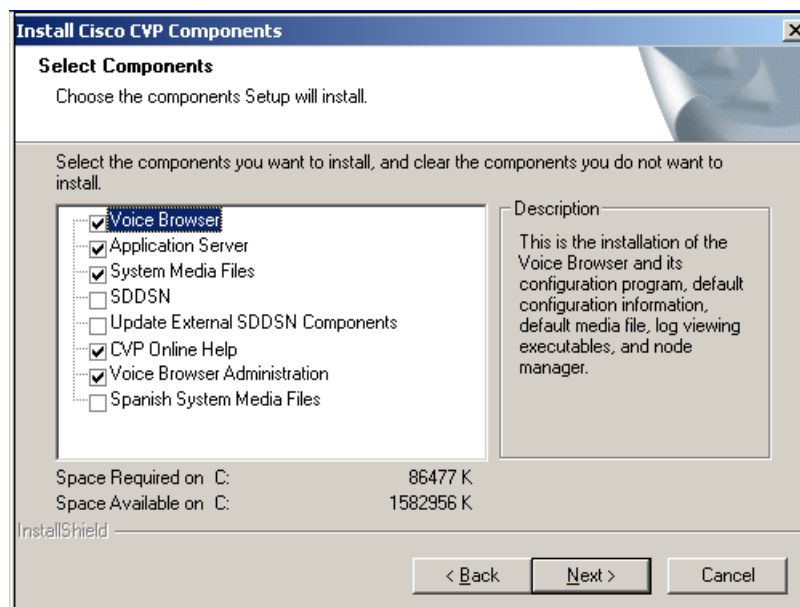


Table 1-1 describes what gets installed for each CVP component:

Table 1-1 CVP Installation Components

Option	What is installed
Voice Browser	The Voice Browser, VB Admin tool, default configuration information, default media file, log viewing executables, and Node Manager.
Application Server	The Application Server, web pages for Application Server administration, log viewing executables, Node Manager, and files to be copied to the Gateway.
System Media Files	A sample set of English system media files. (These files are in Mu-Law 8-bit .wav format.) Note These files consist of a library of media files/prompts for individual digits, months (referenced internally by CVP software for a Play Data script type request), and default error messages, etc. Creation of a full set of media/prompts for each locale referenced by the CVP customer is the responsibility of the customer's Media Administrator.
Spanish System Media Files	A sample set of Latin American Spanish system media files. (These files are in Mu-Law 8-bit .wav format.) Note These files consist of a library of media files/prompts for individual digits, months (referenced internally by CVP software for a Play Data script type request), and default error messages, etc. Creation of a full set of media/prompts for each locale referenced by the CVP customer is the responsibility of the customer's Media Administrator.
SDDSN	The Standalone Distributed Diagnostics and Service Network software, including Node Manager. Note SDDSN needs to be installed on its own machine—it cannot be co-resident with any other CVP or ICM software product.
Update External SDDSN Components	Updates to components external to CVP to listen for CVP-based event messages. These external components are part of the Remote Monitoring Suite. Note Cisco Listener and AlarmTracker software needs to be updated with support files for SDDSN. This component must be installed on any machine that runs Listener or AlarmTracker.
CVP Online Help	Help files describing CVP features and how they interact with NAM/ICM software. Note In Release 3.0, CVP Online Help is “standalone,” meaning that you access it through the Programs menu (Start > Programs > Cisco Customer Voice Portal > CVP Online Help).
Voice Browser Administration	The Voice Browser Administration programs that allow remote administration of the Voice Browser. You do not need to select this if you have selected Voice Browser, as it is included in Voice Browser.

After initial CVP software installation is complete, there are additional tasks you must perform to:

- Set up CVP components to communicate with each other and the VoIP components.

- Update Cisco Listener and AlarmTracker software to support SDDSN.

These steps are discussed in detail in [Chapter 2, “Installing CVP Software.”](#)

What is not Included in CVP Installation?

CVP installation and configuration pertains **only** to the **CVP components** and their **connections** to other VoIP system components. It **does not** address initial installation and configuration of VoIP system components such as:

- Media Server
- Gateway
- Gatekeeper
- Call Manager
- CTI Server
- IPCC
- NAM/ICM
- Content Switch
- ASR/TTS Server
- Customer Voice Portal VoiceXML Server (optional external VoiceXML application)

Before Installing CVP Software

Before you install the CVP software, you should be aware of all hardware and related software requirements for CVP. You can view the CVP Bill of Materials at <http://www.cisco.com/univercd/cc/td/doc/product/icm/ccbubom/index.htm>



Note

- The machine that you are using for the CVP Voice Browser must have only one Ethernet interface enabled. When installing CVP on a machine with two or more Ethernet interfaces, the additional interface(s) must be disabled, even if they are not configured. Refer to Windows documentation for information on enabling/disabling an Ethernet interface.
- For installation and configuration instructions for these products, see [Chapter 2, “Installing CVP Software”](#) and/or the user manuals for each of the individual products. For information about the CVP’s interaction with these components in a VoIP system, see the *Cisco Customer Voice Portal (CVP) Configuration and Administration Guide*.



Installing CVP Software

This chapter provides information about the:

- Procedures for installing and configuring the CVP software.
- Tasks that need to be performed on non-CVP software components after the CVP software is installed.
- Procedures for upgrading CVP components.
- Procedures for removing CVP components.
- Troubleshooting.

You must be sure that you have met all of the hardware and software requirements *before* you begin CVP installation. Refer to the CVP 3.0 Bill of Materials for more information. <http://www.cisco.com/univercd/cc/td/doc/product/icm/ccubom/index.htm>

CVP Installation and Configuration Procedures

This section walks you through the CVP software installation procedure.



Caution

To prevent sharing violations with other software, close down the following *before* you begin CVP installation:

- Programs running Windows 2000 Internet Information Services (IIS) or/and wwwPublishing Services.
- Programs that access directories or files, such as Microsoft Word or Windows Explorer.



Note

Uninstallation of ISN 1.0.1 SDDSN is not supported. If you are installing SDDSN and previously had SDDSN version 1.0, you need to re-install the operating system on the computer you plan to install SDDSN version 2.0 on. If you are upgrading the Application Server and Voice Browser to CVP 3.0, and have SDDSN version 1.0 on the same machine, you need to set SDDSN version 1.0 to “disabled” in the ICM Services window.

**Note**

If Cisco Security Agent (CSA) is running on the machine where you plan to install CVP, you must first stop the CSA program before installing, upgrading or removing any CVP components. Refer to the *Installing Cisco Security Agent for Cisco Customer Voice Portal, Release 3.0(0)* guide for information about turning off CSA during installation.

How to install Cisco Customer Voice Portal (CVP)

Step 1 From the Install folder on the CVP installation CD, run **setup.exe**.

Step 2 On the **Welcome** screen, click **Next**.

**Note**

If you click **Cancel** here or on any of the following dialog screens prior to the “Start Copying Files” dialog screen, no part of the installation will occur and the Exit Setup dialog box will appear.

Step 3 On the **Copyrights** screen, click **Next**.

Step 4 On the **License Agreement** screen, click **Yes**. (Use the scroll bar or the **Page Up** and **Page Down** keys to view the entire license agreement.)

Step 5 On the **Choose Destination Location** screen, specify the drive and directory where the software will be installed:

- Click **Next** to accept the default location (C:\Cisco\ISN).
- Click **Browse**, select an alternate location, and then click **Next**.

**Note**

All CVP components you select will be installed to subfolders under the destination location with a few exceptions, which are listed in the Application Server and SDDSN sections.

