

Desktop Application Installation and Updates for Cisco Agent Desktop Version 6

Document ID: 66087

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Introduction

This document describes the procedure to install Cisco Agent Desktop client applications, and the process to upgrade to any future desktop software in a Cisco Intelligent Contact Management (ICM) Enterprise environment.

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- Cisco ICM
- Cisco Agent Desktop

Components Used

The information in this document is based on these software and hardware versions:

- Cisco ICM Enterprise version 6.x and later

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

Conventions

Refer to Cisco Technical Tips Conventions for more information on document conventions.

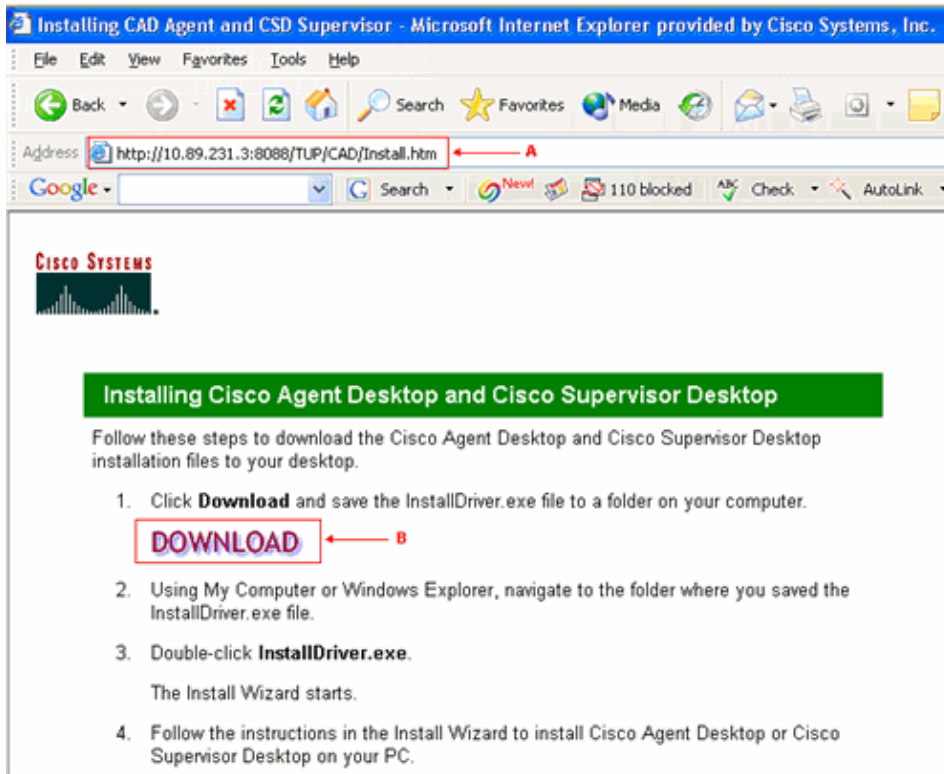
Installation

Move the desktop installation from the desktop share to behind the Tomcat Web Server. Access the initial desktop installation from a Web page. Download the installation to the agent PC before you execute the installation.

Complete these steps to install Desktop applications:

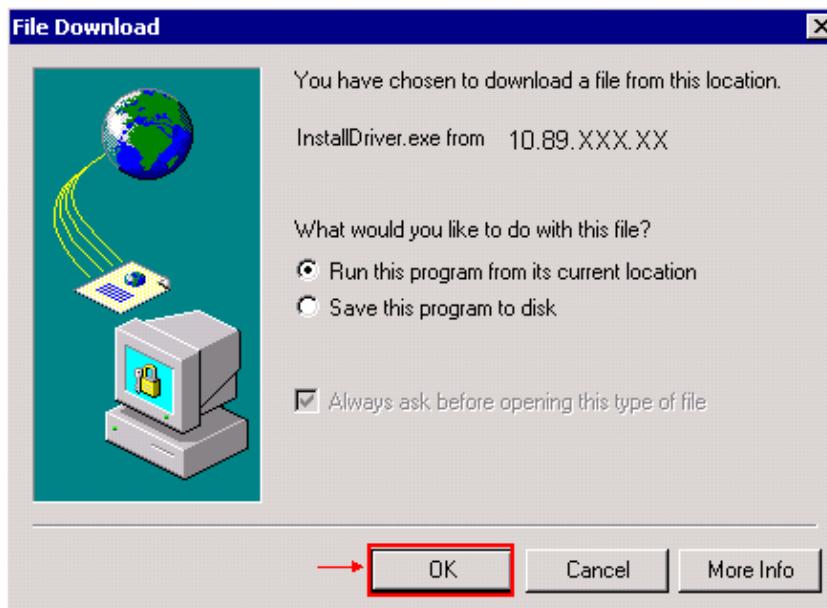
1. Start the browser on the agent PC.
2. Type **http://<Server Name or IP Address>:8088/TUP/CAD/Install.htm** in the Address field (see arrow A in Figure 1).
3. Press ENTER. The initial installation page appears (see Figure 1).

