Abstract

This installation guide provides both detailed steps for installing Interaction Client Web Edition and Interaction Client Mobile Web Edition. It provides an overview of post-installation actions such as configuration, repair and removal operations, and updates. It also includes basic instructions for using these applications.
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Installation and Configuration Guide
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Chapter 1: Introduction


CIC web client


Interaction Client Web Edition

Interaction Client Web Edition runs entirely in a PC-based browser window. It provides basic call control, directory access, and user status functions. It handles phone calls and performs standard tasks such as transferring, conferencing, and using presence management.

Agents can also use Interaction Client Web Edition on a workstation that is not running Windows®. It is also appropriate for business users with limited needs and mobile workers with access only to a browser.

The Session Manager technology on the IC server operates and manages Interaction Client Web Edition. However, you install Interaction Client Web Edition on a web server and agents access it using a web address on an existing website.

Interaction Client Mobile Web Edition

Interaction Client Mobile Web Edition runs entirely in the browser of a mobile device such as a smartphone. It provides basic functionality, such as user status, directory access, voice mail, and call history.

Interaction Client Mobile Web Edition provides mobile access to basic features. While on the move, users can change their status, look up an email message address for a directory contact, or review an important voice mail message.

Like Interaction Client Web Edition, the Session Manager technology on the IC server operates and manages Interaction Client Mobile Web Edition. You also install Interaction Client Mobile Web Edition on a web server. It is accessible from a web address on an existing website using a mobile device browser.
Chapter 2: Requirements

This section describes the software requirements for Interaction Client Web Edition and Interaction Client Mobile Web Edition.

Note: See https://my.inin.com/products/cic/Pages/Software-Requirements.aspx for the most up-to-date list of software requirements. You can also view lists of supported software and hardware on the Interactive Intelligence Testlab site: http://testlab.inin.com.

Windows OS

<table>
<thead>
<tr>
<th>Requirement</th>
<th>Compatibility</th>
</tr>
</thead>
<tbody>
<tr>
<td>Microsoft Windows Server 2012 R2 (64-bit)</td>
<td>Supported in CIC 2015 R1 and later</td>
</tr>
<tr>
<td>Microsoft Windows Server 2008 R2 SP1 (64-bit)</td>
<td></td>
</tr>
</tbody>
</table>

Web Server

In a production environment, Interactive Intelligence does not support running the web server on the same machine as the IC server. Supported web servers are:

<table>
<thead>
<tr>
<th>Web Server</th>
<th>Compatibility</th>
</tr>
</thead>
<tbody>
<tr>
<td>IIS 8.5</td>
<td>Available with Windows Server 2012 R2</td>
</tr>
<tr>
<td>IIS 7.5</td>
<td>Available with Windows Server 2008 R2 SP1</td>
</tr>
</tbody>
</table>

ASP.NET

ASP.NET is the web portion of the Microsoft .NET Framework. The web server requires Microsoft .NET Framework 4.0.

Note: This software is available on the Microsoft Download Center website.

<table>
<thead>
<tr>
<th>Requirement</th>
<th>Compatibility</th>
</tr>
</thead>
<tbody>
<tr>
<td>ASP.NET 4.0</td>
<td>Windows Server 2008 R2 SP1</td>
</tr>
<tr>
<td>ASP.NET 4.5</td>
<td>Windows Server 2012 R2</td>
</tr>
</tbody>
</table>

SSL Environment

To use encrypted (https) communication between the web server and web browsers, obtain an SSL (Secure Socket Layer) certificate. After installing Interaction Client Web Edition, configure your web server to use SSL. See also the forceSSL setting in the appsettings.config file on page 20.

Web Browsers

Apple Safari 7, Apple Safari 8, Mozilla Firefox 39, and Microsoft Edge 25 (CIC 2016 R2 or later) are supported only for Interaction Connect, not Interaction Client Web Edition or Interaction Client Mobile Web Edition. See also the latest list of supported browsers at https://my.inin.com/products/cic/Pages/Software-Requirements.aspx.

<table>
<thead>
<tr>
<th>Requirement</th>
<th>Compatibility</th>
</tr>
</thead>
<tbody>
<tr>
<td>Apple Mobile Safari 8</td>
<td>Interaction Client Mobile Web Edition only</td>
</tr>
<tr>
<td>Google Mobile Chrome 43.0.2357.93</td>
<td>Interaction Client Mobile Web Edition only</td>
</tr>
<tr>
<td>Google Chrome 41.0.2272.118</td>
<td>Interaction Client Web Edition only. Supports TLS 1.2.</td>
</tr>
<tr>
<td>Microsoft Internet Explorer 11 or later</td>
<td>Interaction Client Web Edition only. Supports in CIC 2015 R1 and later. Supports TLS 1.2.</td>
</tr>
<tr>
<td>Mozilla Firefox ESR 38</td>
<td>Interaction Client Web Edition only. Supports TLS 1.2.</td>
</tr>
<tr>
<td>Mozilla Firefox ESR 24</td>
<td>Interaction Client Web Edition only. Supports in IC 4.0 SU 4 or later. Must enable TLS 1.2 for</td>
</tr>
</tbody>
</table>
Interaction Client Mobile Web Edition Device Requirements

- Screen width of at minimum 240 pixels
- Full HTML web browser capable of rendering HTML 4.01 or XHTML 1.0
- Internet access

Licenses and Configuration of Users and Stations

Interaction Client Web Edition and Interaction Client Mobile Web Edition require an access license that includes CIC web client access, for example, the Client Access license. For more information, see the IC Licensing Technical Reference.

Configure users and stations as described in the IC Installation and Configuration Guide.
Chapter 3: Web Server Setup

This section contains information about setup and configuration for the web server.

IIS

Windows Server 2008 R2 SP1 (64 bit) and Windows Server 2012 R2 (64-bit) include Server Manager which enables you to manage Roles.

In Server Manager, add the “Web Server (IIS)” role to the server with all role services from (at minimum) the following groups: Common HTTP Features, Application Development, Security, Performance, and Management Tools.

For more information about Server Manager and roles:

Chapter 4: Installation and Updates

The Customer Interaction Center (CIC) product suite has a new distribution model with new naming, faster release cycles, and higher quality. CIC 4.0 SU 6 was the last release using the older model. CIC 2015 R1 is first of the new releases. You can apply CIC 2015 R1 or later release to any CIC 4.0 SU. Starting in CIC 2015 R1, installation programs are available in an .ISO file available on the Interactive Intelligence Product Information site.

Do not install Interaction Client Web Edition on your IC server in a production environment. Run these install programs on a web server that is separate from the IC server.

Note: Usually, the web server is on the same subnet as the IC server. Otherwise Session Manager could consider all the requests coming from the IC server to be DoS attacks and deny them. However, if you use the BridgeHostTrustedSites server parameter to provide Session Manager with a list of trusted IP addresses, the web server can be almost anywhere. It could be outside the firewall, as long as it can communicate with the IC server. Specify addresses in this way:

<IPAddress>|<IPAddress1-IPAddress2>|.  (For more information about server parameter configuration, see the Interaction Administrator help.)

Installation Prerequisites

Before installing either of these CIC web clients, ensure that:

- You have installed Session Manager on the IC server and the Interaction Center Service is running.
- You have installed ASP.NET on the web server.
- You have licensed and configured users/stations as described in the License and configure users/stations section of this document.

Applying Releases and Patches

For instructions on applying releases and patches to an existing CIC 2015 R1 or later system, see the Interactive Intelligence Product Information site at https://my.inin.com/products/cic/Pages/Latest-Release.aspx

Install Interaction Client Web Edition and Interaction Client Mobile Web Edition

To install both Interaction Client Web Edition and Interaction Client Mobile Web Edition on the web server, follow these instructions. This installation creates a web address for Interaction Client Web Edition on an existing website.

