



### **Cisco Unified Web and E-Mail Interaction Manager Installation Guide**

**For Unified Contact Center Express** 

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#### **Americas Headquarters**

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# Preface

- About this guide
- Document conventions
- Other learning resources

Welcome to Cisco® Interaction Manager<sup>TM</sup>, multichannel interaction software used by businesses all over the world to build and sustain customer relationships. A unified suite of the industry's best applications for web and email interaction management, it is the backbone of many innovative contact center and customer service helpdesk organizations.

Cisco Interaction Manager includes a common platform and one or both of the following applications:

- Cisco Unified Web Interaction Manager (Unified WIM)
- Cisco Unified E-Mail Interaction Manager (Unified EIM)

### About this guide

*Cisco Unified Web and E-Mail Interaction Manager Installation Guide* is intended for installation engineers, system administrators, database administrators, and others who are responsible for installing and maintaining your Cisco Interaction Manager installation.

This guide is for installations that are integrated with Cisco Unified Contact Center Express (Unified CCX).



#### **Document conventions**

This guide uses the following typographical conventions.

Convention	Indicates
Italic	Emphasis. Or the title of a published document.
Bold	Labels of items on the user interface, such as buttons, boxes, and lists. Or text that must be typed by the user.
Monospace	The name of a file or folder, a database table column or value, or a command.
Variable	User-specific text; varies from one user or installation to another.

Document conventions

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# **Other learning resources**

Various learning tools are available within the product, as well as on the product CD and our web site. You can also request formal end-user or technical training.

#### Online help

The product includes topic-based as well as context-sensitive help.

Use	To view
Help button	Topics in <i>Cisco Unified Web and E-Mail Interaction Manager Help</i> ; the Help button appears in the console toolbar on every screen.
F1 keypad button	Context-sensitive information about the item selected on the screen.

Online help options

#### Document set

Unified WIM and Unified EIM documentation is available in the Documents folder on the product CD. It includes the following documents:

- Cisco Unified Web and E-Mail Interaction Manager System Requirements
- Cisco Unified Web and E-Mail Interaction Manager Browser Settings Guide
- Cisco Unified Web and E-Mail Interaction Manager Administration Console User's Guide
- Cisco Unified Web and E-Mail Interaction Manager Agent Console User's Guide
- Cisco Unified Web and E-Mail Interaction Manager Knowledge Base Console User's Guide
- Cisco Unified Web and E-Mail Interaction Manager Reports Console User's Guide
- Cisco Unified Web and E-Mail Interaction Manager Supervision Console User's Guide
- Cisco Unified Web and E-Mail Interaction Manager System Console User's Guide
- Cisco Unified Web and E-Mail Interaction Manager Tools Console User's Guide

The latest versions of all Cisco documentation can be found online at http://www.cisco.com

- All Unified EIM documentation can be found online at http://www.cisco.com/en/US/products/ps7236/tsd\_products\_support\_series\_home.html
- All Unified WIM documentation can be found online at http://www.cisco.com/en/US/products/ps7233/tsd\_products\_support\_series\_home.html
- In particular, Release Notes for these products can be found at http://www.cisco.com/en/US/products/ps7236/prod\_release\_notes\_list.html
- For general access to Cisco Voice and Unified Communications documentation, go to http://www.cisco.com/en/US/products/sw/voicesw/tsd\_products\_support\_category\_home.html

# Planning

- Configuration options
- Additional partitions

Designing the right configuration for your business is the first step toward setting up a robust and scalable system. Configuration options for Cisco Interaction Manager are many—ranging from a simple single-server installation to many flavors of distributed installations. This chapter describes available configuration options, best practices for distributed-server installations, and considerations that will help you determine how many partitions to install. See *Cisco Unified Web and E-Mail Interaction Manager Solutions Reference Network Design Guide* for deployment recommendations for various scenarios.

A reference sheet is provided on page 97 to help you record your configuration choices and related details. You will need to refer to this sheet often during the installation process.

If this installation is the first step towards installing Maintenance Release (MR) 4.2(5), refer to "Appendix B: Path to Maintenance Release 4.2(5)" on page 104 for a flowchart depicting the various tasks that must be completed to get to MR 4.2(5).

#### **Configuration options**

A Cisco Interaction Manager installation has five components. They are:

- 1. File server, which is always installed on the same machine as the primary application server
- 2. Database
- 3. Application server
- Web server, which in the case of Unified WIM is installed on a separate machine outside the firewall for security reasons
- 5. Services server

You can install these components in any of the following three types of configuration:

- 1. **Single server or collocated:** All components are on a single server. This is the simplest type of configuration. A true single-server deployment is possible only for Unified EIM installations. If the installation includes Unified WIM, it becomes a collocated deployment, where the web server is installed on a separate machine outside the firewall.
- Split server or collocated: Components are split across two servers. The database is on one server, while all
  other components are on the other server. A true split-server deployment is possible only for Unified EIM
  installations. If the installation includes Unified WIM, it becomes a collocated deployment, where the web
  server is installed on a separate machine outside the firewall.
- 3. Distributed server: Components are distributed over three or more servers. A wide range of options is available for distributed-server configurations (See Cisco Unified Web and E-Mail Interaction Manager Solutions Reference Network Design Guide and Cisco Unified Contact Center Express (CCX) Configuration & Ordering Tool for deployment recommendations). The database is usually installed on a dedicated server, and the other components are spread over two or more servers. If the installation includes Unified WIM, the web server is installed on a separate machine outside the firewall.

# **Additional partitions**

Meant for enterprise-wide deployments, a single installation of Unified WIM and Unified EIM can be used by independent business units in an organization with the help of separate business partitions. While the hardware and software is common for all partitions, system resources and business objects are stored and managed separately for each partition. Create additional partitions if you want to:

- Segregate data between business units in your enterprise.
- Serve multiple customers from a single installation.

Additional business partitions are ideal for organizations where business units (or clients, in the case of an outsourced services provider) do not need to share customer, interaction, or product information. For example, a bank that serves individual retail consumers as well as corporations might want two partitions as the product offerings and customer service needs for these segments are different. Partitions can also be used for different geographies. The same bank, to continue with our example, might choose to use separate partitions for their US and China businesses because of legal and regulatory needs.

The installation program, by default, sets up two partitions:

- 1. The System partition, which is shared by all business partitions
- 2. A business partition with one department

You can create additional business partitions by using the installation program (see "Additional partitions" on page 76).

Each partition is created with one department. While partitions do not share system resources or business objects, departments within a partition share system resources and can also share specific business resources. Additional departments are created in the Administration Console. See *Cisco Unified Web and E-Mail Interaction Manager Administration Console User's Guide* for more information.

# Pre-installation tasks

- Verifying system requirements
- Collecting required information
- Configuring environment variables
- Verifying SQL Server authentication settings
- Verifying state of Microsoft Search service
- Setting up user accounts and permissions
- Verifying directory names
- Creating WebLogic domains
- Configuring virus scanner
- Verifying Network Configuration
- Verifying Unified CCX installation

This chapter describes pre-installation procedures. It is important to perform these procedures carefully. As you need to prepare the installation environment in advance, read this installation guide and the following documents before planning and implementing the installation:

- Cisco Unified Web and E-Mail Interaction Manager Release Notes
- Cisco Unified Web and E-Mail Interaction Manager System Requirements
- Cisco Unified Web and E-Mail Interaction Manager Solutions Reference Network Design Guide

# Verifying system requirements

#### Bandwidth and hardware requirements

#### To verify bandwidth and hardware requirements:

- Confirm that the bandwidth and servers required for the configuration of your choice is available. The following resources will help you determine these requirements:
  - Cisco Unified Web and E-Mail Interaction Manager System Requirements
  - Cisco Unified Web and E-Mail Interaction Manager Solutions Reference Network Design Guide
  - Cisco Unified Contact Center Express (CCX) Configuration & Ordering Tool
  - Cisco Customer Response Solutions (CRS) Software and Hardware Compatibility Guide

#### Software requirements

*Cisco Unified Web and E-Mail Interaction Manager System Requirements* lists the software environment that must be set up on the various server-class machines. Create the environment in the following order.

#### To set up the required software environment:

- 1. On the web and application server machines:
  - a. Install BEA® WebLogic Server<sup>TM</sup> 8.1 SP 6 (included on the Cisco product CD).
  - b. Create WebLogic domains (see "Creating WebLogic domains" on page 17 for the procedure); make sure you choose Sun JDK.
- 2. On the services server machines in distributed-server configurations:
  - Install JDK 1.4.2\_11 (included on the Cisco product CD with BEA® WebLogic Server).
- 3. On the database server machine:
  - a. Make sure that the following three services are running: NT LM Security Support Provider service, Remote Procedure Call (RPC) service, and the Remote Procedure Call (RPC) Locator service.
  - b. Install Microsoft® SQL Server® 2000 SP 4. Select the default SQL instance while installing SQL Server.
  - c. Verify that the SQL collation setting is: SQL\_Latin1\_General\_CP1\_CI\_AS
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- d. Enable mixed-mode authentication.
- e. In SQL Enterprise Manager, ensure that the Full-text Search service is running.
- 4. Ensure that an accessible POP3 server is running.

# **Collecting required information**

#### To collect required information:

Use the reference sheet provided in Appendix A (page 97) to gather the information that you will need during the installation process.

# **Configuring environment variables**

#### To configure environment variables on all application and services server machines:

- 1. Ensure that the JDK path is added to the path environment variable. For example, BEA\_Home\JDK142\_11\bin.
- 2. Set the TEMP environment variable to point to some physical location on the system. For example, C:\temp.

# **Verifying SQL Server authentication settings**

#### To verify the authentication mode of SQL Server:

- 1. Go to Start > Programs > Microsoft SQL Server > Enterprise Manager.
- 2. Browse to Microsoft SQL Servers > SQL Server Group > Server\_Name.
- 3. Right-click Server\_Name and click Properties.
- 4. In the SQL Server Properties window, go to the Security tab.

5. Verify that the SQL Server authentication mode is set to SQL Server and Windows. If authentication is set to Windows only, then the application won't be able to connect to the database.

SQL Server Properties (Configure) - (local)	x	
Server Settings   Database Settings   Replication   Active Director General   Memory   Processor   Security   Connections		
Security SQL Server provides authentication based on Windows accounts and a named SQL Server login ID and password. Authentication: © <u>SQL Server and Windows</u> © <u>Windows only</u> Audit levet: © <u>None</u> © <u>Faikure</u> © <u>Success</u> © All Ownership chaining: E Allow cross-database ownership chaining		
Startup service account Start and run SQL Server in the following account © System account © Ihis account Bessword:		
OK Cancel Help		

Verify SQL Server authentication

## Verifying state of Microsoft Search service

#### To verify the state of the Microsoft Search service:

- 1. Go to Start > Programs > Administrative Tools > Services.
- 2. Ensure that the Microsoft Search service is running.

This service is required for text searches.

## Setting up user accounts and permissions

You will need administrator privileges on the local system to perform the installation.

#### To set up user accounts and permissions:

1. Create a domain user account for exclusive use by Cisco Interaction Manager.



Caution: Do not change the password of the domain account after Cisco Interaction Manager is installed. The system becomes inaccessible if the password is changed later.

2. Add this account to your local administrator group. Use this account to install and configure the system.

3. Verify that the IIS service is running. In a single-server or split-server configuration, you can run the system using the local system account. In a collocated or distributed-server configuration, a domain account must be used.

## **Verifying directory names**

#### To verify directory names:

Ensure that the names of your BEA, WebLogic, and JDK home directories do not contain any spaces.

# **Creating WebLogic domains**

You need to create WebLogic domains for each application server in your configuration before starting the installation program. The procedures for creating the WebLogic domain for the primary application server and that for secondary application servers is different.

#### Creating a WebLogic domain for the primary application server

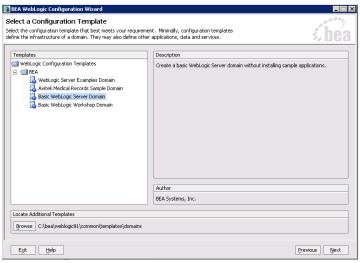
#### To create the WebLogic domain for the primary application server:

- 1. Go to Start > Programs > BEA WebLogic Platform 8.1 > Configuration Wizard.
- 2. In the Create or Extend a Configuration window, select Create a new WebLogic configuration.



Choose to create a new WebLogic configuration

3. In the Select a Configuration Template window, select Basic WebLogic Server Domain.



Choose configuration template

4. In the Choose Express or Custom Configuration window, select the Express configuration option.

BEA WebLogic Configuration Wizard	
Choose Express or Custom Configuration Choose between default and customized settings for your configuration.	<i>i bea</i>
	N
	н
© Express	
Create a configuration quickly using the default template settings.	
This option does not permit modification of template settings, for example, server port numbers, an creates a configuration exactly as defined by the template.	đ
○ Custom	
Create a custom configuration by modifying any template settings, as desired.	
This option permits modification of template settings including clustering, database(JDBC), messaging(JMS), and advanced security options.	
Egit Help Pr	evious <u>N</u> ext

Choose express configuration

5. In the Configure Administrative Username and Password window, configure the user name and password of the WebLogic administrator.

BEA WebLogic Configuratio	n Wizard	_ 🗆 X
Create a user automatically assign	e Username and Password ed to the Administrative Role. or used to start development mode servers.	<i>i bea</i>
💍 Discard Changes		
*User name:	weblogic	
*User password:	*****	
*Confirm user password:	*****	
Description:	The default administration user	
Exit Help		Previous Next

Create administrative user

- 6. In the Configure Server Start Mode and Java SDK window, select the following options:
  - In the WebLogic Configuration Startup Mode section, select the start mode to be Production Mode.
  - In the Java SDK Selection section, in the BEA Supplied SDKs list select Sun SDK 1.4.2\_11.

BEA WebLogic Configuration Wizard	
Configure Serverk start Mode and Java SDK Choose the WebLogic configuration startup mode and the Java Software Development Kit (SDK) to be used for the domain.	<i>i</i> bea
To use WebLogic JRockit in production, BEA recommends developing and WebLogic JRockit Migration Guide for information about migrating to We WebLogic Configuration Startup Mode	I testing your applications with WebLogic JRockit early in the project cycle. See blogic JRockit.
O Development Mode     Utilize book, properties for username and     password and polif or applications to deploy.     Sun DX recommended for better startup     performance during terative development.     O Production Mode     Require the entry of a username and password     and do not polif or applications to deploy.     Web.cogic JRodot Stor Recommended for better     runtime performance and management.	BEA Supplied SDKs      Rodik SDK 1.4.2_10-8160 @ D:[bea]podik31sp6_1      Sun SDK 1.4.2_11 @ D:[bea]pdk142_11      U      Dther Java SDK      Control
E <u>v</u> it <u>H</u> elp	Previous Next

Configure server start mode and Java SDK

7. In the Create WebLogic Configuration window, select **myserver** and click **Create** to complete the process of creating the domain.

BEA WebLogic Configuration Wizard Create WebLogic Configuration		_ : ×
Specify the directory in which you want to create a WebLogic con summary and make any corrections by returning to the associated		zard. źbea
Configuration Summary	Configuration Details	
Templete Server	Name *Name: Listen address: Listen port:	Value myserver 7001
Summary View: Deployment v		
Configuration Location and Domain Name		Configuration Name: mydomain
Exit Help		Previous

Create WebLogic configuration

After creating the WebLogic domain, you can verify that it has been created successfully. For details see "Verifying WebLogic domains" on page 26.

#### Creating WebLogic domains for secondary application servers

Skip this procedure, if you have only one application server.

#### To create the WebLogic domain for a secondary application server:

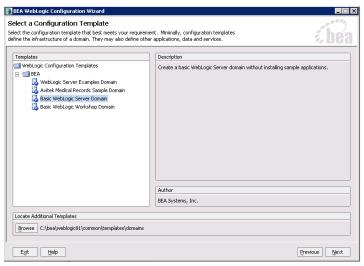
- 1. Go to Start > Programs > BEA WebLogic Platform 8.1 > Configuration Wizard.
- 2. In the Create or Extend a Configuration window, select Create a new WebLogic configuration.