**Note**

The Cisco Security Agent (CSA) is used on CVP systems. You must use the default directory for CVP and all third party software, with the exception of the drive letter, which may be changed for any of the products to work with CSA.

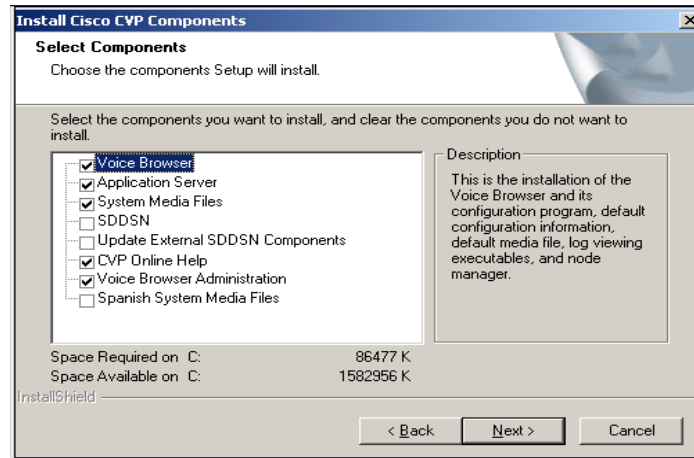
Step 6 Use the checkboxes on the **Select Components** screen to choose the CVP components to install on the local machine and click **Next**.

**Note**

SDDSN needs to be installed on its own machine—it cannot be co-resident with any other CVP or ICM software product.

**Note**

If you plan to install multiple components on one machine, such as you might in a Lab environment, you must install **all** the components you require at the same time. If you do not, and then later decide to add a component, you will need to uninstall the existing CVP software and perform a complete re-install.



The choices are:

- **Voice Browser.** Select to install the Voice Browser, VB Admin tool, default configuration information, default media file, log viewing executables, and Node Manager.
- **Application Server.** Select to install the Application Server, web pages for Application Server administration, log viewing executables, and Node Manager. In addition, Gateway files—which need to be manually copied to the Gateway—will be placed in a folder named **Downloads**.
- **System Media Files.** Select to install a sample set of US English system media files. (These files are in Mu-Law 8-bit.wav format.)
- **SDDSN.** Select to install the Standalone Distributed Diagnostics and Service Network software, including Node Manager.
- **Update External SDDSN Components.** Select to install updates to components external to CVP (components of the Remote Monitoring Suite), such as Cisco’s Listener and AlarmTracker, to listen for CVP based event messages.
- **CVP Online Help.** Select to install CVP online help files.
- **Voice Browser Administration.** Select to install the Voice Browser Administration programs that allow remote administration of the Voice Browser. You don’t need to select this if you selected the Voice Browser component.
- **Spanish System Media Files.** This option installs media files that are system prompts when using the es-mx locale (Latin American Spanish).



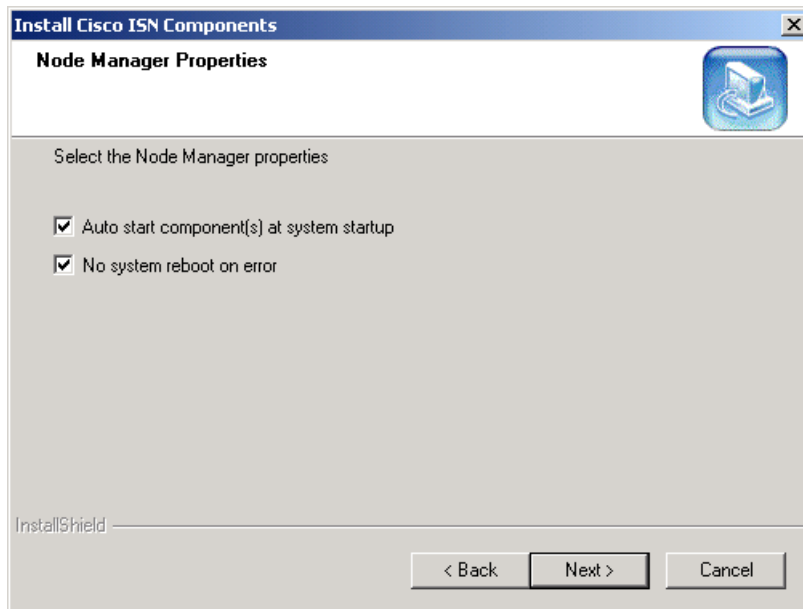
Note The Space Required on <Drive Name> shows a running total of the memory required for the components selected. Some components, such as the Application Server, have sub-installs that the running total memory requirements does not take into account.

Step 7 On the **Select Program Folder** screen, select what Program Folder the CVP program icons should display under and click **Next**.

Step 8 On the **Node Manager Properties** screen, select startup and reboot options.



Note This screen appears only if you selected to install Voice Browser or Application Server.



The choices are:

- **Auto start component(s) at system startup.** Default: On (“checked”). The default setting enables auto start of the node-managed Voice Browser upon a reboot.



Note If you are installing an Application Server—with or without the Voice Browser—auto start will not go into effect until the *second* reboot of the system. The second reboot is necessary to accommodate Application Administrator configuration.

- **No system reboot on error.** Default: On (“checked”). The system will not reboot in the event of a system process failure.

Click **Next**. The **Process Windows Display** screen appears. Use the check box on the screen to select whether or not you want the CVP process windows to display when CVP is running.



Note

- If you choose not to display the process windows with this screen, you can still display them with limited information at any time by running **Start > Programs > Cisco Internet Service Node > CVP Monitor** after CVP is installed. However, by activating the window later with the CVP Monitor, the processes you can view are very limited (i.e., the heartbeat). If you need to see all of the processes, you should activate them at this time with this checkbox during install.
- If unchecked during install, you will need to use `dumplog` to see the status information, error and info logging, for the Application Server and Voice Browser. To have your process windows display all information again, an uninstallation and reinstallation of CVP will be required.

Step 9 Click **Next**. One of the following happens:

- If you *did* choose to install Application Server, the **Choose Destination Location** screen appears. Continue the installation procedure at [10](#).



Note Some files have hard coded destinations. For example, the DC Directory associated with the Application Server is hard coded to C:\dcdsrvr.

- If you *did not* choose to install Application Server, the **Start Copying Files** screen appears. Continue the installation procedure at 12.

Step 10 On the **Choose Destination Location** screen, specify the drive and directory where the Web-based Application Administrator tool will be installed:

- Click **Next** to accept the default location (C:\inetpub\wwwroot\AppAdmin).
- Click **Browse**, select an alternate location, and then click **Next**.



Note This must be configured as the default directory of Microsoft Internet Information Services (IIS).

Step 11 On the **Username and Password** screen, enter your Windows 2000 password, confirm it, and click **Next**. You must enter a valid Windows 2000 user account with administrator privileges and password to run the CVP. By default, the Username field contains the current username and the Password fields are blank.



Note If your Windows 2000 configuration is set up to accommodate a “local Administrator” user and a “<DOMAIN_NAME>\Administrator” user, enter the “<DOMAIN_NAME>\Administrator” username and password.

Step 12 On the **Start Copying files** screen, click **Next**. The **Setup Status** screen tracks installation process and then the following happens:

- If you chose to install Application Server, an MS DOS window appears asking permission to stop IIS Admin Services. Enter **Y**.