Figure 1 Initial Installation Page



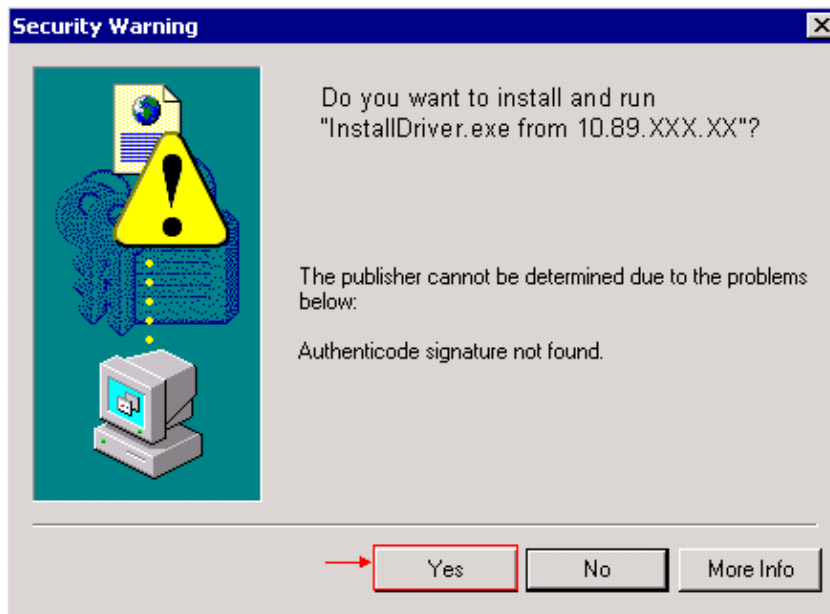
4. Click **DOWNLOAD** (see arrow B in Figure 1). The File Download screen appears (see Figure 2).

Figure 2 File Download



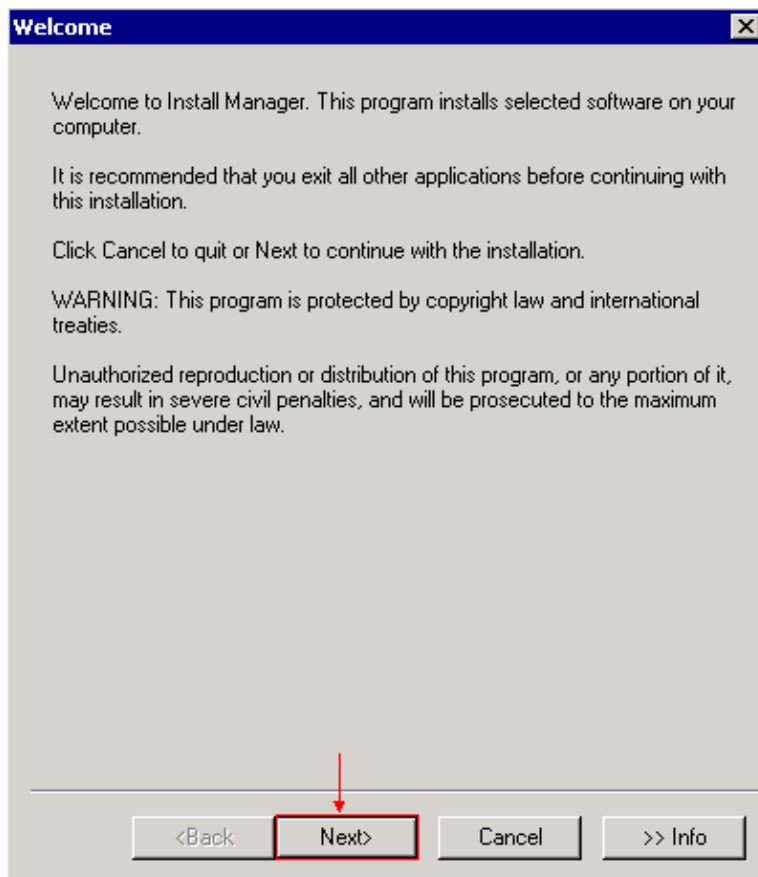
5. Click **OK**. The Security Warning screen appears (see Figure 3).

