



**PureConnect®**

**2018 R5**

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See [Change Log](#) for summary of changes.



# CIC Render Server

## Technical Reference

### Abstract

IC Render Server allows handlers to convert Adobe Acrobat (.PDF) files to Interaction Fax file (.i3f) format. Customer Interaction Center (CIC) customers can use this application to create a set of fax back handlers based on a library of .PDF files.

For the latest version of this document, see the PureConnect Documentation Library at: <http://help.genesys.com/cic>.

For copyright and trademark information, see [https://help.genesys.com/cic/desktop/copyright\\_and\\_trademark\\_information.htm](https://help.genesys.com/cic/desktop/copyright_and_trademark_information.htm).

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# Introduction

CIC Render Server is an application that allows handlers to convert `.pdf` files to Interaction Fax file (`.i3f`) format. In 2015 R3, Patch 7 and following, Render Server supports converting other file types, such as `.doc`. PureConnect customers can use this application to create a set of fax back handlers based on a library of `.pdf` files.

# Installation

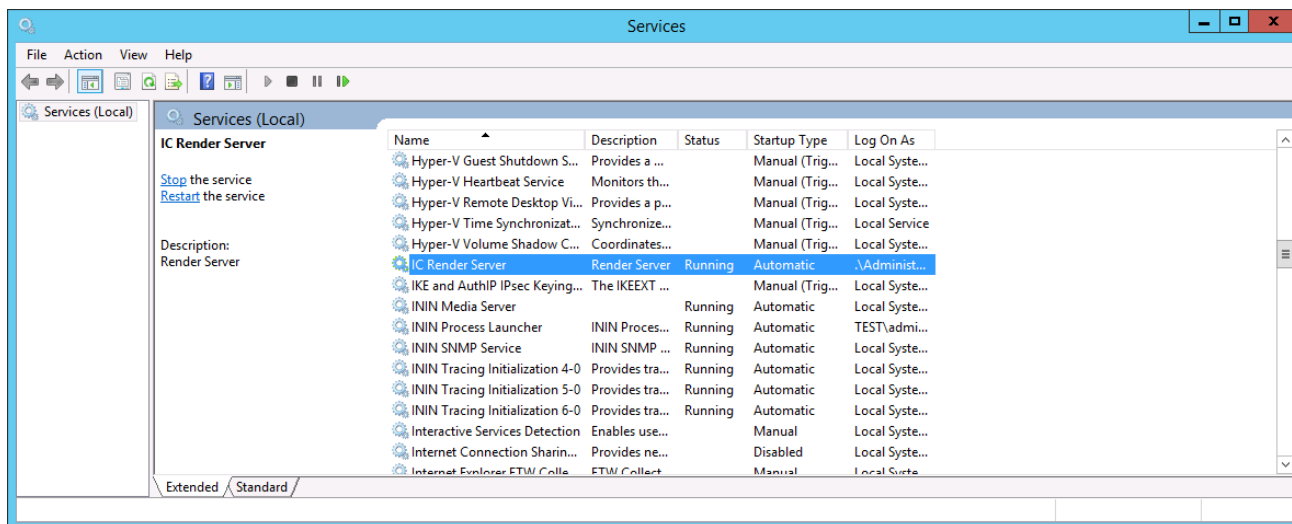
Install CIC Render Server on any computer in the CIC server's domain. Don't install it on the CIC server, media server, or fax server because the processor demands of multiple print processes can cause the server to slow down or lose dial tone.

1. If you have not done so already:
  - a. Download the CIC 2015 R1 or later .iso file from the PureConnect Product Information site at <https://my.inin.com/products/Pages/Downloads.aspx>.
  - b. Copy the .iso file to a file server (non-CIC server) with a high bandwidth connection to the server(s) on which you will be running the CIC 2015 R1 or later installs.
  - c. Mount the .iso file and share the contents to make them accessible to the server(s) on which you will be running the CIC 2015 R1 or later installs.
2. Navigate to the `\Installs\Off-ServerComponents` directory on the file server.
3. Copy the CIC Render Server .msi file, for example, `RenderServer_2016_R1.msi`, to the server on which you plan to run this install, and double-click to launch it.
4. Click **Next**.
5. Choose the setup options and click **Next**.
6. Enter the user name and password for an account with administrative permissions and click **Next**.
7. Enter CIC server name and credentials:
  - a. Enter the CIC server name.
  - b. Select **Use IC credentials to Log in to IC Server**
  - c. Enter the CIC user name and password.
  - d. Click **Next**.
8. Click **Finish**.

The Render Server install also installs the fax printer driver for PureConnect User Applications (if Interaction Fax is selected) so that it can use Interaction Fax components.

