Installation Guide
for Cisco Unified ICM/Contact Center Enterprise & Hosted
Release 8.0(1a)

July 2011
# Table of Contents

Preface ..................................................................................................................1
Purpose ....................................................................................................................1
Audience ...............................................................................................................1
Organization ........................................................................................................1
Related Documentation ......................................................................................2
Product Naming Conventions ............................................................................3
Conventions .........................................................................................................3
Obtaining Documentation and Submitting a Service Request ..........................4
Documentation Feedback .....................................................................................5

1. About the Release 8.0(1) ICM/CCE/CCH Installation and Setup Programs ....7
   Release 8.0(1) Installation Programs ..............................................................7
       WebView Third Party Tools Installer ...........................................................8
       Language Pack Installer on Windows Server 2003 ....................................8
   Release 8.0(1) Setup Programs ....................................................................8

2. Prerequisite Tasks for Installation .................................................................9
   Pre-Installation Planning ...............................................................................9
   Verify System Requirements .........................................................................10
   Install Required Software ..........................................................................10
       Install the Windows Operating System ...................................................10
       Set Up Active Directory ........................................................................10
       Install SQL Server ................................................................................11
       Install Windows Monitoring Tools on Windows Server 2003 ...............11
       Install Reporting Third-Party Tools on Windows Server 2003 ........11
       Install Microsoft .Net Framework 3.5 SP1 for Windows Server 2003 (Optional) ..11

3. Running the Release 8.0(1) ICM/CCE/CCH Installation and Setup Programs ..13
   Running Main Installer ...............................................................................13
       Installing a Maintenance Release for Cisco ICM/CCE/CCH on Windows Server 2003 Systems ....14
       Installing a Maintenance Release for Cisco ICM/CCE/CCH on Windows Server 2008 R2 Systems ...14
       Finish Installing ....................................................................................15
   Web Setup ..................................................................................................17
   Peripheral Gateway Setup .........................................................................18
   Administration Client Installer ..................................................................18
       Installing Administration Client ...........................................................18
       Installing a Maintenance Release for Administration Client on Windows Server 2003 Systems ..18
       Installing a Maintenance Release for Administration Client on Windows Server 2008 R2 Systems ..19
       Finish Installing Administration Client on Windows Server 2003 Systems .......20
       Finish Installing Administration Client on Windows Server 2008 R2 Systems .................20
   Administration Client Setup .......................................................................22
   WebView Third Party Tools Installer on Windows Server 2003 ..................22
   Language Pack Installer on Windows Server 2003 ....................................22

4. Silent Installation ...........................................................................................23
   Silent Installation Prerequisites ...................................................................23
   Silent Installation Procedure .......................................................................24

5. OEM Microsoft Windows 2003 and OEM Microsoft SQL Server 2005 .......27
   Product Overview .........................................................................................27
List of Figures

Figure 1: Installing a Maintenance Release for Cisco Unified ICM/CCE/CCH on Windows Server 2003 Systems.....14
Figure 2: Installing a Maintenance Release for Cisco Unified ICM/CCE/CCH on Windows Server 2008 Systems.....15
Figure 3: Installation Successful Dialog Box (Upper Half).................................................................16
Figure 4: Installation Successful Dialog Box (Lower Half).................................................................16
Figure 5: Installation Successful Dialog Box (Lower Half).................................................................17
Figure 6: Installing an Administration Client Maintenance Release on Windows Server 2003 Systems......................19
Figure 7: Installing an Administration Client Maintenance Release on Windows Server 2008 Systems......................19
Figure 8: Administration Client Installer Installation Successful Dialog Box...........................................20
Figure 9: Administration Client Installer Installation Successful Dialog Box...........................................21
Figure 10: Next Steps Dialog Box........................................................................................................21
Preface

Purpose

This manual describes how to install and set up the components of the Cisco Unified ICM/Contact Center Enterprise & Hosted (ICM/CCE/CCH) Release 8.0(1a) software.

Release 8.0(1a) is an update of Release 8.0(1) that includes installation support for Windows Server 2008 R2 (when used with the release 8.5(2) or later Maintenance Release). Release 8.0(1a) supersedes and replaces the previous Release 8.0(1) install media. There are no additional capability or feature changes in Release 8.0(1a) for systems running Windows Server 2003. Documentation for Release 8.0(1a) has been updated to include Windows Server 2008 R2 installation and configuration support. However, the documentation and application screens refer to the release as “Release 8.0(1)”. The remainder of this document also refers to release 8.0(1a) as Release 8.0(1).

Audience

This manual is intended for system administrators who will be performing a fresh installation of the Release 8.0(1) software. As an administrator, you should be familiar with Microsoft SQL Server database administration and Microsoft Windows.

Note: This manual does not provide upgrade instructions for users who are upgrading from a previous release of ICM/CCE/CCH to Release 8.0(1) or are performing a technology refresh. Upgrading from a previous release is discussed in the Upgrade Guide for Cisco Unified ICM/Contact Center Enterprise & Hosted.

