C H A P T E R 4

Performing Cisco IPICS User Tasks

All Cisco IPICS users are assigned a user role in the system. This role allows you to log into the Administration Console, view and update your user information, update your communication preferences so that you can use Cisco IPICS to communicate with other Cisco IPICS users, and download the Cisco IPICS IDC client application to your PC.

The user role may be your only role, or you may have one or more additional roles, such as system administrator, ops view administrator, dispatcher, or operator.

This chapter contains information about the Cisco IPICS user functionality and includes the following sections:

- Logging in to Cisco IPICS, page 4-1
- Managing Your User Profile, page 4-2
- Managing User Associations, page 4-13
- Downloading the IDC, page 4-17

Logging in to Cisco IPICS

When you access Cisco IPICS via your browser, the first window that displays is the Cisco IPICS Login window.

To log in to Cisco IPICS, enter your user name in the User Name field, enter your password in the Password field; then click **Log In**.

✏ **Note**   Be aware that user names are case-insensitive; that is, you can enter upper case or lower case characters for your login user name. Cisco IPICS automatically converts any upper case characters to lower case. However, passwords are case-sensitive, so make sure to enter them exactly as they are configured. For more information about your Cisco IPICS login password, see the "Managing Your User Profile" section on page 4-2.

After you log in, the Cisco IPICS Administration Console displays your user profile. If you have been assigned more than one user role, the additional drawers that can be accessed according to those roles, display in the left pane of the Administration Console. For more information about how an operator assigns user roles, see the "Managing Users" section on page 3-1.

To access your user profile, navigate to **My Profile** from the Home drawer. See the "Managing Your User Profile" section on page 4-2 for more information about the user profile.

To view and edit user associations, in the Home drawer, click the **My Associations** link. See the "Managing User Associations" section on page 4-13 for more information about managing user associations.

To download the IDC client application to your PC, click the **Download IDC** link from the Home drawer. See the "Downloading the IDC" section on page 4-17 for more information about downloading the IDC client application.

Managing Your User Profile

Your user profile, also referred to as *My Profile*, includes your name, password, default location, communications preferences, and other optional personal information. Your user profile was initially set up by a Cisco IPICS operator, but you can change information, as needed.

Your user profile information is shown in the My Profile window, which displays after you log in to Cisco IPICS. The user profile personal information is contained in the following information tabs: General, Address, Dial Login, IDC, and Communications. Managing your user profile involves reviewing and updating this information.

User and digit password requirements are configured by the system administrator or operator in the Cisco IPICS server.

To manage your user profile, perform the following procedure:

Procedure

Step 1 If the My Profile window is not already displayed, navigate to the Home drawer in the Cisco IPICS Administration Console and click **My Profile**.

Step 2 Review the information that is described in Table 4-1 and update this information, as needed, by choosing the appropriate information tab.

Fields that are designated as display only can be changed by a Cisco IPICS operator as described in the "Managing Users" section on page 3-1 and the "Managing User Groups" section on page 3-29.

Table 4-1   *General Tab Fields*

Field	Description
User Name	*Display only.* This field specifies the user name that was assigned when your profile was created.
	Note User names are case-insensitive; that is, you can enter either upper case or lower case characters for your user name.
First Name	This field specifies your first name.
	Valid characters: alphanumeric characters, space, hyphen (-), and apostrophe (')
Last Name	This field specifies your last name.
	Valid characters: alphanumeric characters, space, hyphen (-), and apostrophe (')