Choose to create a new WebLogic configuration

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3. In the Select a Configuration Template window, select Basic WebLogic Server Domain.



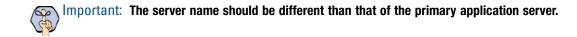
Choose configuration template

4. In the Choose Express or Custom Configuration window, select the Custom configuration option.

BEA WebLogic Configuration Wizard	
Choose Express or Custom Configuration Choose between default and customized settings for your configuration.	(hea
	<u> </u>
○ Express	
Create a configuration quickly using the default template settings.	
This option does not permit modification of template settings, for example, server port numbers, an creates a configuration exactly as defined by the template.	nd
● Custom	
Create a custom configuration by modifying any template settings, as desired.	
This option permits modification of template settings including clustering, database(JDBC), messaging(JMS), and advanced security options.	
	evious <u>N</u> ext

Choose custom configuration

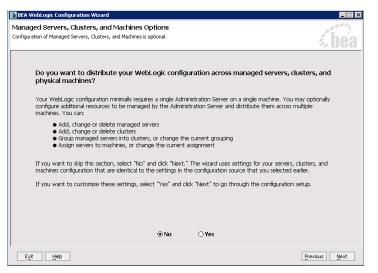
5. In the Configure the Administration Server window, provide the name of the server you want to create.



A WebLogic Con	figuration Wizard	
adminstration ser	Iministration Server ver configurations. Each WebLogic Server domain must have one Administration Server. er hosts the Administration Console which is used to perform administrative tasks.	<i>ii</i> be
Discard Changes		
*Name:	myserver1	
Listen address:	All Local Addresses	· · ·
Listen port:	7001	
SSL listen port:	N/A	
SSL enabled:		

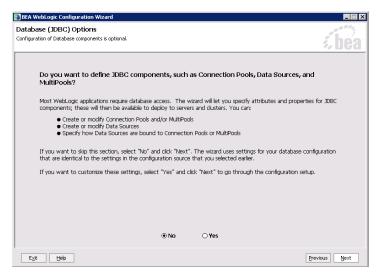
Configure the administration server

6. In the Manage Servers, Clusters, and Machines Options window, select No.



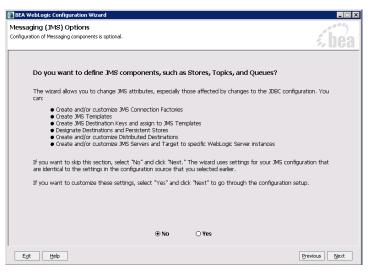
Select No to skip the configuration of Managed Servers, Clusters, and Machines

7. In the Database (JDBC) Options window, select No.



Select No to skip the configuration of Database (JDBC) components

8. In the Messaging (JMS) Options window, select No.



Select No to skip the configuration of Messaging components

9. In the Configure Administrative Username and Password window, configure the user name and password of the WebLogic administrator.

🛐 BEA WebLogic Configuratio	n Wizard		
Configure Administrative Username and Password			
	Create a user automatically assigned to the Administrative Role.		
			., 1004
💍 Discard Changes			
	r		
*User name:	weblogic		
*User password:	****		
*Confirm user password:	****		
Description:	The default administration user		
	Configure additional users, groups, and global roles.		
	compare duardonar uso	ing groups, and global fold	
	No	O Yes	
	0.00		
Exit Help			Previous Next

Create administrative user

10. In the Configure Windows Options window, select No for both options.

BEA WebLogic Configuration Wizard	X
Configure Windows Options Choose whether or not to add a Windows Start Menu Shortcut and install th	ne server as a Windows service.
Create Start Menu Yes Add a shortcut in the Start Menu. No Do not add a shortcut in the Start Menu.	Install Administrative Server as a Windows Service         Yes         Image: Service administrative privileges and want to register my administrative server as a service.         Image: Service now. See product documentation for post-install registration of a server as a service.
Exit Help	Previous Next

Configure Windows options

- 11. In the Configure Server Start Mode and Java SDK window, select the following options:
  - In the WebLogic Configuration Startup Mode section, select the start mode to be Production Mode.

• In the Java SDK Selection section, in the BEA Supplied SDKs list select Sun SDK 1.4.2\_11.

BEA WebLogic Configuration Wizard	
Configure Server at t Mode and Java SDK Choose the WebLogic configuration startup mode and the Java Software Development Kit (SDK) to be used for the domain.	<b>i bea</b>
To use WebLogic JRockit in production, BEA recommends developing ar WebLogic JRockit Migration Guide for information about migrating to We	nd testing your applications with WebLogic JRockit early in the project cycle. See ebLogic JRockit.
WebLogic Configuration Startup Mode	Java SDK Selection
O Development Mode Utilize book, properties for username and password and polifor applications to deploy. Sun SDK recommended for betters startup performance during iterative development. O Production Mode Require the entry of a username and password and do not polifor applications to deploy. WebLogic 3Rodd's Krecommended for better runtime performance and management.	BEA Supplied SDKs      IRoda: SDK 1.4.2_10-8160 @ D:\bea\rodit81sp6_1      Sun SDK 1.4.2_11 @ D:\bea\rdit42_11      (     D:\bea\rdit42_1      D:\bea\r
Exit Help	Previous Next

Configure server start mode and Java SDK

12. In the Create WebLogic Configuration window, select the administration server you created in Step 5 (page 22) and click **Create** to complete the process of creating the domain.

ate WebLogic Configuration ify the directory in which you want to create a WebLogi nary and make any corrections by returning to the asso			hea	
onfiguration Summary		onfiguration Details		
I Template		ame	Value	
Server		Name:	myserver1	
myserver1		sten address:	All Local Addresses	
	LIS	sten port:	7001	
	1			
	100			
mmary View: Deployment				
ummary View: Deployment '				
onfiguration Location and Domain Name				

Create WebLogic configuration

After creating the WebLogic domain, you can verify that it has been created successfully. For details see "Verifying WebLogic domains" on page 26.

application server.

#### Verifying WebLogic domains

After creating a WebLogic domain, you can verify that it has been created successfully.

#### To verify a WebLogic domain:

- 1. Go to *BEA\_Home* \user\_projects \domains.
- 2. Verify that there is a folder with the same name that you provided while creating the WebLogic domain.

# **Configuring virus scanner**

• Ensure that the virus scanner is configured to allow sending emails through the SMTP port (Port 25). In a distributed installation, configure this setting on the services server.

# **Verifying Network Configuration**

These tasks must be completed in all collocated, split-server, and distributed-server configurations.

#### To verify network configuration:

- 1. Ensure that all machines in the configuration are in the same network domain. Note that the application cannot be installed in a workgroup.
- 2. Ensure that all the machines are in the same LAN.
- 3. Ensure that the system clocks of all the machines are synchronized.

# **Verifying Unified CCX installation**

Verify that Unified CCX has been installed and configured on one or more MCS servers. Refer to the Unified CCX documentation for details. Also, verify that these servers are in the same local area network as the Cisco Interaction Manager servers and are accessible from the Cisco Interaction Manager servers.

# Installation process

- Installing a single-server or collocated configuration
- Installing a split-server or collocated configuration
- Installing a distributed-server configuration

This chapter helps you install the product in the configuration you have chosen (see "Configuration options" on page 11). It describes the process of installing single-server, split-server, and distributed-server configurations.

Before beginning the installation, ensure that you have complied with all the prerequisites listed in "Preinstallation tasks" on page 13.

### Installing a single-server or collocated configuration

A true single-server deployment is possible only for Unified EIM installations. If the installation includes Unified WIM, it becomes a collocated deployment, where the web server is installed on a separate machine outside the firewall.

#### To install a single-server or collocated configuration:

- 1. Run Setup.exe from the product CD.
- 2. When the Introduction window appears, read the installation instructions.
- 3. In the License Agreement window, review the licensing terms and select the **I accept the terms of the License Agreement** option.

Introduction	TERMS AND CONDITIONS OF USE	
License Agreement     Installation Options     Prerequisites     Cisco Parameters	IMPORTANT: THE USE OF THE CISCO INTERACTION MANAGER SOFTWARE IS CONTINGENT UPON YOUR EXPRESS AGREEMENT TO BE BOUND BY THE TERMS AND CONDITIONS OF THIS AGREEMENT ON A SOFTWARE LICENSE AND SENTICES AGREEMENT EXECUTED BY YOU AND CISCO SYNEMI. BY CLICKING THE "ACCEPT" BUTTON BELOW YOU AGREE TO BE DOUND BY THE TERMS OF THIS AGREEMENT. IF YOU ARE	
<ul> <li>Database Parameters</li> <li>Summary</li> <li>Installing Cisco Server</li> <li>Installation Complete</li> </ul>	AUREADY A SIGNATORY TO A VALID AND SOFTWARE LICENSE AND SERVICES ARGEMENT WITH CICS SYMEMS. THE TERMS OF THAT AGREEMENT SHALL GOVERN YOUR USE OF THE CISCO INTERACTION MANAGER SOFTWARE. 11 License :	
	Subject to the terms and conditions of the Agreement, affice Systems ("Cisco") grants the Licensee a non-exclusive, non-transferable, license to install, execute, display and otherwise use Cisco's Cisco Theraction Manager () [accept the terms of the License Agreement] () Ido NOT accept the terms of the License Agreement	*

Read and accept the terms of the License Agreement

4. In the Installation Options window, select the components to install.

If it you are installing only Unified EIM, you can set up a pure single-server configuration. In this case, select the following options:

- File Server
- Application Server
- Web Server
- Services Server
- Database
- 28 Cisco Unified Web and E-Mail Interaction Manager Installation Guide

		Installation Option
Introduction	Feature Set:	Custom
License Agreement		
Installation Options	File Serve	
Prerequisites	Web Serv	
Cisco Parameters	Services	
Database Parameters	Database     Partition	
Summary	Archive	~
Installing Cisco Server	<	>
Installation Complete	- Description	
	File Server This option wi Manager.	II install file system component for Cisco Interaction

Select installation options for a single-server Unified EIM installation

If it you are installing both applications or only Unified WIM, use a collocated configuration, where the web server is installed on a separate machine outside the firewall. In this case, select the following options:

- File Server
- Application Server
- Services Server
- Database

辊 Cisco Interaction Manager			
		Installation Opt	ions
<ul> <li>Introduction</li> <li>License Agreement</li> <li>Installation Options</li> <li>Prerequisites</li> <li>Oisco Parameters</li> <li>Database Parameters</li> <li>Bummary</li> <li>Installing Cisco Server</li> <li>Installation Complete</li> </ul>	Feature Set: V File Service: V Applicat Veb Service: V Databas: Partition Partition File Server: File Server: This option w Manager.	ion Server rver Server ie	
InstallAnywhere by Macrovision — Cancel		< Back Next	>

Select installation options for a collocated installation that includes Unified WIM

5. Type the path or browse to the BEA and WebLogic home directories.

📲 Cisco Interaction Manager	
	BEA and WebLogic Home Directories
<ul> <li>Introduction</li> <li>License Agreement</li> <li>Installation Options</li> <li>Prerequisites</li> <li>Cisco Parameters</li> <li>Database Parameters</li> <li>Burmmary</li> <li>Installing Cisco Server</li> <li>Installation Complete</li> </ul>	Please Enter BEA Home and WebLogic Home BEA home directory C:bea WebLogic home directory C:bea\weblogic81
InstallAnywhere by Macrovision — Cancel	< Back Next >

Provide the path to the BEA and WebLogic home directories

6. Type the path or browse to the JDK home directory.

📲 Cisco Interaction Manager	
	JDK Home Directory
<ul> <li>Introduction</li> <li>License Agreement</li> <li>Installation Options</li> <li>Prerequisites</li> <li>Oisco Parameters</li> <li>Database Parameters</li> <li>Burmary</li> <li>Installing Oisco Server</li> <li>Installation Complete</li> </ul>	JDK 1.4.2 is required for this installation. Provide the location of the JDK home directory.  JDK home directory C:\bea\jdk142_11  Restore Default Directory Browse
InstallAnywhere by Macrovision — Cancel	< Back Next >

Provide the path to the JDK home directory

7. Type the path or browse to the folder where you would like to install Cisco Interaction Manager.

📲 Cisco Interaction Manager	
	Cisco Interaction Manager Home Directory
<ul> <li>Introduction</li> <li>License Agreement</li> <li>Installation Options</li> <li>Prerequisites</li> <li>Cisco Parameters</li> <li>Database Parameters</li> <li>Burmary</li> <li>Installing Cisco Server</li> <li>Installation Complete</li> </ul>	Specify the home directory for Cisco Interaction Manager.  Cisco Interaction Manager directory:  C:\CIM  Restore Default Directory Browse
InstallAnywhere by Macrovision — Cancel	< Back Next >

Provide a location for the Cisco Interaction Manager home directory

8. In the WebLogic Server and RMI Parameters window, provide the following details:

Important: WebLogic domain parameters information should match the information provided while configuring the WebLogic domain.

- **Domain Location:** Location of the WebLogic domain you configured on page 17. For example, *BEA\_Home*\user\_projects\domains\*Domain\_Name*.
- Server name: Name of your WebLogic server (page 17). The default name is myserver.
- User name: User name of the WebLogic system user (page 17), required to access the WebLogic Server Administration Console.
- **Password:** Password for the WebLogic system user (page 17).
- Listen port: Port number of the WebLogic server.
- SSL listen port: Secure Socket Layer Listen port number used by WebLogic.
- **RMI registry port:** Port number used by the Remote Method Invocation (RMI) registry naming service.
- **RMI activation port:** Port number used by the RMI Daemon Process.

_	Web	Logic Server and RMI Paramet
Introduction License Agreement Installation Options Prerequisites Cisco Parameters Database Parameters Summary	Domain location Server name User name Password	C:'bealuser_projects'domain Browse myserver weblogic
Installing Cisco Server	Verify password Listen port SSL listen port RMI registry port RMI activation port	9001 9002 9099 9098

Provide WebLogic server and RMI parameters

Cisco Interaction Manager has two distinct areas: the system area and the partition (or business) area. An administrator type user is created for each area during the installation. In the next two windows, you will be asked for user names and passwords for these two users:

- System Administrator
- Partition Administrator
- 9. In the Cisco System Administrator Account window, create the first system administrator user account. Provide the following:
  - User name: User name for the system administrator.
  - **Password:** Password for the system administrator.
  - Verify password: Verify the password.

辊 Cisco Interaction Manager		×
	Cisco System Administrator Accou	nt
<ul> <li>Introduction</li> <li>License Agreement</li> <li>Installation Options</li> <li>Prerequisites</li> <li>Cisco Parameters</li> <li>Database Parameters</li> <li>Summary</li> <li>Installing Cisco Server</li> <li>Installation Complete</li> </ul>	User name 58 Password <sup>44</sup> Verify password <sup>44</sup>	
InstallAnywhere by Macrovision — Cancel	< Back Next >	

Create the first system administrator user account

- 10. In the Cisco Partition Administrator Account and Partition window, create the first partition administrator user account and the partition. Provide the following:
  - User name: User name for the partition administrator.
  - **Password:** Password for the partition administrator.
- 32 Cisco Unified Web and E-Mail Interaction Manager Installation Guide

- Verify password: Verify the password.
- Partition name: Name for the partition.
- Description of partition: Description for the partition.

辊 Cisco Interaction Manager		
	Cisco Partition Administra	tor Account and Partition
<ul> <li>Introduction</li> <li>License Agreement</li> <li>Installation Options</li> <li>Prerequisites</li> <li>Clisco Parameters</li> <li>Database Parameters</li> <li>Summary</li> <li>Installing Clisco Server</li> <li>Installation Complete</li> </ul>	User name Password Verify password Partition name Description of partition	pa a. a. default Default partition
InstallAnywhere by Macrovision — Cancel		< Back Next >

Create the first partition administrator user account and the partition

- 11. In the Master Database Parameters window, provide the following details:
  - Server name: Name of the local server on which the MSSQL database is to be installed.