Organization

The manual is divided into the following chapters.
<table>
<thead>
<tr>
<th>Chapter</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chapter 1: About the Release 8.0(1) ICM/CCE/CCH Installation and Setup Programs (page 7)</td>
<td>This chapter provides an overview of the Installation and Setup programs provided in ICM/CCE/CCH Release 8.0(1).</td>
</tr>
<tr>
<td>Chapter 2: Prerequisite Tasks for Installation (page 9)</td>
<td>This chapter discusses the prerequisite tasks that you must perform prior to running the Release 8.0(1) installation and setup programs.</td>
</tr>
<tr>
<td>Chapter 3: Running the Release 8.0(1) ICM/CCE/CCH Installation and Setup Programs (page 13)</td>
<td>This chapter provides instructions on how to run the Release 8.0(1) ICM/CCE/CCH Installation and Setup Programs.</td>
</tr>
<tr>
<td>Chapter 4: Silent Installation (page 23)</td>
<td>This chapter describes how to perform a silent installation of Release 8.0(1).</td>
</tr>
<tr>
<td>Chapter 5: Windows Server 2003 for Cisco Contact Center (page 27)</td>
<td>This chapter describes how to install the Windows Server 2003 for the Cisco Contact Center product.</td>
</tr>
</tbody>
</table>

- **Related Documentation**

  Documentation for Cisco Unified ICM/Contact Center Enterprise & Hosted, as well as related documentation, is accessible from Cisco.com at: [http://www.cisco.com/cisco/web/psa/default.html](http://www.cisco.com/cisco/web/psa/default.html).

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

  - For documentation for the Cisco Unified Contact Center products mentioned above, go to [http://www.cisco.com/cisco/web/psa/default.html](http://www.cisco.com/cisco/web/psa/default.html), click **Voice and Unified Communications**, then click **Customer Collaboration**, and then click **Cisco Unified Contact Center Products** or **Cisco Unified Voice Self-Service Products**, then click the product or option you are interested in.

  - For troubleshooting tips for the Cisco Unified Contact Center Products mentioned above, go to [http://docwiki.cisco.com/wiki/Category:Troubleshooting](http://docwiki.cisco.com/wiki/Category:Troubleshooting), and then click the product or option you are interested in.

  - Documentation for Cisco Unified Communications Manager is accessible from: [http://www.cisco.com/cisco/web/psa/default.html](http://www.cisco.com/cisco/web/psa/default.html).


Product Naming Conventions

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

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

<table>
<thead>
<tr>
<th>Old Product Name</th>
<th>New Name (long version)</th>
<th>New Name (short version)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cisco IPCC Enterprise Edition</td>
<td>Cisco Unified Contact Center Enterprise</td>
<td>Unified CCE</td>
</tr>
<tr>
<td>Cisco System IPCC Enterprise Edition</td>
<td>Cisco Unified System Contact Center Enterprise</td>
<td>Unified SCCE</td>
</tr>
<tr>
<td>Cisco IPCC Hosted Edition</td>
<td>Cisco Unified Contact Center Hosted</td>
<td>Unified CCH</td>
</tr>
<tr>
<td>Cisco Intelligent Contact Management (ICM) Enterprise Edition</td>
<td>Cisco Unified Intelligent Contact Management Enterprise</td>
<td>Unified ICME</td>
</tr>
<tr>
<td>Cisco Intelligent Contact Management (ICM) Hosted Edition</td>
<td>Cisco Unified Intelligent Contact Management Hosted</td>
<td>Unified ICMH</td>
</tr>
<tr>
<td>Cisco CallManager/Cisco Unified CallManager</td>
<td>Cisco Unified Communications Manager</td>
<td>Unified CM</td>
</tr>
</tbody>
</table>

Conventions

This manual uses the following conventions:

<table>
<thead>
<tr>
<th>Convention</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>boldface font</strong></td>
<td>Boldface font is used to indicate commands, such as user entries, keys, buttons, and folder and submenu names. For example:</td>
</tr>
<tr>
<td></td>
<td>• Choose <strong>Edit &gt; Find</strong>.</td>
</tr>
<tr>
<td></td>
<td>• Click <strong>Finish</strong>.</td>
</tr>
<tr>
<td><strong>italic font</strong></td>
<td>Italic font is used to indicate the following:</td>
</tr>
</tbody>
</table>
### Convention Description

- To introduce a new term; for example: A **skill group** is a collection of agents who share similar skills
- For emphasis; for example: *Do not* use the numerical naming convention
- A syntax value that the user must replace; for example: IF *(condition, true-value, false-value)*
- A book title; for example: Refer to the *Cisco CRS Installation Guide*

<table>
<thead>
<tr>
<th><strong>window font</strong></th>
<th>Window font, such as Courier, is used for the following:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>- Text as it appears in code or that the window displays; for example: <code>&lt;html&gt;&lt;title&gt;Cisco Systems, Inc. &lt;/title&gt;&lt;/html&gt;</code></td>
</tr>
<tr>
<td></td>
<td>- Navigational text when selecting menu options; for example: ICM Configuration Manager &gt; Tools &gt; Explorer Tools &gt; Agent Explorer</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>&lt; &gt;</strong></th>
<th>Angle brackets are used to indicate the following:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>- For arguments where the context does not allow italic, such as ASCII output</td>
</tr>
<tr>
<td></td>
<td>- A character string that the user enters but that does not appear on the window such as a password</td>
</tr>
</tbody>
</table>

### Obtaining Documentation and Submitting a Service Request

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


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

You can provide comments about this document by sending an email message to the following address:

mailto:ccbu_docfeedback@cisco.com

We appreciate your comments.
About the Release 8.0(1) ICM/CCE/CCH Installation and Setup Programs

Release 8.0(1) decouples the tasks of installation and setup that were performed by the ICM Setup tool in previous releases. A main installation program now installs all files needed to support all components, while a set of setup programs now handles the tasks of setting up the Registry and services.