Table 4-1 **General Tab Fields (continued)**

Field	Description
Old Password	This field specifies the password that you enter when you log in to Cisco IPICS. For security, you should change your password periodically. You may be forced to change your password based on the configuration in the server. **Note** Be aware that passwords are case-sensitive and must be entered exactly as they were configured by the Cisco IPICS operator.
New Password	This field specifies the new password that you enter when you change your login password. Valid characters: alphanumeric characters and these special characters: @ [\ ] ^ _ ' ! " # $ % & ' ( ) * , - . / : ; { < | = } > ~ ?
Confirm Password	This field specifies confirmation of the entry in the new password field.
Description	*Optional.* You can enter a description in this field.
Password Expiration Date	*Display only.* This field specifies the expiration date of your login password. This field is read-only and is based on the password expiration settings that the system administrator configures in the Cisco IPICS server. **Note** Cisco IPICS displays warning messages when your password is about to expire, and after it has expired; these messages display in the red error block in the My Profile window. If you do not change your password before your old password expires, you will only be able to log in to your user profile to change your password. You will not have access to any other windows in Cisco IPICS. If the Cisco IPICS system administrator changes the password requirements, your old passwords will not be affected until they expire. The new password rules apply the next time that you create a new password.
IPICS Status	*Display only.* This field indicates whether the user is enabled or disabled.
Account Status	*Display only.* This field specifies the status of the user account.
Roles	*Display only.* This field specifies the Cisco IPICS roles that have been assigned to you. "All" indicates that you have been assigned the privileges of all roles.
Belongs To	*Display only.* This field appears if operational views (ops views) is enabled and indicates the ops view to which you belong. For more information, see Chapter 7, "Configuring and Managing Cisco IPICS Operational Views."

Step 3   Table 4-2 describes the fields in the Address tab.

Table 4-2   Address Tab Fields

Field	Description
Address	This field specifies your street address. Valid characters: alphanumeric characters, spaces, and these special characters: . , – ' # ( ) / :
Address (cont)	This field specifies additional street address information. Valid characters: alphanumeric characters, spaces, and these special characters: . , – ' # ( ) / :
City	This field specifies your city. Valid characters: alphanumeric characters, space, hyphen (-), and apostrophe (')
State/Province	This field specifies your state or province. Valid characters: alphanumeric characters, space, hyphen (-), and apostrophe (')
Country	This field specifies your country. Valid characters: alphanumeric characters, space, and period (.)
Zip/Postal Code	This field specifies your zip or postal code. Valid characters: alphanumeric characters, space, and period (.)

Step 4   Table 4-3 describes the fields in the Dial Login tab.

Table 4-3   Dial Login Tab Fields

Field	Description
Digit ID	This field specifies the identifier that you enter when you access Cisco IPICS from a Cisco Unified IP Phone that has been configured for use with Cisco IPICS. Valid characters: numeric characters.
Old Digit Password	This field specifies the password that you enter when you initially access Cisco IPICS from a Cisco Unified IP Phone that has been configured for use with Cisco IPICS (the actual characters in the password are represented by asterisks (*)). By default, the password must contain at least 4 characters. Valid characters: numeric characters
Digit Password (PIN)	This field specifies the password that you enter when you access the Cisco IPICS service from a Cisco Unified IP Phone or personal identification number (PIN) that you enter when you access the TUI. (The actual characters in the password are represented by asterisks (*).) By default, the password must contain at least 4 characters. Valid characters: numeric characters

Table 4-3   Dial Login Tab Fields (continued)

Field	Description
Confirm Digit Password	This field specifies confirmation of your entry in the Digit Password field.
Default Location	By default, this field specifies the location that displays on your IDC. Choose a location from the drop-down list. **Note** To use IP phones with Cisco IPICS, you must assign a location that is the same as the dial login default location. The server assigns the configured default location to an IP phone user when the user logs in to Cisco IPICS. (In this case, there is no user selection for location.) IP phone users can access only the associated channels that are assigned to their default location, along with any assigned VTGs. If the configured default location is the ALL location, IP phone users can access only the channels that are assigned to the ALL location. Because of this implementation, Cisco recommends that you do not assign the ALL location as the default location for the IP phone user. For more information about locations, see the "Managing Locations" section on page 2-25.

Step 5   Table 4-4 describes the fields in the IDC tab.

Table 4-4   IDC Tab Fields

Field	Description
IDC Info	*Display only.* This field indicates how you can communicate in VTGs or channels: • Disable Audio—You cannot transmit or receive communications on the channel • Listen Only—You are restricted to listening only on the channel; no transmission is allowed • Allow Latch—You can latch, or lock in, channels • Advanced IDC Permissions—Specifies whether you are enabled for the following features on the IDC: 　– Channel multiselect for voice and tone transmissions 　– Alert tones transmissions 　– DTMF tones transmissions 　– All Talk channel transmissions • Allow Complex Key Setting—Allows you to configure keyboard hot keys (key assignments) for individual PTT buttons and for the All Talk button. • Allow Secure Channel Patch —Allows you to patch a secure channel to any other secure or unsecure channel, or to any incident or VTG. Disallowing this option prevents secure channels from being patched. Patching a secure channel into an incident is considered secure and is allowed even if patching secure channels is disallowed. **Note**　The Allow Complex Key Setting and Allow Secure Channel Patch options will take effect only when they are globally allowed. For more information, see "Managing Cisco IPICS Options" section on page 2-90. For more information about the IDC, see *IPICS Dispatch Console User Guide* for this release.