Figure 3 Security Warning



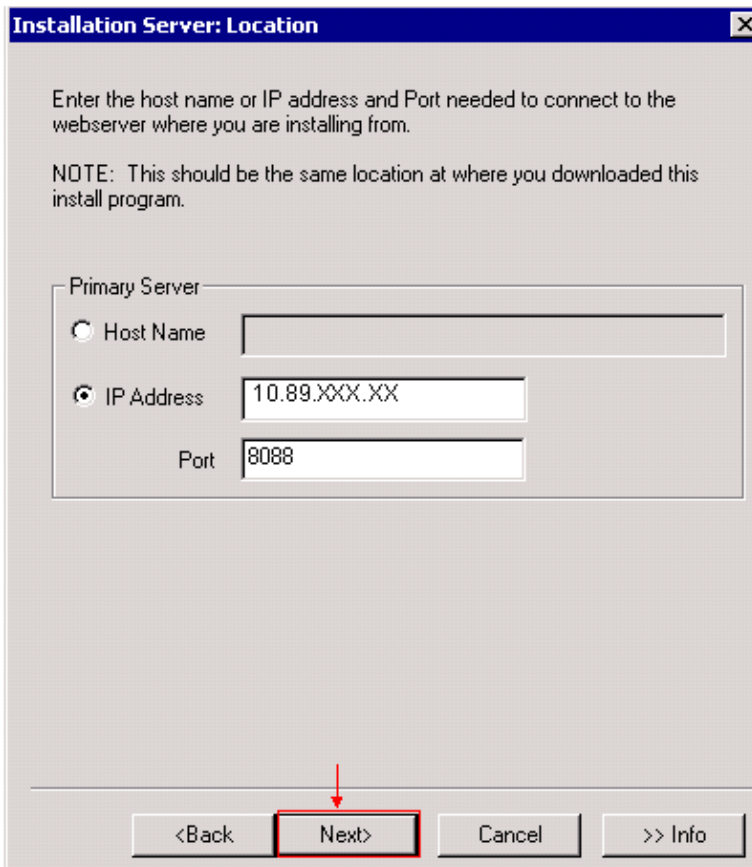
6. Click **Yes**. The Welcome screen appears (see Figure 4).

Figure 4 Welcome



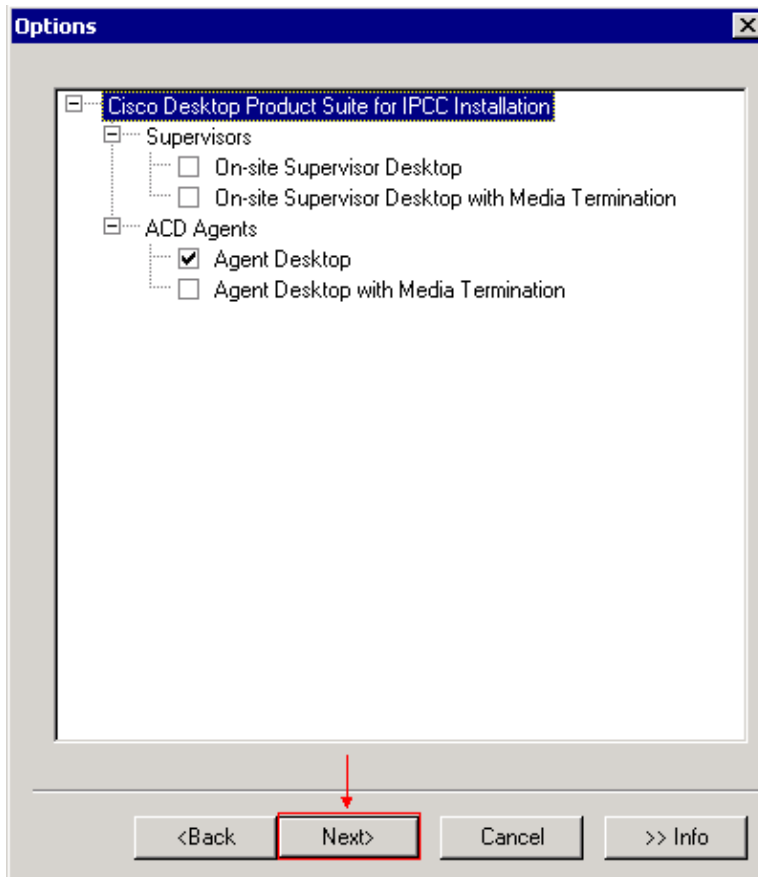
7. Click **Next**. The Installation Server: Location screen appears (see Figure 5).