This chapter provides an overview of the Installation and Setup programs provided in ICM/CCE/CCH Release 8.0(1).

This chapter contains the following topics:

- Release 8.0(1) Installation Programs, page 7
- Release 8.0(1) Setup Programs, page 8

Release 8.0(1) Installation Programs

The Release 8.0(1) ICM/CCE/CCH DVD contains a main installation program, setup.exe, in the ICM-CCE-CCHInstaller directory. This tool, which you run both to perform a fresh installation of ICM as well as an upgrade from a previous release, installs all the files needed to support all ICM components. It also installs the Web Setup and Peripheral Gateway Setup tools (see the next section).

Note: If you are installing on Windows Server 2008 R2, then your install media must be labeled Release 8.0(1a). Install media labeled Release 8.0(1) cannot be installed on Windows Server 2008 R2 systems.

Release 8.0(1) also includes the Administration Client Installer tool. Run setup.exe from the AdminClientInstaller directory. This tool installs the files needed to support Administration Clients (called Client Admin Workstations in previous releases), and also installs the Administration Client Setup tool. In some deployments, it may be preferable to install an
Administration Client instead of an Administration & Data Server for scalability purposes. An Administration Client may view and modify the configuration and receive real-time reporting data from the Administration & Data Server, but does not store the data itself and does not have a database.

WebView Third Party Tools Installer

**Note:** WebView is not supported in Release 8.5(1) or later and WebView is not supported on Windows Server 2008 R2 systems.

The WebView Third Party Tools Installer installs or upgrades the required third party software for the WebView component. Run setup.exe from the WebViewThirdPartyInstaller directory on your install media.

Language Pack Installer on Windows Server 2003

**Note:** This step is not required for Windows Server 2008 R2 systems.

The Language Pack Installer installs or upgrades non-English localized files. Run LanguagePack_8_0_1.exe from the LanguagePackInstaller directory.

Release 8.0(1) Setup Programs

The Release 8.0(1) installation program installs the following Setup programs:

- **Web Setup** - Web Setup is a browser-based application with which you can perform the following tasks:
  - Create and manage instances
  - Add, edit, and remove the following components: Administration & Data Servers (called Distributor Admin Workstations in previous releases), Routers, Loggers, Network Gateways, Network Interface Controllers (NICs), and WebView
  - Manage ICM/CCE/CCH-related system services

- **Peripheral Gateway Setup** - Peripheral Gateway Setup is a tool with which you can manage instances and set up Peripheral Gateways (PGs) and their associated Peripheral Interface Managers (PIMs), CTI Server, Outbound Option Dialer, and CompuCALL Server Gateway.

- **Administration Client Setup** - Administration Client Setup is a tool with which you can create and manage instances and add, edit, and remove Administration Clients.
Pre-Installation Planning

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

Be aware of the following guidelines when running applications on a Windows Server 2008 R2 system:

- When you run applications on a Windows Server 2008 R2 system with User Account Control (UAC) enabled, you may need to authorize the application to run by clicking **Allow** in the User Account Control window.

When you run Unified CCE applications in the **Unified tools and Administrative tools** program group on a Windows Server 2008 R2 system with UAC enabled, verify that the publisher specified is “Cisco Systems” and then click **Allow** in UAC dialog to run the application.


- You can apply SQL Server security hardening during the install or after the install by using the Security Wizard.

- When using a Windows Server 2008 R2 system, Cisco UCCE Support Tools is not supported. Instead, use the Unified System CLI tool (accessible from the Cisco Unified CCE Tools folder) and the Cisco Analysis Manager (part of the Real Time Monitoring Tool which is available with Cisco Unified Communications Manager).

Verify System Requirements

Be sure that your system meets the hardware and software requirements for installing ICM/CCE/CCH, as listed in the *Hardware & System Software Specification (Bill of Materials) for Cisco Unified ICM/Contact Center Enterprise & Hosted, Release 8.0(1)*.

Install Required Software

You must install the following software *prior to* installing ICM/CCE/CCH.

Install the Windows Operating System

Be sure that one of the supported Windows operating systems listed in the *Hardware & System Software Specification (Bill of Materials) for Cisco Unified ICM/Contact Center Enterprise & Hosted, Release 8.0(1)* is installed on your system.

Set Up Active Directory

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

- Installing Windows-Server Support Tools and Microsoft Active Directory tools, as discussed in the *Staging Guide for Cisco Unified ICM/Contact Center Enterprise & Hosted, Release 8.x(y)*.

- Installing and configuring Domain Name Server (DNS), as discussed in Chapter 2 of the *Staging Guide for Cisco Unified ICM/Contact Center Enterprise & Hosted, Release 8.x(y)*.

- Setting up the following organizational units:
  - Cisco Root Organizational Unit
  - At least one Facility Organizational Unit with one Instance Organizational Unit
Refer to the *Staging Guide for Cisco Unified ICM/Contact Center Enterprise & Hosted, Release 8.x(y)* for details.

**Install SQL Server**

Follow the directions in Chapter 11 of the *Staging Guide for Cisco Unified ICM/Contact Center Enterprise & Hosted, Release 8.x(y)* to install Microsoft SQL Server on each system that will host a Logger or an Administration & Data Server.

**Install Windows Monitoring Tools on Windows Server 2003**

**Note:** This step is not required for Windows Server 2008 R2 systems.

Install the Microsoft Management and Monitoring Tools subcomponent of Simple Network Management Protocol (SNMP). Refer to the "SNMP Management" section in Chapter 10 of the *Staging Guide for Cisco Unified ICM/Contact Center Enterprise & Hosted, Release 8.x(y)*.