Important: Make sure you provide the DNS host name and not the IP address of the server. If you don't provide the host name, the installation will fail.

- **Database name:** Name of the master database. The installation program creates the master database with the name you provide here.
- Database listen port: Port number of the MSSQL Server.
- **Datafile path:** Path of the folder on the database server, where you want to create the data file. For example: *MSSQL\_Home*\MSSQL\Data.
- **Datafile initial size:** Minimum size of the data file for the database.
- Datafile maximum size: Maximum size of the data file for the database.
- **Datafile increment size:** Additional file size limit that will be allocated to a database object after the initial size is full.
- Logfile initial size: Minimum size of the log file.
- **Logfile maximum size:** Maximum size of the log file.
- Database administrator user name: User name of the database administrator for MSSQL Server.
- Database administrator password: Password of the database administrator.
- **Cisco Database user name:** User name required to connect to the Cisco Interaction Manager master database. The installation program creates the database and its user.
- Cisco Database password: Password for Cisco Interaction Manager master database user.

-	Master	Database Param	eter
<ul> <li>Introduction</li> <li>License Agreement</li> </ul>	Server name	DatabaseServerName	^
Installation Options	Database name	eGMasterDB	
Prerequisites	Database listen port	1433	
Cisco Parameters	Datafile path	C: ProgramFiles Micros	
<ul> <li>Database Parameters</li> <li>Summary</li> </ul>	Datafile initial size (MB)	100	
<ul> <li>Installing Cisco Server</li> </ul>	Datafile maximum size (MB)	Unlimited	
Installation Complete	Datafile increment size (MB)	10	
	Logfile initial size (MB)	25	
	Logfile maximum size (MB)	50	
	Database administrator user name	sa	
	Natahaee adminietrator naeeword	**	*

Provide master database parameters

12. In the Partition Database Parameters window, provide the following details:

Important: Partition database should be created on the same database server as master database.

- Server name: Name of the local server on which your MSSQL database is installed.
- **Database name:** Name of the partition database. The installation program creates a database with the name you type here.

Important: Make sure you provide the DNS host name and not the IP address of the server. If you don't provide the host name, the installation will fail.

- Database listen port: Port number of the MSSQL Server.
- **Datafile path:** Path of the folder on the database server, where you want to create the data file. For example: *MSSQL\_Home*\MSSQL\Data.
- Datafile initial size: Minimum size of the data file for the database.
- Datafile maximum size: Maximum size of the data file for the database.
- **Datafile increment size:** Additional file size limit that will be allocated to a database object after the initial size is full.
- **Logfile initial size:** Minimum size of the log file.
- **Logfile maximum size:** Maximum size of the log file.
- Database administrator user name: User name of the database administrator for MSSQL Server.
- Database administrator password: Password of the database administrator.
- **Cisco Database user name:** User name required to connect to the Cisco Interaction Manager database. The installation program creates the database and its user.
- Cisco Database password: Password for Cisco Interaction Manager database user.

-	Partition	Database Param	eter
Introduction License Agreement Installation Options Prerequisites Cisco Parameters Database Parameters	Server name Database name Database listen port Datafile path	DatbaseServerName eGActiveDB 1433 D:WSSQL/Data\	
<ul> <li>Summary</li> <li>Installing Cisco Server</li> <li>Installation Complete</li> </ul>	Datafile initial size (MB) Datafile maximum size (MB) Datafile increment size (MB) Logfile initial size (MB) Logfile maximum size (MB)	2048 Unlimited 500 1024 Unlimited	
	Logne maximum size (WB) Database administrator user name Database administrator paseword	sa	*

Provide partition database parameters

- 13. Review the information displayed in the Summary window, and click Install.
- 14. In the Installation Complete window, click **Finish** to complete the installation process for Cisco Unified Web and E-Mail Interaction Manager. The next few screens will help you set up the integration with Unified CCX.
- 15. In the next window, click the Finish button to launch the Cisco Unified CCX Data Integration Wizard.

Cisco Parameters Database Parameters Summary Installing Cisco Server Installation Complete	
--	--

Click the Finish button

16. In the Welcome window, read the introduction and click Next.



Click the Next button

- 17. In the next window, provide the following details to configure a socket connection to the Unified CCX server.
  - **Cisco Unified CCX Main Server:** Provide the host name or IP address of the primary Unified CCX server.
  - **Cisco Unified CCX HA Server:** Provide the host name or IP address of the secondary Unified CCX server, which serves as the "high availability" server. This is an optional field. If you provide the secondary Unified CCX server details, Unified WIM and Unified EIM attempts to connect to the secondary Unified CCX server when the connection to the primary Unified CCX server fails.
  - Cisco Unified CCX Master Listener TCP Port: Provide the port number of the licensing port in Unified CCX, which is used to connect to Unified CCX to download license information. This port corresponds to the Master Listener TCP Port configured in the System Parameters section of Unified CCX Administration. The default value is 994.
  - Cisco Unified CCX RmCm TCP Port: Provide the port number to be used to connect to Unified CCX to download configuration data for agents, teams, supervisors, and CSQs (queues). This port corresponds to the RmCm TCP Port configured in the System Parameters section of Unified CCX Administration. The default value is 42027.
  - Select Yes to download voice contact service queues (CSQ) from Unified CCX during the configuration of the system. Clear this option if you don't want voice queues in your Unified WIM and Unified EIM system.

Click Save.

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Please enter following details requir to Cisco Unified C		ection
Cisco Unified CCX Main Server*:	10.10.60.30	
Cisco Unified CCX HA Server:		
Cisco Unified CCX Master Listener TCP Port*:	994	
Cisco Unified CCX RmCm TCP Port*:	42027	
Do you wish to download Voice CSQ?:	Yes No	

Provide Unified CCX server details

18. Review integration details and click Close to complete the process.

🚟 Cisco Unified CCX Integration Wizard		
Thanks for using the W	/izard.	
Following data has beer	n stored.	
Cisco Unified CCX Main Server: Cisco Unified CCX HA Server:	10.10.60.30	
Cisco Unified CCX Master Listener TCP Port: Cisco Unified CCX RmCm TCP Port:	994 42027	
Click on Close Button to close the wizard.		Close

Close the wizard

# Additional steps for collocated configurations

If the installation includes Unified WIM, it becomes a collocated deployment, where the web server is installed on a separate machine outside the firewall. For a collocated configuration, now install the web server.

#### To install the web server:

▶ Follow all the steps in the section "To install the web server:" on page 50.

# Installing a split-server or collocated configuration

A true split-server deployment is possible only for Unified EIM installations. If the installation includes Unified WIM, it becomes a collocated deployment, where the web server is installed on a separate machine outside the firewall.

#### To install a split-server or collocated configuration:

- Follow all the steps in the section "To install a single-server or collocated configuration:" on page 28. In Steps 11 and 12 make sure to give the following values:
  - Server name: Give the name of the remote server on which you want to install the Partition and Master Databases.

Important: Make sure you provide the DNS host name and not the IP address of the server. If you don't provide the host name, the installation will fail.

### Additional steps for collocated configurations

If the installation includes Unified WIM, it becomes a collocated deployment, where the web server is installed on a separate machine outside the firewall. For a collocated configuration, now install the web server.

#### To install the web server:

Follow all the steps in the section "To install the web server:" on page 50.

# Installing a distributed-server configuration

In the procedure described here, each component is installed separately on a dedicated machine.

Important: Refer to the sheet on page 97 for details that you are asked to provide during the installation.

Make sure you install the components in the following order:

- 1. Database
- 2. Application server and file server
- 3. Web server
- 4. Services server

### Installing the database

Important: Ensure that MSSQL Server, MS Search Service, and MSSQL Server Agent Service are running. In a distributed installation, verify that all machines are in the same domain and LAN, and their clocks are synchronized.

This section describes the process of installing Cisco Interaction Manager master database and the default partition database.

#### To install the database:

- 1. Follow Steps 1–3 in "To install a single-server or collocated configuration:" on page 28.
- 2. In the Installation Options window, select the **Database** option.

Cisco Interaction Manager	Installation O	ption
<ul> <li>Introduction</li> <li>License Agreement</li> <li>Installation Options</li> <li>Prerequisites</li> <li>Ofsco Parameters</li> <li>Database Parameters</li> <li>Summary</li> <li>Installing Cloco Server</li> <li>Installation Complete</li> </ul>	Feature Set:       Custom         File Server       Application Server         Web Server       Services Server         Partition       Partition         Partition       Database         This option will create Cisco Interaction Manager master data and default partition database.	base
tallAnywhere by Macrovision –	Sack Network	ext ≻

Select the Database option

Cisco Interaction Manager has two distinct areas: the system area and the partition (or business) area. An administrator type user is created for each area during the installation. In the next two windows, you will be asked for user names and passwords for these two users:

- System Administrator
- Partition Administrator
- 3. In the Cisco System Administrator Account window, create the first system administrator user account. Provide the following:
  - User name: User name for the system administrator.
  - **Password:** Password for the system administrator.
  - Verify password: Verify the password.

辊 Cisco Interaction Manager		
<ul> <li>Introduction</li> <li>License Agreement</li> <li>Installation Options</li> <li>Prerequisites</li> <li>Cisco Parameters</li> <li>Database Parameters</li> <li>Summary</li> <li>Installing Cisco Server</li> <li>Installation Complete</li> </ul>	Cisco Sy User name Password Verify password	stem Administrator Account
InstallAnywhere by Macrovision — Cancel		< Back Next >

Create the first system administrator user account

- 4. In the Cisco Partition Administrator Account and Partition window, create the first partition administrator user account and the partition. Provide the following:
  - User name: User name for the partition administrator.
  - **Password:** Password for the partition administrator.
  - Verify password: Verify the password.
  - **Partition name:** Name for the partition. This name will be part of the URL that users will use to log in to Cisco Interaction Manager: http://*Cisco\_HomelPartition\_Name*. Make sure that the name does not contain any spaces.
  - Description of partition: Description for the partition.

📲 Cisco Interaction Manager		
	Cisco Partition Administra	tor Account and Partition
<ul> <li>Introduction</li> <li>License Agreement</li> <li>Installation Options</li> <li>Prerequisites</li> <li>Cisco Parameters</li> <li>Database Parameters</li> <li>Summary</li> <li>Installing Cisco Server</li> <li>Installation Complete</li> </ul>	User name Password Verify password Partition name Description of partition	pa ** default Default partition
InstallAnywhere by Macrovision — Cancel		< Back Next >

Create the first partition administrator user account and the partition

- 5. In the Master Database Parameters window provide the following details:
  - Server name: Name of the local or remote server on which you want to install MSSQL database.
  - **Database name:** Name of the master database. The installation program creates a database with the name you type here.
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# Important: Make sure you provide the DNS host name and not the IP address of the server. If you don't provide the host name, the installation will fail.

- Database listener port: Port number of the MSSQL Server.
- **Datafile path:** Path of the folder on the database server, where you want to create the data file. For example, *MSSQL\_Home*\MSSQL\Data.
- Datafile initial size (MB): Minimum size of the data file for the database.
- Datafile maximum size (MB): Minimum size of the data file for the database.
- **Datafile increment size (MB):** Additional file size limit that will be allocated to a database object after the initial size is full.
- Logfile initial size (MB): Minimum size of the log file.
- Logfile maximum size (MB): Maximum size of the log file.
- Database administrator user name: User name of the database administrator for MSSQL Server.
- Database administrator password: Password of the database administrator.
- **Cisco Database user name:** User name required for connecting to the Unified WIM and Unified EIM master database. The installation program creates the database and its user.
- Cisco Database password: Password for the Unified WIM and Unified EIM master database user.

辊 Cisco Interaction Manager			
	Master	Database Param	eters
Introduction     License Agreement     Installation Options     Prerequisites     Cisco Parameters     Database Parameters	Server name Database name Database listen port Datafile path	DatabaseServerName eGMasterDB 1433 C:IProgramFilesWicros	<ul> <li>III</li> </ul>
<ul> <li>Summary</li> <li>Installing Cisco Server</li> <li>Installation Complete</li> </ul>	Datafile initial size (MB) Datafile maximum size (MB) Datafile increment size (MB)	100 Unlimited 10	
	Logfile initial size (MB) Logfile maximum size (MB) Database administrator user name Database administrator paseword	25 50 Sa	~
InstallAnywhere by Macrovision – Cancel		< Back Next	>

Provide master database parameters

6. In the Partition Database Parameters window, provide the following details:

Important: Partition database should be created on the same database server as the master database.

- Server name: Name of the local or remote server on which your MSSQL database is installed.
- **Database name:** Name of the partition database. The installation program creates a database with the name you type here.

# Important: Make sure you provide the DNS host name and not the IP address of the server. If you don't provide the host name, the installation will fail.

- **Database listener port:** Port number of the MSSQL Server.
- **Datafile path:** Path of the folder on the database server, where you want to create the data file. For example, *MSSQL\_Home*\MSSQL\Data.
- Datafile initial size (MB): Minimum size of the data file for the database.
- Datafile maximum size (MB): Maximum size of the data file for the database.
- **Datafile increment size (MB):** Additional file size limit that will be allocated to a database object after the initial size is full.
- Logfile initial size (MB): Minimum size of the log file.
- Logfile maximum size (MB): Maximum size of the log file.
- Database administrator user name: User name of the database administrator for MSSQL Server.
- Database administrator password: Password of the database administrator.
- **Cisco Database user name:** User name required for connecting to the Unified WIM and Unified EIM database. The installation program creates the database and its user.
- Cisco Database password: Password for the Unified WIM and Unified EIM database user.

🙀 Cisco Interaction Manager			
_	Partition	Database Param	eters
<ul> <li>Introduction</li> <li>License Agreement</li> <li>Installation Options</li> </ul>	Server name Database name	DatbaseServerName eGActiveDB	^
<ul> <li>Prerequisites</li> <li>Cisco Parameters</li> <li>Database Parameters</li> <li>Summary</li> </ul>	Database listen port Datafile path Datafile initial size (MB)	1433 D:WSSQL/Data\ 2048	
<ul> <li>Installing Cisco Server</li> <li>Installation Complete</li> </ul>	Datafile maximum size (MB) Datafile increment size (MB) Logfile initial size (MB)	Unlimited 500 1024	
	Logfile maximum size (MB) Database administrator user name Database administrator naesword	Unlimited sa	*
InstallAnywhere by Macrovision — Cancel		< Back Next	>

Provide partition database parameters

- 7. Review the information displayed in the Summary window, and click Install.
- 8. In the Install Complete window, click the Finish button to complete the installation process.

### Installing the primary application server and file server

In this section, we describe the process of creating the primary application server and file server.