After installing CIC Render Server, confirm that the installation was successful:

1. Navigate to **Control Panel > Programs > Programs and Features** to confirm that the correct version of CIC Render Server is installed.
2. Navigate to **Administrative Tools > Services** to confirm that CIC Render Server is running.

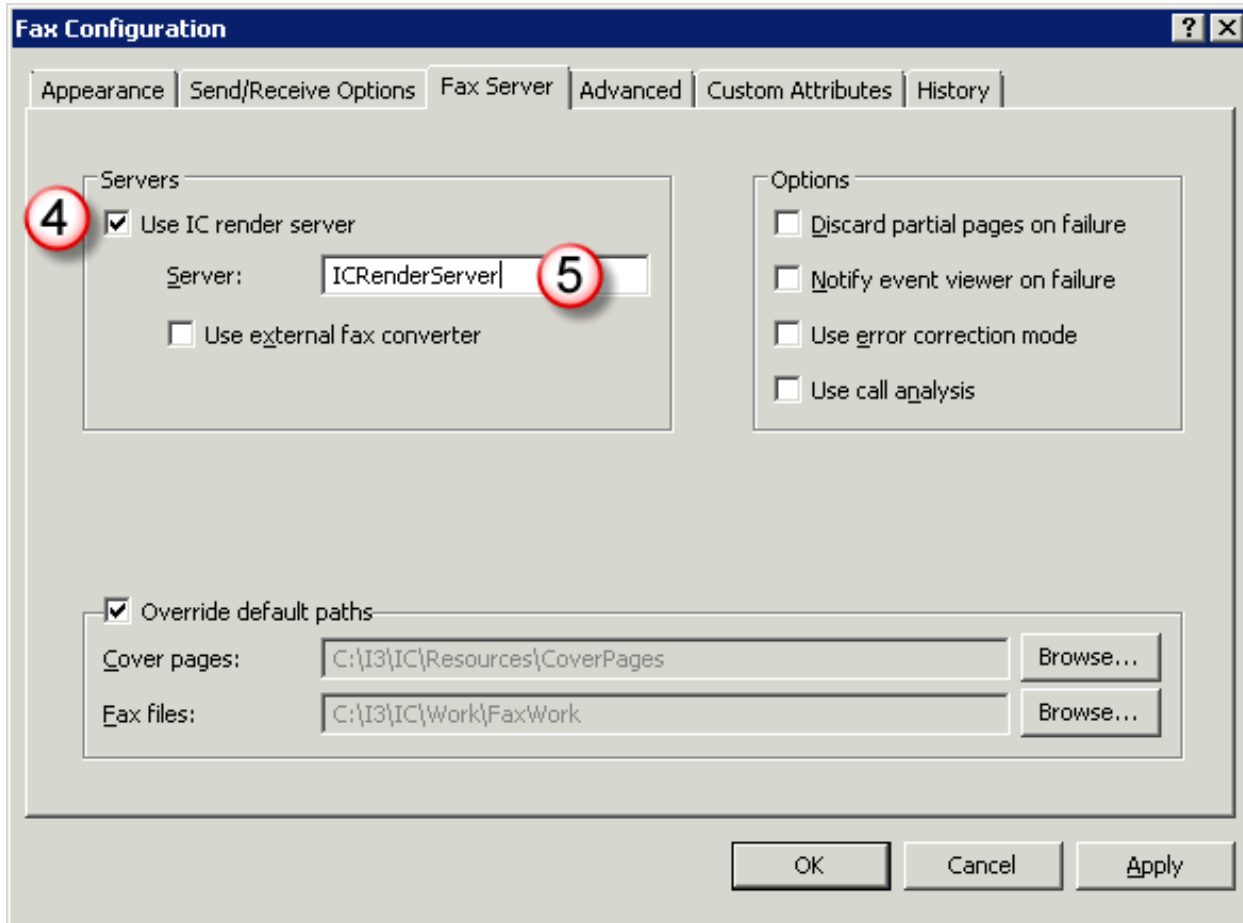


# Configuring the CIC Render Server

After you install the CIC Render Server, configure it.

To configure the IC Render Server:

1. On the CIC server, start Interaction Administrator.
2. Navigate to the **System Configuration** container.
3. Double-click **Configuration** and display the **Certificate Management** tab.
4. Under **Subsystem Certificates Configuration**, click **Modify**.
5. Select the new certificate and click **Trust**, and then **Close**.
6. Click **Apply**, then **OK**.
7. Navigate to the **System Configuration| Fax** container.
8. Double-click **Configuration** and display the **Fax Server** tab.



9. Select the **Use IC Render Server** check box (4) to check it.
10. In the **Server** text box (5), type the host name of your IC Render Server.