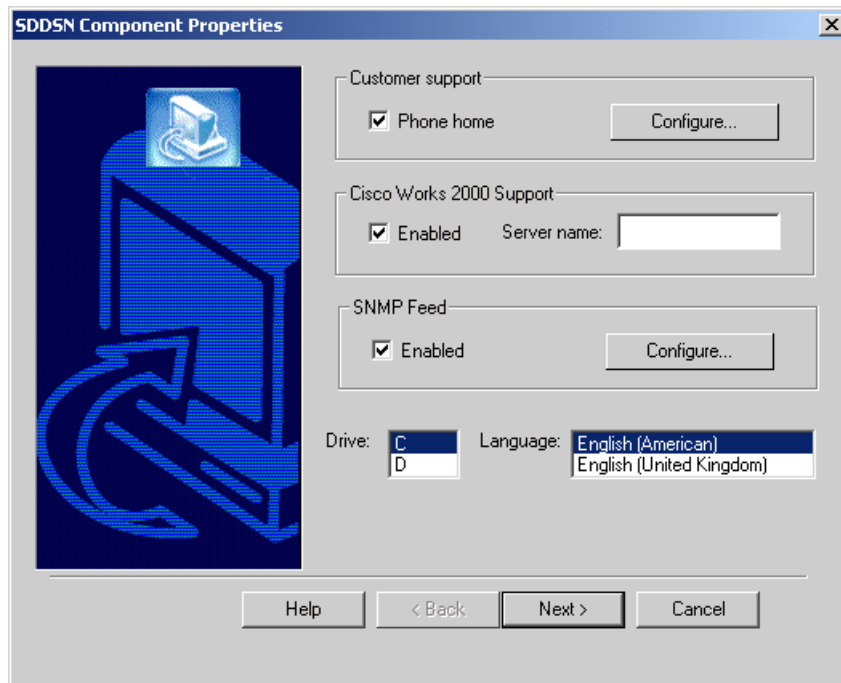


Note This step is necessary to successfully install the Application Server.

Several more MS DOS windows appear reporting the status of IIS Admin Services install.

- If you chose to install Application Server, during the DC Directory sub-install, a window appears saying: “This will take between 5 and 30 minutes. Please be patient.” The range in time is due to differences in system speed, virus scan settings, network traffic, etc. During this time nothing changes on the computer screen. Please wait for the process to complete.
- If you chose to install SDDSN, the **SDDSN Component Properties** screen appears. Continue the installation procedure at 13.
- If you *did not* choose to install SDDSN, the final **Cisco CVP Setup** screen appears. Continue the installation procedure at 15.

Step 13 On the **SDDSN Component Properties** screen, specify how the CVP will convey events to SDDSN.



Do the following:

- To enable the ICM software to send diagnostic messages directly to the Cisco TAC:
 - Select the Phone Home checkbox and click **Configure**. The **Phone Home Configuration** screen appears.
 - Specify a Phone Home setting and click **OK**. The **SDDSN Component Properties** screen reappears.



Note For detailed information about Phone Home Configuration settings, see the *Cisco ICM Software Installation Guide*.

- To enable the optional Cisco Works 2000 feed, select the Enabled checkbox and enter the name of a CiscoWorks server in the Server Name field.



Note Cisco Discovery Protocol (CDP) is required for Cisco Works 2000. CDP is automatically installed during ICM software setup. However, if CDP is disabled, CiscoWorks 2000 will not run.

- To enable the optional SNMP Feed:
 - Select the Enabled checkbox and click **Configure**. The **SNMP Feed Configuration** screen appears.
 - Use the checkboxes to specify the SNMP Configuration information and click **OK**.



Note The SNMP feed must be configured to use the legacy SNMP agent. Be sure to check the “Use legacy SNMP Agent” checkbox in the SNMP Configuration dialog.

The **SDDSN Component Properties** screen reappears.



Note You may need to install the SNMP Windows 2000 component.



Note For information on the SNMP event feed, see the *Cisco ICM Software Administrator Guide*.

Step 14 Click **Next**. The **SDDSN Setup: SDDSN Server Check Setup** screen appears.



Note Some files have hard coded destinations. For example, for SDDSN, C:\ICR\bin is hard coded.

Step 15 Click **Next**. SDDSN installs and the final **Cisco CVP Setup** screen appears. Do the following:

- If applicable, select the “Restart my computer” option.



Note These options only appear on the **CVP Setup Complete** screen if you are installing a component that requires reboot. Cisco recommends that you select the “Yes” option.

- Click **Finish**. One of the following happens:
 - If you **did not choose** to install the Application Server, setup is complete and the CVP Installation Wizard closes.
 - If you **chose** to install the Application Server, a “Setup not complete” screen displays. See the [“Application Server Configuration”](#) for further instructions.
 - If you **chose** to install the Application Server **and** you **chose** the “Restart my computer” option, the machine reboots. After reboot, login; an MS-DOS window appears showing the status of the DC Directory Schema update. **Check the information in this window carefully for error messages!**



Note If errors **do** appear in the MS-DOS window, press a key to complete the setup process, and then turn to the [“Troubleshooting CVP Install / Upgrade / Uninstall”](#) section on page 2-24.

When the prompt “Press any key to continue...” appears, press a key. Several pop-up windows appear and the Application Server Configuration box disappears to indicate installation completion.

During the Application Server installation, there is a new message window that says “This will take between 5 and 30 minutes. Please be patient.” This is informing the user that depending on their system speed, virus scan settings, network traffic, etc., the DC Directory sub-install will take a while. Do not worry that nothing is changing on the screen. After you install the CVP software, you must configure the Application Server and Voice Browser.

**Caution**

If you chose the “Restart my computer” option be **very careful** logging in! If the information is not **exactly** the same as you entered in [Step 11](#) on page 5, the Application Server will not configure properly. Also, it is highly recommended that your system be connected to a **physical** LAN, rather than a wireless LAN.

Application Server Configuration

This section contains the **minimum** steps required to configure the Application Server (AS) after initial CVP installation.

**Note**

For more information about Application Server administration, see the *Customer Voice Portal (CVP) Configuration and Administration Guide*.

How to configure the Application Server

On the machine where you install the CVP software:

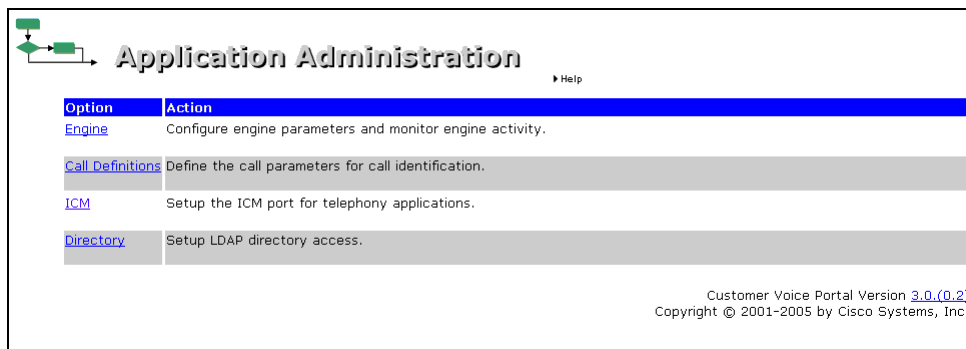
Step 1 Select **Start > Programs > Cisco Internet Service Node > Application Server > Application Administrator**. The Enter Network Password dialog box appears.

Step 2 Login as the Windows 2000 Administrator.

**Caution**

Again, be **very careful** logging in! If the information is not **exactly** the same as you entered in [Step 11](#) on page 5, the Application Server will not configure properly.

The Application Administration Main Menu appears.



Step 3 Click **Call Definition**. The Call Definition page appears.

Application Administration [Help](#)

Call Definitions

Group Number	Type	Initial Port	Last Port	Number of Ports
100	New Call	1	100	100
200	ID from ICM	151	300	150
Total Number of Ports				250

Dialed Number Maximum Length if no Correlation ID Present

Maximum Number Of Calls Allowed (should not exceed system ratings)

Click the group number to configure the DNIS number associated with the group or to modify port information.

