

Microsoft SQL Server 7.0 Setup Configuration for ICM 4.5.x and 4.6.x

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Introduction

This document outlines the procedure to set up Microsoft® SQL Server 7.0 for use with Cisco Intelligent Contact Management (ICM) version 4.5.x and 4.6.x.

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- Cisco ICM
- Microsoft SQL

Components Used

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

- Cisco ICM version 4.5.x and 4.6.x
- Microsoft SQL Server version 7.0

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

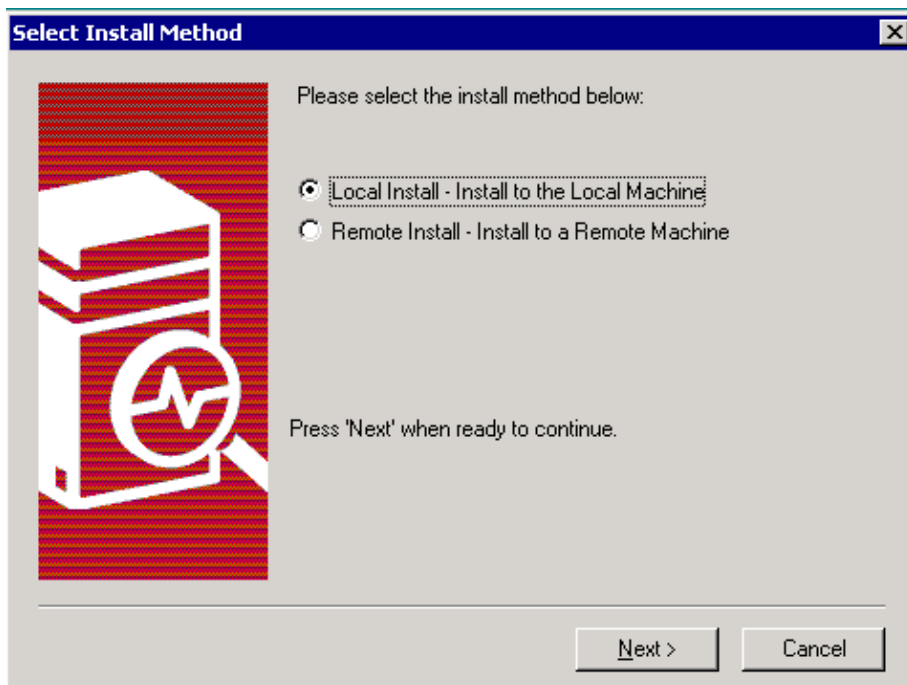
Refer to Cisco Technical Tips Conventions for more information on document conventions.

SQL Server 7.0 Installation

Complete these steps in order to install SQL Server 7.0 on Loggers, Historical Data Servers (HDS), Admin Workstations (AW) and Distributor/AW:

1. Log on to the operating system under a user account that has local administration permissions. Alternatively, assign the appropriate permissions to the domain user account.
2. Shut down all services dependent on SQL Server, including any service that uses Open DataBase Connectivity (ODBC), for example, Microsoft Internet Information Services (IIS).
3. Shut down Microsoft Windows NT Event Viewer and registry viewers (regedit.exe or regedt32.exe).
4. Insert the installation disk for Microsoft SQL 7 Standard Edition to start the SQL Server setup program. The Select Install Method screen appears (see Figure 1).

Figure 1 Select Install Method



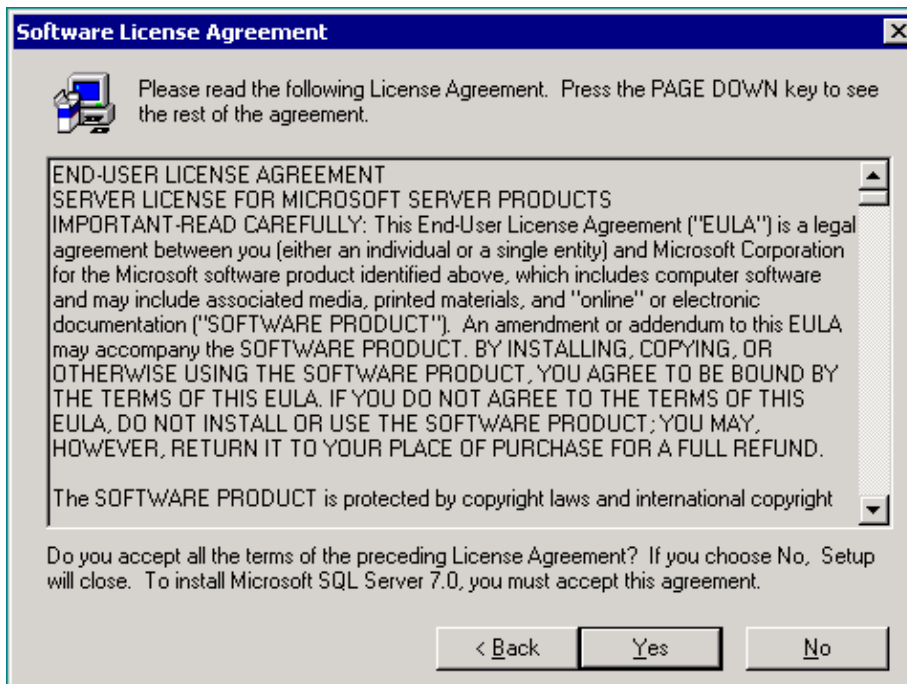
5. Select **Local Install – Install to the Local Machine**.
6. Click **Next**. The Welcome screen appears (see Figure 2).

Figure 2 The Welcome Screen



7. Click **Next**. The Software License Agreement screen appears (see Figure 3).

Figure 3 Software License Agreement



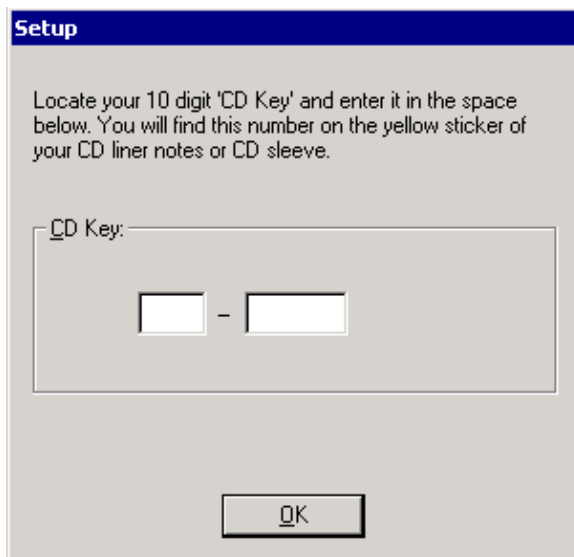
8. Read the terms of the software license agreement.
9. Click **Yes**. The User Information screen appears (see Figure 4).