Figure 5 Installation Server: Location



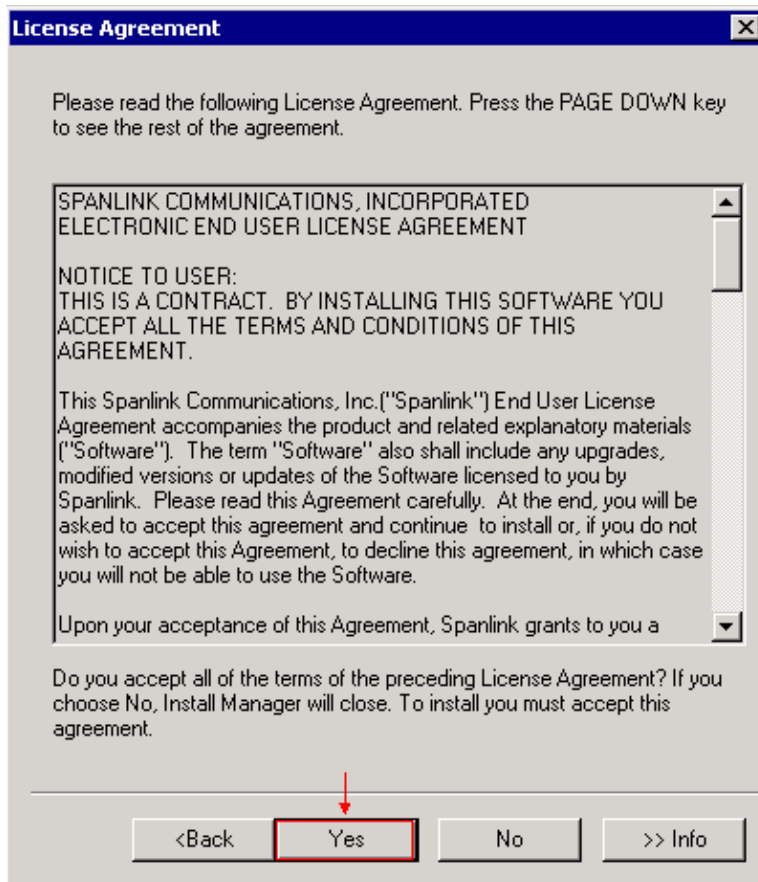
8. Select the Host Name option and type the host name. Alternatively, select the IP Address option, and specify the IP address and port number to connect to the Web server. The default port number is 8088.
9. Click **Next**. The Options screen appears (see Figure 6).

Figure 6 Options



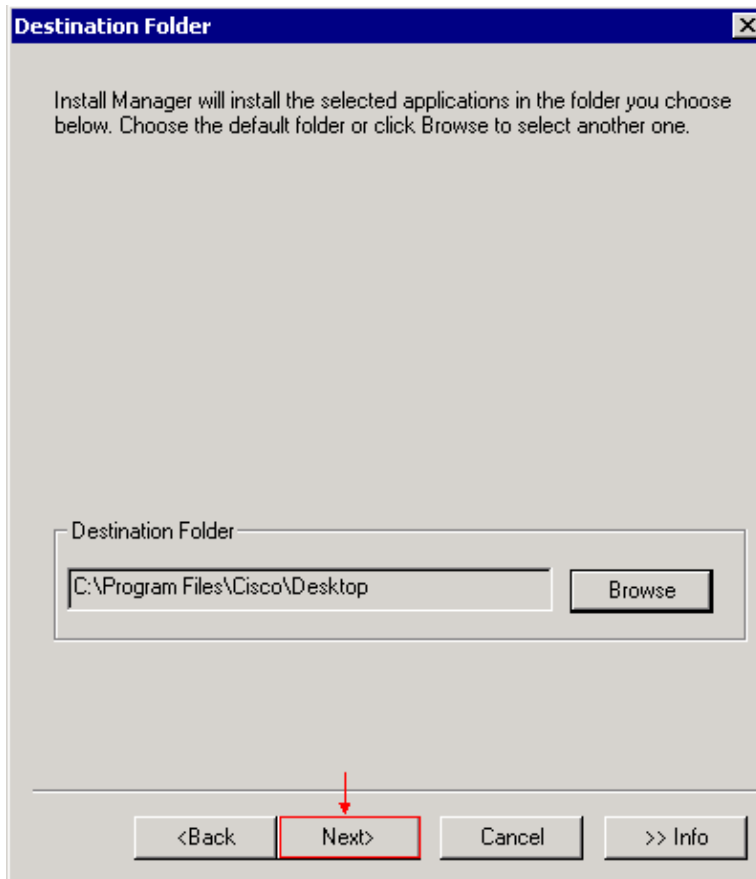
10. Select the required Desktop applications. For example, check the **Agent Desktop** check box.
11. Click **Next**. The License Agreement appears (see Figure 7).

