GENESYS™

Interaction Application Server

Installation and Configuration Guide

For

HP ProLiant Gen8
Interaction Application Server 360
Medium Interaction Application Server 360
Large Interaction Application Server 380

Interaction Application Server

Version 4.0

Last updated May 2, 2018

(See Change Log for summary of changes made to this document since GA.)

Abstract

The Interaction Application Server is a pre-built Windows Server 2008 R2 server. The server requires more configuration once the server connects to the network. This guide describes the basic installation and configuration process for Interaction Application Servers. DC-900-4.0-IASD-02

Table of Contents

Interaction Center Platform® Statement

This document may describe Customer Interaction Center (CIC) features that are not available or licensed in your IC product. Multiple products are based on the Interaction Center Platform, and some features are disabled or unavailable in some products.

Products based on the Interaction Center Platform include:

- Interactive Intelligence Customer Interaction Center® (CIC)
- Messaging Interaction Center™ (MIC™)

Since these products share some common features, this document is for use with all PureConnect products, unless stated otherwise on the title page or in the context of the document.

How do I know if I have a documented feature?

Here are some indications that the documented feature is not currently licensed or available in your version:

- The menu, menu item, or button that accesses the feature appears grayed-out.
- One or more options or fields in a dialog box appear grayed-out or do not appear at all.
- The feature is not selectable from a list of options.

If you have questions about feature availability, contact your vendor regarding the feature set and licenses available in your version of this product.

Introduction

The Interaction Application Server is a pre-certified server that supports PureConnect applications out of the box. This guide describes the Interaction Application Server and the basic installation and configuration process.

In this section:

- About the Interaction Application Server (IAS)
- IAS contents
- Safety precautions
- About this guide
- For more information

About the Interaction Application Server (IAS)

The Interaction Application Server is a pre-built Windows Server 2008 R2 server. The CIC4.0 DVD image for PureConnect applications is on the server. The server requires more configuration once the server connects to the network.

IAS Contents

Included in the box with the Interaction Application Server are the following items:

- The certified Interaction Application Server, including an internal USB flash drive ("Interaction Recovery Module") for restoring the factory image.
- Interaction Application Server "goody bag" containing *Interaction Application Server Installation and Configuration Guide* (this guide), *Factory Image Restoration Procedures Technical Reference*, HP Proliant server documentation disk, HP iLO Advanced License (1-yr), Quality Assurance Report, and Burn In Report.
- Rails for the server rack, along with accompanying documentation.

Safety precautions

Review the safety precautions included in the HP Proliant Essentials foundation Pack for information about rack mounting considerations, electrical and general safety guidelines, and server setup. For more information about the enclosed HP Proliant server Essentials Foundation Pack disk package and documentation disk, see the HP ProLiant Servers page at: http://hp.com/go/foundation or at the HP Technical Support site at: http://www.hp.com/cgi- bin/hpsupport/index.pl.

About this guide

This guide provides the procedures necessary for a successful *basic installation* of an Interaction Application Server.

The guide is intended for partners and implementers who plan to install and configure the Interaction Application Server. While the Interaction Application Server simplifies the installation process, it does not eliminate the need for a qualified installer.

> **Note:** Depending on the context, this guide may refer to "CIC" when referring to the actual CIC product.

For more information

For more information about the Interaction Application Server and the CIC system in general, see the documents and website pages listed in this section.

IAS Packaged Server Hardware Specifications

For information about your server's hardware specifications and hard drive configuration, contact GlobalLogistics@genesys.com.

Factory Image Restoration Procedures

For instructions on how to restore the factory image (operating system and any PureConnect software) using an internal USB flash drive ("Interaction Recovery Module"), see the *Factory Image Restoration Procedures Technical Reference*. This document is on the Interaction Application Server on the D: drive in the ININ Documentation directory (D:\ININ Documentation).

Product Information site

The Product Information site at: https://my.inin.com/support/products/ic40/Pages/default.aspx is the central location for the latest CIC 4.0 release information, documentation, system software and hardware.

PureConnect Testlab site

The PureConnect Testlab site at: http://testlab.inin.com/ is a resource for tracking hardware and software components that Genesys recommended, tested, and approved for use with PureConnect products.

Set up the Interaction Application Server

Preliminary hardware setup

When the Interaction Application Server arrives, unpack it and connect it to the appropriate Ethernet network.

> **Note:** The CIC 4.0 DVD image is in the D:\ININ Installers directory.

1. Unpack the Interaction Application Server and install it on a rack with monitor and keyboard access.
2. Connect the Interaction Application Server to the network.
3. Turn on the Interaction Application Server. The computer runs through a series of installation and system settings applications and then restarts. The Set Up Windows wizard opens.