Figure 4 User Information



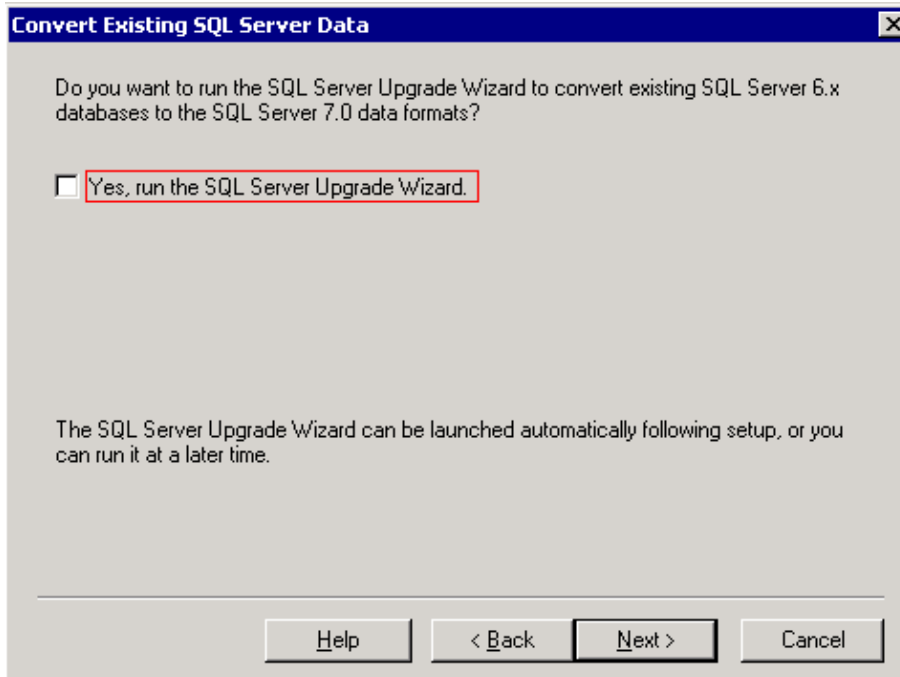
10. Type the name of the user in the Name field and the company name in the Company field.
11. Click **Next**. The Setup screen appears (see Figure 5).

Figure 5 Setup



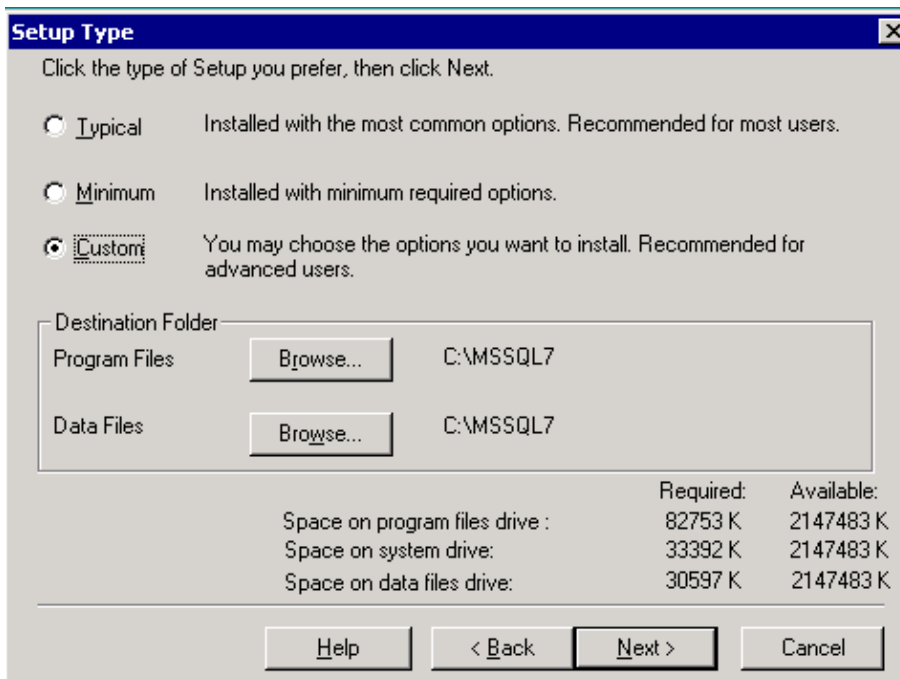
12. Type the CD key that Microsoft provided when you purchased the software.
13. Click **OK**. A message that explains product support and related information appears.
14. Click **OK**. The Convert Existing SQL Server Data screen appears (see Figure 6).

Figure 6 Convert Existing SQL Server Data



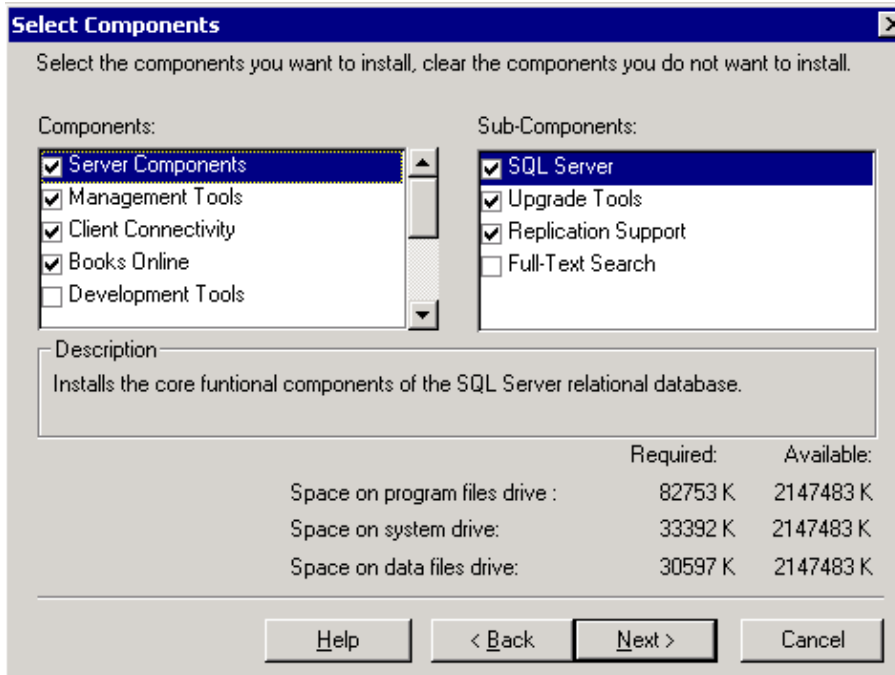
15. If you have SQL 6.x data to convert, check the **Yes, run the SQL Server Upgrade Wizard** check box (see Figure 6).
16. Click **Next**. The Setup Type screen appears (see Figure 7).