#### To install the primary application server and file server:

- 1. Follow Steps 1–3 in "To install a single-server or collocated configuration:" on page 28.
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- 2. In the Installation Options window, select the following options:
  - File Server
  - Application Server

😼 Cisco Interaction Manager	
	Installation Options
<ul> <li>Introduction</li> <li>License Agreement</li> <li>Installation Options</li> <li>Prerequisites</li> <li>Cisco Parameters</li> <li>Database Parameters</li> <li>Summary</li> <li>Installing Cisco Server</li> <li>Installation Complete</li> </ul>	Feature Set:       Custom         Image: Custom Server       Image: Custom Server         Image: Custom Server <td< th=""></td<>
InstallAnywhere by Macrovision – Cancel	< Back Next >

Select the Application Server and File Server option

3. Type the path or browse to the BEA and WebLogic home directories.

🖳 Cisco Interaction Manager	
	BEA and WebLogic Home Directories
<ul> <li>Introduction</li> <li>License Agreement</li> <li>Installation Options</li> <li>Prerequisites</li> <li>Cisco Parameters</li> <li>Database Parameters</li> <li>Burmary</li> <li>Installing Cisco Server</li> <li>Installation Complete</li> </ul>	Please Enter BEA Home and WebLogic Home BEA home directory C:bea WebLogic home directory C:beatweblogic81
InstallAnywhere by Macrovision — Cancel	< Back Next >

Provide the path to the BEA and WebLogic home directories

4. Type the path to or browse to the JDK home directory.

📲 Cisco Interaction Manager	
	JDK Home Directory
<ul> <li>Introduction</li> <li>License Agreement</li> <li>Installation Options</li> <li>Prerequisites</li> <li>Cisco Parameters</li> <li>Database Parameters</li> <li>Summary</li> <li>Installing Cisco Server,</li> <li>Installation Complete</li> </ul>	JDK 1.4.2 is required for this installation. Provide the location of the JDK home directory. JDK home directory C:\bea\idk142_11 Restore Default Directory Browse
InstallAnywhere by Macrovision — Cancel	< Back Next >

Provide the path to the JDK home directory

5. Type the path to or browse to the folder where you would like to install the components.

🗏 Cisco Interaction Manager	
	Cisco Interaction Manager Home Directory
<ul> <li>Introduction</li> <li>License Agreement</li> <li>Installation Options</li> <li>Prerequisites</li> <li>Cisco Parameters</li> <li>Database Parameters</li> <li>Summary</li> <li>Installing Cisco Server</li> <li>Installation Complete</li> </ul>	Specify the home directory for Cisco Interaction Manager.  Cisco Interaction Manager directory:  C:\CIM  Restore Default Directory Browse
InstallAnywhere by Macrovision – Cancel	< Back Next >

Provide a location of the Unified WIM and Unified EIM home directory

6. In the WebLogic Server and RMI Parameters window, provide the following details:

while configuring the WebLogic domain.

- **Domain location:** Location of the WebLogic domain you configured on page 17. For example, *BEA\_Home*\user\_projects\domains\*Domain\_Name*.
- Server name: Name of your WebLogic server (page 17). The default name is myserver.
- User name: User name of the WebLogic system user (page 17), required to access the WebLogic Server Administration Console.
- Password: Password for the WebLogic system user (page 17).
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- Listen port: Port number of the WebLogic server.
- SSL listen port: Secure Socket Layer Listen port number of WebLogic.
- **RMI registry port:** Port number used by the Remote Method Invocation (RMI) registry naming service.
- **RMI activation port:** Port number used by the RMI Daemon Process.

	WebLogic Server and RMI Parameters
<ul> <li>Installation Options</li> <li>Prerequisites</li> <li>Cisco Parameters</li> <li>Database Parameters</li> <li>Summary</li> <li>Installing Cisco Server</li> <li>Installation Complete</li> <li>SSL</li> </ul>	in location C:beakuser_projects\domain Browse in name myserver name weblogic word ******* / password ******* n port 9001 sten port 9002 egistry port 9099 ctivation port 9038
InstallAnywhere by Macrovision	< Back Next >

Provide WebLogic server and RMI parameters

7. In the Web Server and Services Server Parameters window, type the names of the web server and the services server.

Important: Make sure you provide the DNS host names and not the IP addresses of the servers. If you don't provide the host names, the installation will fail.

🖫 Cisco Interaction Manager		
	Web Server and Services Server	Parameters
<ul> <li>Introduction</li> <li>License Agreement</li> <li>Installation Options</li> <li>Prerequisites</li> <li>Cisco Parameters</li> <li>Database Parameters</li> <li>Summary</li> <li>Installing Cisco Server</li> <li>Installation Complete</li> </ul>	Web Server Hame WebServerName Services Server Hame ServicesServerNar	ne
InstallAnywhere by Macrovision — Cancel	< Back	Next ≻

Provide the names of the web server and services server

- 8. In the Master Database Parameters window, provide the following details:
  - Server name: Name of the local or remote server on which your MSSQL database is installed.
  - Database name: Name of the master database.

Important: Make sure you provide the DNS host name and not the IP address of the server. If you don't provide the host name, the installation will fail.

- Database listen port: MSSQL server port number.
- Cisco Database user name: User name for the Unified WIM and Unified EIM master database.
- Cisco Database password: Password for the Unified WIM and Unified EIM master database user.

¼ Cisco Interaction Manager		
r	Maste	er Database Parameters
Introduction		
License Agreement		
Installation Options		
Prerequisites	Server name	DatabaseServerName
🧧 Cisco Parameters	Database name	eGMasterDB
Database Parameters	Database name	
Summary	Database listen port	1433
Installing Cisco Server	Cisco Database user name	eGMasterDB
Installation Complete	Cisco Database password	****
	Verify password	****
	1	
InstallAnywhere by Macrovision —		
Cancel		< Back Next >

Provide master database parameters

9. In the Partition Database Parameters window, provide the following details:

Important: Partition database should be created on the same database server as the master database.

• Server name: Name of the local or remote server on which your MSSQL database is installed.

Important: Make sure you provide the DNS host name and not the IP address of the server. If you don't provide the host name, the installation will fail.

- **Database name:** Name of the partition database.
- Database listen port: Port number of the MSSQL Server.
- Cisco Database user name: User name of the Unified WIM and Unified EIM database.
- Cisco Database password: Password for the Unified WIM and Unified EIM database user.

	Partitic	on Database Paramete
<ul> <li>Introduction</li> <li>License Agreement</li> <li>Installation Options</li> <li>Prerequisites</li> <li>Cisco Parameters</li> <li>Database Parameters</li> <li>Summary</li> <li>Installing Cleco Server</li> <li>Installation Complete</li> </ul>	Server name Database name Database listen port Cisco Database user name Cisco Database password Verify password	DatabaseServerName eGActiveDB 1433 eGActiveDB
InstallAnywhere by Macrovision	[	< Back Next >

Provide partition database parameters

- 10. Review the information displayed in the Summary window, and click Install.
- 11. In the Installation Complete window, click **Finish** to complete the installation process for Unified WIM and Unified EIM. The next few screens will help you set up the integration with Unified CCX.
- 12. In the next window, click the Finish button to launch the Cisco Unified CCX Data Integration Wizard.

📲 Cisco Interaction Manager	
<ul> <li>Introduction</li> <li>License Agreement</li> <li>Installation Options</li> <li>Prerequisites</li> <li>Cisco Parameters</li> <li>Database Parameters</li> <li>Summary</li> <li>Installing Cisco Server</li> <li>Installation Complete</li> </ul>	Install program is now ready to run the input wizard for the 'Cisco Unified Contact Center Express integration'.
InstallAnywhere by Macrovision – Cancel	< Back Finish

Click the Finish button

13. In the Welcome window, read the introduction and click Next.



Click the Next button

- 14. In the next window, provide the following details to configure a socket connection to the Unified CCX server.
  - **Cisco Unified CCX Main Server:** Provide the host name or IP address of the primary Unified CCX server.
  - Cisco Unified CCX HA Server: Provide the host name or IP address of the secondary Unified CCX server, which serves as the "high availability" server. This is an optional field. If you provide the secondary Unified CCX server details, Unified WIM and Unified EIM attempts to connect to the secondary Unified CCX server when the connection to the primary Unified CCX server fails.
  - Cisco Unified CCX Master Listener TCP Port: Provide the port number of the licensing port in Unified CCX, which is used to connect to Unified CCX to download license information. This port corresponds to the Master Listener TCP Port configured in the System Parameters section of Unified CCX Administration. The default value is 994.
  - Cisco Unified CCX RmCm TCP Port: Provide the port number to be used to connect to Unified CCX to download configuration data for agents, teams, supervisors, and CSQs (queues). This port corresponds to the RmCm TCP Port configured in the System Parameters section of Unified CCX Administration. The default value is 42027.
  - Select Yes to download voice contact service queues (CSQ) from Unified CCX during the configuration of the system. Clear this option if you don't want voice queues in your Unified WIM and Unified EIM system.

Click Save.

48 Cisco Unified Web and E-Mail Interaction Manager Installation Guide

Please enter following details required for socket connection to Cisco Unified CCX server		
Cisco Unified CCX Main Server*:	10.10.60.30	]
Cisco Unified CCX HA Server:		
Cisco Unified CCX Master Listener TCP Port*:	994	
Cisco Unified CCX RmCm TCP Port*:	42027	
Do you wish to download Voice CSQ?:	● Yes ○ No	

Provide Unified CCX server details

15. Review integration details and click Close to complete the process.

Cisco Unified CCX Integration Wizard		
Thanks for using the W	lizard.	
Following data has beer	n stored.	
Cisco Unified CCX Main Server: Cisco Unified CCX HA Server:	10.10.60.30	
	994 42027	
Click on Close Button to close the wizard.		Close

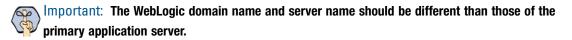


### Installing secondary application servers

Install secondary application servers, following the steps detailed in this section. You will need to create a new WebLogic domain on a different server because the secondary server cannot share the WebLogic domain or server of the primary application and web servers.

#### To install a secondary application server:

1. First, create a WebLogic domain. For details see "Creating WebLogic domains for secondary application servers" on page 20.



- 2. Then, follow the steps from page 42. In step 7 on page 44 make sure you give the following values:
  - **Domain location:** The domain location should be different than the one given for the primary Unified WIM and Unified EIM application server.

- Server name: The server name should be different than the one given for the primary Unified WIM and Unified EIM application server.
- Listen port: The port number should be the same as the one given for the primary Unified WIM and Unified EIM application server.

### Installing the web server

In this section, we describe the process of creating the web server.

#### To install the web server:

- 1. Follow Steps 1–3 in "To install a single-server or collocated configuration:" on page 28.
- 2. In the Installation Options window, select the Web Server option.

Cisco Interaction Manager	
	Installation Option:
Introduction	Feature Set: Custom
🎫 License Agreement	
Installation Options	Application Server
Prerequisites	Web Server
Cisco Parameters	Services Server
<ul> <li>Database Parameters</li> </ul>	Database
	Partition
Summary	Archive
Installing Cisco Server	< >>
Installation Complete	Description
	Web Server
	This option will configure web server component. Please make
	sure that Internet Information Server (IIS) 6.0 is running and the application server component is installed.
	application server component is installed.
stallAnywhere by Macrovision -	
Cancel	< Back Next >
Cancer	< Back Next >

Select the Web Server option

- 3. In the File Server Parameters window, provide the following details:
  - File Server name: Name of the file server.

Important: Make sure you provide the DNS host name and not the IP address of the server. If you don't provide the host name, the installation will fail.

- User name to connect to File server share: Type the user name to connect to the file server share. The user name is the domain name of the user account created exclusively for Unified WIM and Unified EIM.
- Password to connect to File server share: Password for the user.

📲 Cisco Interaction Manager		
	File	Server Parameters
<ul> <li>Introduction</li> <li>License Agreement</li> <li>Installation Options</li> <li>Prerequisites</li> <li>Cisco Parameters</li> <li>Database Parameters</li> <li>Summary</li> <li>Installing Cisco Server</li> <li>Installation Complete</li> </ul>	File Server Name Username to connect to File server share Password to connect to File server share Verify connect password	FileServerName DomainNameWJserNam **
InstallAnywhere by Macrovision – Cancel	< Ba	ack Next >

Provide file server parameters

4. In the Application Server Parameters window, type the name of the Unified WIM and Unified EIM application server name for which you want to configure the web server.

Important: Make sure you provide the DNS host name and not the IP address of the server. If you don't provide the host name, the installation will fail.

辊 Cisco Interaction Manager	
_	Application Server Parameters
<ul> <li>Introduction</li> <li>License Agreement</li> <li>Installation Options</li> <li>Prerequisites</li> <li>Cisco Parameters</li> <li>Database Parameters</li> <li>Summary</li> <li>Installation Complete</li> </ul>	Application Server Nam
InstallAnywhere by Macrovision — Cancel	< Back Next >

Provide the application server name

- 5. Review the information displayed in the Summary window, and click Install.
- 6. In the Installation Complete window, click Finish to complete the installation process.

### Installing the services server

In this section, we describe the process of creating the services server.

#### To install the services server:

- 1. Follow Steps 1–3 in "To install a single-server or collocated configuration:" on page 28.
- 2. In the Installation Options window, select the Services Server option.

😼 Cisco Interaction Manager		×
	Installation Option	ns
<ul> <li>Introduction</li> <li>License Agreement</li> <li>Installation Options</li> <li>Prerequisites</li> <li>Cisco Parameters</li> <li>Database Parameters</li> <li>Summary</li> <li>Lichem Of Content</li> </ul>	Feature Set:     Custom       Pile Server     Application Server       Web Server     Database       Partition     Archive	
Installing Cisco Server Installation Complete	Description File Server This option will install file system component for Cisco Interaction Manager.	
InstallAnywhere by Macrovision – Cancel	< Back Next >	

Select the Services Server option

3. Type the path or browse to the JDK home directory.

😼 Cisco Interaction Manager	
	JDK Home Directory
<ul> <li>Introduction</li> <li>License Agreement</li> <li>Installation Options</li> <li>Prerequisites</li> <li>Cisco Parameters</li> <li>Database Parameters</li> <li>Summary</li> <li>Installing Cisco Server</li> <li>Installation Complete</li> </ul>	JDK 1.4.2 is required for this installation. Provide the location of the JDK home directory. JDK home directory C:\bea\jdk142_11 Restore Default Directory Browse
InstallAnywhere by Macrovision — Cancel	< Back Next >

Provide the path to the JDK home directory

4. Type the path to or browse to the folder where you would like to install the services server.

🖳 Cisco Interaction Manager	
	Cisco Interaction Manager Home Directory
<ul> <li>Introduction</li> <li>License Agreement</li> <li>Installation Options</li> <li>Prerequisites</li> <li>Cisco Parameters</li> <li>Database Parameters</li> <li>Summary</li> <li>Installing Cisco Server</li> <li>Installation Complete</li> </ul>	Specify the home directory for Cisco Interaction Manager.  Cisco Interaction Manager directory:  C:\CIM  Restore Default Directory Browse
InstallAnywhere by Macrovision — Cancel	< Back Next >

Provide a location for the Unified WIM and Unified EIM home directory

5. Type the name of the file server.

Important: Make sure you provide the DNS host name and not the IP address of the server. If you don't provide the host name, the installation will fail.

🗏 Cisco Interaction Manager	
	File Server Parameters
<ul> <li>Introduction</li> <li>License Agreement</li> <li>Installation Options</li> <li>Prerequisites</li> <li>Cisco Parameters</li> <li>Database Parameters</li> <li>Summary</li> <li>Installing Cisco Server</li> <li>Installation Complete</li> </ul>	File Server Name FileServerName
InstallAnywhere by Macrovision	< Back Next >

Provide the name of the file server

- 6. Review the information displayed in the Summary window, and click Install.
- 7. In the Installation Complete window, click Finish to complete the installation process.

Go to "Post-installation tasks" on page 54, and perform the post-installation procedures described there. If you need to install an additional partition before that, go to "Additional partitions" on page 76.

# Post-installation tasks

- Setting up archives for partition databases
- Applying updates
- Changing web server settings
- Changing logon parameters for Cisco service
- Configuring permissions for installation directory
- Configuring a web site for the messaging applet
- Setting up secure socket layer
- Separating the web server from the application server
- Starting and stopping Cisco Interaction Manager
- Logging in to the business partition
- Configuring some important settings
- Uninstalling Cisco Interaction Manager

This chapter guides you through the tasks to be performed after installing the system. It also describe the process of uninstalling Unified WIM and Unified EIM.

# Setting up archives for partition databases

It is important to set up an archive for each partition database to keep the size of the database manageable and to avoid performance issues that could appear later.

See "Setting up the archive for a partition" on page 82 for details of the installation procedure for the archive.