**Install Reporting Third-Party Tools on Windows Server 2003**

**Note:** This step is not required for Windows Server 2008 R2 systems.

If you plan to use one of the Cisco Reporting solutions, install any third-party tools that your reporting solution requires. Refer to the documentation for your Cisco Reporting solution for details.

**Install Microsoft .Net Framework 3.5 SP1 for Windows Server 2003 (Optional)**

**Note:** This step is not required for Windows Server 2008 R2 systems.

If you are performing a fresh install, you have the option of installing Microsoft .Net Framework 3.5 SP1 prior to running the main installer. This installation takes approximately 15 minutes; performing this installation prior to running the main installer reduces installation time for the main installer. To install Microsoft .Net Framework 3.5 SP1, run the program dotnetfx35.exe in the main directory of the Release 8.0(1) DVD.

**Apply Operating System Security Hardening for Windows Server 2003 (Optional)**

**Note:** This step is not required for Windows Server 2008 R2 systems.

On Windows Server 2003 only, you have the option of applying Operating System Security Hardening prior to running the main installer. To do so, locate the script ICMSecurityHardening.vbe in the ICM-CCE-CCHInstaller\SecurityTemplates directory. For instructions on using this script, refer to the *Security Best Practices Guide for Cisco Unified ICM/Contact Center Enterprise & Hosted, Release 8.x(y)*.

**Note:** Operating System Security Hardening is *only* supported on Windows Server 2003.
Chapter 2: Prerequisite Tasks for Installation

Install Required Software
Chapter 3

Running the Release 8.0(1) ICM/CCE/CCH Installation and Setup Programs

This chapter provides instructions on how to run the Release 8.0(1) ICM/CCE/CCH Installation and Setup Programs.

Note:

- You must be a local machine administrator to run the programs described in this section.
- If you are installing on Windows Server 2008 R2, then your install media must be labeled **Release 8.0(1a)**. Install media labeled **Release 8.0(1)** cannot be installed on Windows Server 2008 R2 systems.

This chapter contains the following topics:

- Running Main Installer, page 13
- Web Setup, page 17
- Peripheral Gateway Setup, page 18
- Administration Client Installer, page 18
- Administration Client Setup, page 22
- WebView Third Party Tools Installer on Windows Server 2003, page 22
- Language Pack Installer on Windows Server 2003, page 22

Running Main Installer

To run the main ICM/CCE/CCH installer, navigate to the **ICM-CCE-CCHInstaller** directory on the ICM/CCE/CCH DVD and double-click the program **setup.exe**. The installer program proceeds through a series of screens on which you specify information. For specific information concerning the fields on a screen, click **Help** to access the online help for that screen.
Installing a Maintenance Release for Cisco ICM/CCE/CCH on Windows Server 2003 Systems

During the installation process on Windows Server 2003 systems, you have the option to apply the latest maintenance release (MR).

To apply the MR, either enter the name and location of the MR executable or browse to it, then click Next. The installer program proceeds through a series of screens on which you specify information. For specific information concerning the fields on a screen, click Help to access the online help for that screen.

Installing a Maintenance Release for Cisco ICM/CCE/CCH on Windows Server 2008 R2 Systems

During the installation process on Windows Server 2008 R2 systems, you must apply the latest maintenance release (MR).
To apply the MR, you must either enter the name and location of the MR executable or browse to it. The **Next** button is not enabled until you do so. Click **Next** to continue the installation process. The installer program proceeds through a series of screens on which you specify information. For specific information concerning the fields on a screen, click **Help** to access the online help for that screen.

**Note:** When using a Windows Server 2008 R2 system, Cisco Support Tools is no longer supported in lieu of Cisco Analysis Manager (available as part of the Real Time Monitoring Tool that us bundled with *Unified Communications Manager*).

**Finish Installing**

A system restart is required to complete the installation. When you log in following the restart, an Installation Complete dialog similar to the following appears displaying a list of possible next steps:
Running Main Installer

If you want to reopen the *Next Steps* dialog box after you have closed it, you can run execute the following from the command line: `C:\icm\bin\NextSteps.exe icm_fresh`. 

### Figure 3: Installation Successful Dialog Box (Upper Half)

<table>
<thead>
<tr>
<th>To:</th>
<th>Do This:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Create any of the following in the Active Directory (AC) Domain:</td>
<td>Run the Domain Manager</td>
</tr>
<tr>
<td>The Cisco ICM_ROOT Organizational Unit Facility and Instance Organizational Unit(s)</td>
<td>Run the Domain Manager</td>
</tr>
</tbody>
</table>

**For the overall Deployment:**

<table>
<thead>
<tr>
<th>To:</th>
<th>Do This:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Add Users to AC Security Groups</td>
<td>Run the Domain Manager</td>
</tr>
</tbody>
</table>

**For this Machine:**

<table>
<thead>
<tr>
<th>To:</th>
<th>Do This:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Set up Instance(s) on this machine that are already in the Active Directory Domain</td>
<td>Use the Web Setup tool <a href="https://username-w2k/setup">https://username-w2k/setup</a></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>If this machine will host:</th>
<th>Do This:</th>
</tr>
</thead>
<tbody>
<tr>
<td>An Administration &amp; Data Server with an Historical Data Server (HDS) role with an Internet Script Editor Server</td>
<td>Make sure SQL Server 2005 SP3 is installed. Run ICMdba to create the HDS database.</td>
</tr>
</tbody>
</table>