Figure 7 Setup Type



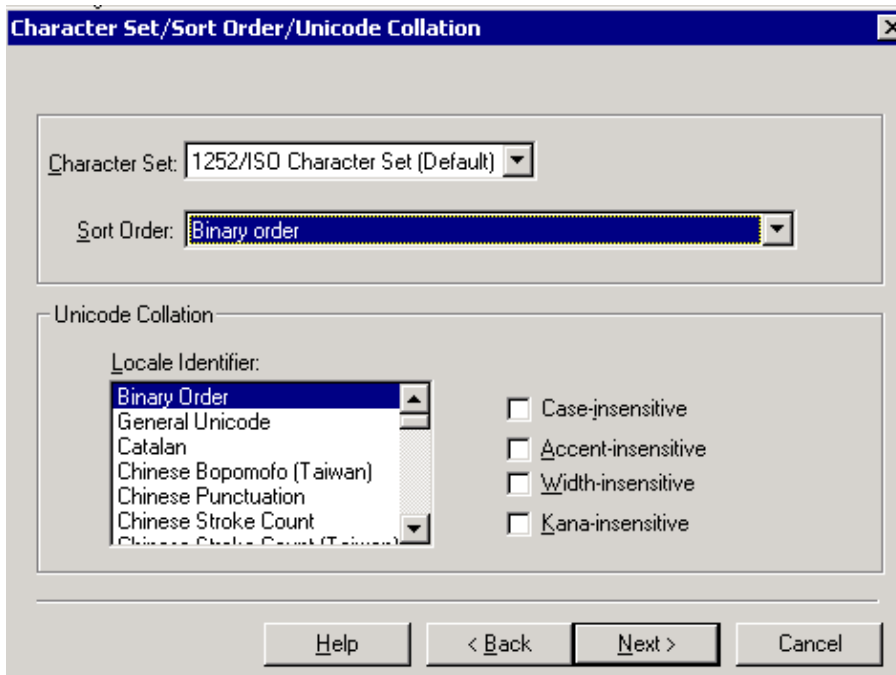
17. Select **Custom** for setup type.
18. Install program files to C: drive (default).
19. Install data files to a preferred drive, for example, D: drive. If you perform this procedure for an upgrade, specify the same drive on which you had installed the SQL 6.5 database.
20. Click **Next**. The Select Components screen appears (see Figure 8).

Figure 8 Select Components



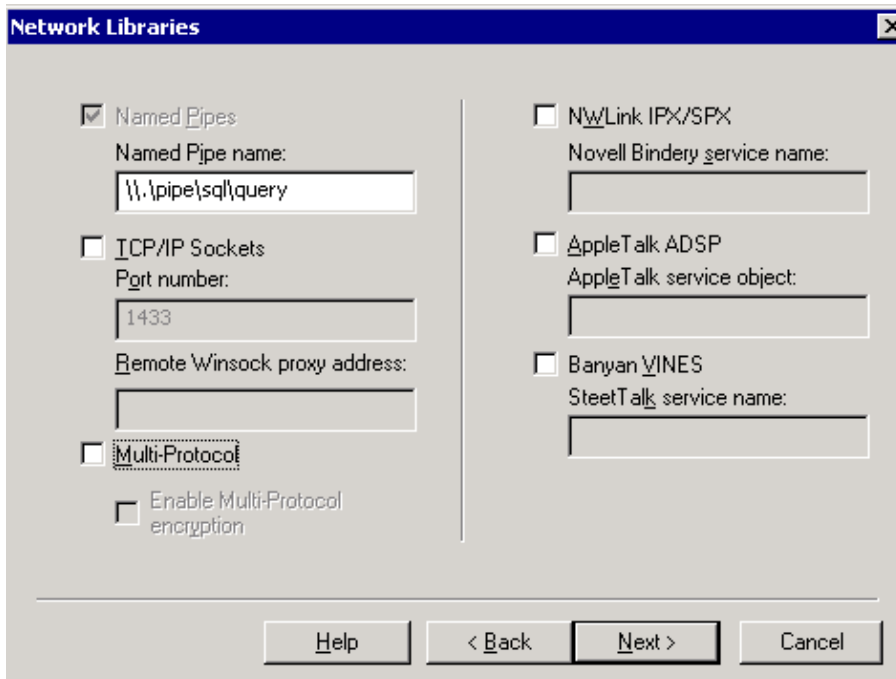
21. Retain the default selections in the Components and Sub-Components sections.
22. Click **Next**. The Character Set/Sort Order/Unicode Collation screen appears (see Figure 9).

Figure 9 Character Set/Sort Order/Unicode Collation



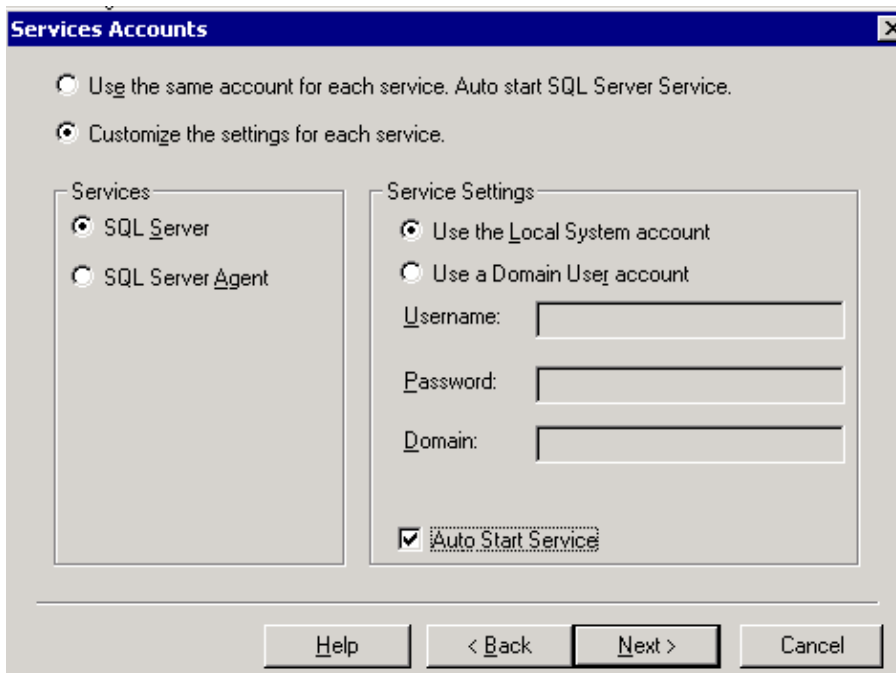
23. Retain the default selection in the Character Set drop-down list.
24. Select **Binary Order** from the Sort Order drop-down list.
25. Retain all other default selections.
26. Click **Next**. The Network Libraries screen appears (see Figure 10)

Figure 10 Network Libraries



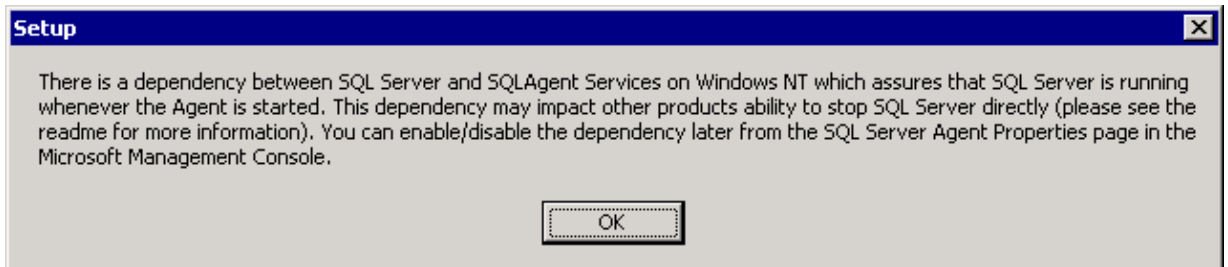
27. Clear the selection of all the check boxes except Named Pipe name unless instructed otherwise.
28. Click **Next**. The Services Accounts screen appears (see Figure 11).