Return to [Main Menu](#).

Customer Voice Portal Version [3.0\(0.53\)](#)
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Step 4 Click one of the **Group Number** links:

- Group Number 100 / New Call (the first row in the table) if you want to define call parameters for post-routing calls.
- Group Number 200 / ID from ICM software (the second row in the table) if you want to define call parameters for translation routing.

The Port Group Configuration (ID from ICM software / New Call) page appears.



Note

For information about setting the **Dialed Number Maximum Length if no Correlation ID is Present** and **Maximum Number of Calls Allowed** fields, see the *Cisco Customer Voice Portal (CVP) Configuration and Administration Guide*.

Application Administration ▶ Help

Port Group Configuration (New Call)

NOTE - Comprehensive Mode ONLY.
The Number of Ports in the Group 100 should be equal to the Number of Ports in the Group 200 and the Maximum Number of Calls Allowed should not be less than Total Number of Ports.

Group Number:

Initial Port:

Last Port:

[Return to Call Definitions.](#)

[Return to Main Menu.](#)

Customer Voice Portal Version [3.0.\(0.53\)](#)
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Step 5 Use the Initial Port and Last Port fields to specify a range of virtual ports for the Group Number.



Caution

The Application Server will not start up if you do not define any ports. Also, the number of ports you define determines the number of calls that can be processed *simultaneously*. Setting a large number of ports *will* impact system performance, even if the number of actual calls is not large.

Step 6 Click **Update**. The changes take effect immediately.

Step 7 Click **Return to Main Menu**.

- Step 8** Optionally, do the following:
- Click **ICM**. The ICM Subsystem Configuration page appears



Note This step is only necessary if you need to change the default VRU port setting.

- Specify a VRU Connection Port value. This is the TCP/IP socket number the Application Server will use to receive messages from the Cisco ICM's PG (PIM). (Default: 5000.)



Note The VRU port setting needs to match the ICM software PG (PIM) setting. For more information on setting up the ICM software PG, see the *Cisco ICM Software Configuration Manager* documentation.

- Click **Update**, then **Return to Main Menu**.

Step 9 Click **Engine**. The Engine Status page appears.

Step 10 If you will be using an external VXML application, click **Engine Configuration**. Check the **Allow External VXML** checkbox.

Step 11 Click **Log Configuration**. The Log Configuration page appears.

The screenshot shows the 'Application Administration' web interface. The main content area is titled 'Log Configuration' and includes the following sections:

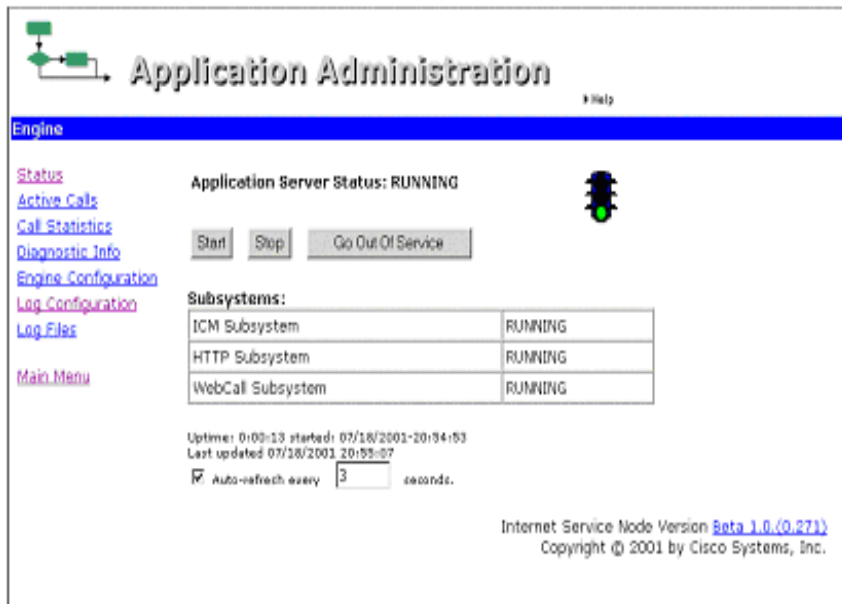
- Log Configuration:**
 - Log File Output
 - Filename: CiscoSN_ .log
 - Number of Log Files: 10
 - Log File Size: 1048576
- Interface tracing:**
 - Interface Trace Log Level
 - Call Basic Detailed
- SDDSN(Standalone Distributed Diagnostic and Service Network) Link Configuration:**
 - SDDSN Node 1: [text input]
 - SDDSN Node 2: [text input]
 - SDDSN Port 1: 40080
 - SDDSN Port 2: 40080

On the left side, there is a navigation menu with links for Status, Active Calls, Call Statistics, Diagnostic Info, Engine Configuration, Log Configuration, Log Files, and Main Menu. A 'Help' link is also visible in the top right corner.

- Step 12** Use the **SDDSN** section to specify settings to be used by the Alarm Forwarder process:
- **SDDSN Node 1.** (Default: <none>.) The host name or IP address of the first SDDSN instance.
 - **SDDSN Node 2.** (Default: <none>.) The host name or IP address of the second SDDSN instance.
 - **SDDSN Port 1.** (Default: 40080.) The listening port number for the first SDDSN instance.
 - **SDDSN Port 2.** (Default: 40080.) The listening port number for the second SDDSN instance.
 - **SDDSN Ascending Retries.** (Default: 5.) The upper limit of geometric growth for the time between retries when both SDDSN instances are having problems.

Step 13 Scroll down until you see the **Update** button and click it. Changes to SDDSN link configuration take effect immediately.

- Step 14** Click **Status**. The Engine Status page appears. Do the following:
- To enable the auto-refresh feature on this page, click the checkbox and specify how often the page should refresh.
 - Click **Start**, then click **Yes** in the confirmation message box that appears. The Application Server status changes to **RUNNING** and a green light appears, indicating that all subsystems are running and the Application Server is ready to accept calls.



- Step 15** When finished using the Application Administration tool, select **File > Close**. The Application Administrator window closes, however, the Application Server remains running under ICM Service Control.

Voice Browser Configuration

This section contains the **minimum** steps required to configure the Voice Browser (VB) after initial CVP installation.



Note

In order for the VB Admin tool to function, the Voice Browser must be running.



Note

For more information about Voice Browser administration, see the *Customer Voice Portal (CVP) Configuration and Administration Guide*.

How to configure the Voice Browser

- Step 1** Select **Start > Programs > Cisco Internet Service Node > Voice Browser > VB Admin**. A window containing a command line prompt (>>>>) appears.
- Step 2** Enter **setASList <NewValue>**, where <NewValue> is the base URL of Application Servers for the Voice Browser).

The syntax for the base URL is: <AppServer>:8000/servlet/isn, where:

- <AppServer> is the hostname or IP address of the machine that is running the Application Server. (Default: localhost.)
- :8000/servlet/isn is a fixed string that you must append to each name in the AppServerList. (The string must begin with a colon [:].)

Examples:

```
setASList localhost:8000/servlet/isn
```

```
setASList "machine1:8000/servlet/isn machine2:8000/servlet/isn"
```



Note The command **setASList** contains no spaces. However, the use of double quotes is required when defining multiple Application Servers.

- Step 3** If you want a call restarted from the beginning if there is a NAM/ICM or Application Server problem during the course of the call, enter **SetNewCallOnly on**.



Note Do not set this value to “on” if you expect any pre-routed calls to come to this Voice Browser. The CVP cannot restart pre-routed calls.