Step 6   Table 4-5 describes the fields in the Communications tab.

Table 4-5   Edit Communications Tab Fields

Field	Description
Notification Preferences	This field specifies any combination of one or more E-mail, Short Message Service (SMS), or pager address. To manage your notification preferences, see the "Managing Communications Preferences" section on page 4-7.
Radio Preferences	This field specifies the IPICS Connect number for radios that support this feature. To manage your radio preferences, see the "Managing Communications Preferences" section on page 4-7.

Table 4-5   Edit Communications Tab Fields (continued)

Field	Description
IDC Dialer Preference	These fields specify information that is required by Cisco Unified Communications Manager and Cisco Unified Communications Manager Express for the IDC dialer feature.
	To manage your IDC dialer preferences, see the "Managing Communications Preferences" section on page 4-7.
Dial Preferences	This field specifies one or more telephone numbers.
	To manage your dial preferences, see the "Managing Communications Preferences" section on page 4-7.
MIDlet Preference	This field displays the IP address of the Cisco Unified IP Phone from which the user is logged in to Cisco IPICS from the Cisco Instant Connect MIDlet.
	For related information, see *Cisco Instant Connect MIDlet Reference Guide*.

Step 7   Click **Save** to save any changes that you have made.

Managing Communications Preferences

Communications preferences specify how Cisco IPICS contacts you when a user-associated policy executes.

These preferences are also used by Cisco IPICS when a dispatcher initiates a notification or dial out to invite you to join an active VTG. For more information about notifications, see Chapter 6, "Using the Cisco IPICS Policy Engine."

When you specify communication preferences, you can provide the following information:

- Notification Preferences—Specifies how Cisco IPICS contacts you when a user-associated policy executes. Also used by Cisco IPICS when a dispatcher initiates a notification or dial out to invite you to join an active VTG. Can be any combination of one or more e-mail, Short Message Service (SMS), or pager addresses.

- Radio Preferences—Specifies one or more direct connect numbers for Nextel radios. This information is used by the IPICS connect feature.

- IDC Dialer Preference—These fields specify information that is required by Cisco Unified Communications Manager and Cisco Unified Communications Manager Express for the IDC dialer feature.

- Dial Preferences—One or more telephone numbers at which Cisco IPICS contacts you when a user-associated policy executes. Also used by Cisco IPICS when a dispatcher initiates a dial out to invite you to join an active VTG.

Note   A Cisco IPICS operator can configure user notification preferences. For more information, see the "Managing Communications Preferences for a User" section on page 3-13.

This section includes the following topics:

Viewing, Adding, Editing, or Deleting Notifications Preferences

You can view, add, edit, or delete notification preferences in the user profile. To do so, perform the following procedure:

Procedure

Step 1   Access the Home drawer in the Cisco IPICS Administration Console and click **My Profile**.

Step 2   Click the **Communications** tab.

The Notifications Preferences pane displays the following information:

- Type—Method by which you get notified:
  - Email—Cisco IPICS sends notification to an e-mail address that you specify.
  - Pager—Cisco IPICS sends notification to a pager through an e-mail gateway.
  - SMS—Cisco IPICS sends notification to an SMS through an e-mail gateway.
- Number/Address—This field specifies the e-mail address for the corresponding notification type.

Step 3   Take the desired action:

- To add a notification preference:
  a. Click **Add**.
  b. From the drop-down list, choose a method by which to receive notifications (Email, pager, or SMS).
  c. In the field next to the drop-down list, enter the e-mail address for the corresponding notification method. For the SMS and pager methods, specify the e-mail address of the gateway through which the message is sent to the device.
  d. Click **Done**.
  e. Repeat these steps as needed to add more notification preferences.
- To edit a notification preference, follow these steps:
  a. Check the check box next to the notification preference that you want to edit.
  b. Click **Edit**.
  c. From the drop-down list, choose a method by which you want to receive notifications.
  d. In the field next to the drop-down list, enter the e-mail address for the corresponding notification method. For the SMS and pager methods, specify the e-mail address of the gateway through which the message is sent to the device.
  e. Click **Update**.
- To delete a notification preference, follow these steps:
  a. Check the check box next to the notification preference or preferences that you want to delete.
  b. Click **Delete**.