Figure 7 License Agreement



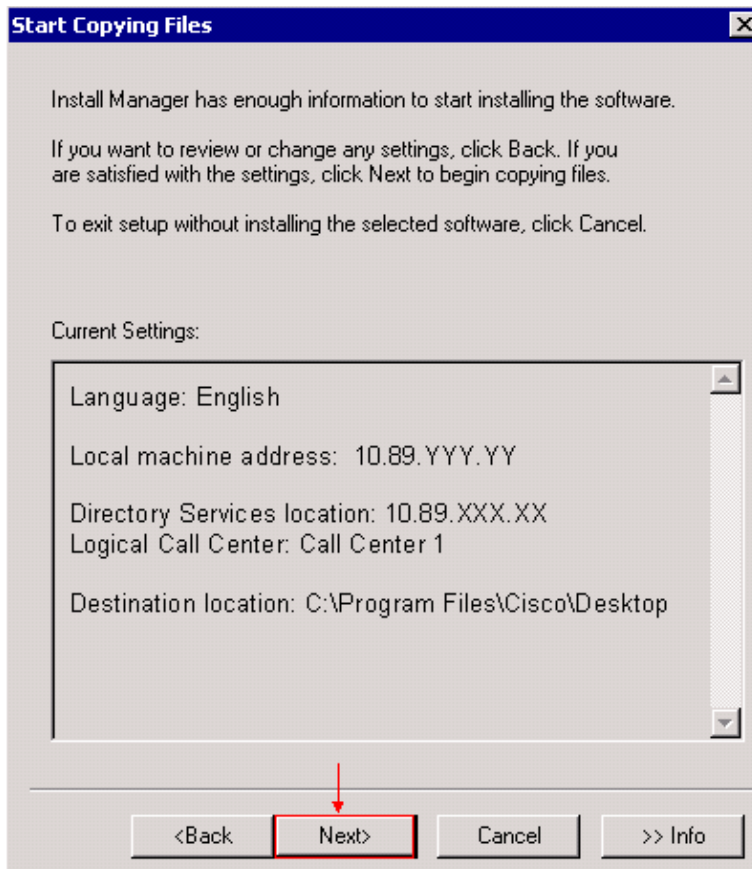
12. Read the License Agreement.
13. Click Yes. The Destination Folder screen appears (see Figure 8).

Figure 8 Destination Folder



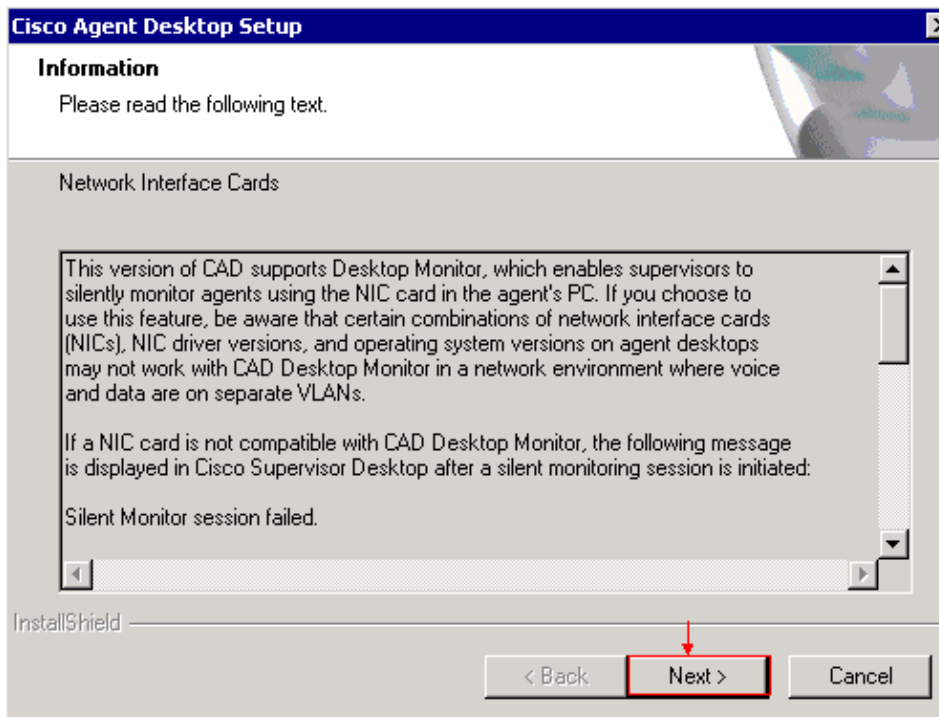
14. Click **Browse** to modify the destination folder.
15. Click **Next**. The Start Copying Files screen appears (see Figure 9).