Special Installation Notes

- This installation procedure is applicable only to CIC 2015 R1 or later releases.
- Install from a network share on a CIC 2015 R1 or later release of the IC server.
- Language selections in the following procedure are available only if you have installed Language Packs on the CIC 2015 R1 or later IC server.
If you do not want to install Interaction Client Mobile Web Edition, you can install only Interaction Client Web Edition. Make the appropriate selection in step 5 and skip the indicated steps in this procedure.

To install Interaction Client Web Edition on the web server

1. To view the network shares on the IC server, from the web server, select Start. In Search programs and files, type `\servername` where “servername” is the IC server name.
   
   **Note:** The IC server installation creates this network share.

2. In the IC_WebClient install share, double-click Setup.exe.

3. In the Client Install Utility dialog box, select a language for the Setup Wizard and click OK.

   **Note:** The Language Packs installed on the IC server determine which languages are available in the drop-down list. If you run Setup.exe again, the language you select the first time you run this Setup Wizard determines the language in which it appears.

4. In the Client Install Utility dialog box, select the appropriate language for the Interaction Client Web Edition interface from the Available Client Plugins list.
5. Click **Start**.

*Result:* After configuring the Windows Installer, the **Welcome to the Interaction Client Web Edition Setup Wizard for CIC 2015 R1** dialog box appears.

6. Click **Next**.

*Result:* The Custom Setup dialog box appears.
7. To install a feature, select the drop-down icon next to the feature name and then select **Will be installed on local hard drive**.

8. Verify that you have selected the appropriate features and then click **Next**. **Result**: The IC Web Client Edition Configuration dialog box appears.
9. Click **Next**.

*Result:* The Website Information dialog box appears.

[Image of Website Information dialog box]

10. Provide the **Interaction Client Web Edition** website Information by doing the following:

*Tip:* You can use the default values unless you have a specific reason for changing them.

a. From the **WebSite Name** drop-down list, select the name of a detected website or type in another website name.

*Note:* **WebSite Name** determines the site in which install creates the virtual root. This selection, in turn, affects the IP addresses and port numbers.

b. In **Application Name**, type a name for the IIS virtual root created for Interaction Client Web Edition.

c. In **Application Pool Name**, type a name for the IIS Application Pool created for Interaction Client Web Edition.

11. Click **Next**.

*Result:* One of the following happens:

- If you are installing only Interaction Client Web Edition, the **IC Server Name** dialog box appears. Skip to step 12.

- Otherwise, the **IC Mobile Web Client Edition Configuration** dialog box appears. Continue to the next step.
12. Click **Next**.

**Result:** The **Website Information** dialog box appears.

13. Provide the **Interaction Client Mobile Web Edition** website information by doing one of the following:

**Note:** The **WebSite Name** defaults from the value used for Interaction Client Web Edition.

**Tip:** Use these default values unless you have a specific reason for changing them.

- From the **WebSite Name** drop-down list, select the name of a detected website or type in another website name. Type the appropriate names in **Application Name** and **Application Pool Name**. See step 10 for details.
14. Click **Next**.

*Result:* The **IC Server Name** dialog box appears.

15. In the **IC Server Name** text box, type the name of the IC server to which the web server connects and click **Next**.

*Note:* If the server is sitting outside the corporate firewall, use the Fully Qualified Domain Name; for example, server01.xyzcorp.com.

*Result:* The **Ready to install Interaction Client Web Edition for CIC** dialog box appears.
16. Click **Install**.

*Result:* The **Installing Interaction Client Web Edition for CIC 2015 R1** dialog box appears. It displays a status bar and messages as the installation progresses.

17. When the installation is complete, click **Finish** in the **Completed the Interaction Client Web Edition Setup Wizard for CIC 2015 R1** dialog box.

*Note:* The install program creates the default web address: http://<your web server name>/WebClient. *WebClient* becomes the Application Name provided in the Website Information dialog box on page 11.
18. If you chose to install a language plugin, the **Client Install Utility** dialog box appears. Click **Start**.

19. After the language plugin installation completes, click **Exit**.
Chapter 5: Configuration

This chapter contains information on recommended post-installation configuration settings.

Appsettings.config

You can alter some configuration settings for Interaction Client Web Edition or Interaction Client Mobile Web Edition by changing the `appsettings.config` file. You do not need to run the installation again.

Each Interaction Client edition has its own appsetting.config file on the web server in:

- `C:\Program Files (x86)\Interactive Intelligence\WebClient\App_Data`
- `C:\Program Files (x86)\Interactive Intelligence\MobileWebClient\App_Data`

**Warning:** As with all configuration files, changing default settings without understanding the purpose and impact of each setting can have serious consequences. Before changing a setting, carefully consider and evaluate its possible effect on system performance. Also, note that the values for these attributes are case-sensitive.

**Note:** Subsequent CIC releases can replace these files as new features become available. In that case, the new release creates a backup of the existing appsettings.config file in a backup subdirectory before the install replaces the file. This backup copy is available as a guide to reapplying any customizations you have made. Also, removing Interaction Client Web Edition or Interaction Client Mobile Edition, doesn’t remove its corresponding appsettings.config file.

**Interaction Client Web Edition example**

This section contains an example of the settings in the appsettings.config file for Interaction Client Web Edition:

```xml
<ININSettings name="default"
    pageSize="25"
    pollInterval="1000"
    pollingRequestSessionTimeout="10000"
    reconnectTimeOut="1800"
    forceSSL="Never"
    httpPort="80"
    httpsPort="443"
    authenticationType="AutoDetect"
    allowRemoteNumber="true"
    useMachineKeyForClientInfo="false">
    <!--
    IC Server Configuration
  0 entries: The user must specify a server at login by typing the name or address in a text field.
  1 entry: The user will not specify a server at login. The configured server will always be used.
  2 or more entries: The user must specify a server at login by choosing from the list of configured servers. In each <Server> entry, only the "name" attribute will be seen by the user. The "value" attribute should contain the given IC server's hostname or IP address.
    -->
    <ICServers>
        <Server name="Flavia" value="Flavia" />
    </ICServers>
</ININSettings>
```

The name must be current values in the ININ.Web.Core.StationType Enum. any
other value will throw unhandled exception. The valid names must be one of the following: WorkStation, RemoteWorkstation, RemoteNumber, Stationless. Setting enabled = "true" will make the station type available on the login screen. setting it to "false", will hide the station type from options

```xml
<StationTypes>
  <StationType name="WorkStation" enabled="true" />
  <StationType name="RemoteWorkstation" enabled="true" />
  <StationType name="RemoteNumber" enabled="true" />
  <StationType name="Stationless" enabled="false" />
</StationTypes>
</ININSettings>
```

**Interaction Client Mobile Web Edition example**

This section contains an example of the settings in the appsettings.config file for Interaction Client Mobile Web Edition:

```xml
<ININSettings
  name="default"
  pageSize="15"
  forceSSL="Never"
  authenticationType="AutoDetect">
  <!-- IC Server Configuration: 
   0 entries: The user must specify a server at login by typing the name or address in a text field. 
   1 entry: The user will not specify a server at login. The configured server will always be used. 
   2 or more entries: The user must specify a server at login by choosing from the list of configured servers. In each <Server> entry, only the "name" attribute will be seen by the user. The "value" attribute should contain the given IC server's hostname or IP address. 
  -->
  <ICServers>
    <Server name="Flavia" value="Flavia" />
  </ICServers>
  <!-- Allowed Status Configuration: 
   The id values are case sensitive and should match the "Message Name" field of the Status Messages container in Interaction Administrator. 
   0 entries will allow all statuses permissible to the user to be selected. 
   > 1 entries will only allow those statuses to be selected (assuming the user has permission to use that status). 
  -->
  <AllowedStatuses>
    <!--<Status id="statusId" />-->
  </AllowedStatuses>
  <!-- Status Detail Render Position Configuration: 
   There are four position configurable status details for the current user status in the default page. The name values of these four details are "ForwardNumber", "StatusUntil", "Notes" and "StatusSince". These name values should NOT be changed. 
   The position of the four status details could be configured by the position values which should be a unique integer value in the range of 1 to 4. By default, the status details are rendered in the order of "ForwardNumber", "StatusUntil", "Notes" and "StatusSince". 
  -->
</ININSettings>
```
<StatusDetailRenderPositions>
<StatusDetailRenderPosition name="ForwardNumber" position="1"/>
<StatusDetailRenderPosition name="StatusUntil" position="2"/>
<StatusDetailRenderPosition name="Notes" position="3"/>
<StatusDetailRenderPosition name="StatusSince" position="4"/>
</StatusDetailRenderPositions>

<!--
Allowed TimeZone Configuration:

The id values are case sensitive and should match the time zone identifiers that Windows uses internally. For a list of these values, run the following command at a command prompt: "tzutil /l"

Invalid time zone identifiers will be ignored.