Complete the Windows server OS installation

This section describes how to run the **Set Up Windows** wizard and perform other tasks to complete the Windows Server 2008 R2 operating system installation.

1. Run the **Set Up Windows** wizard. The system installs applicable devices, applies system settings, and restarts the computer. When the system restarts, the **Set Up Windows** page appears.
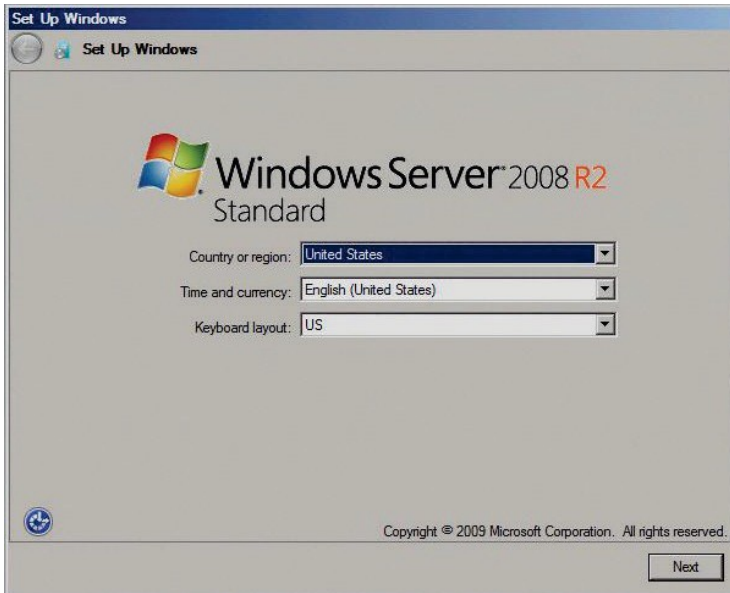
2. In the **Country or Region**, **Time and Currency**, and **Keyboard layout** list boxes, click the appropriate values and then click **Next**. The the **Microsoft Software License Terms** page appears.
3. Review the agreement, select the **I accept the license terms** check box, and then click **Start**.
4. After Windows finishes the settings and returns a message stating that you must change the password before logging on for the first time, click **OK**. The **Administrator login** dialog box appears.

5. Type the administrator password, type it again to confirm the password, and then click the arrow.
6. When the **Your password has been changed** message appears, click **OK**. Windows prepares your desktop.
7. Minimize the **Initial Configuration Tasks** page and then double-click the **HP Software License Agreement** icon on the Desktop.

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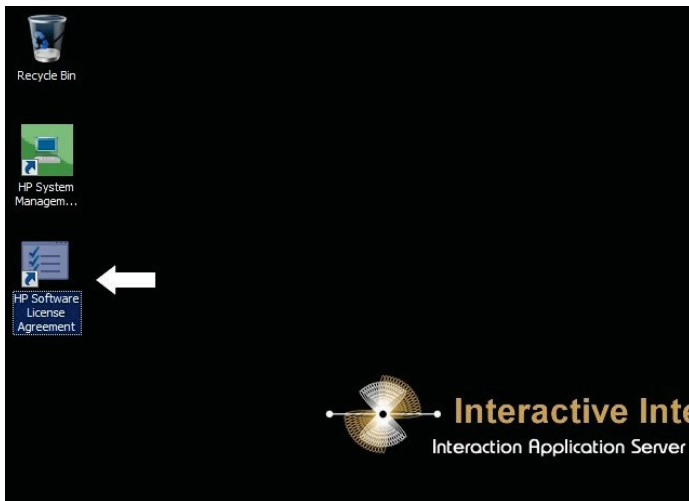
8. When the **Hewlett Packard Software License Agreement** window appears, review the agreement and then click **I Agree**.

> **Note:** If you click **I Disagree**, the **Shutdown Server?** dialog appears. Click **Yes** to shut down the server.

9. Maximize the **Initial Configuration Tasks** dialog to configure the server. For example, set computer information, install updates, determine how to receive future updates, and customize settings.

Interaction Recovery Module

This Interaction Application Packaged Server includes a factory restore feature using an internal USB flash drive ("Interaction Recovery Module"). This module does not appear under **My Computer** but is visible in the **Disk Management console** as the **ININ_RECOV** volume.

Important!
Do not attempt to mount or modify the contents of the Interaction Recovery Module. Doing so can result in the inability to restore the system to its factory state in the future.

For instructions on how to restore the Interaction Application Server (operating system and any PureConnect software) to its factory state using the Interaction Recovery Environment software stored on the Interaction Recovery Module, see the *Factory Image Restoration Procedures Technical Reference* included with the Interaction Application Server.

