



Interaction Application Server

Installation and Configuration Guide

**For HP ProLiant Gen10
Interaction Application Server 360 Medium
Interaction Application Server 360 Large
Interaction Application Server 380**

Version 2018 R4

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Abstract

The Interaction Application Server is a pre-built Windows Server 2016 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.

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https://help.genesys.com/cic/desktop/copyright_and_trademark_information.htm.*

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Introduction

The Interaction Application Server is a pre-certified server that supports CIC 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 2016 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 IAS Installation and Configuration Guide (this guide), Factory Image Restoration Procedures technical reference, Quality Assurance Report, and Burn In Report.
- Rails for the server rack, along with accompanying documentation.

Safety precautions

For information about rack mounting considerations, electrical and general safety guidelines, and server setup, review the safety precautions at: <http://www.hpe.com/support/Safety-Compliance-EnterpriseProducts>.

About this guide

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

The guide is 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 HardwareQuotes@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 available in the PureConnect Documentation Library at: https://help.genesys.com/cic/desktop/welcome_page.html.

CIC Product Information site

The CIC Product Information site at: <https://my.inin.com/products/cic/Pages/default.aspx> is the central location for the latest CIC 2015 R1 or later release information, documentation, system software and hardware requirements, and downloads.

Genesys Testlab site

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

Set up the Interaction Application Server

Preliminary hardware setup

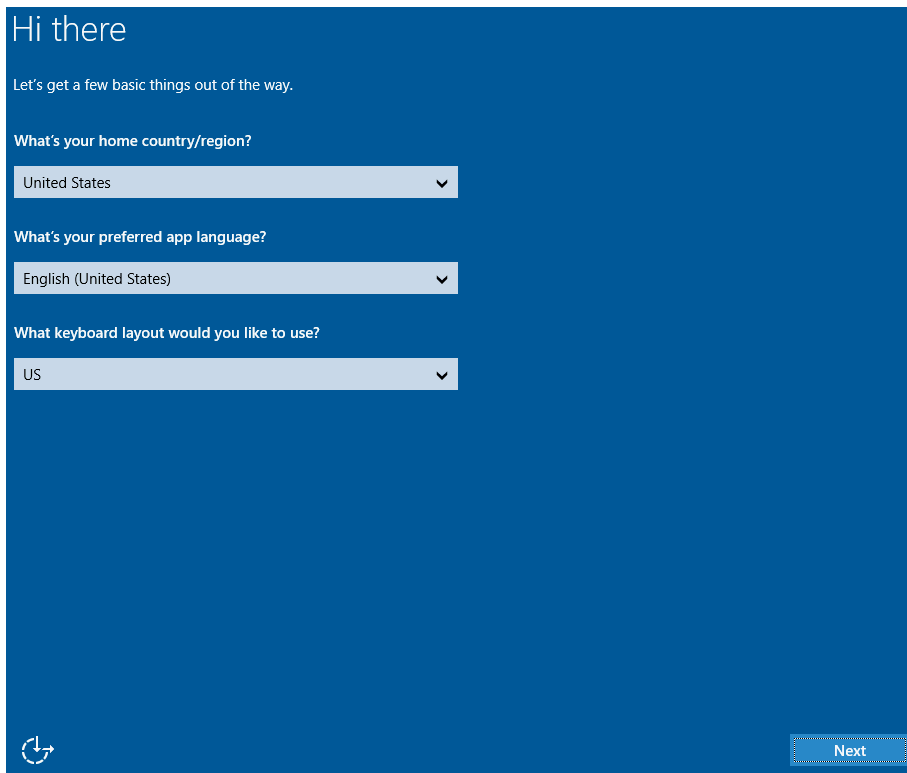
When the Interaction Application Server arrives, unpack it and connect it to the appropriate Ethernet network.

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 Windows setup wizard appears.