# **Applying updates**

#### To apply updates:

- 1. Verify that Unified WIM and Unified EIM is stopped.
- 2. Open the Updates folder in the Application CD.
- 3. Apply all updates with the help of instructions in the accompanying readme files.

# **Changing web server settings**

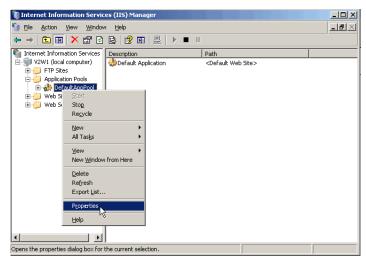
### **Configuring Internet Information Services**

This procedure helps eliminate 503 errors on the web server. Perfom these tasks on all web servers.

#### To configure Internet Information Services (IIS) on the web server:

1. On the web server, go to Start menu > Administrative Tools > Internet Information Services (IIS) Manager.

 In the navigation tree, go to Application Pools > DefaultAppPool. Right-click the node and select Properties.



Open the DefaultAppPool node

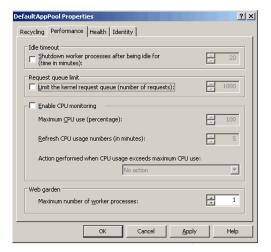
- 3. In the DefaultAppPool Properties window, on the Recycle tab, clear the following options:
  - Recycle worker process (in minutes)
  - Recycle worker process (number of requests)

DefaultAppPool Properties	<u>? ×</u>			
Recycling Performance Health Identity				
Recycle worker processes (in minutes):	40			
Recycle worker process (number of requests):	00			
Recycle worker processes at the following times:				
A <u>d</u> d				
Remove				
Memory recycling Recycle worker process after consuming too much memory:				
Maximum virtual memory (in megabytes):	00			
Maximum used memory (in megabytes):				
OK Cancel Apply	telp			

Clear the Recycle worker process options

- 4. On the Performance tab, clear the following options:
  - Shutdown worker process after being idle for

#### • Limit the kernel request queue



Clear the Shutdown worker process and Limit kernel request queue options

- 5. On the Health tab, clear the following options:
  - Enable pinging
  - Enable rapid fail protection

Click Apply. Then click OK to close the window.

DefaultAppPool Properties	? ×
Recycling Performance Health Identity	
Ping worker process every (frequency in seconds):	30
Enable rapid-fail protection Disable the application pool if there are a certain number of worker process failures within a specified time period.	
Ealures:	5
Time period (time in minutes):	5
worker process masc scarcap within (time in seconds).	90
Shutdown time limit Worker grocess must shutdown within (time in seconds):	90
OK Cancel Apply H	elp

Clear the Enable pinging and Enable rapid fail protection options

### Configuring pool thread limit

This procedure increases the capacity of IIS to handle concurrent requests. Perfom these tasks on all web servers.

#### To configure pool thread limit:

1. On the machine where the web server associated with the primary application server is installed, go to **Start** menu > **Run**.

#### 2. Type:

#### Regedit

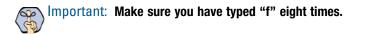
Press the Enter key.

 In the Registry Editor window, navigate to HKEY\_LOCAL\_MACHINE > System > CurrentControlSet > Services> InetInfo > Parameter.

<u>File E</u> d	it ⊻iew F <u>a</u> vorites <u>H</u> elp				
	😟 🧰 i8042prt		Name	Туре	Data
	庄 🧰 iirsp		(Default)	REG SZ	(value no
	🗄 🧰 IISADMIN		B ListenBackLog	REG_DWORD	0×00000
	😟 🧰 imapi			-	
	- 🧰 ImapiService				
	😥 🧰 inetaccs				
	🖨 🧰 InetInfo				
	Performance	_			
	😟 🧰 Inport				
	😟 🧰 IntelIde				
	😟 🧰 intelppm				
	ip6fw				
	庄 🧰 IpFilterDriver				
	主 🧰 IpInIp				
	庄 🧰 IpNat				
	庄 🧰 IPSec				
	庄 🧰 ipsraidn				
	🗄 🧰 IRENUM				
	🗄 💼 ISAPISearch	<b>-</b> 1			
•	_ L _ <b>⊥ ~.</b>		4	-	

Navigate to InetInfor parameters

- 4. Go to Edit menu > New > DWORD Value.
- 5. Change the name of the new registry value that gets created to PoolThreadLimit.
- 6. Right-click PoolThreadLimit and select Modify.
- 7. In the Edit DWORD Value window, set properties as following:
  - Value data: ffffffff



• Base: Hexadecimal

Edit DWORD Value	<u>? ×</u>
Value <u>n</u> ame:	
PoolThreadLimit	
⊻alue data: ///////	Base © <u>H</u> exadecimal © <u>D</u> ecimal
	OK Cancel

Configure the registry value

# Configuring content expiration settings

As part of the post-install procedure, you can configure the content expiration of cache pages in your web server. By doing so, the browser compares the current date with the expiration date that you have set to determine whether to display a cached page, or request an updated page from the server. We recommend you set the expiration to 365 days for optimum performance.

Important: You must set this option for all partitions, including the System partition.

#### To configure content expiration:

- 1. Go to Start > Programs > Administrative Tools > Internet Services Manager.
- 2. Browse to Web Site > Default Web Site > system.
- 3. Right-click system and click Properties.
- 4. In the system Properties window, go to the HTTP Headers tab, and perform the following steps:
  - Select the **Enable content expiration** option.
  - Set the web site content to expire after 365 days. Click **OK**.

system Properties ?				
Virtual Directory   Documents   Directory Security   HTTP Headers   Custom Errors				
V Enable content expiration Web site content should:				
C Expire immediately				
Expire after 365 Day(s)     ▼				
C Expire on Saturday , February 03, 2007 Y at 12:00:00 AM				
Custom HTTP headers				
X-Powered-By: ASP.NET Add				
Edig				
Remove				
Content rating				
Ratings help your users to identify what type of				
MIME types IIS serves only files with extensions registered in the MIME types list. To configure additional file extensions, click MIME Types.				
OK Cancel Apply Help				

Enable content expiration

### Removing extension mapping

Remove extension mapping for the temp virtual directory created by the installation program.

#### To remove extension mapping:

- 1. Go to Start > Settings > Control Panel > Administrative Tools > Internet Information Services.
- 2. Browse to Web Sites > Default web Site > temp.
- 3. Right-click the temp virtual directory and click Properties.

4. In the temp Properties window, on the Virtual Directory tab, click the **Create** button, and then click the **Configuration** button.

emp Properties	? ×					
Virtual Directory Docume	nts   Directory Security   HTTP Headers   Custom Errors					
The content for this resource should come from:						
A directory located on this computer						
	A redirection to a URL					
Logal path:	:\eGain762_b406\eService\webtemp Browse					
Scrip <u>t</u> source access						
Read	✓ Index this resource					
Directory browsing						
Application settings						
· ·						
Application name:	Default Application Create					
Starting point:	<default site="" web=""></default>					
Execute permissions:	None Configuration					
Application much						
Application pool:	DefaultAppPool Unload					
	OK Cancel Apply Help					
_						

Click the Create button and the Configuration button

5. In the Application Configuration window, on the Mappings tab, look for .jsp and .asp extensions. If they exist, select them, and click the **Remove** button. Click **OK**.

ppings Opt	figuration ions Debugging	
Cache ISA	PI extensions	
Application e		
Extens	Executable Path	Verbs 🔺
ascx	C:\WINDOWS\Microsoft.NET\Framew	GET.HEA.
.ascx .ashx	C:\WINDOWS\Microsoft.NET\Framew	GET.HEA.
asmx	C:\WINDOWS\Microsoft.NET\Framew	GET.HEA.
,asp	C:\WINDOWS\system32\inetsrv\asp.dll	GET, HEA.
,aspx	C:\WINDOWS\Microsoft.NET\Framew	GET,HEA
1		
Add	Edit Remove	
	plication maps (order of implementation):	
		I <u>n</u> sert
		Insert
		Edit
		Edit
	plication maps (order of implementation):	Edit
	plication maps (order of implementation):	Edit
	plication maps (order of implementation):	Ediţ

Remove mapping for .jsp and .asp extensions

6. Restart IIS.

# Changing authentication settings for web site

You need to change the authentication settings for the web site only when the application server and web server are configured on two different machines.

#### To change authentication settings for the web site:

1. Go to Start > All Programs > Administration Tools > Internet Information Services (IIS) Manager.

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- 2. Browse to Web Sites > Default Web Site.
- 3. Right-click Default Web Site and click Properties.
- 4. In the Default Web Site Properties window, go to the Directory Security tab.
- 5. In the Authentication and access control section, click the Edit button.

Default Web Site Properties	? ×
Web Site Performance ISAPI F Documents Directory Security HTTP	Filters Home Directory P Headers Custom Errors
Authentication and access control Enable anonymous access and edit th authentication methods for this resou	
IP address and domain name restrictions Grant or deny access to this resource IP addresses or Internet domain nam	
Secure communications Require secure communications and enable client certificates when this resource is accessed.	Server Certificate Øew Certificate Edit
OK Cancel	Apply Help

Click the Edit button

6. In the Authentication Details window, change the authentication details from internet user account to domain user account. Perform this step only for distributed-server installations. Click **OK**.

Authentication Methods							
_							
Use the following Windows user account for anonymous access:							
Use	er name:	cisco_use	r			Browse.	
Pas	sword:	•••••					
	henticated acc						
	the following		tion meth	ode user	name :	and naccu	ord
	required when	n:			name e	ina passi	/ord
	<ul> <li>anonymous access is disabled, or</li> <li>access is restricted using NTFS access control lists</li> </ul>						
	Access is restricted using NTP5 access control lists      Integrated Windows authentication						
	-	-			ervers		
	Digest authentication for Windows domain servers     Basic authentication (password is sent in clear text)						
	.NET Passport	: authentic	ation				
					_		
	)efault <u>d</u> omain	:				Select	
						Select	
		I.				- 100 - C	
	0	<	Cano	el	He	lp	

Change the authentication settings

## Changing security credentials for network directory

Important: This procedure is required only in collocated or distributed-server deployments.

This section describes the procedure for configuring network directory security credentials for each Unified WIM and Unified EIM virtual directory. These steps are required when the web server and the file server are installed on different machines. Repeat the procedure for each partition.

#### To change the network directory security settings:

- 1. Go to Start > All Programs > Administration Tools > Internet Information Services (IIS) Manager.
- 2. Browse to Web Sites > Default Web Site.
- 3. Right-click the Cisco virtual directory and click Properties.
- 4. In the virtual directory properties window, go to Virtual Directories tab and select the following options:
  - In the The content for this resource should Come from: section, select the **A share located on another computer** option.
  - Provide the Network directory name and click the Connect As button.

co Properties		?			
irtual Directory Docume	nts Directory Security HTTP Headers	Custom Errors			
The content for this resource should come from:					
C A girectory located on this computer					
• /	A share located on another computer				
	A redirection to a URL				
Network directory:	{server}\{share}	Connect As			
Stript source access     Stript source access     Read     Stript source access     Vectory transing					
Application settings					
Application name:	Default Application	Cr <u>e</u> ate			
Starting point:	<default site="" web=""></default>	Configuration			
Execute permissions:	Scripts and Executables	conngaradon			
Application pool:	DefaultAppPool	Unload			
	OK Cancel App	ly Help			

Click the Connect As button

- 5. In the Network Directory Security Credentials window, change the following configurations and click OK.
  - Provide the user name and password of the domain user.
  - Clear the Always use the authenticated user's credentials when validating access to the network directory option.

Network Directory Security Credentials							
Enter the security credentials that should be used to access the specified network directory from this Web site.							
<u>U</u> ser name:	cisco_user Browse						
Password:	••••••						
☐ Always use the authenticated user's credentials when validating access to the network directory.							
OK Cancel <u>H</u> elp							

Configure the security credentials for network directory

Repeat these steps for all the Unified WIM and Unified EIM virtual directories.

# **Changing logon parameters for Cisco service**

You need to change logon parameters for the domain user. In a distributed installation, do it on both application and services servers.

#### To change the logon parameters:

- 1. Go to Start > All Programs > Administrative Tools > Services.
- 2. In the Services window, locate the Cisco Service and double-click it.
- 3. In the Cisco Service Properties window, on the Log On tab change the following setting and click Apply.
  - In the Log on as section select the **This account** option.
  - Provide the user name and password of the domain user you had created earlier for Unified WIM and Unified EIM services (page 16).

Cisco Service Properties	(Local Computer)	<u>? ×</u>
General Log On Recov	very Dependencies	
Log on as:		
C Local System accour		
Ihis account:	.\domainuser	Browse
Password:	•••••	
Confirm password:	•••••	
You can enable or disabl	e this service for the hardware p	rofiles listed below:
Hardware Profile Profile 1		Service
Frome 1		Enabled
	Enable	<u>D</u> isable
	OK Cance	el <u>A</u> pply

Change the logon parameters

4. Start the services using the domain user account.

# **Configuring permissions for installation directory**

For security reasons, change the permissions for the installation directory. In a distributed installation, carry out these tasks on the file server.

#### To configure permissions:

- 1. Remove permissions to everyone from the cisco share.
- 2. Give full control to the domain user account that you had created earlier for Cisco Interaction Manager services (page 16).

# Configuring a web site for the messaging applet

When the application is accessed, a messaging applet is launched in the browser. This applet gets messages for the user from the database.



🐼 Important: You need to perform these tasks only if you are using a load balancer in your installation and your installation includes Unified WIM.

This section explains the procedures that you must perform to configure a new web site for the messaging applet. These include:

- Creating a new web site
- Verifying messaging applet web site
- Configuring the properties of the new web site
- Creating virtual directories
- Configuring the Applet host setting

### Creating a new web site

You need to create a new web site for the messaging applet. From here on in the document, the new web site is referred to as Messaging Applet web site.

🐼 Important: Before you start, get another IP address assigned to the web server. Make sure that both the IP addresses map to the same LAN card. Also, get a fully qualified domain name for the new IP address.

#### To configure a new web site:

- 1. Go to Start > Settings > Control Panel > Administrative Tools > Internet Information Services.
- 2. Browse to Web Sites.
- 3. Right-click Web Sites and click New > Web Site.
- Cisco Unified Web and E-Mail Interaction Manager Installation Guide 64

The Web Site Creation Wizard is launched.

- 4. When the Welcome window appears, read the installation instructions. Click Next.
- 5. In the Web Site Description window, provide a description of the web site. This would be the name of the new web site. Click **Next.**

Site Creation Wizard			
eb Site Desciption Describe the Web site to help administrators	identify it.		All I
Type a description of the Web site.			
Description:			
Messaging Applet	_		
,			
	< <u>B</u> ack	<u>N</u> ext>	Cancel

Provide a name for the web site

- 6. In the IP Address and Port Settings window, provide the following details:
  - From the dropdown list, select the new IP address you got for the web server.
  - Provide the TCP port this web site should use. The default value is 80.
  - Don't provide any host header for the web site.