Figure 11 Services Accounts



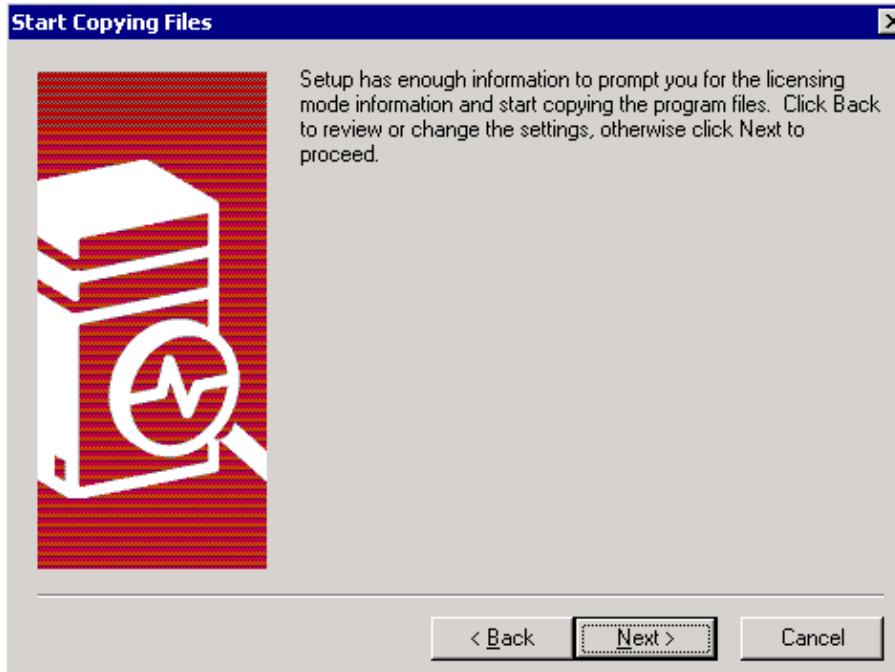
29. Click **Customize the settings for each service**.
30. Click **SQL Server** in the Services section.
31. Click **Use the Local System account** in the Service Settings section.
32. Check the **Auto Start Service** check box.
33. Click **SQL Server Agent** in the Services section.
34. Click **Use the Local System account** in the Service Settings section.
35. Check the **Auto Start Service** check box. A message box that explains the dependency appears (see Figure 12).

Figure 12 Pop-up Box That Explains the Dependency



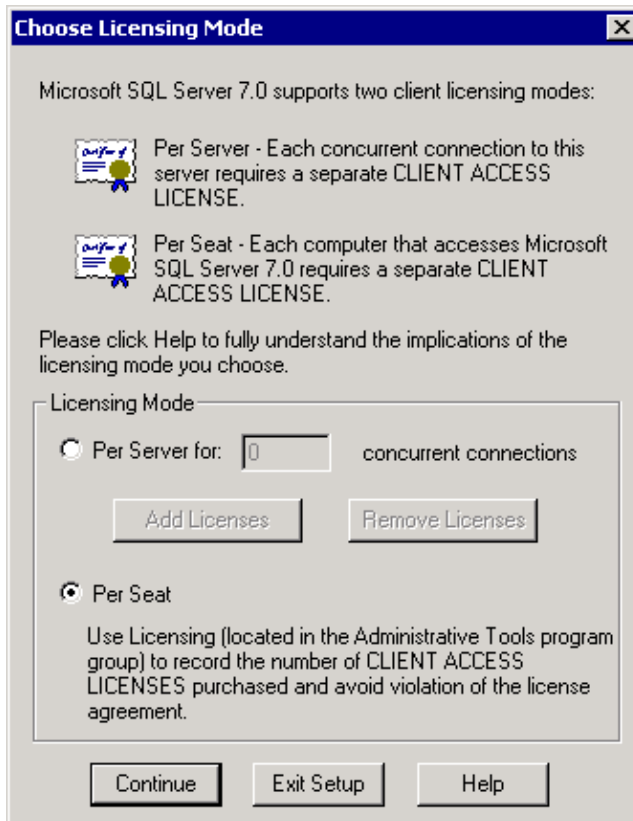
36. Click **OK** to close the message box.
37. Click **Next**. The Start Copying Files screen appears (see Figure 13).

Figure 13 Start Copying Files



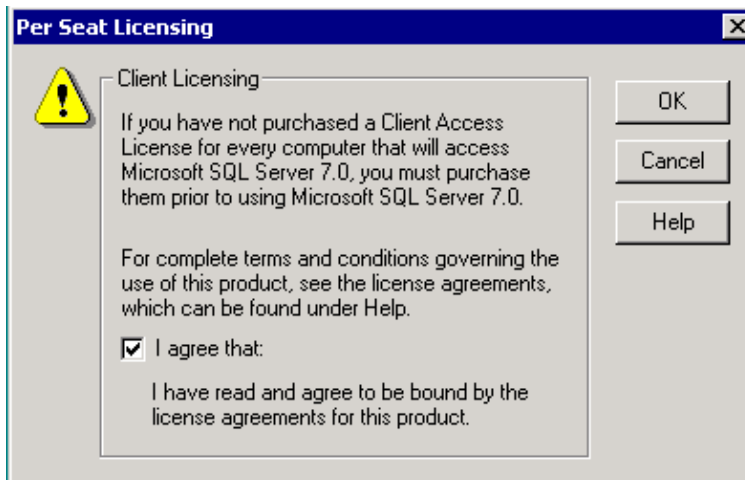
38. Click **Next**. The Choose Licensing Mode screen appears (see Figure 14).

Figure 14 Choose Licensing Mode



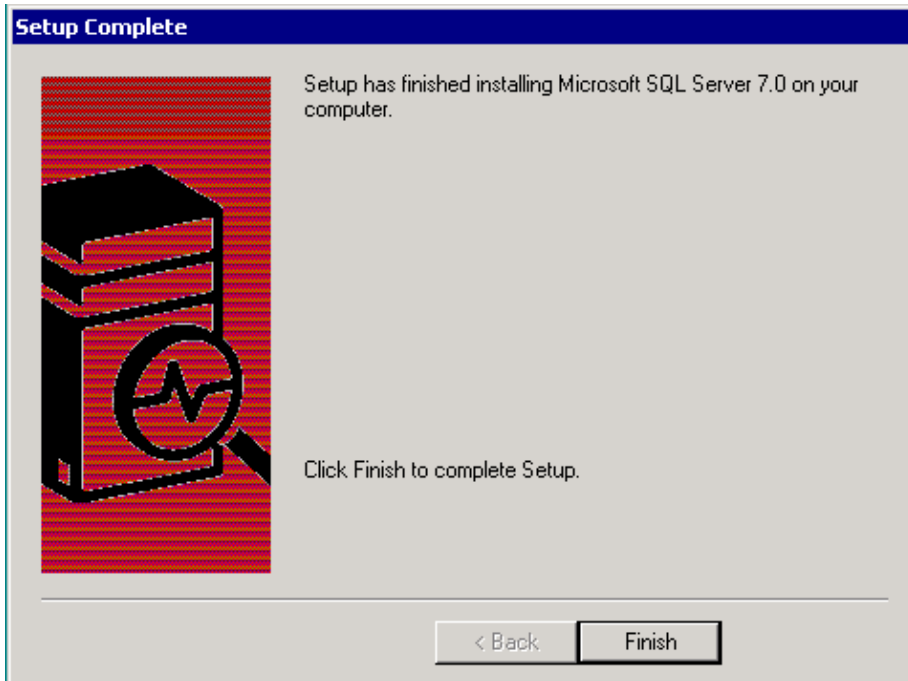
39. Select **Per Seat** as the license method.
40. Click **Continue**. The Per Seat Licensing screen appears (see Figure 15).