Figure 9 Start Copying Files



16. Click **Next**. The Cisco Agent Desktop Setup screen appears (see Figure 10).

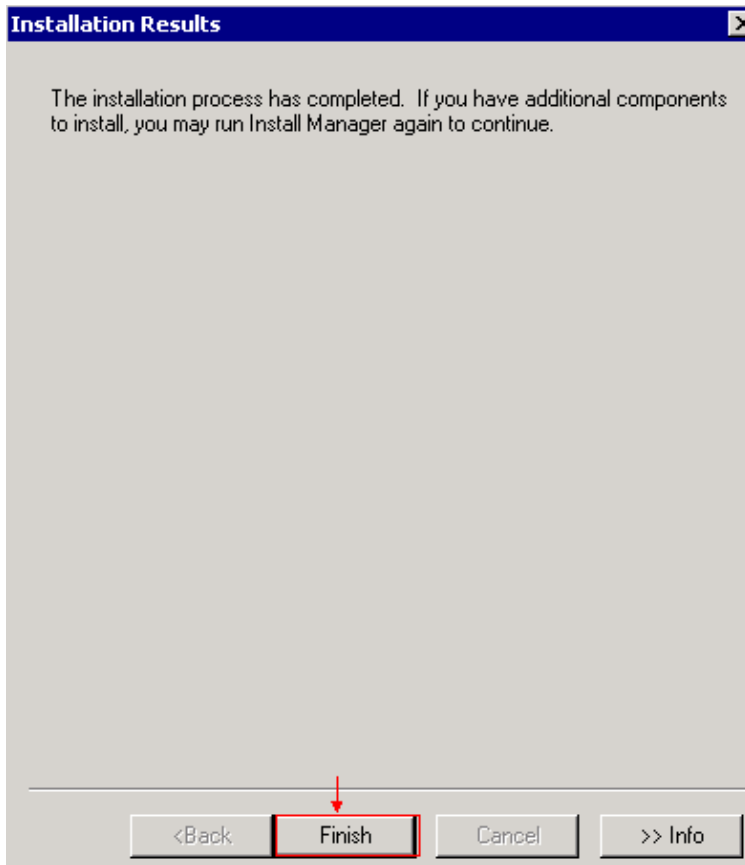
Figure 10 Cisco Agent Desktop Setup



17. Read the information related to Network Interface Cards.

18. Click **Next**. The Installation Results screen appears (see Figure 11).

Figure 11 Installation Results



19. Click **Finish** to complete the installation.

Desktop Updates

True Update [↗](#) automatically initiates Desktop updates. True Update contains Agent, Supervisor, and Administrator Desktop applications. Upon application launch, if newer software is available on the web server, True Update initiates the upgrade installation process.

The new software becomes available when you install the latest Maintenance Release on the server machine. True Update checks the maintenance and build version. For example, if the agent runs 6.0(1) which is version 6.0.0.44, and the server runs 6.0(2), which is version 6.0.1.15, True Update upgrades the agent desktop to 6.0(2) when an agent logs in. However, True Update only checks the version of the application, and not the Service Release (SR).

Note: In order to disable the auto-updates, try one of these methods:

- Push **C:\Program Files\wfvavvid\tomcat_appadmin\webapps\TUP\CAD\CAD Clients Service Release.msi** using SMS.
- Rename the file on CAD at location **C:\Program Files\COMMON FILES\CAD\bin\update.exe**.

Related Information

- **Technical Support & Documentation – Cisco Systems**