#### Click Next.

Web Site Creation Wizard	×
IP Address and Port Settings Specify an IP address, port setting, and host header for the new Web site.	
Enter the IP address to use for this Web site:	
ICP port this Web site should use (Default: 80); 80	
Host header for this Web site (Default: None):	
For more information, read the IIS product documentation.	
< <u>Back</u> <u>Next</u> >	Cancel

Configure the IP address and port settings

In the Web Site Home Directory window, type the path or browse to the default directory for the web site. It should be the same as configured for the Default Web Site. For example, c:\Inetpub\wwwroot. Click Next.

eb Site Home Directory The home directory is the rest of your l	) (ab aantant a didicatariaa	
The home directory is the root of your '	web content subdirectories.	R
Enter the path to your home directory.		
Path:		
C:\Inetpub\www.root		Browse
Allow anonymous access to this W	/eb site	
Allow anonymous access to this W	/eb site	
Allow anonymous access to this W	/eb site	
☑ ≜llow anonymous access to this \	/eb site	

Provide the location of the default directory for the web site

8. In the Web Site Access Permissions window, set the read access permission for the web site. Click Next.

Web Site Creation Wizard	×
Web Site Access Permissions Set the access permissions for this Web site.	
Allow the following permissions:	
₩ Bead	
Run scripts (such as ASP)	
Execute (such as ISAPI applications or CGI)	
□ <u>W</u> rite	
Ergwse	
To complete the wizard, click Next .	
< <u>B</u> ack <u>N</u> ext> Cancel	

Configure the access permissions

9. In the next window, click the Finish button to complete the configuration process.

### Verifying messaging applet web site

#### To verify the messaging applet web site:

- 1. Open Internet Explorer.
- 2. Type the URL

http:/*Web\_Server\_FQDN*/system/system/web/view/platform/debug/debugmessaging.html in your browser, where *Web\_Server\_FQDN* is the fully qualified domain name of the server where the messaging applet web site is created.

If you see an HTML page, it means that the messaging applet web site has been configured successfully. Note that the links on the HTML page are accessible only when the application is running.

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# Configuring web site properties

#### To configure the properties:

- 1. Go to Start > Settings > Control Panel > Administrative Tools > Internet Information Services.
- 2. Browse to Web Sites, and select the Messaging Applet web site.
- 3. Right-click Messaging Applet web site and click Properties.
- 4. In the Messaging Applet web site properties window, go to the Home Directories tab.
- 5. In the Application Settings section, in the Execute Permissions field, select the Script only option.

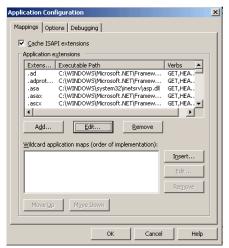
Directory Security HTTP Headers Custom Errors ASP.NE				
Web Site Performance ISAPI Filters Home Directory Document				
The content for this resource should come from:				
۲	A directory located on this computer			
0	A share located on another	r computer		
0	A redirection to a URL			
Local path:	:\Inetpub\www.root		rowse	
			<u>o</u> wse	
Script source acces		visits x this resource		
Write	Iv ≣iide	ix this resource		
Directory browsing				
Application settings				
Application name:	Default Application		Remove	
Application name:	1	'	<u>kemove</u>	
Starting point:	<messaging applet=""></messaging>	Cool	iguration	
	Scripts only	- Com	Igurauon	
Execute permissions:				
-	Marchines (Decale al)	-		
Execute germissions: Application protection:	Medium (Pooled)	·		
-	Medium (Pooled)	<u> </u>		

Configure the execute permission

6. In the same section, click the **Configurations** button.

The Application Configuration window opens, where you need to add mappings for .controller and .egain extensions.

7. In the Mappings tab, click the Add button.



Click the Add button

- 8. In the Add/Edit Application Extension Mapping window that opens, provide the following details:
  - **Executable:** Provide the path to the file containing the WebLogic plugin for IIS. For example, *Drive\_Name*\Inetpub\wwwroot\cisco\iisproxy.dll
  - Extension: Provide the extension as .egain.
  - Verbs: Select the Limit to option. As values provide: Get, Head, Post, and Trace.
  - Script engine: Select the option.
  - Verify that files exists: Clear the option.

Click OK.

Add/Edit Applicati	on Extension Mapping
Executable:	c:\Inetpub\wwwroot\cisco\iisproxy.dll
Extension:	.egain
Verbs	
<ul> <li>Limit to:</li> </ul>	GET, HEAD,POST, TRACE
Script engine	viete OK Cancel Help
☐ Verify that file e	

Configure the properties for the .egain extension

9. In the **Mappings** tab, click the **Add** button again. Then, repeat step 8 (page 68) to add the .controller extension. Make sure that in the **Extension** field you specify the .controller extension.

Add/Edit Applicati	on Extension Mapping	×
Executable:	C:\Inetpub\wwwroot\cisco\iisproxy.dll	Browse
Extension:	.controller	
Verbs		
C <u>A</u> ll verbs		
Limit to:	GET, HEAD, POST, TRACE	
Cript engine	exists OK Cancel	Help

Configure the properties for the .controller extension

### Creating virtual directories

For the Messaging Applet web site create virtual directories corresponding to the business partition and the system partition. If you have installed more than one business partition, then create a virtual directory for each additional partition. The names of the virtual directories should be the same as configured in the default web site.

#### To create a virtual directory:

- 1. Go to Start > Settings > Control Panel > Administrative Tools > Internet Information Services.
- 2. Browse to Web Sites.
- 3. Right-click the Messaging Applet web site. Click New > Virtual Directory.

The Virtual Directory Creation Wizard is launched.

4. When the Welcome window appears, read the installation instructions. Click Next.

5. In the Virtual Directory Alias window, provide the name of the virtual directory. The name should be the same as configured in the default web site. Click **Next.** 

rtual Directory Creation Wizard	×
Virtual Directory Alias Specify a short name, or alias, for this virtua	al directory.
Type the alias you want to use to gain acce same naming conventions that you would fo	
<u>A</u> lias: Alias_Name	1
	< <u>B</u> ack <u>N</u> ext> Cancel

Provide the name for the virtual directory

6. In the Web Site Content Directory window, browse to the eService folder in the Cisco home directory. For example, Cisco\_Home\eService. In a distributed installation, you have to provide the path to the Unified WIM and Unified EIM home directory of the File Server. For example,

\\File\_Server\_Name\Cisco\_Home\eService. Click Next.

eb Site Content Directory		6
Where is the content you want to	publish on the Web site?	4
Enter the path to the directory tha	t contains the content for this Web s	ite.
Path:		
C:\CIM\eService		Browse
	< Back (Next)	

Browse to the Cisco home directory

- 7. In the Virtual Directory Permissions window, select the following options:
  - Read
  - Run scripts (such as ASP)

#### Click Next.

Virtual Directory Creation Wizard	×
Virtual Directory Access Permissions Set the access permissions for this virtual directory.	
Allow the following permissions:	
I Bead I Run scripts (such as ASP)	
Execute (such as ISAPI applications or CGI)	
□ <u>W</u> rite □ Browse	
To complete the wizard, click Next .	
< <u>B</u> ack <u>N</u> ext>	Cancel

Configure the access permissions

- 8. In the next window, click the Finish button to complete the configuration process.
- 9. Make sure that the permissions configured for this virtual directory are the same as configured for the corresponding virtual directory of the default web site. Follow all the steps in "Changing security credentials for network directory" on page 62. In step 2, make sure you select the Messaging Applet web site.

Repeat the process for creating additional virtual directories.

### Configuring the Applet host setting

After configuring the new web site, and acquiring the security certificate for the web site, do the final step of configuring the Applet host setting in the master and active databases.

#### To configure the Applet host setting:

• On the master and active databases, run the following query:

```
Update egpl_pref_globalsettings
set setting_act_val = 'Web_Server_FQDN'
where setting_name = 'Common.messaging.applethost'
```

Where, *Web\_Server\_FQDN* is:

- The fully qualified domain name of the web server where the messaging applet web site is created, if the installation includes a load balancer.
- The fully qualified domain name of the primary, if the installation does not include a load balancer.

# Setting up secure socket layer

Secure Sockets Layer (SSL) is widely used to create a secure communication channel between web browsers and servers. Set up SSL for more secure connections to your Cisco Interaction Manager installation. This is an optional step.

See Chapter 7, "SSL for secure connections" for details of the set up procedure.

# Separating the web server from the application server

Perform these tasks only if you installed the web server and the application server on the same machine and now you want to separate the two servers. The procedure for separating the web server from the application server involves installing web server components on a separate server and then changing the value of the Common.messaging.applehost setting in the master and active databases.

#### To separate the web server from the application server:

- 1. First, install the web server. For details, see "Installing the web server" on page 50.
- On the master and active databases, run the following query:

```
Update egpl_pref_globalsettings
set setting_act_val = 'Web_Server_FQDN'
where setting_name = 'Common.messaging.applethost'
```

Where, *Web\_Server\_FQDN* is:

- The fully qualified domain name of the web server where the messaging applet web site is created, if the installation includes a load balancer.
- > The fully qualified domain name of the primary, if the installation does not include a load balancer.

# **Starting and stopping Cisco Interaction Manager**

#### To start Cisco Interaction Manager:

In the NT Services panel, start Cisco Service to start all Cisco Interaction Manager services. If it is a distributed-server installation, first start the Cisco Service on the services server and then on each application server. After starting Cisco Service, wait for five minutes before you attempt to log in to the product.

#### To stop Cisco Interaction Manager:

In the NT Services panel, stop the Cisco Service to stop all Cisco Interaction Manager services. If it is a distributed-server installation, stop the Cisco Service on the services server and on each application server. After stopping the service, ensure that all associated java, javaw, cmd, and rmid processes are terminated. Then wait for five minutes before you start the service again.

# Logging in to the business partition

The common system partition as well as the first business partition are created during the installation.

### Logging in from Internet Explorer

#### To log in to the business partition:

- Type the URL http://Web\_Server/Partition\_Virtual\_Directory in your browser, where Web\_Server is your web server and Partition\_Virtual\_Directory is the virtual directory created for this partition. During the installation, you are prompted to provide the virtual site name in the Partition Administrator Account and Partition window. If you have configured the web server to use SSL, then the URL is https://Web\_Server/Partition\_Virtual\_Directory.
- 2. In the Login window, type the user name and password you had set up for the partition administrator in the Partition Administrator Login Parameters window during the installation. Click the Log In button.

### Logging in from Cisco Agent Desktop Embedded Browser

This release of Unified WIM and Unified EIM can also be used with the embedded browser in Cisco Agent Desktop (CAD).

See CAD documentation for details about configuring a new task button in CAD to launch Unified WIM and Unified EIM using a URL. The URL is http://Web\_Server/Partition\_Virtual\_Directory. If you have configured the web server to use SSL, then the URL is https://Web\_Server/Partition\_Virtual\_Directory.

Make sure that Unified WIM and Unified EIM is configured to run in its own browser tab, uninterrupted by other browser applications.

# **Configuring some important settings**

Settings allow you to configure various aspects of Unified WIM and Unified EIM. Some settings are configured at the partition level, while others have to be set up for each department.

In this section, we describe certain settings that should be configured soon after installation. These settings are of two types:

- 1. **Mandatory settings:** These settings must be configured before using Unified WIM and Unified EIM. These include the settings related to ESMTP protocol, which must be configured if you are using ESMTP protocol for exception and spam emails and notifications.
- 2. **Optional settings:** Although it is not mandatory to change these settings, you are likely to feel the need to configure them for your business.

#### Mandatory settings

#### At the partition level

Make sure you configure the following settings for each partition.

- Default SMTP server
- Notifications mail SMTP Server
- Notifications mail redirection from address
- Notifications mail redirection to address

Configure the following partition-level settings only if you use ESMTP protocol for exception and spam emails and notifications.

- Exception mails SMTP user name
- Exception mails SMTP password
- SPAM mails SMTP user name
- SPAM mails SMTP password
- Notification mails SMTP user name
- Notification mails SMTP password

#### At the department level

Configure the following setting for each department.

Default From address for alarm

### **Optional settings**

Although it is not mandatory to change these settings, you are likely to feel the need to configure them for your business.

#### At the partition level

- Customer departmentalization
- Deletion time out
- Exception email SMTP
- Exception mail redirection to address
- Exception mail redirection from address
- Expiry time for auto pushback
- Inactive time out
- SPAM mail SMTP Server
- SPAM mail redirection from address
- SPAM mail redirection to address

#### At the department level

Business calendar time zone

# **Uninstalling Cisco Interaction Manager**

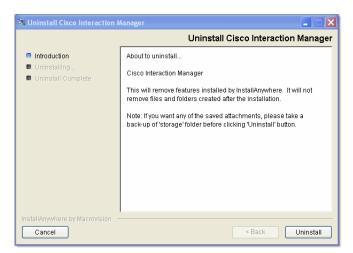
To ensure that critical data is not lost, the program does not uninstall the following components:

- The database
- > The Storage folder on the file system.

#### To uninstall Cisco Interaction Manager:

- 1. Go to Start > Settings > Control Panel.
- 2. Double-click Add/Remove Programs.
- 3. From the list of currently installed programs, select **Cisco Unified Web and E-Mail Interaction Manager** and click **Remove.**

4. In the Uninstall Cisco Interaction Manager window, click the Uninstall button.



Click the Uninstall button

5. On the database server, go to the SQL Enterprise Manager and delete the database manually, if required.

# Additional partitions

- About partitions
- Installing business partitions

The System partition and the first business partition are installed by default. You can create additional business partitions with the installation program. This chapter describes the procedure for installing and configuring a new business partition.

### **About partitions**

As Unified WIM and Unified EIM is designed for enterprise-wide deployments, a single installation can be used by various independent or semi-independent business units in an organization. You can easily set up Unified WIM and Unified EIM to mirror the structure of your business.

A Unified WIM and Unified EIM installation can have one or more business partitions, which are meant to be used as independent units. While the hardware and software is common for all partitions, system resources and business objects are stored and managed separately for each partition. Partitions are ideal for organizations where business units (or clients, in the case of an outsourced services provider) do not need to share customer, interaction, or product information.

The installation program creates the System partition and a single-department business partition. You can create additional business partitions by using the installation program. Create additional partitions if you:

- Want complete segregation of data between business units in your enterprise.
- Are an outsourcing or application service provider, and want to serve multiple customers from a single installation.

## Installing business partitions

Important: Before installing the new partition ensure that Unified WIM and Unified EIM is installed and it is running.

#### To create a new business partition:

- 1. On the file server, run Setup.exe from the Application CD.
- 2. When the Introduction window appears, read the installation instructions.

3. In the License Agreement window, review the licensing terms agreement select the **I accept the terms of the License Agreement** option.

License Agreen		
Introduction License Agreement Installation Options Prerequisites Cisco Parameters Database Parameters	TERMS AND CONDITIONS OF USE IMPORTANT: THE USE OF THE CISCO INTERACTION MANAGER SOFTWARE IS CONTINGENT UPON YOUR EXPRESS AGREEMENT OR B BOUND BY THE TERMS AND CONDITIONS OF THIS AGREEMENT OR A SOFTWARE LICENSE AND SERVICES AGREEMENT EXECUTED BY YOU AND Cisco Sydmen. BY CLOCKING THE "ACCEPT" SUITON BELOW YOU AGREE TO BE POUND BY THE TERMS OF THIS AGREEMENT. IF YOU ARE AUREDAY A SIGNATORY TO A VALID AND SOFTWARE LICENSE AND	
Summary Installing Cisco Server Installation Complete	SERVICES AGREEMENT WITH Cisco Systems. THE TERMS OF THAT AGREEMENT SHALL GOVERN YOUR USE OF THE CISCO INTERACTION MANAGER SOFTWARE. 1] License : Subject to the terms and conditions of the Agreement, Cisco Systems ("Cisco") grants the Licensee a non-exclusive, non-transferable, license to	
	initial, execute, display and otherwise use Cisco's Cisco Interaction Manager	

Read and accept the terms of the License Agreement

4. In the Installation Options window, select the **Partition** option.

📲 Cisco Interaction Manager		×
	Installation Optio	ns
<ul> <li>Introduction</li> <li>License Agreement</li> <li>Installation Options</li> <li>Prerequisites</li> <li>Cisco Parameters</li> <li>Database Parameters</li> <li>Summary</li> <li>Installing Cisco Server</li> <li>Installation Complete</li> </ul>	Feature Set:     Custom       Prile Server     Application Server       Web Server     Services Server       Detabase     Archive       Description     Partition       Partition     Partition       This option will install and configure a new partition. Make sure that Cisco Interaction Manager application is up and running. Restart the Cisco Interaction Manager application after the partition is created successfully.	~
InstallAnywhere by Macrovision — Cancel	< Back Next >	

Select the Partition option

- 5. In the Web Server Parameters window, provide the following details:
  - User name to connect to File server share: Type the user name to connect to file server share. The user name is the domain name of the user account created exclusively for Unified WIM and Unified EIM. For details, see "Setting up user accounts and permissions" on page 16.
  - Password to connect to File server share: Type the password to connect to file server share.