Figure 15 Per Seat Licensing



41. Check the **I agree That:** check box.
42. Click **OK**.
43. SQL server now starts the installation. When the installation is complete, the Setup Complete screen appears (see Figure 16).

Figure 16 Setup Complete



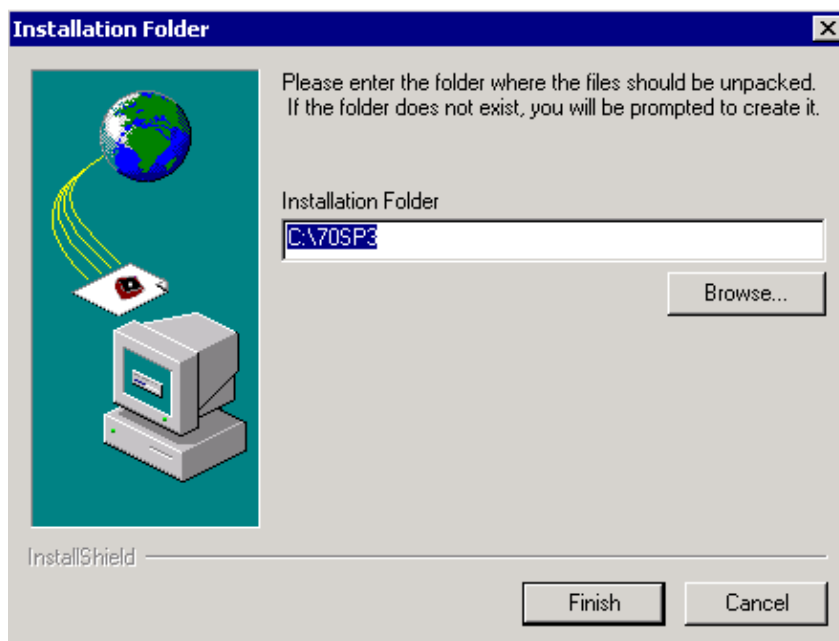
44. Click **Finish**.
45. Restart the SQL 7.0 server.

SQL 7.0 SP 3 Installation

The next step is to install SQL Server 7.0 SP 3. You can find SQL Server 7.0 SP 3 on the Microsoft web site. Complete these steps in order to install SQL Server 7.0 SP 3 on Loggers, HDS, AW and Distributor/AW.

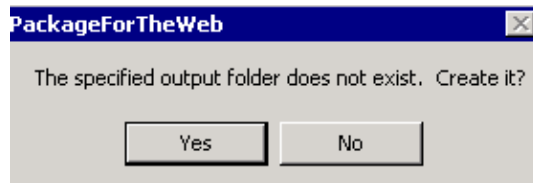
1. Run the **sql70sp3i.exe** executable file. The installation folder screen appears (see Figure 17).

Figure 17 Installation Folder



2. Retain the default path (C:\70SP3) that appears in the Installation Folder field.
3. Click **Finish**. The PackageForTheWeb message prompts you to create the specified output folder (see Figure 18).

Figure 18 Verification for Folder Creation



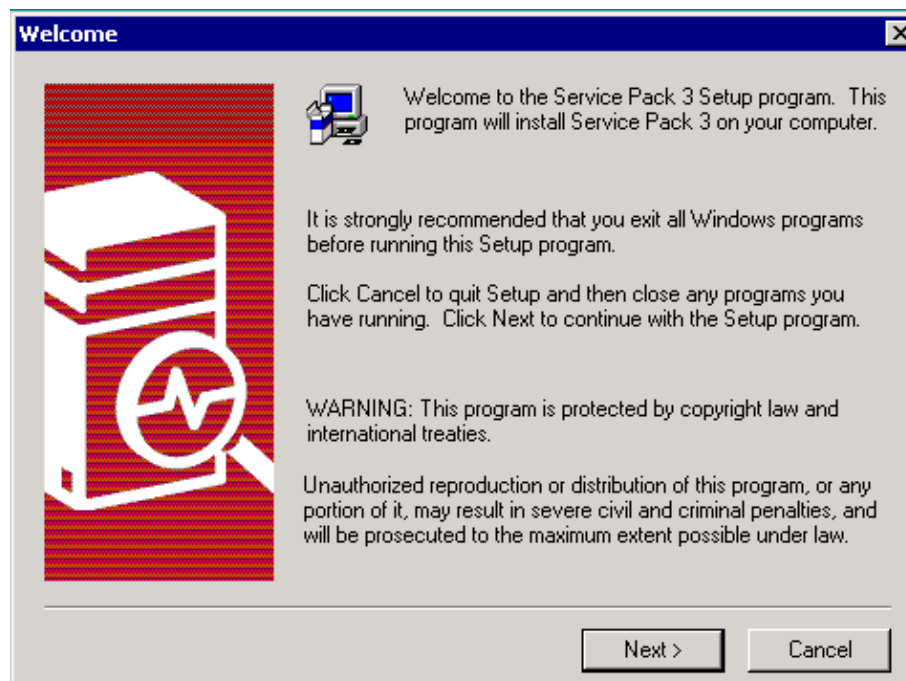
4. Click **Yes**. The PackageForTheWeb message appears again to indicate successful completion of the task.

Figure 19 Successful Package Delivery



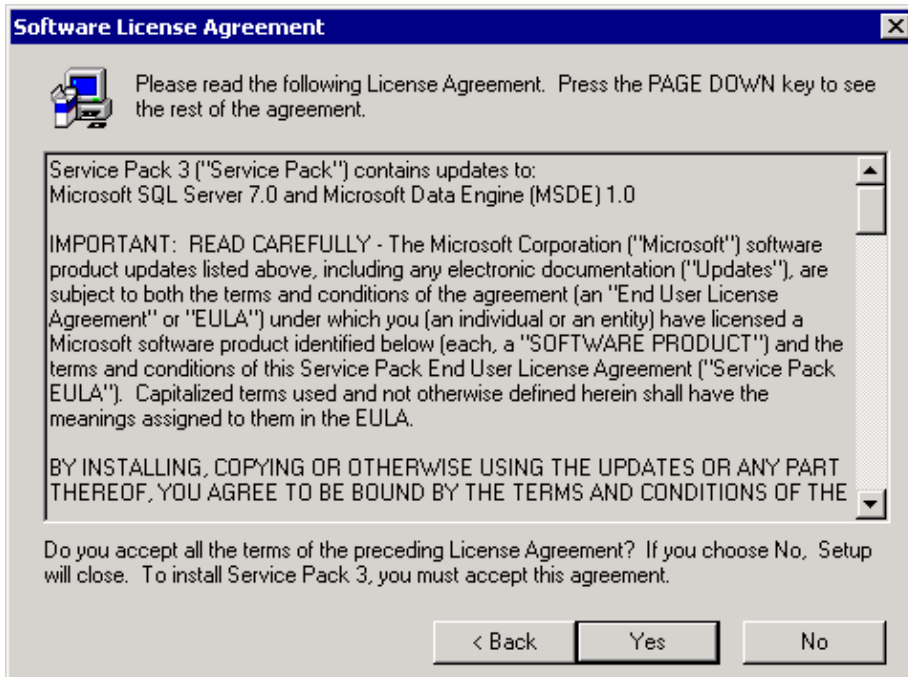
5. Click **OK**.
6. Run **setup.bat** in the C:\70SP3 directory. The welcome screen appears (see Figure 20).