- Step 4** If IP transfers will be part of your call configuration, enter the following:
- **setGateKeeper<NewValue>**, where <NewValue> is the IP address for the Gatekeeper serving the Voice Browser.



Note You must shut down and restart the Voice Browser for this setting to take effect.

- Step 5** If you chose to install SDDSN, and need to change the default settings, enter the following:
- **setSDDSN1 <NewValue>** (where <NewValue> is the host name or IP address of the *first* SDDSN instance. (Default: <none>))
 - **setSDDSN2 <name>** (where <NewValue> is the host name or IP address of the *second* SDDSN instance. (Default: <none>))



Note If there is only one SDDSN in service, SDDSN2Node should be set to the same node as SDDSN1Node.

- Step 6** Enter **q** to exit VB Admin.

Installing the CVP VoiceXML Server Software

If you have purchased the optional Cisco CVP Voice Server software, you can find instructions for installing the software in the *Cisco Customer Voice Portal VoiceXML Server Getting Started Guide*.


Note

Un-install instructions are also available in the *Cisco Customer Voice Portal VoiceXML Server Getting Started Guide*.

After you Install CVP Software

After you install the CVP software and configure the Application Server and Voice Browser, there are tasks you need to perform on some *non-CVP* Cisco software components before you can use CVP features in your call center. These include:

- Setting up Cisco Gateways/Gatekeepers to interact with CVP
- Updating Cisco Listener and AlarmTracker software to support SDDSN.
- Setting up Cisco NAM/ICM software to interact with CVP.

The sections that follow provide more information.

Setting up Gateways/Gatekeepers to Interact with CVP

You must configure Gateway(s) and Gatekeeper(s) in order to properly route inbound calls (calls originating from the caller into CVP) and outbound calls (calls being transferred to an agent through CVP).

Depending on the CVP configuration being used, certain folders of files need to be copied from the CVP Application Server machine to the Gateway(s). Use [Table 2-1](#) to determine which folder you need to copy for your system. The first three columns of the table define a possible combination of features in a CVP configuration:

- **Voice Browser.** Your CVP configuration would include a CVP Voice Browser when the CVP needs to queue calls or provide call transfer after an agent has answered the call.
- **CSS.** If your CVP configuration includes one or more Cisco Content Services Switches to provide enhanced failover and load-balancing capabilities between the Voice Gateways and the ASR/TTS Servers, HTTP Media Servers, and the CVP Application Servers.


Note

When a CSS exists in the configuration, it must be used with **all** the Servers in the configuration.

- **Call Restart.** Your CVP configuration would include the Call Restart feature to restart a call in the event of a CVP Application Server failure in mid-call. The restarted call will appear to the ICM software as just another new call.

**Note**

The Call Restart feature can only be used when the CVP is a Type 5 or Type 6 Network VRU or when the CVP is the main routing client for the call. In configurations where a call is pre-routed by a NIC to a CVP (that is, the CVP is a VRU Type 2, 3, 7 or 8), the restart feature cannot be used.

Once you have determined the feature combination of your CVP configuration, open the folder and copy all files specified in the fourth column of [Table 2-1](#) from the CVP Application Server machine to flash memory on the Gateway(s).

**Note**

For complete instructions for copying files to the Gateways, see the **copy** CLI command in the documentation for the Gateway that you are using in your configuration.

Table 2-1 Application Server Files to Copy to the Gateway/Gatekeeper

CVP Feature Combinations			Folder To Copy
Voice Browser?	CSS ?	Call Restart?	
Yes	Yes	Yes	<basedir>/ApplicationServer/Downloads/VB-CSS-CallRestart
Yes	Yes	No	<basedir>/ApplicationServer/Downloads/VB-CSS-noCallRestart
Yes	No	Yes	<basedir>/ApplicationServer/Downloads/VB-noCSS-CallRestart
Yes	No	No	<basedir>/ApplicationServer/Downloads/VB-noCSS-noCallRestart
No	Yes	Yes	<basedir>/ApplicationServer/Downloads/noVB-CSS-CallRestart
No	Yes	No	<basedir>/ApplicationServer/Downloads/noVB-CSS-noCallRestart
No	No	Yes	<basedir>/ApplicationServer/Downloads/noVB-noCSS-CallRestart
No	No	No	<basedir>/ApplicationServer/Downloads/noVB-noCSS-noCallRestart

Note If your CVP configuration includes a CSS, you also need to copy the **askeepalive.txt** file from the root of the **Downloads** directory to the **Scripts** directory of the CSS switch.

**Caution**

When copying the files, **do not** rename the destination files on the Gateway.

**Note**

Gateway configuration is case sensitive. Therefore, the file names of any files that you downloaded and are referenced in the gateway configuration must match exactly.

A further note on copying files to the Gateway/Gatekeeper

After you enter a **copy** command, the Gateway/Gatekeeper's IOS software will prompt you to confirm:

- The destination file name; in response, press **Enter**.
- That you want it to erase all files in the flash memory; in response, type **n** and press **Enter**.

The IOS dialog does not reflect that **n** was typed, or respond for several seconds. This is normal behavior; IOS copies files to the flash memory without overwriting and eventually indicates that the file has been loaded. [Example 2-1](#) shows a sample Gateway IOS dialog:

Example 2-1 Gateway copy bootstrap.vxml command

```
gateway#copy ftp://10.1.1.10/isn30files/bootstrap.vxml flash:
Destination filename [bootstrap.vxml]?                */ Press <Enter>
Accessing ftp://10.1.1.10/isn30files/bootstrap.vxml...
Erase flash: before copying? [confirm]                */ Type n and press <Enter>
Loading isn30files/bootstrap.vxml !
[OK - 2895/4096 bytes]

Verifying checksum... OK (0x8FD9)
2895 bytes copied in 6.564 secs (441 bytes/sec) "
```

**Note**

FTP service needs to be installed and running under IIS on the Application Server to be accessed for file downloads. The Gateway/Gatekeeper returns an “undefined error” when attempting to connect to an Application Server without the FTP installed.

Updating Cisco NAM/ICM Components to Support SDDSN

Cisco Listener and AlarmTracker software (part of the Remote Monitoring Suite) needs to be updated with support files for SDDSN. You do this by installing the CVP component called “Update External SDDSN Components” on any machine that runs Listener or AlarmTracker.

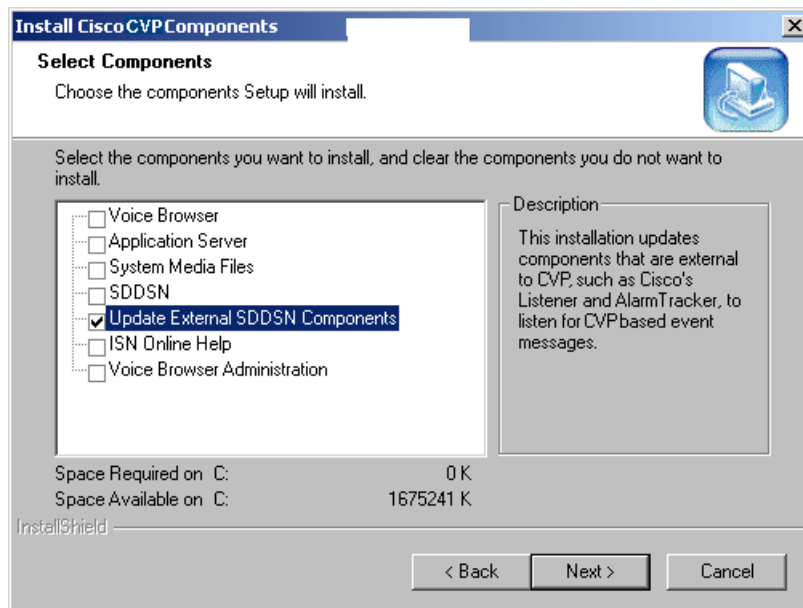
How to update external SDDSN components

-
- Step 1** From the installation CD, run **SETUP.EXE**.
 - Step 2** On the **Welcome** screen, click **Next**.
 - Step 3** On the **Copyrights** screen, click **Next**.
 - Step 4** On the **CVP License Agreement** screen, click **Yes**.
 - Step 5** On the **Choose Destination Location** screen, specify the drive and directory where the software will be installed:
 - Click **Next** to accept the default location (C:\Cisco\ISN).
 - Click **Browse**, select an alternate location, and then click **Next**.