Step 4   Click **Save** to save your changes.

Viewing, Adding, Editing, or Deleting Radio Preferences

You can view, add, edit, or delete radio preferences in the user profile. To do so, perform the following procedure:

Procedure

Step 1   Access the Home drawer in the Cisco IPICS Administration Console and click **My Profile**.

Step 2   Click the **Communications** tab.

The Radio Preferences pane displays the following information:

- – Type—Radio descriptor for a serial radio that supports the IPICS Connect feature
- – Value—IPICS Connect number of the associated radio

Step 3   Take the desired action:

- To add a radio preference, follow these steps:
  - **a.** Click **Add**.
  - **b.** From the drop-down list, choose the type of radio for which you are configuring the IPICS Connect number.
  - **c.** In the field next to the drop-down list, enter the IPICS Connect number for the radio.
  - **d.** Click **Done**.
  - **e.** Repeat these steps as needed to add more dial preferences.
- To edit a radio preference, follow these steps:
  - **a.** Check the check box next to the radio preference that you want to edit.

    You can use the up arrow and down arrow to move a check to an adjacent check box.
  - **b.** Click **Edit**.
  - **c.** From the drop-down list, choose the type of radio for which you are configuring the IPICS Connect number.
  - **d.** In the field next to the drop-down list, enter the IPICS connect number for the radio.
  - **e.** Click **Update**.
- To delete a radio preference, follow these steps:
  - **a.** Check the check box next to the radio preference or preferences that you want to delete.

    You can use the up arrow and down arrow buttons to move a check to an adjacent check box.
  - **b.** Click **Delete**.

Step 4   Click **Save** to save your changes.

Specifying the Order of Radio Preferences

You can specify the order of the radios in your radio preferences. This feature is reserved for future use.

To specify the order of the dial preferences, perform the following procedure:

Procedure

Step 1   Access the Home drawer in the Cisco IPICS Administration Console and click **My Profile**.

Step 2   Click the **Communications** tab.

Step 3   Check the check box next to the dial preference type that you want to move to a different position in the list.

Step 4   Click the up arrow button to move the dial preference up in the list, or click the down arrow button to move it down in the list.

Step 5   Repeat Step 3 and Step 4 as needed to move other dial preferences.

Step 6   Click **Save** to save your changes.

Viewing or Updating IDC Dialer Preference

You must configure the IDC dialer preference items if you will use the IDC dialer feature. In addition, you must configure the CUCM or CME to which the IDC registers with the same information. (For more information about the IDC dialer feature, see *IPICS Dispatch Console User Guide* for this release.

You can view, or update IDC dialer preferences in the user profile. To do so, perform the following procedure:

Procedure

Step 1   Access the Home drawer in the Cisco IPICS Administration Console and click **My Profile**.

Step 2   Click the **Communications** tab.

The IDC Dialer Preferences pane includes these fields:

- IDC Dialer Phone Number—Unique number that the IDC requires to register with Cisco Unified Communications Manager (CUCM) or Cisco Unified Communications Manager Express (CME) when the user logs in. Displays on an end device when the IDC places a call to a device that is configured to display caller ID.

- End User Name—CUCM or CME end user name that is configured for the user.

- End User Password—CUCM or CME end user password that is configured for the user.

- Confirm End User Password—Confirmation of the password in the End User Password field

Step 3   Take these actions:

a.   In the IDC Dialer Phone Number field, enter a unique number that the IDC requires to register with CUCM or CME when the user logs in. Displays on an end device when the IDC places a call to a device that is configured to display caller ID. This parameter must also be configured in CUCM or CME.

b.   In the End User Name field, enter the CUCM or CME end user name that is configured for the user.

   c. In the End User Password field, enter the CUCM or CME end user password that is configured for
   the user

   d. In the Confirm End User Password field, re-enter the password that you entered in the End User
   Password field.

Step 4   Click **Save** to save your changes.

Viewing, Adding, Editing, or Deleting Dial Preferences

You can view, add, edit, or delete dial preferences in the user profile. To do so, perform the following
procedure:

Procedure

Step 1   Access the Home drawer in the Cisco IPICS Administration Console and click **My Profile**.