Figure 20 The Welcome Screen



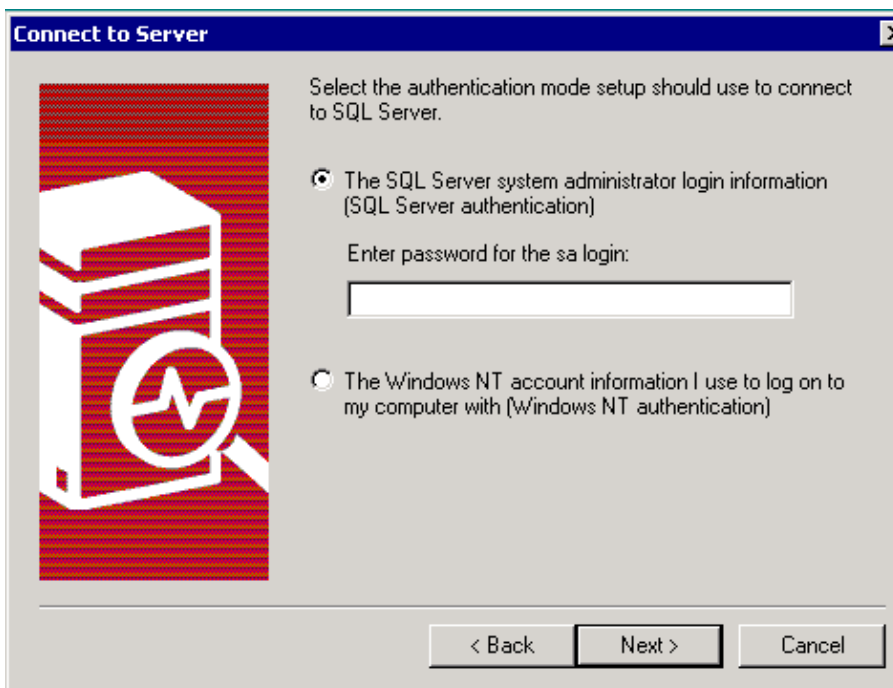
7. Click **Next**. The Software License Agreement screen appears (see Figure 21).

Figure 21 Software License Agreement



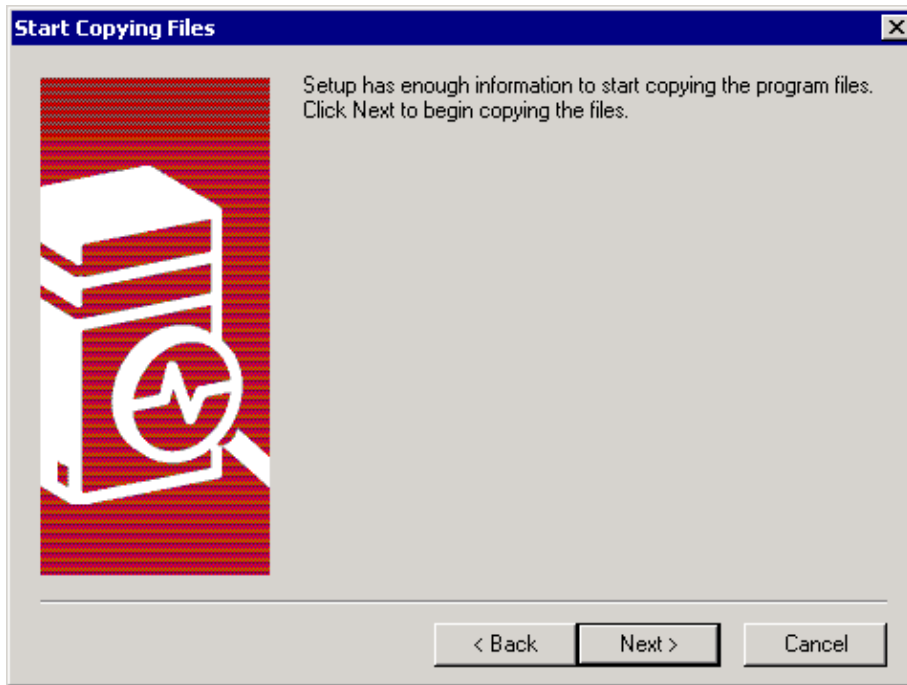
8. Click **Yes** after you read the software license agreement. The Connect to Server screen appears (see Figure 22).

Figure 22 Connect to Server



9. Select the **The SQL Server system administrator login information (SQL Server authentication)** option.
10. Do not type any characters in the Enter password for the sa login field (leave the field blank).
11. Click **Next**. The program verifies the password of the system administrator login. The Start Copying Files screen appears (see Figure 23).