📲 Cisco Interaction Manager		
<ul> <li>Introduction</li> <li>License Agreement</li> <li>Installation Options</li> <li>Prerequisites</li> <li>Cisco Parameters</li> <li>Database Parameters</li> <li>Summary</li> <li>Installation Complete</li> </ul>	Web : Username to connect to File server share Password to connect to File server share Verify connect password	DomainNameWserNarr
I InstallAnywhere by Macrovision — Cancel		ck Next >

Provide web server parameters

- 6. In the Cisco Partition Administrator Account and Partition window, create the partition administrator user account and the partition. Provide the following:
  - User name: User name for the partition administrator.
  - **Password:** Password for the partition administrator.
  - Verify password: Verify the password.
  - **Partition name:** Name for the partition. This name will be part of the URL that users will use to log in to Cisco Interaction Manager: http://Host\_Name/Partition\_Name. Make sure that the name does not contain any spaces.
  - Description of partition: Description for the partition.

辊 Cisco Interaction Manager		
	Cisco Partition Administra	tor Account and Partition
<ul> <li>Introduction</li> <li>License Agreement</li> <li>Installation Options</li> <li>Prerequisites</li> <li>Cisco Parameters</li> <li>Database Parameters</li> <li>Summary</li> <li>Installing Cisco Server</li> <li>Installation Complete</li> </ul>	User name Password Verify password Partition name Description of partition	pa ** Additional Additional partition
InstallAnywhere by Macrovision — Cancel		< Back Next >

Create the partition administrator user account and the partition

7. In the Partition Database Parameters window provide the following details:

Important: Partition database should be created on the same database server as the master database.

- Server name: Name of the local or remote server on which your MSSQL database is installed.
- **Database name:** Name of the master database. The installation program creates a database with the name you type here.

Important: Make sure you provide the DNS host name and not the IP address of the server. If you don't provide the host name, the installation will fail.

- Database listener port: Port number of the MSSQL Server.
- **Datafile path:** Path of the folder on the database server, where you want to create the data file. For example, *MSSQL\_Home*\MSSQL\Data.
- Datafile initial size (MB): Minimum size of the data file for the database.
- Datafile maximum size (MB): Maximum size of the data file for the database.
- **Datafile increment size (MB):** Additional file size limit that will be allocated to a database object after the initial size is full.
- Logfile initial size (MB): Minimum size of the log file.
- Logfile maximum size (MB): Maximum size of the log file.
- Database administrator user name: User name of the database administrator for MSSQL Server.
- Database administrator password: Password of the database administrator.
- **Cisco Database user name:** User name required for connecting to the Unified WIM and Unified EIM database. The installation program creates the database and its user.
- Cisco Database password: Password for the Unified WIM and Unified EIM database user.

辊 Cisco Interaction Manager		
	Partition	Database Parameters
<ul> <li>Introduction</li> <li>License Agreement</li> <li>Installation Options</li> <li>Prerequisites</li> <li>Cisco Parameters</li> <li>Database Parameters</li> <li>Burmary</li> <li>Installing Cieco Server</li> <li>Installation Complete</li> </ul>	Server name Database name Database listen port Datafile path Datafile initial size (MB) Datafile increment size (MB) Logfile initial size (MB) Logfile maximum size (MB) Database administrator user name	DatabaseServerName eGActiveDB 1433 [c:ProgramFileWitcrosc 2048 Unlimited 500 1024 Unlimited sa **
InstallAnywhere by Macrovision —		
Cancel		< Back Next >

Provide partition database parameters

- 8. Review the information displayed in the Summary window, and click Install.
- 9. In the Install Complete window, click Finish to complete the installation process.

Important: If SSL is configured for the application, then for each new partition, you need to create a virtual directory in the Applet Messaging web site. For details see "Creating virtual directories" on page 68.

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# **Archives**

- About archives
- Setting up the archive for a partition

# **About archives**

Data is stored in the active database. With time, the size of the data usually increases to a point where it begins to affect the performance of the system. Hence, it is important that data that is not in use anymore is stored somewhere other than the active database.

Archiving is a systematic process which moves the data from the active database to the archive database. Periodic archiving helps to keep the size of the active database within prescribed levels, thereby improving the performance of the system.

Archives can be set up for all partitions except the system partition. The application's installation program helps you install archives. You can install them while installing the application or creating a new partition. You can also choose them later—in that case, make sure that the file server is properly installed.

# Setting up the archive for a partition

#### Enabling network DTC access

If you are installing the archive database on a server other than the partition database server, you need to first enable network DTC access on the partition database server and the archive database server.

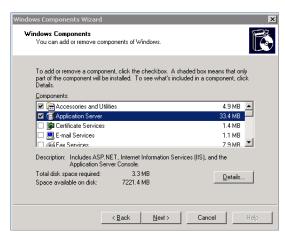
#### To enable network DTC access:

- 1. Go to **Start > Settings > Control Panel.**
- 2. Double-click Add/Remove Programs.
- 3. In the Add/Remove Programs window, click the Add/Remove Windows Components button.

🙀 Add/Remov	e Programs		
1	Currently installed programs:	Sort by: Name	•
Change or	Adobe Acrobat 5.0	Size	79.0MB 📥
Remove Programs	Adobe FrameMaker v6.0	Size	59.9MB
	📿 Adobe Type Manager 4.1	Size	984KB
<u>.</u>	AT&T Global Network Dialer	Size	2.52MB
Add New	Google Toolbar for Internet Explorer	Size	736KB
Programs	Java 2 Runtime Environment Standard Edition v1.3.1	Size	22.1MB
	Java 2 Runtime Environment, SE v1.4.1_02	Size	1.19MB
Add/Remove	📩 Java Web Start	Size	2.05MB
Windows	McAfee VirusScan	Size	12.8MB
Components	A Microsoft Office 2000 SR-1 Premium	Size	401MB
<u> </u>	🛃 Microsoft Project 2000	Size	48.5MB
	Nicrosoft Visio 2000 (IE)	Size	916KB
Set Program Access and	RindManager X5	Size	46.7MB
Defaults		~	<b>.</b>

Click the Add/Remove Windows Component button

4. In the Windows Components window, select the Application Server option and click the Details button.



Select the Application Server option

5. In the Application Server window, select Enable network DTC access and click OK.

Application Server	X
To add or remove a component, click the check box. A shaded box m of the component will be installed. To see what's included in a comport	
Subcomponents of Application Server:	
🗹 🐕 Application Server Console	0.0 MB 🔺
ASP.NET	0.0 MB
Enable network COM+ access	0.0 MB
🗹 👘 Enable network DTC access	0.0 MB
Internet Information Services (IIS)	26.9 MB
🗌 🚾 Message Queuing	6.5 MB
Description: Allow your DTC process to participate in network transa	ctions.
Total disk space required: 3.3 MB	Details
Space available on disk: 7221.4 MB	
OK	Cancel

Select the Enable network DTC access option

6. In the Windows Components Wizard, click Next and then click Finish.

#### Setting up the archive

#### To set up the archive:

- 1. On the file server, run Setup.exe from the Application CD.
- 2. When the Introduction window appears, read the installation instructions.

3. In the License Agreement window, review the licensing terms agreement select the **I accept the terms of the License Agreement** option.

	License Agreem
Introduction License Agreement Installation Options Prerequisites Octeo Parameters Octeo Parameters Jatabase Parameters Summary	TERMS AND CONDITIONS OF USE IMPORTANT: THE USE OF THE CISCO INTERACTION MANAGER SOFTWARE IS CONTINGENT UPON YOUR EXPRESS AGREEMENT TO BE BOUND BY THE TERMS AND CONDITIONS OF THIS AGREEMENT OR A SOFTWARE LICENSE AND SERVICES AGREEMENT EXECUTED BY YOU AND CIGO Systems. BY CLICKING THE "ACCEPT" SUITON BELOW YOU AGREE TO BE BOUND BY THE TERMS OF THIS AGREEMENT. IF YOU ARE ALREADY A SUBATIORY TO A VALID AND SOFTWARE LICENSE AND SERVICES AGREEMENT WITH CISCO SYstems. THE TERMS OF THAT AGREEMENT WITH CISCO SYstems. THE TERMS OF THAT AGREEMENT SHALL GOVERN YOUR USE OF THE CISCO INTERACTION
Installing Cisco Server	MANAGER SOFTWARE.  I) License : Subject to the terms and conditions of the Agreement, Cisco Systems ('Cisco') grants the Licensee a non-recutative, non-transferable, license to instal, execute, display and otherwise use Cisco's Cisco Interaction Manager () accept the terms of the License Agreement () accept the terms of the License Agreement
stallAnywhere by Macrovision	I do NOT accept the terms of the Loense Agreement     I do NOT accept the terms of the Liense Agreement     Stack Next >

Read and accept the terms of the Licence Agreement

4. In the Installation Options window, select the Archive option.

📲 Cisco Interaction Manager			×
		Installation Optio	ns
<ul> <li>Introduction</li> <li>License Agreement</li> <li>Installation Options</li> <li>Prerequisities</li> <li>Cisco Parameters</li> <li>Database Parameters</li> <li>Summary</li> </ul>	Web Se	ver ver ver server se h	~
<ul> <li>Installing Cisco Server</li> <li>Installation Complete</li> </ul>	Cescription Archive This Option v	will create Archive Database for entered Partition.	
InstallAnywhere by Macrovision – Cancel		Sack Next >	

Select the Archive option

- 5. In the Partition Name Parameter window provide the following details:
  - **Partition name:** Name of the partition for which you want to create the archive database.
  - **Database administrator user name:** User name of the partition database administrator for MSSQL server.
  - Database administrator password: Password of the partition database administrator.

辊 Cisco Interaction Manager		
<ul> <li>Introduction</li> <li>License Agreement</li> </ul>	Part	ition Name Parameter
<ul> <li>Installation Options</li> <li>Prerequisites</li> <li>Cisco Parameters</li> <li>Database Parameters</li> <li>Summary</li> <li>Installing Cisco Server</li> <li>Installation Complete</li> </ul>	Partition name Database administrator user name Database administrator password Verify passoword	default Sa **
InstallAnywhere by Zero G Cancel		< Back

Provide partition parameters

- 6. In the Archive Database Parameters window provide the following details:
  - Server name: Name of the local or remote MSSQL database server on which your archive database will be installed.

Important: Make sure you provide the DNS host name and not the IP address of the server. If you don't provide the host name, the installation will fail.

- **Database name:** Name of the archive database. The installation program creates a database with the name you type here.
- Database listener port: Port number of the MSSQL Server.
- **Datafile path:** Path of the folder on the database server, where you want to create the data file. For example, *MSSQL\_Home*\MSSQL\Data.
- Datafile initial size (MB): Minimum size of the data file for the database.
- Datafile maximum size (MB): Maximum size of the data file for the database.
- **Datafile increment size (MB):** Additional file size limit that will be allocated to a database object after the initial size is full.
- Logfile initial size (MB): Minimum size of the log file.
- Logfile maximum size (MB): Maximum size of the log file.
- Administrator user name: User name of the archive database administrator for MSSQL Server.
- Administrator password: Password of the archive database administrator.
- **Cisco Database user name:** User name required for connecting to the archive database.
- Cisco Database password: Password for the archive database user.

📲 Cisco Interaction Manager		
_	Archi	ve Database Parameters
<ul> <li>Introduction</li> <li>License Agreement</li> </ul>	Server name	DatabaseServerName
Installation Options	Database name	eGArchiveDB
Prerequisites	Database listen port	1433
Cisco Parameters	Datafile path	C: VProgramFiles Wicros
<ul> <li>Database Parameters</li> <li>Summary</li> </ul>	Datafile initial size (MB)	500
Installing Cisco Server	Datafile maximum size (MB)	Unlimited
Installation Complete	Datafile increment size (MB)	10
	Logfile initial size (MB)	50
	Logfile maximum size (MB)	100
	Administrator user name	Sa
	Adminietrator naeeword	**
InstallAnywhere by Macrovision		< Back Next >

Provide archive database parameters

- 7. Review the information displayed in the Summary window, and click Install.
- 8. In the Install Complete window, click Finish to complete the installation process.

# SSL for secure connections

- Installing a security certificate
- Configuring SSL access
- Configuring the viewing of attachments
- Testing SSL access

Secure Sockets Layer (SSL) is widely used to create a secure communication channel between web browsers and servers. Set up SSL for more secure connections to your Unified WIM and Unified EIM installation by following the procedures described in this chapter.

### Installing a security certificate

This section explains the procedures that you must perform to acquire a certificate request. These include:

- Generating a security certificate request
- Submitting the certificate request
- Installing the certificate on the Web Server

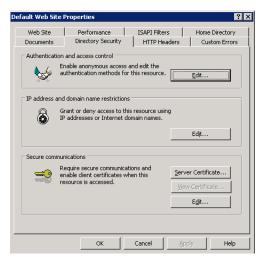
#### Generating a security certificate request

This procedure creates a new certificate request, which is then sent to a Certificate Authority (CA) for processing. If successful, the CA will send back a file containing a validated certificate.

Important: You need to generate the security certificate request for the Default web site and the Messaging Applet web site.

#### To generate a certificate request:

- 1. Go to Start > Settings > Control Panel > Administrative Tools > Internet Information Services.
- 2. Browse to Web Sites > Web\_Site\_Name.
- 3. Right-click Web\_site\_Name and click Properties.
- 4. In the Default Web Site Properties window, go to the Directory Security tab.
- In the Secure communications section, click the Server Certificate button to launch the Web Server Certificate Wizard.



Click the Server Certificate button

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- 6. In the Welcome to the Web Server Certificate Wizard window, click the Next button.
- 7. In the Server Certificate window, select the Create a New Certificate option. Click Next.

rver Certificate		A
These are the methods for assigning a c	ertificate to a Web site.	
Select the method you want to use for th	iis web site:	
Create a new certificate.		
C Assign an existing certificate		
C Import a certificate from a Key Mana	ger backup file.	
C Import a certificate from a .pfx file		
C Copy or Move a certificate from a rer	note server site to this site.	
	< Back Next	> Cancel

Select the Create a new certificate option

8. In the Delayed or Immediate Request window, select the **Prepare the request now, but send it later** option and click **Next**.

	nline certification au	ithority?	ater, or do you wa	
Prepare the rec	uest now, but send	it later		

Select to prepare the certificate request now and send it later

- 9. In the Name and Security Settings window, provide the following details:
  - Type a descriptive name for the certificate. The wizard uses the name of the current web site by default.
  - Type a bit length for the key.