**Note**

All CVP components you select will be installed to subfolders under the destination location.

- Step 6** On the **Install Cisco CVP Components** screen, select the **Update External SDDSN Components** option (this should be the only option you select on this screen) to install updates to components external to CVP, such as Cisco’s Listener and AlarmTracker. These updates make it possible for the components to process CVP-based event messages.



- Step 7** Click **Next**.
- Step 8** On the **Start Copying** files screen, click **Next**.
- Step 9** On the **CVP Setup Complete** screen and click **Finish**.

Setting up Cisco NAM/ICM Software to Interact with CVP

There are several “one time only” steps you need to take to enable interaction between NAM/ICM and CVP software:

- Determine what CVP Network VRU types you need to define
- Define a CVP Network VRU
- Set the Enable Expanded Call Context option
- Define expanded call context (ECC) variables for CVP
- Define the default Network VRU
- Configure the Peripheral Gateway (PG) for the CVP



Note

For more information, see the “CVP Deployment Options” appendix in the *Cisco Customer Voice Portal (CVP) Configuration and Administration Guide*.

Upgrading CVP Software

This section walks you through the CVP software upgrade procedure.

**Caution**

To prevent sharing violations with other software, close down the following *before* you begin CVP installation:

- Programs running Windows 2000 Internet Information Services (IIS) or/and wwwPublishing Services.
- Programs that accesses directories or files, such as MS Word or Windows Explorer.
- If performing an upgrade on a live system, all calls must be ended gracefully before starting the upgrade process.

How to upgrade Cisco Customer Voice Portal (CVP)

Only components currently installed on the system will be upgraded. During the Upgrade procedure, a message box appears confirming what components are available.

**Note**

If you click **Cancel** on any of the dialog screens prior to the **Start Copying files** screen, no part of the installation will occur and the **Exit Setup** dialog box will appear.

Step 1 Close all open applications.

Step 2 From the Upgrade folder on the CVP installation CD, run **setup.exe**.

Step 3 On the **Welcome** screen, click **Next**.

**Note**

If the system determines that the CVP upgrade version is older than the version currently installed or an unsupported upgrade is attempted, an informational message appears and the system exits Setup without performing the upgrade.

**Note**

Setup also checks for a valid version of MS JVM and for Windows 2000 on the machine. If these programs are not detected, the system exits Setup without performing the upgrade. You must install these programs before you can proceed.

Step 4 On the **Copyrights** screen, click **Next**.

Step 5 On the **License Agreement** screen, click **Yes**. (Use the scroll bar or the **Page Up** and **Page Down** keys to view the entire license agreement.)

Step 6 Click **Next**. The **Process Windows Display** screen appears. Use the check box on the screen to select whether or not you want the CVP process windows to display when CVP is running.

**Note**

If you choose not to display the process windows with this screen, you can still display them at any time by running **Start > Programs > Cisco Internet Service Node > CVP Monitor** after CVP is installed. However, by activating the window later with the CVP Monitor, the processes you can view are very limited (i.e., the heartbeat). If you need to see all of the processes, you should activate them at this time.

Step 7 Click **Next**. The Spanish System Media file window displays. Select the checkbox if you want to install the media files



Note This window displays only if you are upgrading from the ISN version 2.0.

Step 8 On the **Start Copying files** screen, click **Next**.



Note Since this is an upgrade procedure, you will not be able to set a destination location; The location where the components were initially installed is where the upgrade will take place.

Step 9 Click **Yes** in response to all the confirmation message boxes that appear regarding the list of CVP components to be upgraded, services to be stopped, read-only files to be replaced, etc.



Note If services are running at the time of upgrade, MS-DOS windows will appear reporting the status of their shutdown.

Step 10 If an MS-DOS window appears requesting permission to stop IIS Admin Services, enter **Y**.



Note This action will actually stop Simple Mail Transport Protocol, as it is a dependant service of IIS.

Step 11 If a window appears asking if you want the upgrade to start the Application Server or Voice Browser upon reboot, click **Yes**.



Note MS-DOS windows appear reporting the status of the service start-ups.

Step 12 Click **Finish**.

Step 13 Reboot the computer.



- Note**
- If you run the install after you have already performed an upgrade, the uninstall program will run and query you with the message “Do you want to completely remove the selected application and all of it’s components?” Unless it is your intention to uninstall CVP, you should select Cancel, otherwise CVP will be uninstalled and will not function.
 - To install subsequent patches to the CVP software and the optional Voice XML Server the machine you are installing the patch to will require access to the Internet.



Warning

After completing an upgrade on a standalone application server for comprehensive deployments, you must then tftp the newly updated files from the download directory to the gateway. Please see instructions based on the section , “[After you Install CVP Software](#)” to determine the appropriate application files based on your deployment.

Uninstalling CVP Components

This section describes the procedure for removing CVP components.



Caution

To prevent sharing violations with other software, close down the following *before* you begin CVP uninstallation:

- Programs running Windows 2000 Internet Information Services (IIS) or/and wwwPublishing Services.
- Programs that accesses directories or files, such as MS Word or Windows Explorer.

How to remove CVP software

-
- Step 1** Close all open applications.
- Step 2** Select **Start > Settings > Control Panel > Add/Remove Programs**.
- Step 3** Select the Cisco Internet Service Node (ISN) entry and click **Change/Remove**.



Caution

It is *very* important to choose the **Cisco Customer Voice Portal (CVP)** entry to ensure a clean uninstall. Selecting this entry removes all other CVP components in the Installed Program list, except upgrades or hotfixes. For more information, see [“How to remove CVP software after an upgrade to a higher version number” section on page 2-21](#).

- Step 4** In the Welcome to the Cisco CVP Setup Maintenance Setup dialog box, select **Remove** and click **Next**.
- Step 5** In the Confirm File Deletion dialog box, click **OK**.
- Step 6** If a DOS pop-up box appears asking permission to stop IIS Admin Services, enter **Y**.
- Step 7** Continue clicking **Yes** in all other confirmation boxes, as appropriate.



Caution

A pop-up box will appear for all Shared or Read-Only files. If other ICM software products are sharing files, you must be *extremely* careful *not* to remove the files. Possible shared files include:

```
<Targetdir>\bin\cat2.dll
<Targetdir>\bin\msgs2.dll
<Targetdir>\bin\MESS2.HLP
<Targetdir>\Filters\apl2.flr
<Targetdir>\Filters\custvis2.flr
<Targetdir>\Filters\object2.flr
<Targetdir>\Filters\primpos2.flr
```

The Cisco CVP Maintenance Complete dialog box appears.

- Step 8** Click **Finish**.

- Step 9** Do one of the following:
- If the “Restart my computer” prompt appears, select **Yes**.
 - If the “Restart my computer” prompt *does not* appear:
 - Close the Add/Remove Programs dialog box.
 - Reboot the machine manually.