### Figure 4: Installation Successful Dialog Box (Lower Half)

<table>
<thead>
<tr>
<th>To:</th>
<th>Do This:</th>
</tr>
</thead>
<tbody>
<tr>
<td>A Logger</td>
<td>Make sure SQL Server 2005 SP3 is installed. Run ICMdba to create the Logger database.</td>
</tr>
<tr>
<td>WebView Server</td>
<td>Make sure the Internet Information Services (IIS) Manager Windows components are installed. Use Add/Remove Programs in the Windows control panel to install IIS and then Run the SSL Encryption Utility.</td>
</tr>
</tbody>
</table>

**Set up any of the following on machine:**

- Administration & Data Server
- Router
- Logger
- WebView Server
- Network Gateway

**Set up any of the following on machine:**

- Peripheral Gateway (PG)
- CTI Server (CQ)
- Outbound Option Dialer

To install this software on other machines, take the installer media to the other machines and perform the installation steps for each additional machine.
Note: If you install on Windows Server 2008 R2 and roll-back a Release 8.5(2) (or greater) Maintenance Release, the following Next Steps dialog indicates that you must upgrade your installation with a Windows Server 2008 R2-compatible Maintenance Release.

![Installation Successful Dialog Box (Lower Half)](image)

### Web Setup

You can run the Web Setup tool by doing any of the following:

- Clicking on the link in the Installation Complete dialog box described in the previous section.
- Double-clicking the **Unified CCE Web Setup** icon on the Desktop.
- Double-clicking the **Web Setup** icon in the Unified CCE Tools desktop folder.
- From the Windows Start menu, selecting **Start > Programs > Cisco Unified CCE Tools > Web Setup**.
- By launching a supported browser on any machine and entering `https://<HostAddress>/setup`. For a list of supported browsers, see the *Hardware & System Software Specification (Bill of Materials) for Cisco Unified ICM/Contact Center Enterprise & Hosted, Release 8.0(1)*.

On the initial login page, supply your Active Directory user name and password.

**Note:** If your machine is in a domain, any user who is a local administrator on the machine and a domain user can log in. However, in order to view lists and perform tasks with the Web Setup tool, you must be a local administrator on the machine and must be either a Domain Admin in the machine’s domain or a member of at least one Setup security group in the machine’s domain. If your machine is in a workgroup, you must be a local administrator.

For instructions for performing Web Setup tasks and for explanations of fields on Web Setup pages, click on the Help icon to access the Web Setup online help.
Peripheral Gateway Setup

To run the Peripheral Gateway Setup tool, double-click the **Peripheral Gateway Setup** icon in the **Unified CCE Tools** desktop folder or from the Windows Start menu, select **Start > Programs > Cisco Unified CCE Tools > Peripheral Gateway Setup**.

For Peripheral Gateway Setup on Windows 2008 R2, all Operating System Security Hardening message boxes have been removed. The checkbox "Prompt for Security Hardening" has also been removed because Windows Server 2008 R2 does not have any additional Operating System Security Hardening requirements for Unified CCE applications other than the ones provided by the operating system by default.

For instructions for performing Peripheral Gateway Setup tasks and for explanations of fields on Peripheral Gateway Setup dialog boxes, click the **Help** button to access the Peripheral Gateway Setup online help.

Administration Client Installer

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

Installing Administration Client

To run the Administration Client Installer, navigate to the **AdminClientInstaller** directory on the ICM/CCE/CCH DVD and double-click the program **setup.exe**. The Administration Client Installer program proceeds through a series of screens on which you specify information. For specific information concerning the fields on a screen, click **Help** to access the online help for that screen.

Installing a Maintenance Release for Administration Client on Windows Server 2003 Systems

During the installation process on Windows Server 2003 systems, you have the option to apply the latest maintenance release (MR).
To apply the MR, either enter the name and location of the MR executable or browse to it, then click Next. The installer program proceeds through a series of screens on which you specify information. For specific information concerning the fields on a screen, click Help to access the online help for that screen.

Installing a Maintenance Release for Administration Client on Windows Server 2008 R2 Systems

During the installation process on Windows Server 2008 R2 systems, you must apply the latest maintenance release (MR).

To apply the MR, either enter the name and location of the MR executable or browse to it, which will enable the Next button. Then click Next to continue the installation process. The installer program proceeds through a series of screens on which you specify information. For specific information concerning the fields on a screen, click Help to access the online help for that screen.

Note: When using a Windows Server 2008 R2 system, Cisco Support Tools is no longer supported in lieu of the Cisco solution serviceability tool Analysis Manager.
Finish Installing Administration Client on Windows Server 2003 Systems

For Windows Server 2003 systems, when the Administration Client Installer program completes, a system restart is required to complete the installation. When you log in following the restart, an Installation Complete dialog box similar to the following appears, with a list of possible next steps.

Figure 8: Administration Client Installer Installation Successful Dialog Box

![Installation Complete Dialog Box]

For the overall Deployment:

<table>
<thead>
<tr>
<th>To:</th>
<th>Do This:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Create any of the following in the Active Directory (AD) Domain:</td>
<td>Run the Domain Manager</td>
</tr>
<tr>
<td>The Cisco ICM, ROO£ Organizational Unit Facility and Instance Organizational Unit(s)</td>
<td></td>
</tr>
</tbody>
</table>

For this Machine:

<table>
<thead>
<tr>
<th>To:</th>
<th>Do This:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Set up instance(s) on this machine that are already in the Active Directory Domain</td>
<td>Run the Administration Client Setup tool</td>
</tr>
<tr>
<td>Set up an Administration Client</td>
<td>Run the Administration Client Setup tool</td>
</tr>
</tbody>
</table>

To install this software on other machines, take the installer media to the other machines and perform the installation steps for each additional machine.