0 valid entries will allow all system defined time zones to be selected.

> 1 valid entries will limit the selectable time zones to those in the list.
--><TimeZone id="Central Standard Time" />
<TimeZone id="Eastern Standard Time" />
</AllowedTimeZones>

<!--
Station Type Configuration:

The name must be current values in the ININ.Web.Core.StationType Enum. The valid names must be one of the following: WorkStation, RemoteWorkstation, RemoteNumber, Stationless. Setting enabled="true" will make the station type available as an option at login.
--><StationTypes>
<StationType name="WorkStation" enabled="false" />
<StationType name="RemoteWorkstation" enabled="true" />
<StationType name="RemoteNumber" enabled="false" />
<StationType name="Stationless" enabled="true" />
</StationTypes>
</ININSettings>
Configuration Settings


*Note:* The first column indicates where you can use these settings:
W = Interaction Client Web Edition configuration file
M = Interaction Client Mobile Web Edition configuration file

<table>
<thead>
<tr>
<th>Attribute</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>M AllowedStatuses</td>
<td>Determines which status settings the agent can use. Id values are case-sensitive and must match the Message Name field in the Interaction Administrator Status Messages container.</td>
</tr>
<tr>
<td>Status Id</td>
<td>• <strong>No entry:</strong> The agent can use any status for which they have permission.</td>
</tr>
<tr>
<td></td>
<td>• <strong>One or more entries:</strong> The agent can select one of the allowed status settings, provided the agent has the appropriate permission to use that status.</td>
</tr>
<tr>
<td>W allowRemoteNumber</td>
<td>Flag to indicate whether users will be able to select a remote number for their station when logging in. Accepted values: true, false. Default is true.</td>
</tr>
<tr>
<td>M AllowedTimeZones</td>
<td>The default is a list of the commonly used time zones in the United States. Customize this list according to the needs of your deployment. Note: The machine’s local time zone is always an allowed time zone, even if it does not appear in the AllowedTimeZones list.</td>
</tr>
<tr>
<td>TimeZone id</td>
<td></td>
</tr>
<tr>
<td>W authenticationType</td>
<td>Determines whether Windows Authentication or Interaction Administrator verifies user IDs and passwords when agents log on. The authenticationType attribute determines the method used. “AutoDetect” is the default setting. The allowed values are:</td>
</tr>
<tr>
<td></td>
<td>• <strong>IC:</strong> Agents must use their Customer Interaction Center Interaction account names and passwords to log on to the CIC web client.</td>
</tr>
<tr>
<td></td>
<td>• <strong>Windows:</strong> Agents must use their Windows user name (domain\username) and Windows password to log on to the CIC web client.</td>
</tr>
<tr>
<td></td>
<td>• <strong>AutoDetect:</strong> Agents can use either user name and password combination. The IC server automatically detects the logon method used.</td>
</tr>
<tr>
<td>Attribute</td>
<td>Description</td>
</tr>
<tr>
<td>-------------</td>
<td>--------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
</tbody>
</table>
| W M forceSSL| The forceSSL attribute does not configure the web server to serve HTTPS traffic with a valid SSL certificate. You must obtain an SSL certificate and configure your web server to use SSL. The forceSSL attribute determines how communications between the CIC web client and the web server employ the SSL protocol. It tells the application to redirect non-HTTPS URLs to HTTPS URLs according to its value. The default value is “Never.” The allowed values are: • **Never**: Do not enforce SSL. • **Login**: Enforce on logon page only. • **Always**: Always enforce.

Example: “forceSSL” is “Login” and a user tries to navigate to the logon page with an HTTP URL. The application redirects them automatically to the same URL but uses HTTPS:// instead of HTTP://. If you have not configured the server to support HTTPS traffic, the user sees an error page produced by the web server. |
<p>| W M httpPort | Determines the port number that the web server listens on for HTTP protocol traffic directed to Interaction Client Web Edition. The default value is 80, which is the standard port number for HTTP traffic. <strong>Warning</strong>: Do not change this setting unless you have configured the site bindings in IIS correctly to serve traffic on a non-standard port number. |
| W M httpsPort | Determines the port number that the web server listens on for HTTPS protocol traffic directed to Interaction Client Web Edition. The default value is 443, which is the standard port number for HTTPS traffic. <strong>Warning</strong>: Do not change this setting unless you have configured the site bindings in IIS correctly to serve traffic on a non-standard port number. If you configure the server with a binding for HTTPS on port 443 and a non-standard port, ensure that you configure the SSL certificates correctly on each of the HTTPS bindings. |
| W M ICServers Server name | Determines whether your agents must select the name of the IC server when they log on. The Server name attribute takes this form: <code>&lt;Server name=&quot;server&quot; value=&quot;value&quot; /&gt;</code> “Server” is the name that appears in the Host drop-down list. “Value” is the actual value used to log on to the server (display name or IP address). Server name settings: • <strong>No entry</strong>: To log on, agents must type the name of an IC server in the “Host” or other text box. • <strong>One entry</strong>: Agents do not need to specify the name of the IC server, as there is only one. It defaults to the configured IC server. For the CIC web clients, the Host textbox does not appear on the logon dialog box. • <strong>Multiple entries</strong>: Agents must select the name of the appropriate IC server from the Host drop-down list. |</p>
<table>
<thead>
<tr>
<th>Attribute</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>name</strong></td>
<td>You can use this attribute to give a unique name to a custom configuration file (specific to a virtual root). For more information about virtual roots, see &quot;Custom Configuration for a Virtual Root&quot; on page 23. For diagnostic purposes, at application startup, the web server traces the name of the loaded configuration object. Keep this attribute set to &quot;default&quot; in the main appsettings.config file. Use a distinct name in each custom appsettings.config file.</td>
</tr>
</tbody>
</table>
| **pageSize** | Controls the maximum number of items (rows) that appear in a single directory page.  
- Interaction Client Web Edition default value is 25.  
- Interaction Client Mobile Web Edition default value is 15. |
<p>| <strong>pollInterval</strong> | Determines how often (in milliseconds) web browsers running the CIC web client poll the web server for updates. It sets the maximum interval between something happening on the IC server and an agent seeing it in the CIC web client (an incoming call or status change, for example.) These events could be an incoming call or status change. The default value is 1000 milliseconds. |
| <strong>pollingRequestSessionTimeout</strong> | This attribute is the timeout interval for the polling request timer. It determines how long (in milliseconds) until the session is released and killed if the CIC web client server doesn’t receive a poll request from the user’s web browser. The default value is 10000. Do not set this value to less than the <strong>pollInterval</strong> value. |
| <strong>reconnectTimeOut</strong> | If the CIC web client loses connection to the IC server or the web server, the CIC web client makes reconnection attempts. These attempts occur at fixed intervals for the total amount of time specified in this attribute. If the reconnection attempts fail, Interaction Client Web Edition notifies the user of the lost connection. The default value is 1800 seconds (30 minutes). This setting is an attribute of the ININSettings element. |</p>
<table>
<thead>
<tr>
<th>Attribute</th>
<th>Description</th>
</tr>
</thead>
</table>
| **WM** StationType         | **StationType name**<br>Controls which station types are available to your agents when they log on.<br><br>*Note:* This attribute replaces the former allowedStationTypes attribute.<br><br>The StationType name attribute takes this form:<br><br>`<StationType name="station type" enabled="value" />`