How to remove CVP software after an upgrade to a higher version number



Caution

The order in which you remove the CVP software is very important: you **must** remove the software in reverse order to how it was installed. In other words, if you installed the CVP software first, HotFix1 software second, and Upgrade software third, you need to remove the Upgrade first, HotFix1 second, and CVP third.

- Step 1** Stop CVP services so calls will not be processed through the machine as you remove files.
- To bring the Voice Browser out of service, in VB Admin, enter **set servicemode out**.
 - To bring the Application Server out of service, on the Engine page in Application Administration, click **Go Out Of Service**.
- Step 2** Verify that all the calls have completed before continuing with the uninstall.
- Step 3** Stop all Windows programs.
- Step 4** Select **Start > Settings > Control Panel > Add/Remove Programs**.
- Step 5** Select the most recent install—either a hotfix (ISNHFx, where *x* is the hotfix number) or an upgrade (ISNUgradex.y.z where *x.y.z* is the version number) and click **Change/Remove**.
- Step 6** In the Welcome to the Cisco CVP Setup Maintenance Setup dialog box, select **Remove** and click **Next**.
- Step 7** In the Confirm File Deletion dialog box, click **OK**.
- Step 8** Click OK in response to all the confirmation message boxes.
- Step 9** If a DOS pop-up box appears asking permission to stop IIS Admin Services, enter **Y**.
- Step 10** Continue clicking **Yes** in all other confirmation boxes, as appropriate.
- Step 11** If any read-only files are detected, select the “Don’t display this message again” checkbox and click **Yes**.
- Step 12** Click **Finish** in the Maintenance Complete dialog box.



Note

At this point, your CVP system is incomplete. Many required files are no longer available. You can either continue to uninstall the rest of CVP, or—if you uninstalled an upgrade—run the same or another CVP upgrade again to reinstall the files that have been removed.

- Step 13** Reboot the computer.



Note

If you are uninstalling multiple hotfixes, you may uninstall all of them at once without rebooting the machine. However, it is still recommended that you reboot after a CVP upgrade or install.

- Step 14** Repeat the procedure described in [Step 5](#) through [Step 13](#) to uninstall any other obsolete CVP hotfixes and upgrades—in *reverse order* of installation.
- Step 15** Remove the CVP software. From **Start > Settings > Control Panel > Add/Remove Programs**, select Cisco Customer Voice Portal (CVP) and click **Change/Remove**. Follow the procedure described in [Step 5](#) through [Step 13](#).
-

CVP Security

CVP provides for enhanced security and includes the following new security features:

- The CVP application administration login/password not based on the System admin login/password.
- A hierarchical permissions structure for CVP maintenance:
 - CVP Super-users can start/stop CVP processes and perform CVP configuration.
 - CVP Privileged users can view configurations
 - CVP Read-only users can view log files and check operational status
- Voice Browser configuration that must be password-protected.
- Passwords strongly formatted and changeable without re-installation of software.
- View of the entire VB configuration in a single text format.

These features are implemented by a script that is run automatically after you install the feature. This script creates three Windows user groups (cvpadmin, cvpconfig, and cvpuser) and adjusts folder/process permissions accordingly.



Note

The system administrator must still perform CVP installations, which includes Service Releases (SR) and Engineering Specials (ES).



Note

Internet Service Node > CVP Monitor after CVP is installed. However, by activating the window later with the CVP Monitor, the processes you can view are very limited (i.e., the heartbeat). If you need to see all of the processes, you should activate them at this time

Activating the Security Feature

After you have installed the feature, you can activate it, as follows.

- Step 1** Install the 'subinacl' utility from the Windows Resource kit. You can obtain this online from <http://www.microsoft.com/downloads>. Search for 'subinacl'
- Step 2** Place the subinacl utility on the C: drive and accept all defaults during installation.
- Step 3** From the Windows Start menu, select **Start > Programs > Administrative Tools > Internet Services Manager**. Click on machine name
- Step 4** Click on the **Default Web Site**
- Step 5** Right click on **AppAdmin** and select **Properties**

- Step 6** Click on the **Directory Security** tab.
- Step 7** Click **Edit** in the **Anonymous access and authentication control** section.
- Step 8** Uncheck **Basic Authentication** and check **Integrated Windows Authentication**. Click OK and click OK again on the AppAdmin Properties screen.
- Step 9** Open a DOS command window and type **ISNSecurity**. This runs a batch script that creates the three Windows user groups (isnadmin, isnconfig and isnuser) and adjusts all folder and registry permissions accordingly.
- Step 10** There is a manual step during the script. Follow the instructions provided and press **Enter** to complete execution of the script.



Note The script may be re-run multiple times in the event a mistake is made or an error occurs.

- Step 11** To add users to a group, from the Window Start menu, select **Start > Settings > Control Panel > Administrative Tools > Computer Management > Local Users and Groups**
- Step 12** Turn off remote procmon access to the CVP machine. From VBAdmin, 'SetSecurityMask 0' and then restart the CVP VB. This prevents unauthorized remote access to procmon.



Note Once you perform this step, all CVP maintenance must be performed on the CVP box itself via PCAnywhere, Terminal services, etc.

- Step 13** Display view-only ISN process windows (optional step). During install, if the selection was made to hide the CVP process windows you may want to display “view-only” CVP process windows to the user (i.e. if these windows are terminated, they do not terminate the actual CVP processes). To bring up view-only process windows, select: **Start > Programs > Cisco Internet Service Node > CVP Monitor**

Current Limitations of the CVP Security Feature

The following limitations pertain to the CVP Security Feature:

- The System Administrator must perform installs (including Service Releases and Engineering Specials).
- The CVP process windows must be hidden from view because an existing Microsoft defect currently allows non-privileged users to close them. Although it was supposedly fixed in Windows 2000 Server SP4, testing has shown that the defect still occasionally appears. (see Windows Knowledge base article 816131) <http://support.microsoft.com/default.aspx?scid=kb%3BEN-US%3B816131>.

You can monitor system status by:

- looking at system status in ICM service control
- running CVP Monitor to activate view-only CVP process windows
- examining CVP logs
- Remote procmon administration for the ISN Voice Browser is disabled because procmon cannot easily perform login/password procmon security checks. CVP voice browser administration must be performed on the machine itself.
- Logging on to any CVP server (i.e., application server, voice browser) with a remote connection or to Windows Terminal Services as a read-only user (isnuser) is not supported. Note that any session associated with that type of log on attempt must be reset using the Terminal Services Manager..

Troubleshooting CVP Install / Upgrade / Uninstall

Table 2-2 describes how to resolve problems you may encounter while:

- Installing CVP software and performing the initial configuration.
- Upgrading CVP software.
- Uninstalling CVP software.

Table 2-2 Troubleshooting

Symptom	Possible Cause and Solution	
When installing or uninstalling the CVP Application Server software, an SNMP.exe application error message appears.	<i>Possible Cause:</i>	The SNMP service is being used by a third-party program (such as the HP Net Server Agents program) or a previously-installed version of the CVP Application Server. A step in the CVP installation and uninstallation process is to stop the SNMP service; if the service is in use, an error is generated.
	<i>Possible Solution:</i>	Click OK in the error message pop-up to stop the SNMP service in order to successfully install or uninstall the Application Server. Upon reboot, SNMP will start up automatically. Note This action causes a temporary SNMP service interruption.
During CVP installation, the following error message appears: “The InstallShield Engine(iKernel.exe) could not be installed. Ikernel.exe could not be copied to C:\Program Files\Common Files\InstallShield\Engine\6\Intel 32.”	<i>Possible Cause:</i>	Multiple instances of the Install Program are being run. Note InstallShield (the install program for the CVP) allows only one ikernel.exe to be running at a time.
	<i>Possible Solution:</i>	Stop all install programs and run the CVP installation program.
When accessing the Application Administrator page, one of the following error messages appears: “You are not authorized to view this page” or a “Permissions Denied.”	<i>Possible Cause:</i>	You are logged into the Application Administrator Page as the “wrong” administrator. On Windows 2000, it is common for there to be two Administrator users defined: <ul style="list-style-type: none"> • A local Administrator user. • A <DOMAIN_NAME>\Administrator user. These Administrators can have different passwords and privileges.
	<i>Possible Solution:</i>	Either administrator can be the “right” one as long as that user is a member of the local Administrators group <i>and</i> has the proper file permissions. Note Adding the user to the Administrators group will probably fix file permissions, too.