Close

Finish Installing Administration Client on Windows Server 2008 R2 Systems

For Windows Server 2008 R2 systems, when the Administration Client Installer program completes, a system restart is required to complete the installation. When you log in following the restart, an Installation Complete dialog box similar to the following appears, with a list of possible next steps.
Chapter 3: Running the Release 8.0(1) ICM/CCE/CCH Installation and Setup Programs

**Figure 9: Administration Client Installer Installation Successful Dialog Box**

![Image of Administration Client Installer Installation Successful Dialog Box]

- **Installation Complete**
  - The installation of Cisco Unified ICM/Contact Center Enterprise & Hosted software for the Administration Client - Version 8.0(1) is complete. Cisco recommends that you check the log file for detailed installation information.
  - Some additional tasks may be necessary for your deployment on this machine. See below for some suggestions.

**For the overall Deployment:**

<table>
<thead>
<tr>
<th>To:</th>
<th>Do This:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Create any of the following in the Active Directory (AD) Domain:</td>
<td>Run the Domain Manager</td>
</tr>
<tr>
<td>- The Cisco ICM_ROOT Organizational Unit (OU)</td>
<td>Run the Domain Manager</td>
</tr>
<tr>
<td>- Facility and Instance Organizational Units (OUs)</td>
<td>Run the Domain Manager</td>
</tr>
<tr>
<td>Add Users to AD Security Groups</td>
<td>Run the Domain Manager</td>
</tr>
</tbody>
</table>

**For this Machine:**

<table>
<thead>
<tr>
<th>To:</th>
<th>Do This:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Set up Instance(s) on this machine that are already in the Active Directory Domain</td>
<td>Run the Administration Client Setup tool</td>
</tr>
<tr>
<td>Set up an Administration Client</td>
<td>Run the Administration Client Setup tool</td>
</tr>
</tbody>
</table>

To install this software on other machines, take the installer media to the other machines and perform the installation steps for each additional machine.

---

**Note:** If you install on Windows Server 2008 R2 and roll-back a Release 8.5(2) (or greater) Maintenance Release, the following Next Steps dialog indicates that you must upgrade your installation with a Windows Server 2008 R2-compatible Maintenance Release.

**Figure 10: Next Steps Dialog Box**

![Image of Next Steps Dialog Box]

- **Upgrade Complete**
  - The upgrade of Cisco Unified ICM/Contact Center Enterprise & Hosted software to version 8.0(1) is complete. Cisco recommends that you check the log file for detailed installation information.
  - Some additional tasks may be necessary for your deployment on this machine. See below for some suggestions.

You have installed or upgraded this software on a Windows Server 2008 machine. You must install a Windows Server 2008 compatible maintenance release for this software to function on Windows Server 2008.
Administration Client Setup

You can run the Administration Client Setup tool by doing any of the following:

• Clicking on the link in the Installation Complete dialog described in the previous section.

• Double-clicking the Administration Client Setup icon in the Unified CCE Tools desktop folder.

• From the Windows Start menu, selecting Start > Programs > Cisco Unified CCE Tools > Administration Client Setup.

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

On the initial login page, supply your Active Directory user name and password.

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

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

WebView Third Party Tools Installer on Windows Server 2003

Note: WebView is not supported in Release 8.5(1) or later and WebView is not supported on Windows Server 2008 R2 systems.

To run the WebView Third Party Tools Installer, navigate to the WebViewThirdPartyInstaller directory on your install media and run the program setup.exe.

Note: For detailed instructions for installing WebView, refer to the WebView Installation and Administration Guide.

Language Pack Installer on Windows Server 2003

Note: This step is not required for Windows Server 2008 R2 systems.

To run the Language Pack Installer, navigate to the LanguagePackInstaller directory on the Release 8.0(1) DVD and run the program LanguagePack_8_0_1.exe.
Silent Installation

There are situations, such as when a system administrator wants to install or upgrade software automatically on multiple systems simultaneously, where it is preferable to perform a silent installation of ICM instead of running an installation wizard. To accommodate such situations, you can perform a silent installation of the Release 8.0(1) software. You can run a silent installation when performing a fresh install, an upgrade, or when reinstalling Release 8.0(1). This chapter provides instructions for running a silent installation.

This chapter contains the following topics:

- Silent Installation Prerequisites, page 23
- Silent Installation Procedure, page 24

Silent Installation Prerequisites

Before running a silent installation, you must stop all applications running on the system and, if you are running Windows Server 2003, stop Cisco Security Agent manually.

By default, silent installation assumes the following parameters:

- Install on Drive C:
- Support Tools PS Key value of cisco

Note: When using a Windows Server 2008 R2 system, Cisco Support Tools is no longer supported in lieu of the Unified System CLI tool (accessible from the Cisco Unified CCE Tools folder) and the Cisco solution serviceability tool Analysis Manager, which is available with Cisco Unified Communications Manager (Unified CM).