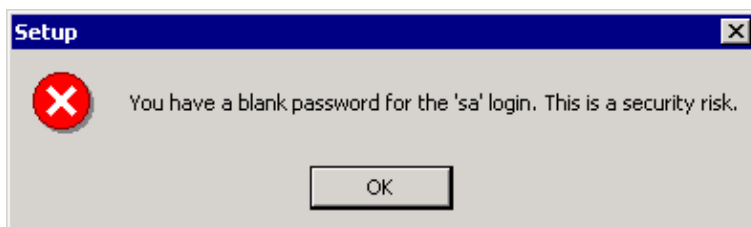
Figure 23 Start Copying Files



12. Click **Next**. The program starts to install SQL 7.0 SP 3.

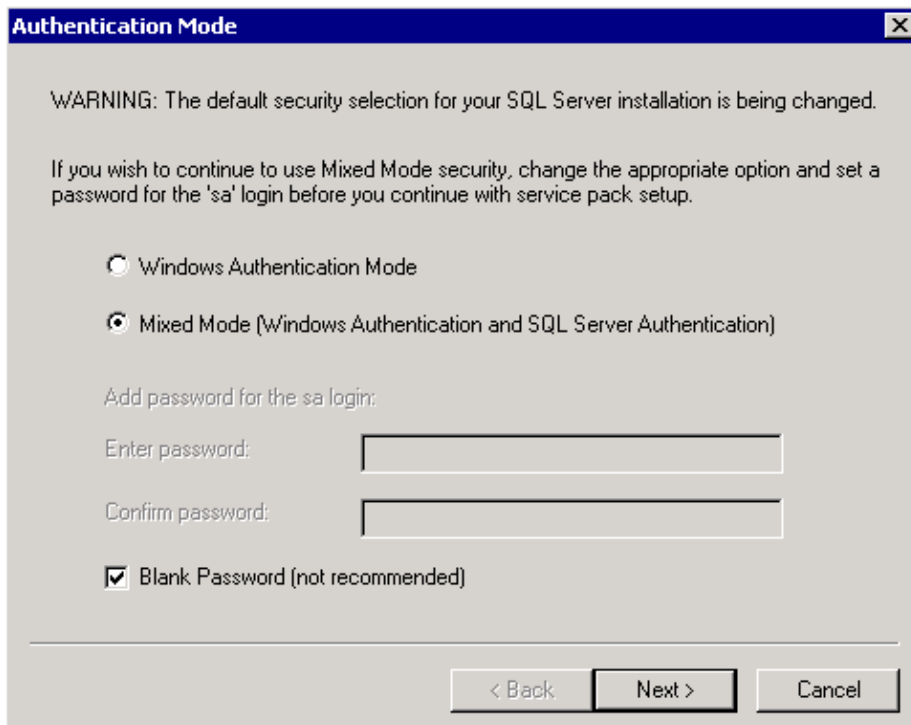
During the installation, an information error message appears. The error message states that a blank password for the 'sa' login is a security risk (see Figure 24).

Figure 24 Blank Password Warning



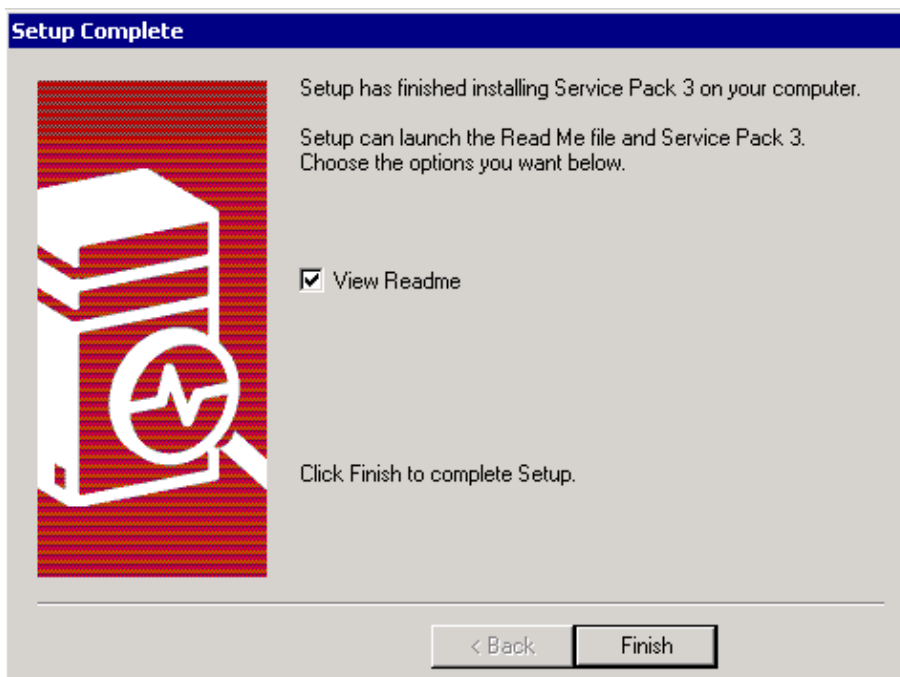
13. Click **OK**. The Authentication Mode screen appears (see Figure 25).

Figure 25 Authentication Mode



14. Click **Mixed Mode**.
15. Check the **Blank Password** check box.
16. Click **Next**. The Setup Complete screen appears (see Figure 26).

Figure 26 Setup Complete



17. Click **Finish** to complete the SQL 7 Service Pack 3 installation.
18. Restart the server.

Database Configuration

First you must install the applicable ICM component(s) (which include the Logger, Historical Data Server (HDS), Admin Workstation (AW) and the Distributor/AW), and hot fixes. Refer to applicable node forms, checklists and technical documentation on ICM installation for more information.

Create a Database

Use ICMDBA to create appropriate database(s). Refer to Cisco ICM Software Release 4.6.1 Administrator Guide for directions on how to use the tool. Complete these steps to create the ICM–related databases:

1. Click **Start > Run**, and type **icmdba** in the Run dialog box.

Note: A message can appear to state that you need to change these items:

- a. TempDB Size must be set at 200 MB.
- b. TempDB Log must be set at 100 MB.

Note: Click **OK** for each prompt.

2. If you do not see the local server in the list, you need to create the local server. Select **File > Add Server**, and type the local server name.
3. Drill down to the server on which you work.
4. Select the server.
5. Highlight the disk drive in the Device field to add the data devices, and type the size of the database device.
6. Add the appropriate Log Devices. The size of this device typically must not be larger than 500 MB for most ICM installations.
7. Enable partitioning if applicable.
8. Click **Database > Create**.

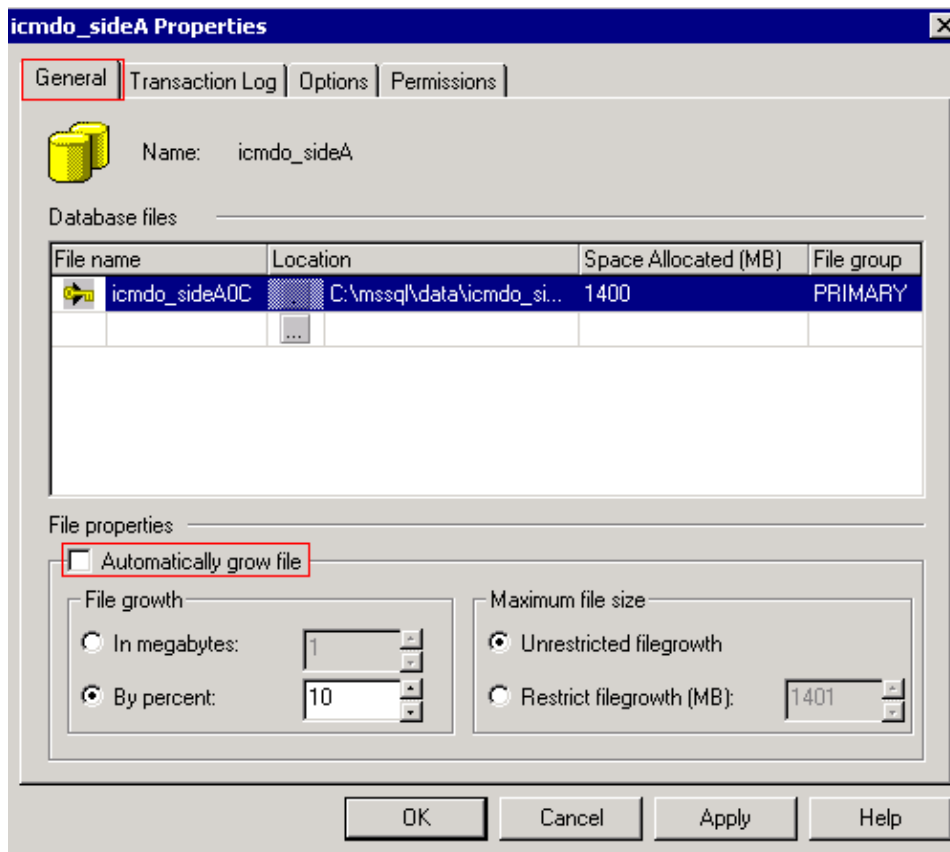
Database creation can take some time, on the basis of the database size.

