Installation Overview

Installation Tools

During installation, use one or all of the following tools, as required:

- ICM-CCE-Installer—The main Unified CCE Installer copies all files into relevant folders, creates the base registries, and installs needed third-party software such as JRE and Apache Tomcat. It uses the Microsoft .NET Framework which is an integral software of Windows Server.

> **Note**
> Optionally, you can update the JRE installed by the Unified CCE Installer with a later version of the JRE. See Java Upgrades.
>
> If the ICM-CCE installer installs JRE on the Windows platform, the system retains only the Cisco approved CA certificates in the java certificate store, and removes all the unapproved certificates.

  Do not run the installer remotely. Download the installer to a local machine for installation.

- ICM12.6.2.exe—The Unified CCE patch installer. It copies all files into relevant folders, updates the registries, and installs needed third-party software such as JRE, Apache Tomcat, and Microsoft .NET Framework.

- Cisco Unified Intelligent Contact Management Database Administration (ICMDBA) Tool—Used to create new databases, modify or delete existing databases, and perform limited SQL Server configuration tasks.

- Domain Manager—Used to provision Active Directory.

- Web Setup—Used to set up the Call Routers, Loggers, Network Gateways, Network Interface Controllers, and Administration & Data Servers.

- Peripheral Gateway (PG) Setup—Used to set up PGs, the CTI server, and the Outbound Option dialer.

- AdminClientInstaller—Installs the Administration Client on a system that is not running other Unified CCE components.

  The AdminClientInstaller is delivered on the installation media with the ICM-CCE-Installer.

- Administration Client Setup—Used to add, edit, or remove Administration Clients and Administration Client Instances.