The "StationType" parameter is the name that appears in the Station Type drop-down list. Names are the current values in the ININ.Web.Core.StationType Enum. Valid names are:<br><br>- **WorkStation:** The agent uses a computer and telephone connected by a telecom outlet (SIP or analog phone) to the IC server.<br>- **RemoteWorkstation:** An agent works from a "known" remote location, using a single phone number for all calls to the agent’s extension.<br>- **RemoteNumber:** An agent works from an ad-hoc remote location using a single phone number for all calls to the agent’s extension.<br>- **Stationless:** Agent works without a phone number for the IC server to use to connect calls. The agent cannot place or receive calls through the CIC web client, but can use other CIC web client features.<br><br>"Value," either “true” or “false” controls whether this station type is available in the Station Type drop-down list or otherwise available as an option at logon.                                                                                                                                                                                                                                                                                                                                 |
| **W** useMachineKeyForClientInfo | This flag indicates whether the key found in the `<machineKey>` section in web.config protects ClientInfo storage on the CIC web client.<br><br>"True" means the `<machineKey>` protects the ClientInfo. This setting is important in a load-balanced configuration where each machine in the cluster has the same `<machineKey>` configuration.<br><br>"False" (the default) means that DPAPI protects the ClientInfo. DPAPI is different for each machine.<br><br>If you set the value to "true" but there is no `<machineKey>` section in the web.config, DPAPI protects the ClientInfo storage. This result is the same as if the value were "false."<br><br>*Note:* The `<machineKey>` section in web.config can be encrypted using `aspnet_regiis.exe`, This executable is in the .NET framework directory (`%windir%\Microsoft.NET\Framework\v4.0*`). The command to encrypt the `<machineKey>` section to avoid leaving its keys in the clear would be something like:<br><br>`> aspnet_regiis -pe "system.web/machineKey" -app "/WebClient"`

For more information, see [http://msdn.microsoft.com/en-US/library/k6h9c28h%28v=vs.100%29.aspx](http://msdn.microsoft.com/en-US/library/k6h9c28h%28v=vs.100%29.aspx).
Custom Configuration for a Virtual Root

You can create customized appsettings.config files for one or more virtual roots. You use virtual roots to support multiple instances of Interaction Client Web Edition or Interaction Client Mobile Web Edition running on a single IIS web server. These virtual roots have different URLs that all point to the same installed files on the web server.

You need customized configuration files only when you do not want to use the same configuration settings for all instances. Different instances use the same appsettings.config file unless a custom appsettings.config file exists that is specific to a virtual root.

*Note:* In the CIC 4.0 GA release and 3.0 releases, it was necessary to change web.config to register these alternate configuration files. Saving changes to web.config caused IIS to restart all CIC web client instances running on the same web server. The web.config file released in previous versions contained an explanation of how to register a custom configuration file.

In the CIC 4.0 SU 1 and later releases, any CIC web client uses the first configuration found in this order:

1. An appsettings_VirtualDirectoryName.config within the application’s installed App_Code directory.
2. The appsettings.config in the same directory. (The installer includes this configuration.)
3. A fallback default configuration that is part of the application in case neither file is available.

**To create alternate configuration files:**

1. Copy the default appsettings.config file.
2. Save the copy with a file name in the format: `appsettings_VirtualDirectoryName.config`
3. Replace `VirtualDirectoryName` with the name of the specific virtual root to which this configuration applies.
4. Modify the configuration settings as necessary and save the changes to the file.
5. Follow steps 1-3 to create as many virtual directory-specific configuration files as needed.
6. Recycle any IIS application pools that correspond to the affected virtual directories.

*Note:* Recycling an IIS application pool does not affect other instances running on the web server.

Web.config

You can modify ASP.NET and IIS configuration settings by editing the appropriate web.config file. Multiple configuration files, all named web.config, appear in multiple directories in an ASP.NET application.

To modify the settings for Interaction Client Web Edition or Interaction Client Mobile Web Edition, edit one of these files:

- `C:\Program Files (x86)\Interactive Intelligence\WebClient\web.config`
- `C:\Program Files (x86)\Interactive Intelligence\MobileWebClient\web.config`

The web.config configuration files are XML-based text files. To edit these configuration files, use any standard text editor or XML parser.

Email File Attachment Limits

Agents can attach files to outgoing email interactions or email message replies in Interaction Client Web Edition. Request size limits determines the maximum size of these email file attachments. Two attributes set this limit:

- The default ASP.NET request size limit is 4 MB. The maxRequestLength attribute within the system.web/httpRuntime section of web.config sets this limit.
  
  Note: It is configured in kilobytes.

- The default IIS request size limit is about 28.6 MB (30,000,000 bytes). The maxAllowedContentLength attribute within the system.webServer/security/requestFiltering/requestLimits configuration section sets this limit.

  Note: It is configured in bytes.

Example: These attribute values set a file size limit of approximately 40 MB (40960 kilobytes or 41943040 bytes).

```xml
<configuration>
  <system.web>
    <httpRuntime>
      <maxRequestLength:"40960"/>
    </httpRuntime>
  </system.web>
  <system.webServer>
    <security>
      <requestFiltering>
        <requestLimits maxAllowedContentLength="41943040"/>
      </requestFiltering>
    </security>
  </system.webServer>
</configuration>
```
Robots Exclusion

Interaction Client Web Edition pages contain the Robots META tag that prevents compliant indexing robots from indexing these pages or using them to harvest links.

We also recommend that you add robots.txt, as described in http://www.robotstxt.org/faq/prevent.html to exclude the Client folder from indexing. This file must be at the top level of the website, as in this example:
Chapter 6: Failover and Network Load Balancing Configuration

This chapter helps customers and partners with the implementation of the Interaction Client Web Edition (ICWE) in a Microsoft Network Load Balanced (NLB) environment with failover. It uses a combination of Microsoft NLB and Microsoft Application Request Routing (ARR). In our setup, the Microsoft NLB cluster provides a single virtual IP address for a cluster of servers. The sole purpose of these servers is to direct traffic from the requesting (client) side to the responding (server) side.

Technically, this intermediary routing cluster could be a single server with a server farm behind it. However, this configuration makes the ARR server a single point of failure for the entire system. We recommend setting up ARR with NLB to add an element of redundancy. The exact number of the servers is dependent on the size of the customer environment, but we recommend an N+1 architecture. Thus we require a minimum of four servers: two NLB servers, and two server farm servers.

Required release

While you can use NLB and ARR with the CIC 4.0 or above release of ICWE, the failover feature required more architecture changes to the ICWE web application. The failover feature requires CIC 4.0 SU5 or above.

Server Configuration

When you complete the server configuration steps, there are at least four servers in the ICWE environment:

- Two IIS servers in an NLB cluster running ARR
- Two IIS servers running the ICWE web application

You can add servers to either of these groupings as the sizing requires. This guide assumes that there is already an existing, functioning Customer Interaction Center (CIC) environment. This network diagram depicts the result. To simplify the scope of this chapter, it does not document the CIC environment.
Intelligence, Inc. to test the functionality and scalability of the product. The presence of a router is important, because Microsoft NLB creates much Layer 2 traffic in a network. Because of the Layer 2 traffic, it is important to put the NLB servers in a separate broadcast domain. Theoretically, this broadcast domain could also contain the ICWE servers, but for the best results we recommend that you isolate the NLB cluster. The cloud representing CIC could be in the same broadcast domain as the ICWE servers as long as the NLB servers are in their own broadcast domain.

The network diagram also depicts only a single switch for simplicity. However, for maximum availability we recommend that there is some level of hardware redundancy to prevent the switch from being a single point of failure.

IIS Setup for NLB and ICWE Servers

Install IIS

ICWE requires IIS 7.5 or IIS 8.5. Additionally, it requires ASP.NET support. The easiest way to set up this configuration is to start with a fresh installation of Windows Server 2008 R2 or Windows Server 2012 R2. To install the "IIS Recommended Configuration," use the Microsoft Web Platform Installer. Install the "IIS Recommended Configuration" on every IIS server in the NLB cluster and server farm.