If you want to override any of these defaults, you must edit the file ICMCCSilentsetup.ini file in the ICM-CCE-CCH Installer directory on the Release 8.0(1) DVD. Copy the DVD image to the target machine, and make the following edits on the target machine:
Silent Installation Prerequisites

- If you are performing a Fresh Install, change the szInstallType from 0 to 1
- If you are performing a technology refresh, provide a path for the szExportedRegistryPath parameter.
- To change the drive on which the application is being installed, change the szDrive parameter. Replace C with the drive where you want to install.
- To not apply operating system security hardening, change the szOSSecurity parameter to 0.
  Note: You cannot apply Operating System Security Hardening during the installation process. It is not supported on Windows Server 2008 R2.
- To not apply SQL security hardening, change the line that reads szSQLSecurity=1 to read szSQLSecurity=0.
- To change the Support Tools PS Key value, change szText parameter and replace the text to the right of the equals sign with the Support Tools PS Key value that you want.

When using a Windows Server 2008 R2 system, be aware of the following guidelines:

- You can apply SQL Security Hardening during the install, or after the install by using the Security Wizard after applying the Maintenance Release.
- The silent installer has been modified to include the Maintenance Release installer location. When Unified CCE is installed silently, update the Maintenance Release installer location in the ICMCCSilentsetup.ini file with correct location to the Maintenance Release installer. The installer validates the Maintenance Release installer file specified in the answer file. If file is invalid, the installer aborts. If file is valid, the installer installs the application and the system reboots. After the you log back on, the Maintenance Release installer starts.
  Note: Maintenance Release installer is not run in silent mode.

Silent Installation Procedure

To perform a silent installation of Release 8.0(1), perform the following steps.

<table>
<thead>
<tr>
<th>Step</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Step 1</td>
<td>Insert the Release 8.0(1) DVD in your machine, or copy the DVD image to the target machine.</td>
</tr>
<tr>
<td>Step 2</td>
<td>From a Command Prompt window, navigate to the ICM-CCE-CCH Installer directory.</td>
</tr>
<tr>
<td>Step 3</td>
<td>Enter the command setup.exe /s</td>
</tr>
</tbody>
</table>
The Release 8.0(1) installation program runs. The drive prompt reappears in the Command Prompt window when installation completes.

**Note:** If installation is not successful, no error message appears in the command prompt window. You must check the installation log file `<SystemDrive>\temp\ICMInstall.log` to determine the reason why installation failed.
OEM Microsoft Windows 2003 and OEM Microsoft SQL Server 2005

The following describes how to install the OEM Microsoft Windows Server 2003 and OEM Microsoft SQL Server 2005 product.

This chapter contains the following topics:

• Product Overview, page 27
• Installing on IBM Servers, page 29
• Installing on HP Servers, page 30
• OEM SQL Server 2005, page 31
• Licensing Information, page 31

Product Overview

Microsoft is phasing out availability and support for Windows Server 2003 and SQL Server 2005. In order to allow customers to continue having access to these media, Cisco is providing OEM media for these products. There are two versions of the Windows Server 2003 OEM media, one is for IBM servers and the other is for Hewlett Packard (HP) Servers.

The media for IBM servers is licensed for use only on the following Cisco MCS Servers.

• MCS-7845-I2-CCE1
• MCS-7845-I2-CCE2
• MCS-7845-I2-CCE3
• MCS-7845-I2-CCE4
• MCS-7845-I3-CCE1
Chapter 5: OEM Microsoft Windows 2003 and OEM Microsoft SQL Server 2005

Product Overview

- MCS-7845-I3-CCE2
- MCS-7845-I1-CC1
- MCS-7835-I2-CCE1
- MCS-7835-I2-CCE2
- MCS-7835-I3-CCE1
- MCS-7835-I1-CC1
- MCS-7825-I4-CCE1
- MCS-7825-I3-CCE1
- VMware ESX 3.5 Virtual Machine on MCS-40-010-Class and MCS-40-016-Class of IBM Servers

The Windows Server 2003 OEM media for HP servers is licensed for use only on the following Cisco MCS Servers.

- MCS-7845-H2-CCE1
- MCS-7845-H2-CCE2
- MCS-7845-H2-CCE3
- MCS-7845-H2-CCE4
- MCS-7845-H1-CC1
- MCS-7835-H2-CCE1
- MCS-7835-H2-CCE2
- MCS-7835-H1-CC1
- MCS-7825-H4-CCE1
- MCS-7825-H3-CCE1
- VMware ESX 3.5 Virtual Machine on MCS-40-010-Class of HP Servers

Installing on IBM Servers

An MCS server OEMed from IBM, or a virtual machine hosted on such a server, must meet the following configuration requirements in order to install the Windows Server 2003 for Cisco Contact Center.

- Minimum memory greater than 512 MB.
- Minimum disk size greater than 9 GB.

Note: These memory and disk size requirements are the requirements for installing Microsoft OEM Windows Server 2003 only. The memory and disk size requirements for running applications on Microsoft OEM Windows Server 2003 are greater; refer to the Hardware & System Software Specification (Bill of Materials) for Cisco Unified ICM/Contact Center Enterprise & Hosted, Release 8.0(1) for these requirements.

- On a virtual machine, the supported SCSI controllers are BusLogic or LSILogic. However on a Virtual Machine, in order to use an LSILogic controller the following line must be present in the virtual machine .vmx configuration file:

  lsilologic.iobar256 = "TRUE"

  If you do not include this line, the virtual machine will not boot after install.

If your system does not meet these minimum disk and memory requirements, a Disk/Memory Size warning dialog appears after the initial splash screen and installation terminates.