Complete the Windows server OS installation

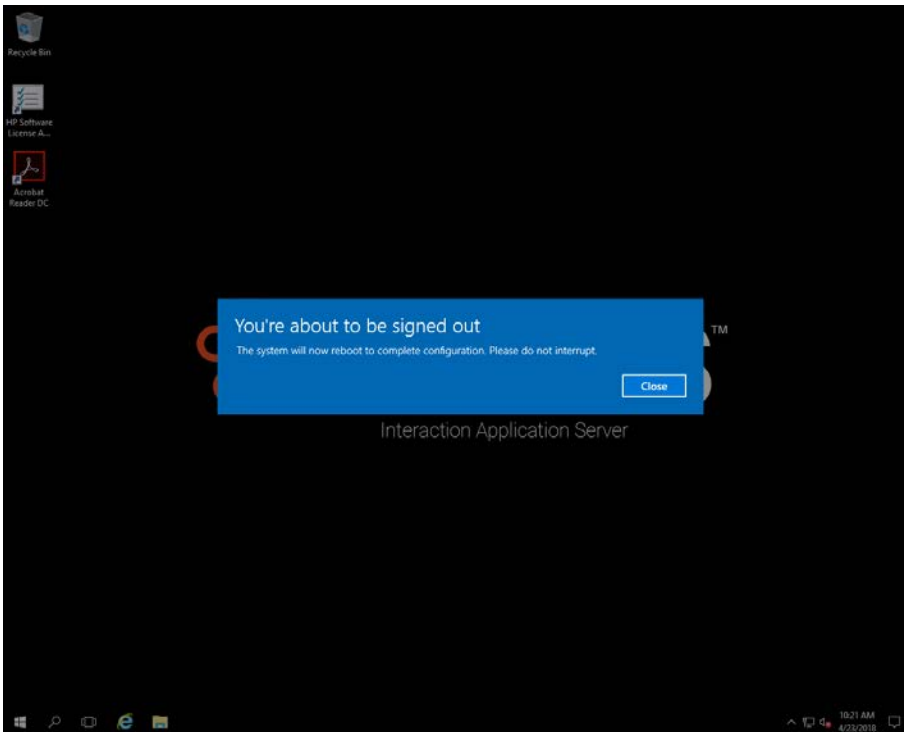
This section describes how to complete the Windows Server 2016 operating system installation.

After the initial boot, the system installs applicable devices, applies system settings, and restarts the computer. After the system restarts, the **Settings** page appears.