1. Download and install the Microsoft Web Platform Installer from this download link:

2. Open Microsoft Web Platform Installer and search for “IIS Recommended Configuration.”

3. Under the Install column associated with IIS Recommended Configuration, click Add, and then click Install.

4. Read through the prerequisites on the next dialog and then click I Accept.
5. When the installation has completed, click Finish.

Add a Binding for HTTPS (Recommended)

While HTTPS is not a requirement for ICWE, we recommend that both the NLB and ICWE IIS servers use HTTPS. HTTP sends user names and passwords in plain text over the network. HTTPS encrypts the HTTP packets using SSL. This encryption makes it impossible for someone to decode the traffic without the required private key.

In the following example, we use a certificate created by a local certificate authority in the Interactive Intelligence Testlab. In a production domain environment, it is likely that some certificate exists that you can use for the HTTPS binding. If it does not, there are several options available for creating or obtaining a certificate:

- Creating a self-signed certificate: You can create a certificate in the IIS Management Console.
- Setting up a certificate authority: Windows Server has an Active Directory Certificate Services role that enables system administrators to set up and configure their own certificate authority.
- Purchasing a certificate from a third-party certificate authority: There are many third-party certificate authorities that sell certificates to companies or individuals running secure websites.

1. In the IIS Management Console, from the Connections column, select the site that routes to the NLB server or the host (ICWE server).
2. Under the Actions column, click Bindings.
3. In the **Site Bindings** dialog box, click **Add**.
4. In the **Add Site Binding** dialog box, do the following:
   a. From the **Type** drop-down list, select **https**.
   b. From the **IP address** drop-down list, select **All Unassigned**.
   c. In the **Port** text box, type 443.
   d. In the **SSL certificate** drop-down list, select the appropriate certificate.
   e. Click **OK** to save the changes.

5. Repeat this procedure for all of the IIS servers in the environment.
Application Request Routing Setup for NLB Servers

Install Application Request Routing

We recommend running an ICWE environment using a combination of Microsoft NLB and a Microsoft Technology called Application Request Routing (ARR). ARR is an extension of IIS that enables the option to configure server farms. ARR allows for the distribution of requests among the servers in this server farm. Install ARR on every IIS server in the NLB cluster.

1. Open Microsoft Web Platform Installer and search for Application Request Routing.
2. Under the Install column associated with Application Request Routing 3.0, click Add and then click Install.
3. Read through the prerequisites on the next dialog, and click I Accept.
4. When the installation has completed, click Finish.
Configure the Server Farm

The members of the server farm are all of the servers running ICWE. Configure the servers in this NLB cluster in the IIS Management console on each server.

1. In the IIS Management Console, from the **Connections** columns, select **Server Farms**. Then under the **Actions** column, click **Create Server Farm**.

![Create Server Farm](image.png)

2. In the **Create Server Farm** dialog box, in the **Server farm name** text box, type a name for the server farm. Select the **Online** check box, and then click **Next**.

3. Add the servers running ICWE to the server farm, and then click **Finish**.

![Add Servers](image.png)

4. In the **Rewrite Rules** prompt, click **Yes**.

**Result:** This action automatically generates the rewrite rules that send requests destined for the NLB servers to the servers in the server farm.

5. Repeat this procedure all of the servers in the NLB cluster.
Configure the Affinity on the Server Farm

ICWE maintains two session states. The first session state is the ASP.NET session that gets created when navigating to the page for the first time. The browser used to interface with ICWE stores this session state in a cookie.

The other session state is the IceLib session that many Interactive Intelligence products create (for example, Interaction Desktop, Interaction Center Business Manager, and Interaction Administrator). This session is stored within application pool for ICWE. Because of session states, you configure server affinity at the server farm level on each NLB server. If you do not configure server affinity, it is possible for a request to reach an application pool on a different server that lacks this session. If that occurs, requests requiring authentication fail. This authentication failure causes ICWE to return the user to the logon page. Or, or if you configure failover, an authentication failure triggers a false positive failover.

1. In the IIS Management Console, under the Connections column, select the newly created server farm. Open the Server Affinity feature.

2. In the Client Affinity group box, select the Client affinity check box. Then, under the Actions column, click Apply.
3. Repeat this procedure for all of the servers in the NLB cluster.

Microsoft NLB Setup for NLB Servers

Create the Cluster

Microsoft NLB is a feature that you can install using Microsoft Server Manager. It is fairly simple to set up NLB. To service the Layer 2 ARP requests for the virtual IP and MAC addresses that Microsoft NLB creates, take some additional steps within the network infrastructure of the environment. For the purposes of this guide, we assume that you have already used Microsoft Server Manager to add this feature.

1. Open the Network Load Balancing Manager (nlbmgr.exe).
2. From the top menu, select Cluster > New.
3. In the New Cluster dialog box, in the Host text box, type the name of one of the cluster hosts and then click Connect.
4. Select the appropriate interface, and then click Next.
5. In the next dialog box, click **Next**.
   **Note:** The default values are fine for the purposes of this guide.

6. To add one or more cluster IP addresses, in the **Cluster IP Addresses** dialog box, click **Add**.

7. In the Add IP Address dialog box, type the IP address and subnet mask for the NLB cluster and then click **OK**.
   **Note:** This cluster IP address is the virtual IP address for ICWE access.

8. After you enter all of the wanted IP addresses, in the **Cluster IP Addresses** dialog box, click **Next**.

9. Input a full Internet name for the cluster, select the wanted cluster operation mode, and click “Next” to continue.
Cluster Operation Modes: There are three operation modes for a Microsoft NLB Cluster. This technical reference does not explain the specifics of each mode. Just note that the amount of Layer 2 traffic generated decreases when traveling from Unicast->Multicast->IGMP multicast on the spectrum of modes laid out for use. We use Multicast in this guide. Multicast does not require more configuration (that is IGMP group creation), and it generates less Layer 2 traffic than Unicast mode. However, the volume of Layer 2 traffic is still high enough that we suggest segmenting the NLB cluster into its own broadcast domain (as mentioned previously).

10. In the Defined port rules drop-down list, select the generic port rule and click Edit.

11. Set the port range for the port or ports used for the NLB and ICWE IIS binding (for example, 443 for HTTPS and 80 for HTTP).

12. In Filtering mode, select Multiple host. Set Affinity to None. To apply the settings, click OK.

13. To complete the initial configuration of the NLB cluster, click Finish.
Add More Servers to the Cluster

Once you create the cluster, it is easy to add more servers. By default, the newly added servers acquire many of the previously mentioned settings.

1. Open the Network Load Balancing Manager (nlbmgr.exe).
2. Select the newly created cluster, and then, from the top menu, select Cluster > Add Host.
3. In the Add Host to Cluster dialog box, in the Host text box, type the name of the cluster host to add and then click Connect. Select the wanted interface, and then click Next.

4. To add the host with the same settings as the first member of the cluster, in the next dialog box, click Next, and then click Finish. Result: When this configuration is complete, the NLB Manager looks something like this illustration:

Configure the Health Test for NLB Servers

The ICWE failover feature depends on a feature of ARR called the “Health Test.” The “Health Test” is essentially an HTTP probe of the various servers in the server farm. If one of these probes returns an HTTP status code outside the provided range, ARR assumes that the server is unhealthy and stops routing requests to the faulted server. ARR continues to send the HTTP probes to the problematic server. If the server recovers, the test flags it as healthy, and ARR forwards requests to the server again.

This technical reference recommends setting the probe interval to 5 seconds with a 10 second time-out. However, this setting means that when a server fails it could take up to 5 seconds for ICWE to begin the failover process. You can adjust the interval for slight improvements in the failover process, but keep in mind that this feature creates more HTTP traffic. Thus, shorter
intervals generate more HTTP traffic. Here are values from the Interactive Intelligence Testlab.