Click Next.

ne and Security Your new certifica		ame and a spe	cific bit ler	ngth.	
Type a name for t remember.	he new certificat	e. The name sh	ould be e	asy for you to	refer to and
Na <u>m</u> e:					
Default Web Site					
The bit lenath of t	he encryption ke	y determines th	e certifical	e's encryption	n strenath.
The greater the b		nger the securit	y. Howev	er, a greater b	
		nger the securit	y. Howev	er, a greater b	
The greater the b decrease perform	ance.	nger the securit	y. Howev	er, a greater b	
The greater the b		nger the securit	y. Howev	er, a greater t	
The greater the b decrease perform Bit lengt <u>h</u> :	ance.	<b>•</b>			
The greater the b decrease perform Bit lengt <u>h</u> :	ance.	<b>•</b>			
The greater the b decrease perform Bit lengt <u>h</u> :	ance.	<b>•</b>			
The greater the b decrease perform Bit lengt <u>h</u> :	ance.	<b>•</b>			
The greater the b decrease perform Bit lengt <u>h</u> :	ance.	<b>•</b>			
The greater the b decrease perform Bit lengt <u>h</u> :	ance.	<b>•</b>			

Provide the name for the certificate and configure the security settings

10. In the Organization Information window, type the organization name (such as Cisco) and unit (such as Service department). Click **Next**. As this information will be placed in the certificate request, make sure it is accurate.

ganization Inform	
	ust include information about your organization that m other organizations.
	ur organization's name and your organizational unit. This is typically Ir organization and the name of your division or department.
For further informa	ation, consult certification authority's Web site.
Organization:	
cisco	
Jeisee	
Organizational <u>u</u> ni	it
1	it:
, Organizational <u>u</u> ni	it:
, Organizational <u>u</u> ni	it:
, Organizational <u>u</u> ni	it.
Organizational <u>u</u> ni	

Provide information about your organization

11. In the Your Site's Common Name window, in the **Common name** field, type the DNS name of the web server. Click **Next**.

IIS Certificate Wizard 🛛 🛛 🗙
Your Site's Common Name Your Web site's common name is its fully qualified domain name.
Type the common name for your site. If the server is on the Internet, use a valid DNS name. If the server is on the intranet, you may prefer to use the computer's NetBIOS name.
If the common name changes, you will need to obtain a new certificate.
Common name:
name
<u>≺B</u> ack <u>N</u> ext> Cancel

Provide the fully qualified domain name of your web site

12. In the Geographical Information window, provide the location information, and click Next.

IIS Certificate Wizard	×
Geographical Information The certification authority requires the following geographical in	nformation.
Country/Region: US (United States)	
State/province:	•
City/Jocality: 	•
State/province and City/locality must be complete, official nam abbreviations.	ies and may not contain
< <u>B</u> ack	Next> Cancel

Provide the geographical information

13. In the Certificate Request File Name window, type the file name for the certificate request. The default name and location is c:\certreq.txt. Click Next.

IIS Certificate Wizard Certificate Request File Name Your certificate request is saved as a text file with the file name you specify.	×
Enter a file name for the certificate request. <u>Fi</u> le name:	
jc:\ceitreq.txt	Browse
< <u>B</u> ack Next >	Cancel

Provide a file name for the certificate request

14. In the Request File Summary window, review the summary and click Next to generate the certificate.

#### Submitting the certificate request

Go to the companies web site, which issues SSL certificates (such as VeriSign), and submit your certificate request. Make sure you provide the same information as you provided while generating the certificate request. To submit the request, you will need the certificate request file that was generated earlier (page 88).

On completion of the process, the vendor will generate the certificate and send it to you.

Applet web site.

#### Installing the certificate on the web server

Once you receive the certificate from your vendor, install it on your web server.

Important: You need to install the certificate for the Default web site and the Messaging Applet web site.

#### To install the certificate on the web server:

- 1. Save a copy of the certificate you received from your vendor on the local machine.
- 2. Go to Start > Settings > Control Panel > Administrative Tools > Internet Information Services.
- 3. Browse to Web Sites > Web\_Site\_Name.
- 4. Right-click Web\_site\_Name and click Properties.
- 5. In the web site properties window, go to the Directory Security tab.
- 6. In the Secure communications section, click the **Server Certificate** button to launch the Web Server Certificate Wizard.

Default Web Site	Properties			? ×		
Web Site Documents	Performance Directory Security	ISAPI Filters		e Directory		
× / E	) and access control nable anonymous access a uthentication methods for l		<u>E</u> dit			
	IP address and domain name restrictions Grant or deny access to this resource using IP addresses or Internet domain names. Edit Edit					
=co ₽	Secure communications Require secure communications and enable client certificates when this resource is accessed.		Server Certifi View Certifi Edit	ate		
	ОК	Cancel	Apply	Help		

Click the Server Certificate button

7. In the Welcome to the Web Server Certificate Wizard window, click the Next button.

8. In the Pending Certificate Request window, select the **Process the pending request and install the certificate** option. Click **Next**.

ending Certificate Request A pending certificate request is a req authority has not yet responded.	uest to which the certification	
A certificate request is pending. What	at would you like to do?	
Process the pending request and		
C Delete the pending request		

Select to process the pending request and install the certificate

9. In the Process a Pending Request window, type the path and file name of the local copy of the certificate. Click **Next**.

Certificate Wizard		
rocess a Pending Request Process a pending certificate request by ret the certification authority's response.	rieving the file that contains	
Enter the path and file name of the file conta	aining the certification authority's	response.
Path and file name:		
C:\Documents and Settings\Administrator\	Desktop\certificate.cer E	gowse
	< Back Next>	Cance

Provide the path and file name of the certificate

10. In the SSL Port window, specify the SSL port for the web site.

IIS Certificate Wizard		×
SSL Port Specify the SSL port for this web site.		
SSL port this web site should use:		
	< <u>B</u> ack <u>N</u> ext >	Cancel

Specify the SSL port

11. In the Certificate Summary window, review the certificate summary and click Next. Click Finish.

The certificate is now installed on the web server.

# **Configuring SSL access**

This procedure uses Internet Services Manager to configure the virtual directory to require SSL for access.

Applet web site.

#### To configure SSL access:

- 1. Go to Start > Settings > Control Panel > Administrative Tools > Internet Information Services.
- 2. Browse to Web Sites > Web\_site\_Name.
- 3. Right-click Web\_site\_Name and click Properties.
- 4. In the web site properties window, go to the Directory Security tab.
- 5. In the Secure communications section, click the Edit button.

duic freb Sie	e Properties		
Web Site	Performance	ISAPI Filters	Home Directory
Documents	Directory Security	HTTP Head	lers Custom Errors
Authenticatio	on and access control		
<b>\$</b>	Enable anonymous access authentication methods fo		[]
IP address a	nd domain name restriction	ns	
8	Grant or deny access to t IP addresses or Internet		
			Edįt
Secure comm	nunications		
enable clienc cer chicaces when chis		Server Certificate	
	resource is accessed.		⊻iew Certificate
			E <u>d</u> it
			E <u>d</u> it

Click the Edit button

6. In the Secure Communications window, select the **Require secure channel (SSL)** and **Require 128-Bit** encryption options. Click **OK**, and then click **OK** again to close the Properties window.

Secure Communications	×
Require secure channel (SSL)	
Require 128-bit encryption	
Client certificates	
Ignore client certificates	
C Accept client certificates	
Require client certificates	
Enable cjent certificate mapping     Client certificates can be mapped to Windows user     accounts. This allows access control to resources using	-
Enable certificate trust list	
Current CTL:	
Ne <u>w.</u> Edit	
OK Cancel <u>H</u> elp	

Configure the secure communications options

7. Restart the IIS Service. Make sure that both web sites have started.

Clients browsing to this virtual directory must now use HTTPS.

# **Configuring the viewing of attachments**

#### To enable users to view attachments:

- 1. In Cisco\_Home\config\egpl\_master.properties:
  - a. Change the value of webtemp.webdir from http://Web\_Server/temp to https://Web\_Server/temp. Also, verify that the fully qualified domain name of the web server is provided.
  - b. Change the value of Task.Attachment.WebTemp from http://Web\_Server/temp to https://Web\_Server/temp. Also, verify that the fully qualified domain name of the web server is provided.
  - c. Change the value of Live.Attachment.WebTemp from http://Web\_Server/temp to https://Web\_Server/temp. Also, verify that the fully qualified domain name of the web server is provided.
- 2. In *Cisco\_Home*\config\egml\_mailconfig.properties change the value of Attachment.WebTemp from http://*Web\_Server*/temp to https://*Web\_Server*/temp. Also, verify that the fully qualified domain name of the web server is provided.

## **Testing SSL access**

#### To test SSL access to Unified WIM and Unified EIM:

1. Open your web browser.

- Use HTTP in the URL for Unified WIM and Unified EIM. For example, http://web\_server/Partition.
   You should see a message asking you to view the page over a secure channel.
- 3. Now use HTTPS in the URL for Unified WIM and Unified EIM. For example, https://web\_server/Partition.
- 4. In the security message that appears, click the **View certificate** button.
- After verifying the certificate information, click **OK.** And then click **Yes** to proceed to the URL. The Unified WIM and Unified EIM login window appears.

# Appendix A: Reference sheet

# **Configuration details**

#### **Additional partition**

- □ Yes
- No

#### Configuration type and option

- $\hfill\square$  Single server
- □ Split server
- □ Distributed server

# File server details

#	Item	Value
1.	Location of Unified WIM and Unified EIM home directory	

# **Database details**

#	ltem	Value	Notes
1.	System Administrator user name		
2.	System Administrator password		
3.	Partition Administrator user name		

#	ltem	Value	Notes
4.	Partition Administrator password		
5.	Partition name		
6.	Partition description		
Mast	er database parameters		
7.	Server name		Make sure you provide the DNS host name and not the IP address of the server. If you don't provide the host name, the installation will fail.
8.	Database name		
9.	Database listener port		
10.	Datafile path		
11.	Datafile initial size		
12.	Datafile maximum size		
13.	Datafile increment size		
14.	Logfile initial size		
15.	Logfile maximum size		
16.	Database administrator user name		
17.	Database administrator password		
18.	Unified WIM and Unified EIM Database user name		
19.	Unified WIM and Unified EIM Database password		
	ion Database parameters		
20.	Server name		Make sure you provide the DNS host name and not the IP address of the server. If you don't provide the host name, the installation will fail.
21.	Database name		
22.	Database listener port		
23.	Datafile path		
24.	Datafile initial size		
25.	Datafile maximum size		
26.	Datafile increment size		
27.	Logfile initial size		

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#	ltem	Value	Notes
28.	Logfile maximum size		
29.	Database administrator user name		
30.	Database administrator password		
31.	Unified WIM and Unified EIM Database user name		
32.	Unified WIM and Unified EIM Database password		

# Application server details

#	ltem	Value	Notes
1.	Location of BEA home directory		
2.	Location of WebLogic home directory		
3.	Location of JDK home directory		
4.	Location of file server		
5.	Location of Unified WIM and Unified EIM home directory		
6.	Web server name		Make sure you provide the DNS host name and not the IP address of the server. If you don't provide the host name, the installation will fail.
7.	Services server name		Make sure you provide the DNS host name and not the IP address of the server. If you don't provide the host name, the installation will fail.
WebL	ogic server parameters		
8.	Domain location		
9.	Server name		
10.	User name		
11.	Password		
12.	Listen port		
13.	SSL listen port		
RMI p	parameters		

#	Item	Value	Notes
14.	RMI registry port		
15.	RMI activation port		
Mast	er database parameters		
16.	Server name		Make sure you provide the DNS host name and not the IP address of the server. If you don't provide the host name, the installation will fail.
17.	Database name		
18.	Database listen port		
19.	Unified WIM and Unified EIM Database user name		
20.	Unified WIM and Unified EIM Database password		
Partit	ion database parameters		
21.	Server name		Make sure you provide the DNS host name and not the IP address of the server. If you don't provide the host name, the installation will fail.
22.	Database name		
23.	Database listen port		
24.	Unified WIM and Unified EIM Database user name		
25.	Unified WIM and Unified EIM Database password		

# **Unified CCX Data Integration Wizard details**

#	ltem	Value	Notes
1.	Unified CCX Main Server		
2.	Unified CCX HA Server		
3.	Unified CCX Master Listener TCP Port	994 (default)	
4.	Unified CCX RmCm TCP Port	42027 (default)	

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# Web server details

#	Item	Value	Notes
1.	File server name		Make sure you provide the DNS host name and not the IP address of the server. If you don't provide the host name, the installation will fail.
2.	User name to connect to file server share		
3.	Password to connect to file server share		
4.	Application server name		Make sure you provide the DNS host name and not the IP address of the server. If you don't provide the host name, the installation will fail.

# Services server details

#	ltem	Value	Notes
1.	Location of JDK home directory		
2.	Location of Unified WIM and Unified EIM home directory		
3.	File server name		Make sure you provide the DNS host name and not the IP address of the server. If you don't provide the host name, the installation will fail.

# **Archive details**

#	Item	Value	Notes	
Doutit	tion noromotoro			
Farm	tion parameters			
1.	Partition name			
2.	Database administrator user name			
3.	Database administrator password			
		1	1	
Archi	Archive database parameters			

#	ltem	Value	Notes
4.	Server name		Make sure you provide the DNS host name and not the IP address of the server. If you don't provide the host name, the installation will fail.
5.	Database name		
6.	Database listener port		
7.	Datafile path		
8.	Datafile initial size		
9.	Datafile maximum size		
10.	Datafile increment size		
11.	Logfile initial size		
12.	Logfile maximum size		
13.	Administrator user name		
14.	Administrator password		
15.	Unified WIM and Unified EIM Database user name		
16.	Unified WIM and Unified EIM Database password		

# Additional partition details

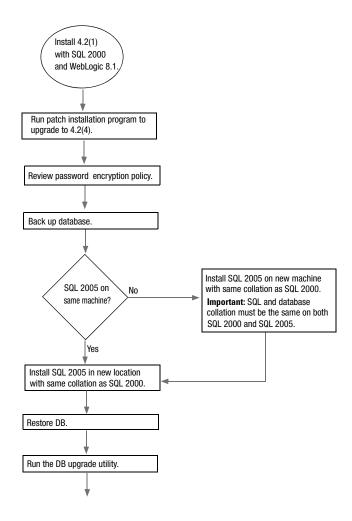
#	Item	Value	Notes
Webs	server Parameters		
1.	Username to connect to File server share		
2.	Password to connect to File server share		
	1		
Cisco	Partition Administrator Account and Partition		
3.	User name		
4.	Password		
5.	Partition name		
6.	Description of partition		

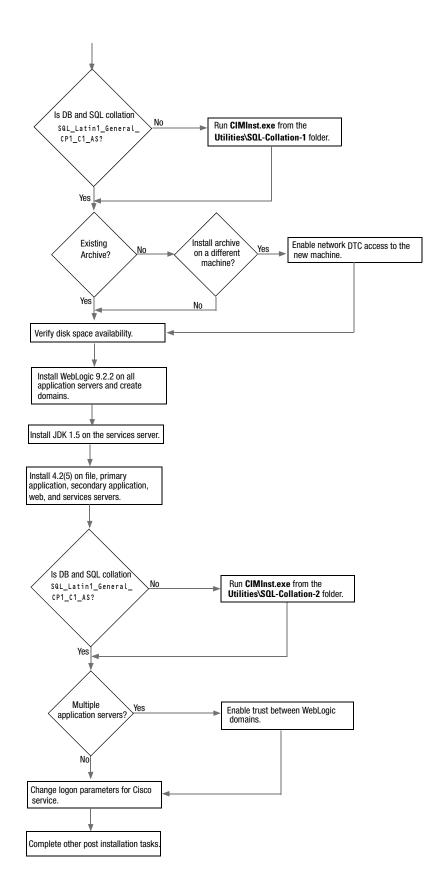
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#	ltem	Value	Notes
Partition Database parameters			
7.	Server name		Make sure you provide the DNS host name and not the IP address of the server. If you don't provide the host name, the installation will fail.
8.	Database name		
9.	Database listener port		
10.	Datafile path		
11.	Datafile initial size (MB)		
12.	Datafile maximum size (MB)		
13.	Datafile increment size (MB)		
14.	Logfile initial size (MB)		
15.	Logfile maximum size (MB)		
16.	Database administrator user name		
17.	Database administrator password		
18.	Unified WIM and Unified EIM Database user name		
19.	Unified WIM and Unified EIM Database password		

# Appendix B: Path to Maintenance Release 4.2(5)

The following flowchart depicts the various tasks that must be completed to get to MR 4.2(5).





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http://golfingnear.com Email search by domain

http://emailbydomain.com Auto manuals search

http://auto.somanuals.com TV manuals search

http://tv.somanuals.com