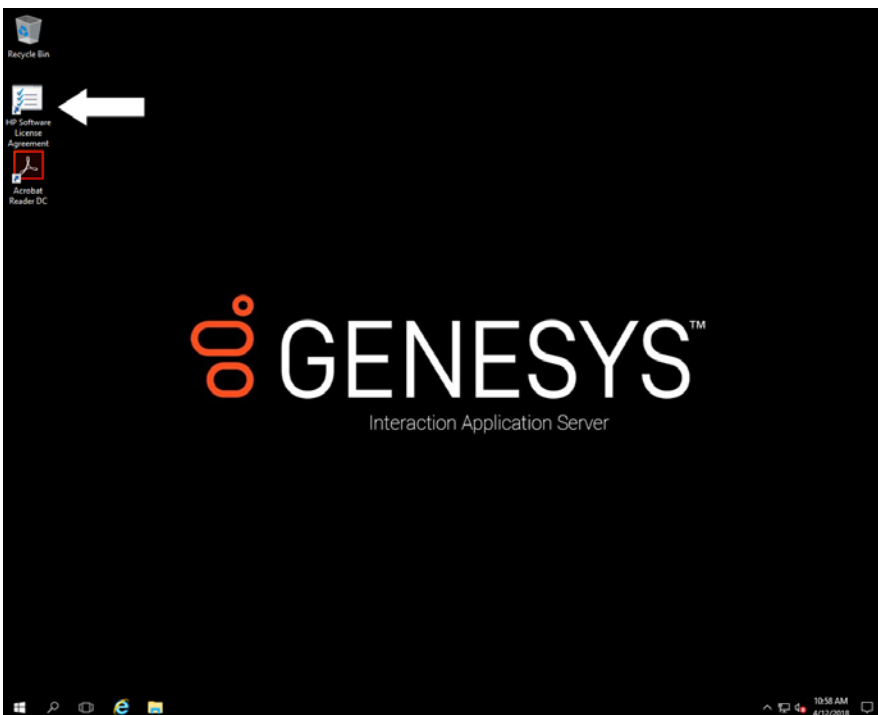


1. Select the appropriate Country or Region, Time and Currency, and Keyboard layout from the respective list boxes and then click **Next**. The **Microsoft Software License Terms** page appears.
2. Review the agreement and then click **I accept**.
3. Type a password for the built-in Administrator account to use to log on to the system. Type it again to confirm the password, and then click **Finish**.
4. Press **Ctrl+Alt+Delete** to log on using the new password. When the Windows desktop opens, a message displays indicating that a system restart will occur to complete initial system configuration. Do not interrupt the restart.

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5. After the computer restarts, log on to the system.
6. Minimize the **Server Manager** window and then double-click the HP Software License Agreement icon on the Desktop.



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

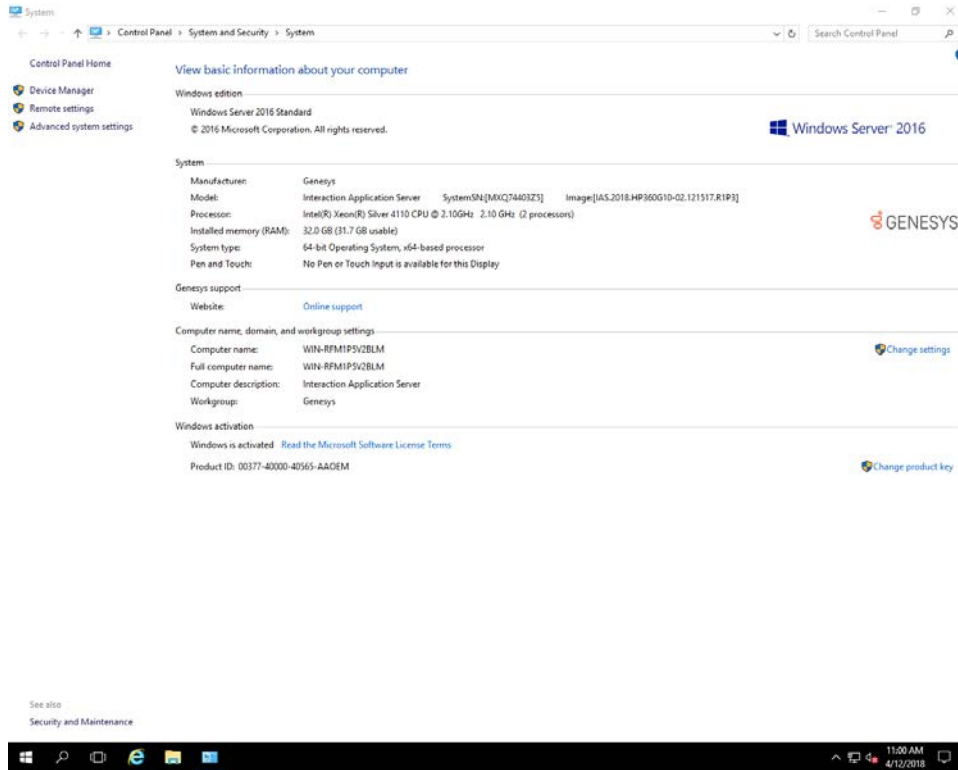
Note: If you click **I Disagree**, the **Shutdown Server?** dialog box appears. Click **Yes** to turn off the server.

- Restore the **Server Manager** window to configure the server. For example, you can set computer information, install updates, and specify how to receive future updates, and customize settings.