Table 2-2 Troubleshooting (continued)

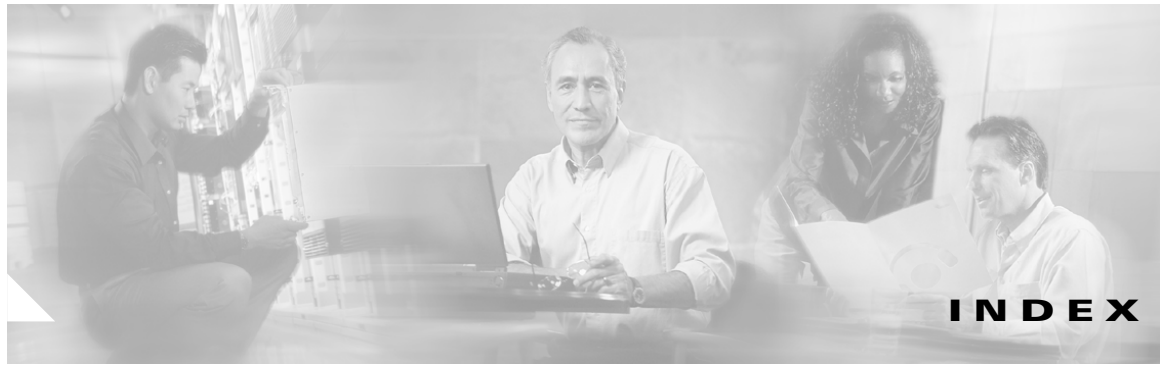
Symptom	Possible Cause and Solution	
<p>During installation, a “Provider unavailable exception” error appears after the Application Server has been installed and immediately after the reboot. (This might also happen if there is a change in Network Service.)</p> <p>Also, you might see the following error appear during installation or when you try to access Application Administration: “com.cisco.wfframework.repository.ProviderUnavailableException: (80004005)”</p>	<p><i>Possible Cause:</i></p>	<p>The Application Server machine is not connected to the VoIP LAN. This machine must be connected to the network prior to installation.</p> <p>To verify that the Application Server is not connected to the VoIP LAN, try pinging another machine that this Application Server should communicate with, such as the ICM software. Do the following:</p> <ol style="list-style-type: none"> From a command line window, enter: ping <ip address of the other machine>
	<p><i>Possible Solution:</i></p>	<p>Connect the Application Server to the LAN. If this problem occurred during installation, you may be required to uninstall the CVP (using add/remove programs) and reinstall the Application Server (along with any other components that you want).</p>
	<p><i>Possible Cause:</i></p>	<p>The DC Directory Service might not be running.</p> <p>To verify this, do the following:</p> <ol style="list-style-type: none"> Select Start > Program Files > Cisco Internet Service Node > Service Control. Select the All checkbox on the dialog box. All Windows 2000 services installed on the machine display. Verify that the DC Directory Service is running.
<p>The DC Directory Service will not start.</p>	<p><i>Possible Cause:</i></p>	<p>If you change the password of the Windows user account that was specified in the CVP installation, you also need to change the password for the DC Directory.</p>
	<p><i>Possible Solution:</i></p>	<p>Do the following:</p> <ol style="list-style-type: none"> From Windows Services, double-click DC Directory Server. Select the Log On Properties tab. Specify the name and password to use when starting the DC Directory Service. Click <i>OK</i>.

Table 2-2 Troubleshooting (continued)

Symptom	Possible Cause and Solution	
After installation, as you open the Application Server, the following error message appears in Application Server logs: “javax.naming.CommunicationException: nabu11:8404 [Root Exception is java.net.ConnectException:Connection Refused]”	<i>Possible Cause:</i>	The DC Directory Service was not installed properly.
	<i>Possible Solution:</i>	Uninstall the CVP and try the installation again.
During Application Server configuration setup or on Application Server startup the following error message appears: “javax.naming.CommunicationException: computer_name:8404 [Root Exception is java.net.ConnectException:ConnectionRefused]” error message.	<i>Possible Cause:</i>	DC Directory is running on an account other than LocalSystem.
	<i>Possible Solution:</i>	Reinstall the CVP using the proper Windows 2000 administrator account. (For more information, see the CVP Installation and Configuration section at the beginning of this chapter.)
	<i>Possible Cause:</i>	Files are missing under c:\dcdsrvr due to an incomplete install or uninstall.
	<i>Possible Solution:</i>	Reinstall the CVP using the proper Windows 2000 administrator account. If necessary, contact the Cisco Technical Assistance Center to clean up the machine before reinstalling CVP.
While trying to uninstall CVP, a dialog box appears saying that a file is in use and the software cannot be uninstalled.	<i>Possible Cause:</i>	Voice Browser, Alarm Forwarder, SDDSN, and dumplog use the files msgs2.dll, Icrmsgs.dll, cat2.dll, Iccat.dll, and sometimes, the filter files appl2.flt, custvis2.flt, object2.flt, and primpos2.flt. If you try to uninstall VB, AS, or SDDSN while one of the other processes is using these files, the Uninstall procedure will not be able to remove them.
	<i>Possible Solution:</i>	Before running Uninstall, make sure that: <ul style="list-style-type: none"> • All CVP services are stopped (this eliminates Voice Browser and Alarm Forwarder as possible sources). • Close ICM Service Control • dumplog is not running. • If you are uninstalling CVP from an SDDSN machine, the SDDSN services are stopped. • You close all file accessing programs (such as Microsoft Word or Windows Explorer).
An “Inspect” error occurs during SDDSN installation.	<i>Possible Cause:</i>	The SDDSN installation failed.
	<i>Possible Solution:</i>	Do the following: <ol style="list-style-type: none"> 1. Reboot the system. 2. Uninstall the CVP software. 3. Reboot the system. 4. Install the CVP software with SDDSN again. 5. Reboot the system. <p>Note If the CVP software still did not install correctly, contact Cisco Customer Support.</p>

Table 2-2 Troubleshooting (continued)

Symptom	Possible Cause and Solution	
After an Application Server install and reboot, you see the following error: “There was an error. Error Description: ActiveX component can't create object.”	<i>Possible Cause:</i>	The previous Application Server was uninstalled, and then the computer was not rebooted before the next AS install.
	<i>Possible Solution:</i>	You must reboot the computer after each AS install and uninstall.
If you attempt to install CVP without Microsoft Java Virtual Machine (MS JVM), you see the following error:	<i>Possible Cause:</i>	Version of the MS 2000 operating system that was installed did not contain MS JVM
	<i>Possible Solution</i>	Install Microsoft Windows 2000 Server with Service Pack 4 Note Microsoft provides as an option the Integrated Service pack that simultaneously installs the operating system and SP4. Cisco <i>does not</i> support the Integrated Service Pack method. Apply SP4 only after Windows 2000 Server has been installed.



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