<table>
<thead>
<tr>
<th>Interval</th>
<th>Time-out</th>
<th>Total Failover Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>10</td>
<td>14</td>
</tr>
<tr>
<td>2</td>
<td>10</td>
<td>14</td>
</tr>
<tr>
<td>3</td>
<td>10</td>
<td>14</td>
</tr>
<tr>
<td>4</td>
<td>10</td>
<td>18</td>
</tr>
<tr>
<td>5</td>
<td>10</td>
<td>19</td>
</tr>
</tbody>
</table>

1. Select the server farm created in the Application Request Routing section under the “Connections” column in the IIS Management Console and open the “Health Test” feature.

2. In the URL text box, type the “URL” of the NLB cluster and append the “/WebClient” directory.

3. Set Interval to 5 seconds and Time-out to 10 seconds.
4. To save the changes, click **Apply**.

5. Repeat steps 2 through 4 for all of the servers in the NLB cluster.

**Infrastructure Modifications**

In addition to segmenting the Layer 2 traffic, there is one recommended and one required change to the network infrastructure housing the NLB cluster. The recommended change is to add a static DNS record that points to the virtual IP address of the NLB cluster. If you do not make this recommended change, ICWE users must use the IP address, rather than a friendlier DNS name, as the web address for Interaction Client Web Edition.

The required change involves the physical networking equipment in the NLB environment. Looking back at Figure 12, there is a virtual IP address and a virtual MAC address associated with this NLB cluster. However, ARP most likely does not advertise this MAC address. Thus, you make some configuration changes in the networking environment. To show these changes, this guide uses the network diagram in Figure 1 as an example network topology. The commands in this guide are specific to Cisco devices, but any high-quality enterprise router/switch can probably perform similar operations.

**Add the DNS Entry (Recommended)**

Adding a DNS is simple, and it is a familiar step for even entry level system administrators. It just requires the DNS snap-in for the Microsoft Management Console, the virtual IP address of the NLB cluster, and the Internet name given to the NLB cluster.

1. Open the DNS Manager for the Domain Name System server used to connect to Interaction Client Web Edition.
2. From the top menu strip, select **Action-New Host (A or AAAA...)**.
3. In the **Name (uses parent domain name if blank)** text box, type the Internet name of the NLB cluster. In the **IP address** text box,
type the NLB cluster’s IP address. To complete the DNS record setup, click **Add Host**.


### Add the Static ARP

NLB creates a virtual MAC/IP address pair. Therefore, you configure the layer 2 network devices into which the NLB cluster servers are plugged to respond to ARP requests for the virtual MAC/IP address pair. As mentioned before, these steps use Cisco devices as an example.

**Tip:** Use PuTTY or other terminal emulator. [http://www.chiark.greenend.org.uk/~sgtatham/putty/download.html](http://www.chiark.greenend.org.uk/~sgtatham/putty/download.html)

1. Log in to the network switch, and access the global configuration.
2. Type the following:
   
   ```
   arp <Cluster IP Address> <Cluster MAC Address> arpa
   
   Example for the environment in this guide:
   
   ```
   ```
   10.40.1.20 03bf.0a28.0114 arpa
   ```
   
3. Press **Enter**.

### Configure Failover

Now the NLB + ARR ICWE setup is fully functional. A user can navigate to a single URL that balances the load among two front-end NLB servers and a single backend ICWE server. However, this setup does not have failover. If something happens to the backend ICWE server, the user returns to Interaction Client Web Edition logon page. Logging on again moves their session to the other backend ICWE server. Logging on again is an inconvenience to the user. Because of this inconvenience, Interactive Intelligence implemented failover in ICWE in Customer Interaction Center (CIC) 4.0 SU 5.

ICWE implements failover by using a unified machine key across the ICWE servers. ICWE uses DPAPI (Windows Data Protection API) to encrypt data transmitted from ICWE to Session Manager. DPAPI uses a machine identifier to encrypt the data. Because the web servers have different machine identifiers, transitioning the IceLib session between the web
servers is not trivial. You configure **machineKeys** in the IIS `web.config` for the ICWE web application.

**Configure Machine Keys for ICWE Servers**

You can easily generate a machine key in the IIS Management Console. There are alternative ways to generate valid machine keys for use with DPAPI and ASP.NET, but we recommend that you use the IIS Management Console.

1. In the IIS Management Console, in the **Connections** column, under the appropriate website, select the **WebClient** application. Open the **Machine Key** feature.

2. In the **Machine Key** view, in the **Actions** list, click **Generate Keys** and then click **Apply**.
Encryption/Decryption Methods: In this figure, Encryption method is "SHA1," and Decryption method is "Auto." "SHA1" and "Auto" are the default values, but any combination of encryption/decryption method works.

3. Open the Machine Key feature for the WebClient application on any additional ICWE servers.

4. Under Validation key and Decryption key, clear the Automatically generate at runtime check boxes.

5. Copy and paste the Validation key and Decryption key values generated in step 2 into the appropriate text boxes for the additional ICWE web server and click Apply.
Test the Setup

You have configured the environment to load balance users across multiple ICWE servers and failover when something happens to one of the ICWE servers in the server farm. If this configuration is in a development environment, here is an easy way to test this configuration before deploying it in a production environment.

1. Stop the **ININWebClientAppPool** application pool on all of the servers in the server farm except for one. Note the excepted server for later.

2. Open a web browser, navigate to ICWE (NLB virtual address/newly created A record), and log in.

3. Start the **ININWebClientAppPool** on all of the servers in the server farm.

4. Stop the **ININWebClientAppPool** on the server noted in Step 1.
Result: Stopping the service on the ICWE server that has a logged on ICWE user causes the IIS server to send a 503 “Service Unavailable” message. This message trips the health test configured earlier. ICWE then tries to fail over to another server in the server farm. The ICWE user sees two separate messages during this time:

![Connection Problem]

After the ICWE user sees the second message, ICWE fails over, and the modal display and dialog disappears. Now the user has logged on to one of the other servers in the server farm, and ICWE returns to full functionality.

Note: If the user returns to the ICWE logon page, there is an error in the server configuration.

Shared Configuration

For the sake of simplicity, this guide outlines configuration changes for IIS on each respective server. IIS configuration changes for each server are also how we tested this feature. However, IIS offers something referred to as “Shared Configuration.” It allows IIS administrators to set up a central configuration for any feature. This central configuration is in the applicationHost.config file. Theoretically, a "Shared Configuration" works, but we did not explicitly test this configuration in the Interactive Intelligence Testlab. To read more about shared configuration, go to the official Shared Configuration page on IIS.net (http://www.iis.net/learn/manage/managing-your-configuration-settings/shared-configuration_264).
Chapter 7: Frequently Asked Questions

Interaction Client Web Edition FAQs

Does Interaction Client Web Edition require JavaScript, cookies, ActiveX, Java applets, Flash, or any other browser technology?

Interaction Client Web Edition currently needs only JavaScript and cookie support.

Why don’t I hear ring sounds from my computer speakers when a new call alerts in My Interactions?

Interaction Client Web Edition attempts to play sounds without the use of browser plug-ins. However, if your browser is unable to play sound otherwise, it uses the Flash plug-in to play sounds. If you aren’t able to hear alerting sounds, ensure that you have the Flash player installed in your web browser.

Why do some users have problems displaying Interaction Client Web Edition in Internet Explorer?

To use Interaction Client Web Edition in Internet Explorer 8 or 9 with an intranet URL, clear the "Display intranet sites in Compatibility View" setting in Internet Explorer. This setting is selected by default in Internet Explorer on Windows 7 systems. CIC administrators can use a group policy to change this setting on agent workstations. Or, their agents can change it themselves in Internet Explorer > Tools > Compatibility View Settings.

How do I enable pop-up windows?

Some Interaction Client Web Edition features require pop-up windows. In order to use these features, users must set their browser to allow pop-up windows. Consult the documentation for your particular browser for instructions on enabling pop-up windows.

Note: Interaction Client Web Edition alerts the user (in all browsers except Chrome) when a pop-up window can’t appear because of a pop-up blocker. It is common for users to see a warning on first use of a popup-producing feature. They can then use the browser option to “allow all pop-ups for the current site” so that future ICWE pop-up windows appear.