Step 2   Click the **Communications** tab.

The Dial Preferences pane displays the following information:

   – Type—This field specifies the description of the location to be dialed, such as business, car, or
     home.

   – Dial Number—This field specifies the telephone number of the corresponding location type.

Step 3   Take the desired action:

   • To add a dial preference, follow these steps:

      a. Click **Add**.

      b. From the drop-down list, choose a description for the dial preference.

      c. In the field next to the drop-down list, enter the telephone number for the corresponding dial
      preference.

         This field can contain numerals, dashes (-), and spaces. If the telephone number includes an
         extension, precede the extension with an uppercase or lowercase X.

      d. Click **Done**.

      e. Repeat these steps as needed to add more dial preferences.

   • To edit a dial preference, follow these steps:

      a. Check the check box next to the dial preference that you want to edit.

         You can use the up arrow and down arrow to move a check to an adjacent check box.

      b. Click **Edit**.

      c. From the drop-down list, choose a description for the dial preference.

      d. In the field next to the drop-down list, enter the telephone number for the corresponding dial
      preference.

         This field can contain numerals, dashes (-), and spaces. If the telephone number includes an
         extension, precede the extension with an uppercase or lowercase X.

      e. Click **Update**.

   • To delete a dial preference, follow these steps:

    a. Check the check box next to the dial preference or preferences that you want to delete.

       You can use the up arrow and down arrow buttons to move a check to an adjacent check box.

    b. Click **Delete**.

Step 4 Check the **Dial after sending notifications** check box if you want the policy engine to attempt to call you by using the numbers that are configured in the Dial Preferences list when an associated policy executes.

> **Note** If the Dial after sending notifications check box is checked, Cisco IPICS will first send all e-mail notifications; then, attempt to place a call to the participants by using the dial preferences that were set in the user profile.

Step 5 Click **Save** to save your changes.

Specifying the Order of Dial Preferences

You can specify the order of the numbers that you add to your dial preferences. Cisco IPICS dials the numbers in the order that you specify, beginning with the first number in the list, until every number has been tried, or until one of the calls in answered. If the call is successful, Cisco IPICS connects the call and stops. If the call is unsuccessful, Cisco IPICS continues to place calls to the numbers, in the order that they appear in the preferences list, until a call is successful or until all of the numbers in the list have been tried (whichever comes first).

To specify the order of the dial preferences, perform the following procedure:

Procedure

Step 1 Access the Home drawer in the Cisco IPICS Administration Console and click **My Profile**.

Step 2 Click the **Communications** tab.

Step 3 Check the check box next to the dial preference type that you want to move to a different position in the list.

Step 4 Click the up arrow button to move the dial preference up in the list, or click the down arrow button to move it down in the list.

Step 5 Repeat Step 3 and Step 4 as needed to move other dial preferences.

Step 6 Click **Save** to save your changes.

Managing User Associations

In Cisco IPICS, you can be associated with channels, radios, incidents, phones, VTGs, policies, and keys. You can view Cisco IPICS resources to which you have been associated in the My Associations window in the Administration Console.

The My Associations window contains information tabs that display the items to which you are associated in Cisco IPICS. See Table 4-6 through Table 4-11 for information about the resources within each of these tabs.

Table 4-6   Channels Tab Fields

Field	Description
Associated Channels	This tab specifies the channels to which you are associated.
	When you are associated with PTT channels, those channels appear as options on an IDC or a properly-configured Cisco Unified IP Phone.
	To view the channels to which you are associated, choose **Channels** from the View drop-down list.
	The following information displays about the channels to which you are associated:
	• Channel Name—This field specifies the name of the channel.
	• Status—This field indicates whether the channel is enabled or disabled.
	• Latchable—This field indicates whether the channel can be latched (locked).
	• Disable Audio—This field indicates whether audio is disabled.
	• Listen Only—This field indicates whether the Listen Only attribute is enabled.

Table 4-7 describes the fields in the Radios tab.