**Note:** Your IC Render Server host name will probably not match the one shown in the figure.

11. Click **OK**.
12. Exit Interaction Administrator.

## After You Have Configured the CIC Render Server

After you configure the CIC Render Server and it is running, your handlers can use the Append Document Pages tool to convert .PDF files to .i3f files. See *Interaction Designer Online Help* for more information on fax tools and processing .i3f files.

Fax print driver and Adobe Reader are no longer required for Render Server operation. CIC adds Render Server functionality that does not require the fax print driver and Adobe Reader to function.

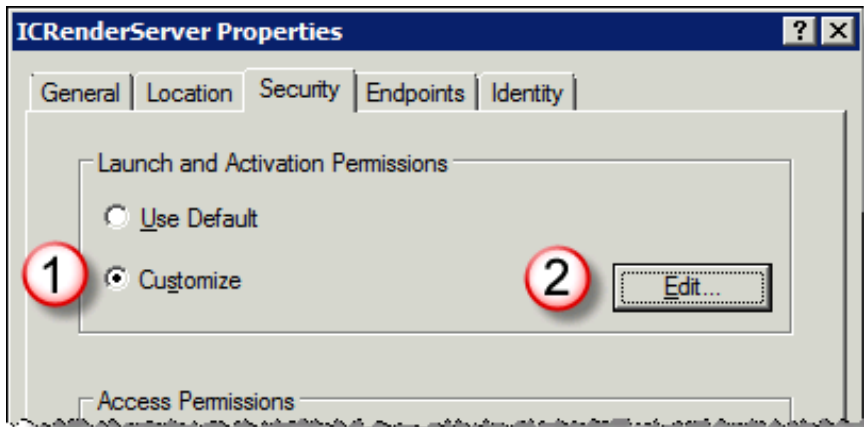
The CIC Render Server requires the latest 64-bit release of the CIC Client software.

However, Genesys recommends that you migrate to the new functionality. If you want to continue using the old Render Server functionality, install the fax print driver using the CIC User Applications install.

# Set DCOM Permissions

If the Render Server was installed to run as a different user account than the Customer Interaction Center service on the CIC server, you need to assign DCOM activation permissions so that the CIC server can communicate with the IC Render Server.

1. In the Windows **Control Panel**, open **Administrative Tools**, then open **Component Services**.
2. In the navigation tree, browse to **Console Root | Component Services | Computers | My Computer | DCOM Config | ICRenderServer**.
3. Right-click **ICRenderServer** and select **Properties**.
4. On the **Security** tab, in the **Launch and Activation Permissions** section, select the **Customize** radio button (1), then click the **Edit** button (2).



The CIC Render Server displays the **Launch and Activation Permission** dialog box.

5. In the **Launch and Activation Permission** dialog box, add the user account under which the Interaction Center service is running on the CIC server.
6. Give that account permissions for **Remote Launch** and **Remote Activation**.
7. Click **OK**.
8. In Windows **Administrative Tools**, open the **Local Users and Groups** tool, open the **Distributed COM Users** group, and finally add the CIC service account.

# Applying Releases

For instructions on applying releases for CIC Render Server, see the PureConnect Product Information site at <https://my.inin.com/products/cic/Pages/Latest-Release.aspx>.



# Change Log

Date	Changes
08-December-2009	Copyright and branding updates and added the Change Log.
08-December-2009	Added note to the Configuration section about fax printer driver and Adobe Reader not required for new Render Server functionality introduced in CIC 2.4.
25-February-2010	Copyright updates.
15-June-2010	<ul style="list-style-type: none"> <li>• Added section about setting DCOM permissions.</li> <li>• Cleaned up text and formatting.</li> </ul>
16-June-2010	<ul style="list-style-type: none"> <li>• Added more information to procedure to set DCOM permissions.</li> <li>• Finalized document.</li> </ul>
13-July-2010	Updated installation sections for SU10 New Patch Target.
12-August-2010	Updated configuration section to reflect the fact that users configure IC Render Server differently depending on whether or not they use media servers.
20-September-2011	<ul style="list-style-type: none"> <li>• Updated print driver requirement to 64-bit</li> <li>• Client. Removed reference to server parameter and media server requirement.</li> </ul>
26-August-2014	Updated documentation to reflect changes required in the transition from version 4.0 SU# to CIC 2015 R1, such as updates to product version numbers, system requirements, installation procedures, references to Interactive Intelligence Product Information site URLs, and copyright and trademark information.
09-September-2015	<ul style="list-style-type: none"> <li>• Updated cover page and copyright statement</li> <li>• Added more complete installation instructions.</li> <li>• Added instructions for trusting the subsystem certificate.</li> </ul>
08-October-2015	Added a note that IC Render Server supports .doc files.
19-October-2015	Added the instruction that Render Server should not be installed on Media Server, IC server, or Fax Server.
14-January-2016	Updated document formatting and copyright information.
08-May-2018	Rebranded from Interactive Intelligence to Genesys.