Configure SQL Server

Complete these steps in order to configure the SQL Server 7.0:

1. Select **Start > Programs > Microsoft SQL Server 7.0 > Enterprise Manager**.
2. Check the properties of each database in Enterprise Manager. Right–click each database one by one. The database list includes the ICM database, temp database and master database.
3. Select **Properties** from the shortcut menu.
4. In the **General** tab for each database, clear the **Automatically grow file** (see Figure 27) check box.

Figure 27 Database Properties: General



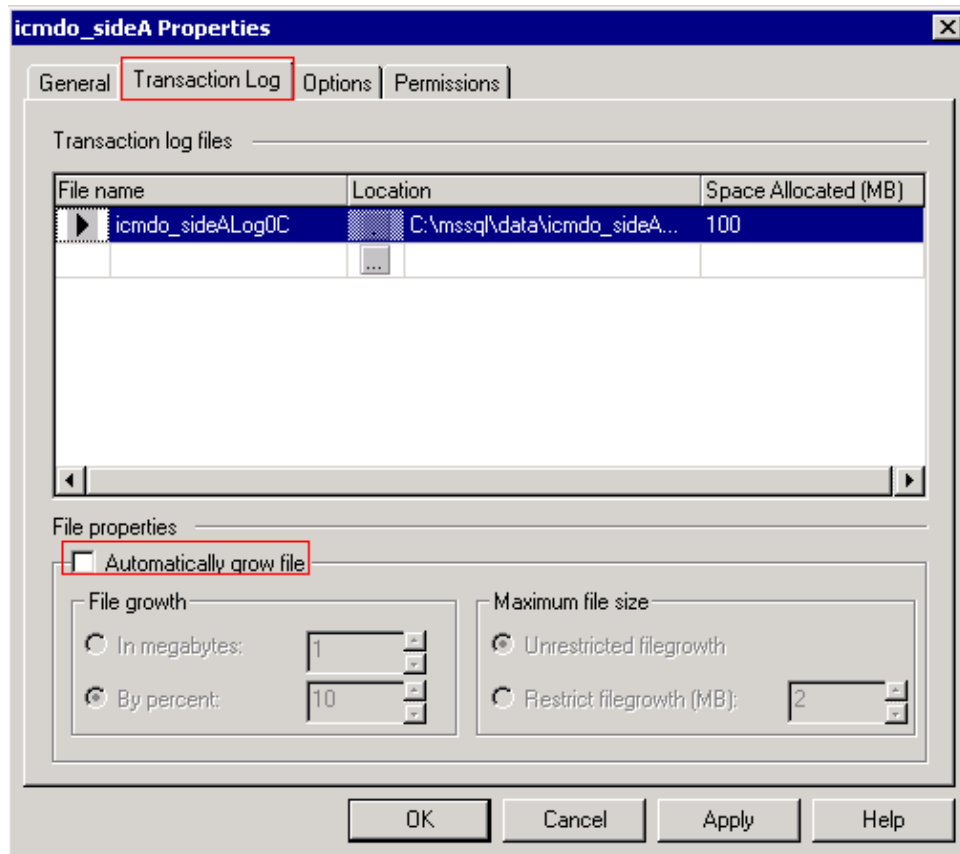
5. Verify whether the size of each of these databases is correct:

- a. ICM logger DB, AW DB or HDB DB (depending on ICM node).
- b. Set Tempdb at 200 MB.
- c. Set the size for the master db as at least 50 MB.

6. Verify whether the size of the transaction log for each database is correct.

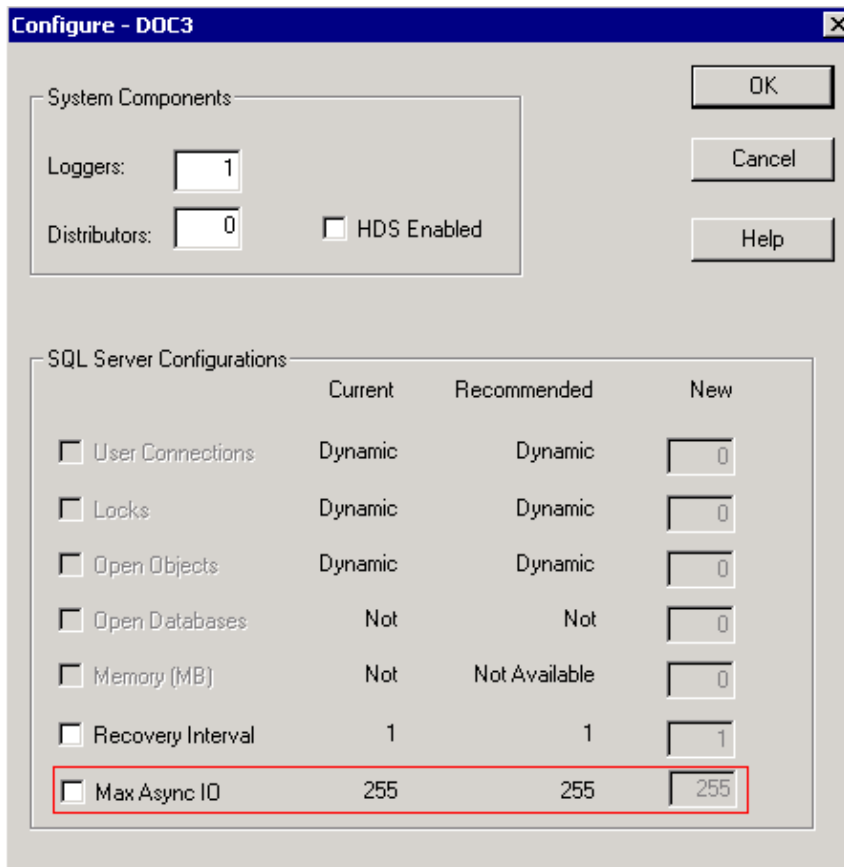
- a. In the **Transaction Log** tab, clear the **Automatically grow file** check box (see Figure 28).

Figure 28 Database Properties: Transaction Log Tab



- b. ICM logger DB, AW DB or HDS DB transaction log (depending on ICM node).
 - c. Set Temp DB log at 100 MB.
 - d. Set Master DB log at least 20 MB.
 - e. Do not change anything in the **Options** tab or **Permissions** tab.
7. Verify whether Max Async IO is set to the Cisco recommended level of 255 (see Figure 29). Retain the default values for the other parameters.

Figure 29 SQL Server Configuration



8. If you need to make changes, remember to cycle the MSSQLSERVER Service.
9. Close SQL Enterprise Manager.

Back out of the SQL 7.0 Upgrade

Complete these steps to back out of your SQL 7.0 Upgrade:

1. Stop ICM Services.
2. Remove SQL 7.0.
3. Re-install SQL 6.5.

Related Information

- [Cisco ICM Software Release 4.6.1 Administrator Guide](#)
- [Technical Support & Documentation – Cisco Systems](#)

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