Features that require pop-up windows include:

- **A Camp desktop alert** lets users know when another user whose status they are monitoring, changes status.

- **The Pop Client option** causes Interaction Client Web Edition to appear on top of any other running application when a new call alerts.

  Note: Enable the Pop Client option in Interaction Administrator. Or a user can enable it in Interaction Desktop. A user cannot enable this option in the Interaction Client Web Edition interface. Also, the user must run Interaction Client Web Edition in a browser without other active tabs or in the active tab. Finally, even if you set the configuration options correctly and the user runs Interaction Client Web Edition in a browser without other active tabs, the ability to pop the browser can be inconsistent.

- **Screen pops** can open the browser to a specific URL when a specific event occurs. For example, a browser window can open automatically
and display one of your company’s webpages when the agent receives an ACD-routed interaction.

*Note:* You configure web browser screen pops in Interaction Administrator. Interaction Client Web Edition supports only the **Pop to a new browser** type. It does not support Pop to a new tab in an existing browser session. The specified URL must include the URL protocol, as in [http://www.inin.com](http://www.inin.com). See the Interaction Administrator help for further details on Web Browser Screen Pop configuration.

**How do I find my log files?**

IIS 7.0 creates special user accounts that belong to specific application pools. The Interaction Client and Mobile Web Client install creates an application pool named ININWebClientAppPool for the CIC web client.

We configure the application pools to create their own user profile directory in C:\Users. By default, tracing files are stored in a path like C:\Users\ININWebClientAppPool\AppData\Local\Temp\inin_tracing. You can change the default log location by setting the system-wide environment variable, ININ_TRACE_ROOT, either during the install or afterward.

To determine if the location of your log files, use `\Program Files (x86)\Interactive Intelligence\Client\diagnostics.aspx`:

1. In the browser address bar browse to
2. Check the value of ININ_TRACE_ROOT.
   - If it is blank, log files are stored in the default path.
   - If it has a value, this value is the path to the log files.

**Where are the Interaction Client Web Edition help files?**

The Interaction Client Web Edition install places the help on your web server in an appropriate language subdirectory under `C:\Program Files (x86)\Interactive Intelligence\WebClient\help`.

*Note:* In the 3.0 releases, an Interactive Intelligence server hosted the Interaction Client Web Edition help. Installing the help files locally removes the requirement that the browser has Internet access.

**What is the 404 error that occurs when I try to access Interaction Client Web Edition?**

A 404 error usually means that a resource cannot be found. Usually this error occurs because the URL that requests the resource is incorrect.

**Should I enable GZIP compression on my web server?**

For both Interaction Client Web Edition and Interaction Client Mobile Web Edition, compressing content served over the web can provide significant bandwidth savings. IIS 7.0 provides separate settings for enabling content compression for static content and dynamic content. We recommend always enabling compression of static content (files served from disk that rarely change). Carefully weigh the decision also to compress dynamic content against the increased CPU usage that comes with dynamic content compression. If the additional bandwidth savings are enough to justify
Can I install Interaction Client Web Edition on the same machine as the IC server?

Interactive Intelligence does not support this configuration. The reason is that IIS runs through HTTPSys, a kernel mode driver, and can contend for resources with the IC server.

Interaction Client Mobile Web Edition FAQs

Why does Interaction Client Mobile Web Edition look different on some devices?

Interaction Client Mobile Web Edition is compatible with as many devices and web browsers as possible. It incorporates "skins" which provide a different look and feel based on the browser used. These "skins" incorporate the features of more advanced mobile web browsers.

Do calls to my CIC extension ring my mobile handset when I'm logged on to Interaction Client Mobile Web Edition?

Yes, under the right circumstances. If you log on using a Remote Workstation that targets your mobile handset, calls to your CIC extension rings your mobile device.

Note: To use this feature, your administrator must enable the Always Ring option for your remote station. If you use the Stationless logon and want calls directed to your mobile device, select **Forward incoming calls** on the logon dialog box and provide your mobile number. In this case, when the IC server attempts to connect the call, Interaction Client Mobile Web Edition changes your status to an **Available, Forward** status. It informs callers they are being forwarded to an external number.

Are all calls made from the Interaction Client Mobile Web Edition treated like any other call routed through the IC server? Are they a part of statistics, recording policies, and other things?

Outbound calls route through the IC server as long as you log on with any station type **except** Stationless. Calls made from a Stationless session do **not** route through IC server. They route over your carrier's network from your handset to the target number.

If I call from Interaction Client Mobile Web Edition, what does the recipient see in their Caller ID?

Calls routed through the IC server show the CIC-provided caller ID, and calls routed through your carrier show the number for your mobile device. For more information about determining if your calls route through the IC server, see "Stationless vs. Remote Workstation Calls" on page 53.

How do calls made from the Interaction Client Mobile Web Edition appear on my mobile phone bill?

Calls routed through the IC server appear as a call from the IC server to your mobile phone. Calls made from a Stationless logon appear as a call from your mobile phone directly to the intended recipient. Standard, long-
distance, or international billing rates for your carrier apply in all cases. For more information about how to know if your calls route through the IC server, see “Stationless vs. Remote Workstation Calls” on page 53.
Chapter 8: Working with Interaction Client Web Edition

Follow the instructions in this section for starting and using Interaction Client Web Edition.

Starting Interaction Client Web Edition

Users can follow these instructions for starting Interaction Client Web Edition on their browsers.

1. Point to your browser to log on page.

   *Tip*: You CIC administrator can supply the URL for the logon page. This is the web server on which Interaction Client Web Edition was installed.

   The default web address is http://<customer’s web server name>/WebClient/clientlogin.aspx.

   Note: Replace WebClient with the Application Name provided in the Website Information dialog box on page 12.


2. Do one of the following:

   *Note*: The labels for the user name and password indicate which set of credentials to use for logging on. Your CIC administrator determines which set of credentials you can use to log on.

   • In **User ID** and in **Password**, enter your CIC user account name and password as configured in Interaction Administrator.

     *Tip*: To verify your user account name or password, contact your CIC administrator.

   • In **Domain\user** name and in **Password**, enter your Windows domain\username and password.

     *Note*: If you select both **Remember me** and **Automatically log me on next time**, and later change your Windows domain password, you see an authentication process error at your next logon attempt. Enter your new password. If you have not cleared your browser cache, all your other logon information is retained.
In **User ID** and **Password**, enter either your CIC client or Windows user name and password.

4. If necessary, in **Host**, enter or select the host name.

   *Note*: The "host" is the machine running Session Manager. For most installations, the host is the IC server. If there is only one IC server you can use, this field does not appear. Contact your CIC administrator if you do not know the host name.

5. In **Station Type**, select the type of station you are using to run the CIC web client.

   *Note*: For more information about running from a remote station or a remote number, see the Interaction Client Web Edition help.

   - Select **Workstation** if you use a computer and telephone connected by telecom outlet (SIP or analog phone) to the IC server.
   - Select **Remote Workstation** if you work from a "known" single remote location using a single phone number for all calls to your extension.
   - Select **Remote Number** if you work from an ad-hoc remote location using a single phone number for all calls to your extension.

6. Do one of the following:

   - If your station type is **Workstation** or **Remote Workstation**, enter the name of the workstation in the **Workstation** field.
   - If your station type is **Remote Number**, in Remote Number, then enter the telephone number for CIC to call you in the Remote Number field. (Remote Number is for remote access only.)

7. If your station type is **Remote Number**, do one of the following:

   - To keep the connection to the IC server active from the first time you require a voice connection to the IC server until you log off, select **Persistent**.
   - To end the connection to the IC server when either side disconnects for any reason, clear the **Persistent** check box.

**Requirements**: You need the **Persistent Connections** Security Right to select a persistent connection when you are using a Dynamic Remote Client Connection. If you are using a Configured Remote Station, the **Interaction Station Connections are Persistent** setting in Interaction Administrator Station Configuration controls whether you have a persistent connection. If you do not have the appropriate persistent connection Security Right, you are still able to logon. However, a License Error appears after you logon. It warns you that your request to establish a persistent connection was ignored.