Table 4-7   *Radios Tab Fields*

Field	Description
Associated Radios	This tab specifies the radios to which you are associated.
	The following information displays about the radios to which you are associated:
	• Radio Name—This field specifies the name of the radio.
	• Location—This field specifies the location of the radio. The location determines whether the radio is reachable.
	• Multicast Address—This field specifies the multicast address of the radio.
	• Type—This field specifies the type of radio.
	• Status—This field specifies the status of the radio.
	Radios can have one of the following statuses:
	• Enabled—This status specifies that the radio is enabled
	• Disabled—This status specifies that the radio is disabled
	• Descriptor Corrupted/Missing—This status specifies that the radio/tone descriptor file is either corrupted or is missing from Cisco IPICS
	• Active—This status specifies that the radio is in an active state
	• Pending—This status specifies that the radio is not currently in an active state

Table 4-8 describes the fields in the Incidents tab.

Table 4-8   *Incidents Tab Fields*

Field	Description
Associated Incidents	This tab specifies information about your incidents:
	• ID—This field specifies the incident identifier.
	• Name—This field specifies the incident name.
	• Started—This field indicates when the incident started.
	• State—This field indicates whether the incident is active or inactive.

Table 4-9 describes the fields in the Phones tab.

Table 4-9   *Phones Tab Fields*

Field	Description
Associated Phones	This tab specifies the phones with which you are associated.
	When you are associated with phones, you can use your IDC to communicate with other users who are connected via a telephone.
	The following information displays about the phones to which you are associated:
	• Dial Destination—This field specifies the phone number to call (the number of the associated phone).
	• Label—This field specifies the label that displays on the IDC.

Table 4-10 describes the fields in the Virtual Talk Groups tab.

Table 4-10   *Virtual Talk Groups Tab Fields*

Field	Description
Virtual Talk Groups	This tab specifies the VTGs to which you are associated.
	When you are associated with VTGs, you can communicate with other participants of that VTG.
	To view the VTGs to which you are associated, choose **Virtual Talk Groups** from the View drop-down list.
	The following information displays about the VTGs to which you are associated:
	• VTG Name—This field specifies the name of the VTG.
	• Status—This field indicates whether the VTG is active or inactive.

Table 4-11 describes the fields in the Policies tab.

Table 4-11   *Policies Tab Fields*

Field	Description
Associated Policies	This tab specifies the policies to which you are associated that you can activate by calling the policy engine.
	The window displays the policy name in the Policy Name column.
	Note You can change the order in which the policies display by checking the check box next to a policy name and clicking the up and down arrows at the bottom of the policy list.

Table 4-12 describes the fields in the Keys tab.

Table 4-12   Keys Tab Fields

Field	Description
Associated Keys	This tab specifies the keys to which you are associated. For more information about keys, see the "Managing P25 Keys" section on page 2-56.
	The following information displays about the keys to which you are associated:
	• Name—This field specifies the name of the VTG.
	• Algorithm—This field indicates the algorithm that the key uses for encryption and decryption (DES or AES).
	• SLN (Hex)—This field represents the storage location number of the key in decimal format and in hexadecimal format. The hexadecimal format SLN is shown in parentheses.
	• Key Type—his field indicates that the key type is TEK (traffic encryption key).

To view the resources with which you are assigned, see the "Viewing User Associations" section on page 4-16.

Viewing User Associations

To view your user associations, perform the steps in the following procedure:

Procedure

Step 1   Access the Home drawer in the Cisco IPICS Administration Console and click **My Associations**.

Step 2   To view your user associations, click any of the following information tabs:

- **Channels**—This tab displays the channels to which you are associated.
- **Radios**—This tab displays the radios to which you are associated.
- **Incidents**—This tab displays the incidents to which you are associated.
- **Phones**—This tab displays the phones to which you are associated.
- **Virtual Talk Groups**—This tab displays the VTGs to which you are associated.
- **Policies**—This tab displays the policies to which you are associated.
- **Policies**—This tab displays the keys to which you are associated.

Note   You can change the order in which the policies display by checking the check box next to a policy name and clicking the up and down arrows.

See the "Managing User Associations" section on page 4-13 for a description of each of the association tabs.

Downloading the IDC

As a Cisco IPICS user, you can download the current version of the IDC to your PC. To do so, perform the following steps from the PC to which you want to download the IDC.

For more information about the IDC, see *IPICS Dispatch Console User Guide* for this release.

Procedure

Step 1 Access the Home drawer in the Cisco IPICS Administration Console and click **Download IDC**.

Cisco IPICS initiates the IDC download utility, which installs the IDC on your PC and creates a shortcut on your desktop.

Step 2 Follow the on-screen prompts to download and install the IDC.