For optimal viewing of ICM user interface screens, set the screen resolution to 1024 x 768 or better.

To install the Windows Server 2003 for Cisco Contact Center image on an IBM system, perform the following steps.

Step 1 Boot to the Windows Server 2003 for Cisco Contact Center media. A Windows splash screen with the Cisco logo appears.

Step 2 A Windows Server 2003 R2 Standard Edition dialog appears next. If you wish to cancel installation at this point, click Cancel to eject the DVD and power down the system. Otherwise, Click OK to begin installation.

Step 3 A command prompt window appears that updates you on the progress of the installation. When installation completes, a Recovery Installation Complete dialog appears. Click OK to eject the DVD and restart the system.

Step 4 Following system restart, a Microsoft Windows mini-setup wizard runs. Provide the information requested in the wizard dialogs.

Note: For virtual machines and non-MCS servers, one of the wizard dialogs is a Product Key dialog. Entering the product key enables you to use this system for 30 days without activation,
after which time you will not be able to log in until you activate the product. After you install the media, you can click on the **Keys** icon in the Desktop toolbar to access an activation wizard.

**Step 5**

After the mini-setup wizard completes, the system restarts again. A Windows Server 2003 welcome screen appears, and installation is complete.

---

### Installing on HP Servers

An MCS server OEMed from HP, or a virtual machine hosted on such a server, must meet the following configuration requirements in order to install the Windows Server 2003 from the media.

- Minimum memory greater than 512 MB.
- Minimum disk size greater than 10 GB.

**Note:** These memory and disk size requirements are the requirements for **installing** Microsoft OEM Windows Server 2003 only. The memory and disk size requirements for **running applications** on Microsoft OEM Windows Server 2003 are greater; refer to the *Hardware & System Software Specification (Bill of Materials) for Cisco Unified ICM/Contact Center Enterprise & Hosted, Release 8.0(1)* for these requirements.

- On a virtual machine, the supported SCSI controller must be LSILogic. The BusLogic SCSI controller is **not** supported.

If your system does not meet these minimum disk and memory requirements, a Disk/Memory Size warning dialog appears after the initial splash screen and installation terminates.

For optimal viewing of ICM user interface screens, set the screen resolution to 1024 x 768 or better.

To install the Windows Server 2003 for Cisco Contact Center image on an HP system, perform the following steps.

**Step 1**

Boot to the Windows Server 2003 for Cisco Contact Center media. A Windows splash screen with the Cisco logo appears.

**Step 2**

A Windows Server 2003 R2 Standard Edition dialog appears next. If you wish to cancel installation at this point, click **Cancel** to eject the DVD and power down the system. Otherwise, Click **OK** to begin installation.

**Step 3**

A command prompt window appears that updates you on the progress of the installation. When installation completes, a Recovery Installation Complete dialog appears. Click **OK** to eject the DVD and restart the system.

**Step 4**

Following system restart, a Microsoft Windows mini-setup wizard runs. Provide the information requested in the wizard dialogs.
**Note:** For virtual machines and non-MCS servers, one of the wizard dialogs is a Product Key dialog. Entering the product key enables you to use this system for 30 days without activation, after which time you will not be able to log in until you activate the product. After you install the media, you can click on the **Keys** icon in the Desktop toolbar to access an activation wizard.

**Step 5**  
After the mini-setup wizard completes, the system restarts again. Following restart, HP post-processing scripts run; a command prompt window displays the progress of these scripts.

**Step 6**  
After the scripts complete, the system restarts again. A Windows Server 2003 welcome screen appears, and installation is complete.

---

**OEM SQL Server 2005**

The OEM SQL Server 2005 installation is similar to the installation of the retail version of SQL Server 2005. The installation requires a product key that can be found in the SULA (Supplemental EULA) that ships with the OEM SQL Server 2005 media.

**Licensing Information**

For licensing information for OEM Microsoft Windows 2003 and OEM Microsoft SQL Server 2005, please refer to the System Software Requirements section in the *Hardware & System Software Specification (Bill of Materials) for Cisco Unified ICM/Contact Center Enterprise & Hosted, Release 8.0(1)*.
Index

Active Directory....10

Administration Client installer

  finish installing on Windows Server 2003 systems..20
  finish installing on Windows Server 2008 systems..20
  installing maintenance release on Windows Server 2003 systems....18
  installing maintenance release on Windows Server 2008 systems....19
  running....18
  running installer....18

Administration Client Installer....7

Administration Client Setup....8
  running....22

ICM/CCE/CCH installer

  finish installing....15
  installing maintenance release on Windows Server 2003 systems....14
  installing maintenance release on Windows Server 2008 systems....14
  running....13

installation programs....7

  Administration Client installer....7
  Language Pack Installer....8
  main installer....7
  WebView Third Party Tools installer....8

Language Pack Installer....8

  running....22

main installer....7

Microsoft .Net Framework....11

OEM Microsoft SQL 2005....27

OEM Microsoft Windows 2003....27

  installing on HP servers....30
  installing on IBM servers....29

operating system security hardening....11

Peripheral Gateway Setup....8
  running....18

pre-installation planning....9

reporting tools....11

setup programs

  Administration Client Setup....8
  Peripheral Gateway Setup....8
  Web Setup....8

silent installation

  prerequisites....23
  procedure....24

Simple Network Management Protocol (SNMP)....11

SQL Server....11

system requirements....10

Web Setup....8

  running....17

WebView Third Party Tools installer....8

  running....22