Add the server to the domain

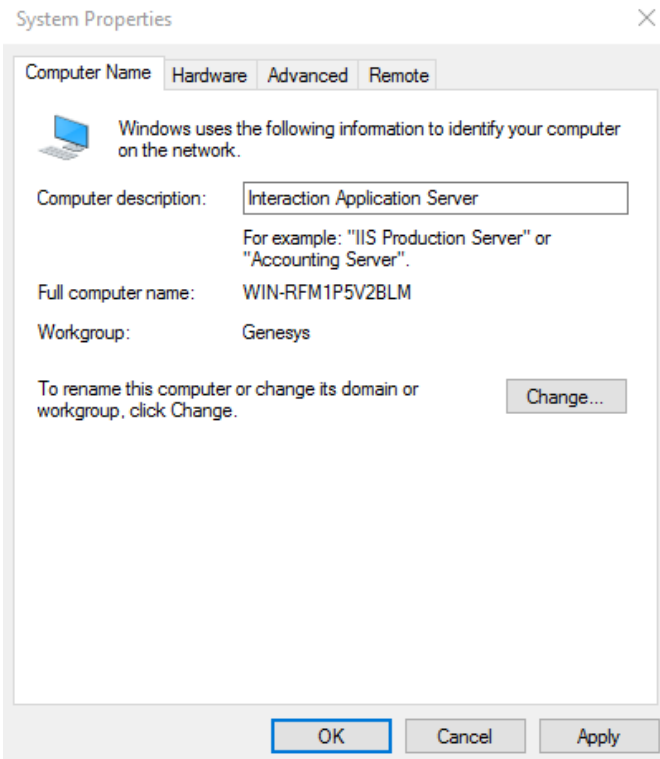
This section describes how to join the Interaction Application Server to the domain.

- On the Windows desktop, right-click the **Start** menu and then click **System**. The **System** window appears.

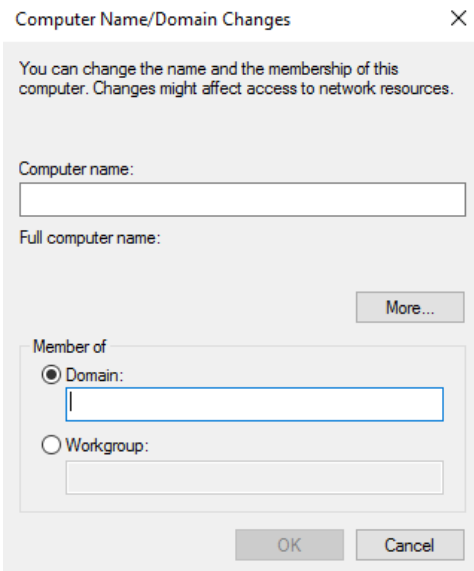


- In Computer name, domain, and workgroup settings, click **Change settings**. The **System Properties** dialog box appears.

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3. Click **Change**. The **Computer Name/Domain Changes** dialog box appears.

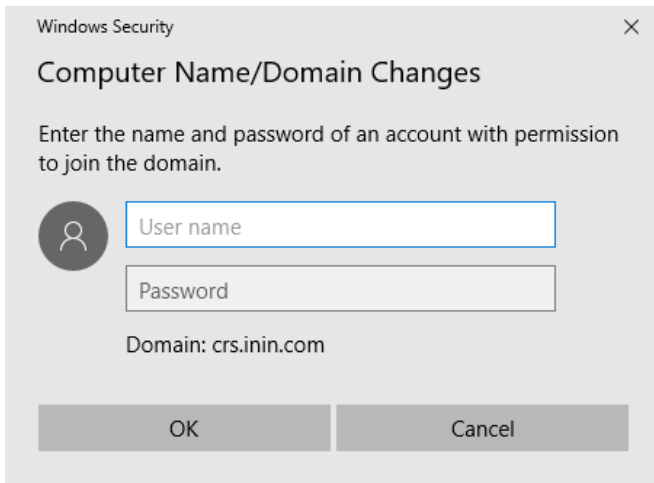


4. Type the following information:

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

Member of: Click **Domain** 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**. A message displays, welcoming you to the domain.
7. Click **OK**. A message displays, 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 appears with a message indicating that you must restart the computer to apply the changes.
10. Click **Restart Now**.

Interaction Recovery Module

This Interaction Application Packaged Server has 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 may 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*.

Optional Post-Installation Configuration

Optional installs and tools

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

Integrated Lights-Out 5 (iLO 5)

Integrated Lights-Out 5 (iLO 5) provides remote administrative access for server management. This server comes with an HP iLO Advanced License (including one-year, 24 x 7 technical support and updates).