Add the server to the domain

This section describes how to join the Interaction Application Server to the domain.

1. On the Windows desktop, right-click **Computer**, and select **Properties**. The **System** dialog box appears.
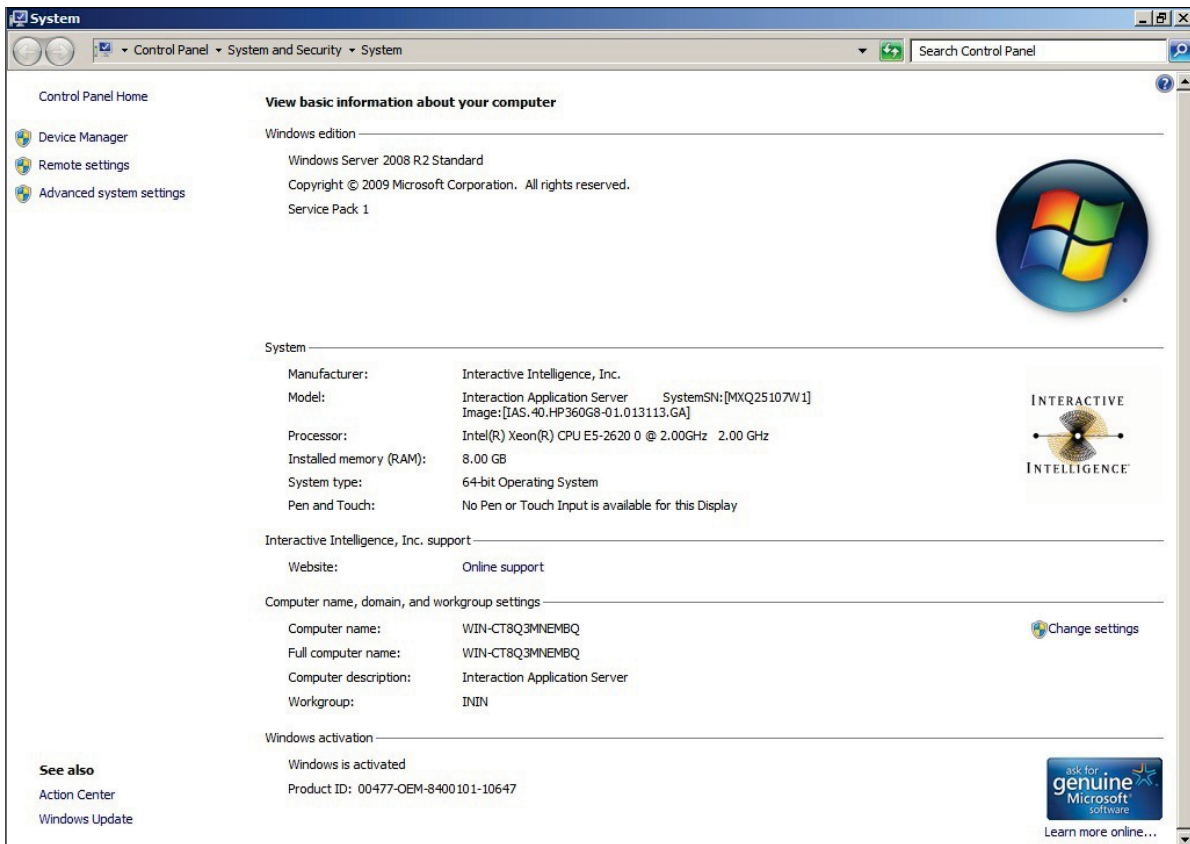
2. In the **Computer name, domain, and workgroup settings** section, click **Change settings**. The **System Properties** dialog box appears.
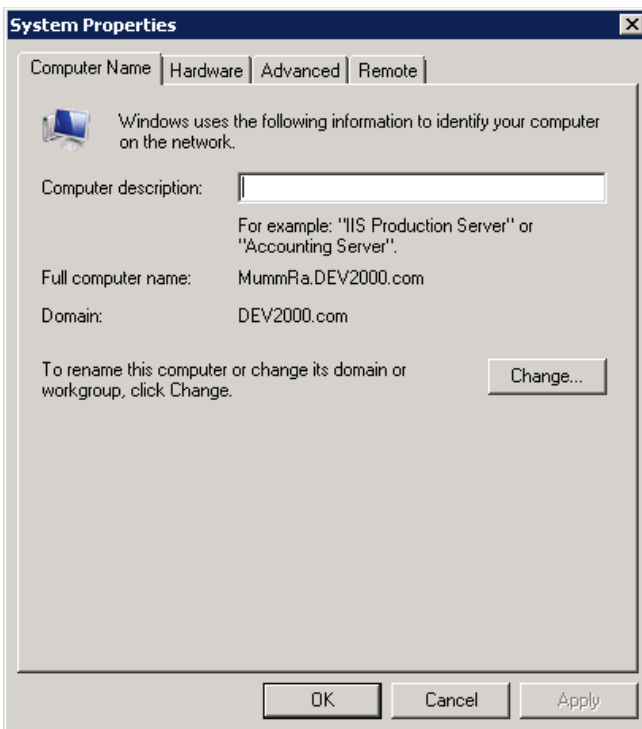
3. Click **Change**. The **Computer Name/Domain Changes** dialog box appears.
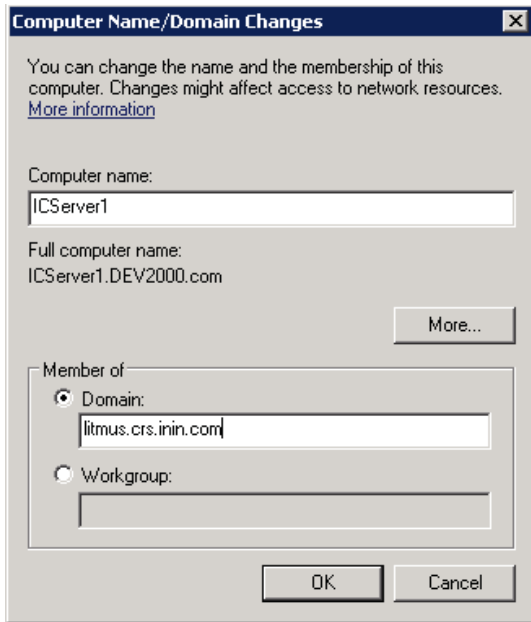
4. Type the following information:

   Computer name: Keep the same server name or, if the network administrator requests it, type a new server name.

   Member of: Click the **Domain** option and then type the domain name.

5. Click **OK**. The **Windows Security** dialog box appears.
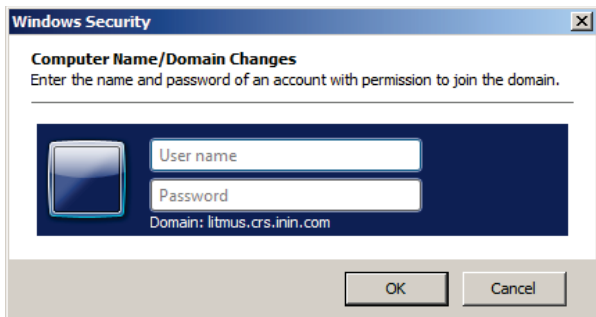
6. In the **User name** and **Password** boxes, type the appropriate credentials and then click **OK**. The system displays a message, welcoming you to the domain.
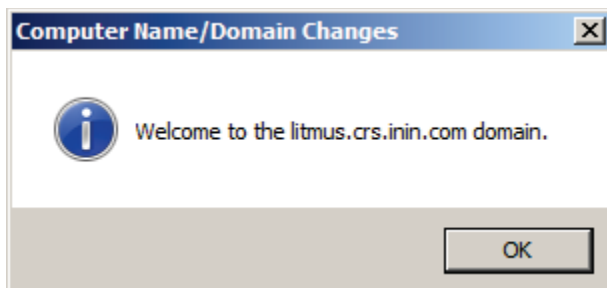
7. Click **OK**. The system displays a message indicating that you must restart the computer to apply the changes.
8. Click **OK**.

9. In the **System Properties** dialog box, on the **Computer Name** tab, click **Close**.

    The **Microsoft Windows** dialog box opens, and displays a message indicating that you must restart the computer to apply the changes. Click **Restart Now**.

Optional Post-Installation Configuration

Optional installs and tools

The Interaction Application Server at the customer site may also include one or more optional servers/services. Most require extra licenses and customization.

PureConnect programs

Optional installation programs, tools, and supporting files are available on the CIC 4.0 product DVD, included with the Interaction Application Server on the D: drive in the ININ Installers directory (D:\ININ Installers). Review the CIC 4.0 product DVD to decide what's needed for this Interaction Application Server implementation.

Integrated Lights-Out 4 (iLO 4)

Integrated Lights-Out 4 (iLO 4) provides remote administrative access for server management. This server comes with a 1-year HP iLO Advanced Single-Server License packaged in the box. If wanted, user needs to enter license information.

Change Log

Change	Date
• Updated Title page, Copyright page, and Platform Statement page. • Updated document part number. • Updated content to comply with Gen8 servers, which replace the G7 models.	February 11, 2013
Rebranded to Genesys.	May 2, 2018

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