**Example**: The first time a remote agent needs a voice connection to the IC server, CIC calls the agent at the phone number entered in Remote Number. From that point on, you can keep your telephone handset off-hook and use Interaction Client Web Edition to pick up, disconnect, or listen to calls. If you hang up between calls, CIC must redial the Remote Number and wait for you to answer before completing the operation.

**Explanation**: When you select **Persistent**, the call to your remote phone stays connected (an open line to the IC server). If you leave the remote phone off-hook, and use the CIC web client to disconnect the call, the IC
server does not have to create a new call and dial your remote phone again. It just connects the audio path to the new caller.

*Note:* Usually this preferred setting prevents excessive long-distance charges and keeps lines free.

8. Optionally, select the **Remember me** check box. The next time you log on, all the fields on the Web Server logon page are complete, except for **Password**.

*Note:* If you use the browser feature that remembers passwords and enters them automatically for you, even **Password** is supplied. The CIC web client stores these settings in client side cookies. If you clear cookies, "Remember me" does not "remember" your logon settings.

9. Optionally, select the **Automatically log me in next time** check box. The next time you log on, you go directly to the main Web client page and do not need to enter any settings at all.

10. Click **Log on**.

Interaction Client Web Edition Help

Interaction Client Web Edition contains a help system, available by selecting **Show Help** from the **Help** menu.
Chapter 9: Working with Interaction Client Mobile Web Edition

Follow the instructions in this section for starting and using Interaction Client Mobile Web Edition.

Starting Interaction Client Mobile Web Edition

Agents can follow these instructions for starting Interaction Client Mobile Web Edition on their mobile device.

1. In the web browser on your mobile device, browse to the web server on which Interaction Client Mobile Web Edition was installed. For example, http://www.example.com/MobileWebClient/.

2. Select the Station Type of Stationless or Remote Workstation (provided by your administrator).

Result: The logon window opens.

3. Enter your CIC User ID.

4. Enter your CIC Password.

5. Select the IC server Host.

   Note: The option to select a host name varies, depending on configured IC servers. If only one IC server exists, the Host field does not appear. Multiple configured IC servers appear in a drop-down list. If no IC servers are configured, type the selection in the Host field.

6. If you chose Remote Workstation, in the Station field enter the remote workstation.

   Optional: In the Remote Number field, enter the remote telephone number to which IC server routes calls. When you log on to a remote workstation, IC routes calls made to your CIC extension or telephone number to this remote number.

7. Optional: If you chose Stationless, to receive calls made to your CIC extension or telephone number, select the Fwd incoming calls check box. In the Fwd Number field, enter the telephone number to which you want Interaction Client Mobile Web Edition to forward your incoming calls. If you do not want calls forwarded to you, leave these options blank.
8. **Optional**: To change the currently selected time zone, click the arrow at the end of the **Time Zone** drop-down list and select the appropriate time zone.

9. If you select the **Log on automatically** check box, the next time you log on, you go directly to the main Interaction Client Mobile Web Edition page. You do not need to enter any settings at all.

9. Click **Log on**.

**Result**: The main menu appears.

![Interaction Client Menu](image)

**Help**

Interaction Client Mobile Web Edition contains a help system, available by selecting **Help** from the main menu.

**Stationless vs. Remote Workstation Calls**

When you use a Stationless logon, your mobile phone carrier places your outbound calls, directly from your phone to the number you call. For example, if you call John Doe in Kalamazoo using a Stationless logon, your mobile phone carrier calculates the usage as a call to Kalamazoo, even though you dialed the number through Interaction Client Mobile Web Edition.

When you log on to Interaction Client Mobile Web Edition through a **Remote Workstation**, all calls route through the IC server. As in the previous example, when you call John Doe in Kalamazoo using a remote workstation, the IC server calls your mobile phone. After you pick up the call, it connects you to John Doe. Your mobile phone carrier calculates the usage as a call from the IC server to your phone, not a call from your phone to Kalamazoo.

In either case, usual mobile phone carrier billing rates apply. Depending on the location of the call recipient (for stationless logons) or your IC server (for remote workstation logons), long-distance or international rates can apply. In addition, calls made from the IC server appear on CIC reports, but calls made from a stationless logon do not.
## Change Log

<table>
<thead>
<tr>
<th>Change Log Date</th>
<th>Changed…</th>
</tr>
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<tr>
<td>March 9, 2016</td>
<td>IC-136098</td>
</tr>
<tr>
<td></td>
<td>In the Web Browsers section, added “and Microsoft Edge 25 (CIC 2016 R2 or later)” to the browsers supported only for Interaction Connect.</td>
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<tr>
<td>July 28, 2015</td>
<td>IC-131590:</td>
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<td>In the Configuration Settings section, removed StatusDetailRenderPositions from attribute table. This is now configured in the global file /App_GlobalResources/Site.resx. IC-131357</td>
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<tr>
<td></td>
<td>Requirements: Updated per email: Web Server, Web browser, and other requirements questions.</td>
</tr>
<tr>
<td></td>
<td>Installation: Updated screen captures for rebranding (new colors and logos) of dialog boxes.</td>
</tr>
<tr>
<td></td>
<td>Configuration Setting: Added row for AllowRemoteNumber with description.</td>
</tr>
<tr>
<td>June 25, 2015</td>
<td>Rebranding changes, new logo and font colors. Updated Copyright and Trademark Information page.</td>
</tr>
<tr>
<td>April 1, 2015</td>
<td>Updated document to reflect the changes required for the transition from Interaction Client .NET Edition to Interaction Desktop. This includes a new CIC client section. Updated the Copyright and Trademarks page.</td>
</tr>
<tr>
<td>August 20, 2014</td>
<td>Updated documentation to reflect changes required in the transition from version 4.0 SU# to CIC 2015 R1. These changes include updates to product version numbers, system requirements, installation procedures, references to Interactive Intelligence Product Information site URLs, and copyright and trademark information.</td>
</tr>
<tr>
<td>July 8, 2014</td>
<td>Fixed typo in Introduction.</td>
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<tr>
<td>January 16, 2014</td>
<td>IC-104977:</td>
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<tr>
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<td>Updated the procedure in Chapter 8: Working with Interaction Client Mobile Web Edition to reflect changes in logon window.</td>
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<tr>
<td>January 13, 2014</td>
<td>Updated Copyright and Trademarks page.</td>
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<tr>
<td>January 10, 2014</td>
<td>IC-112611: Document support failover in a web farm deployment</td>
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<td></td>
<td>Added new chapter: Failover and Network Load Balancing Configuration.</td>
</tr>
<tr>
<td>June 7, 2013</td>
<td>In chapter 6: Frequently Asked Questions, in the How do I enable pop-up windows section, in the Screen Pops bullet point, added “The specified URL must include the URL protocol, as in <a href="http://www.inin.com.%E2%80%9D">http://www.inin.com.”</a></td>
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<tr>
<td>May 14, 2013</td>
<td>In Chapter 5: Configuration, added web.config and Email File Attachment Limits sections.</td>
</tr>
<tr>
<td>February 12, 2013</td>
<td>In the Frequently Asked Questions chapter, under “Why do some users have problems displaying Interaction Client Web Edition in Internet Explorer?” included Internet Explorer 9 in the recommendation to clear the “Display intranet site in Compatibility View setting.”</td>
</tr>
<tr>
<td></td>
<td>Updated the Web Browser section and added a link to the support page for readers to check the latest list of supported browsers.</td>
</tr>
<tr>
<td></td>
<td>Updated Copyright and Trademark Information to January 23, 2013 version.</td>
</tr>
<tr>
<td>July 12, 2012</td>
<td>Corrected bad bookmark in the TOC.</td>
</tr>
<tr>
<td>March 1, 2012</td>
<td>Removed the “IC Server Components” section. The Session Manager process installs automatically on the IC server.</td>
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