



CIC Server

Installation and Configuration Guide

Customer Interaction Center® (CIC™)

Version 4.0

Last updated May 7, 2018

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

Abstract

The CIC 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 the CIC server. DC-012-4.0-CPSD

Table of Contents

PureConnect Platform Statement	3
How do I know if I have a documented feature?	3
Introduction.....	4
About the CIC server	4
CIC contents.....	4
Safety precautions.....	4
About this guide	4
For more information	4
CIC Packaged Server Hardware Specifications.....	5
Factory Image Restoration Procedures	5
CIC Server Installation and Configuration Guide	5
PureConnect Documentation Library.....	5
Product Information site.....	5
PureConnect Testlab site	5
Set up the CIC Server	5
Preliminary hardware setup	5
Complete the Windows server OS installation.....	6
Interaction Recovery Module	7
Add the server to the domain	7
Install and Configure the Outlook 2010 Client on the CIC server	10
Optional Post-Installation Configuration.....	10
PureConnect programs.....	10
Integrated Lights-Out 3 (iLO 3)	10
Change Log	11
Copyright and Trademark Information	12

PureConnect Platform Statement

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

Products based on the PureConnect Platform include:

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

Since these products share some common features, this document is for use with all CIC products, unless specifically 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 featureset and licenses available in your version of this product.

Introduction

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

In this section:

- About the CIC server
- CIC contents
- Safety precautions
- About this guide
- For more information

About the CIC server

The CIC server is a pre-built Windows Server 2008 R2 server. The CIC 4.0 DVD image for CIC applications is on the server, and the server requires more configuration once the server connects to the network.

CIC contents

Included in the box with CIC server are the following items:

- The certified, staged for installation CIC server, including an internal USB flash drive (“Interaction Recovery Module”) for restoring the factory image.
- CIC server “goody bag” containing *CIC Server Installation and Configuration Guide* (this guide), *Factory Image Restoration Procedures Technical Reference*, HP ProLiant server Essentials Foundation Pack disk package and documentation disk, Quality Assurance Report and Burn In Report.
- Outlook 2010 DVD
- 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. You can find more information on the enclosed HP ProLiant server Essentials Foundation Pack disk package and documentation disk, on 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 a CIC server.

The guide is for partners and implementers who plan to install and configure the CIC server. While the CIC 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 CIC server and the CIC system in general, see the documents and website pages listed in this section.

CIC Packaged Server Hardware Specifications

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

Factory Image Restoration Procedures

See the *Factory Image Restoration Procedures Technical Reference*, included with the CIC server on the D: drive in the ININ Documentation directory (D:\ININ Documentation), for instructions on how to restore the factory image (operating system and any PureConnect software) using an internal USB flash drive ("InteractionRecovery Module").

CIC Server Installation and Configuration Guide

The *CIC Server Installation and Configuration Guide* (this guide) makes many references to the *PureConnect Installation and Configuration Guide*, the installation guide for new CIC 4.0 installations performed from the CIC 4.0 software product DVD.

Note: The *PureConnect Installation and Configuration Guide* includes detailed CIC server, client workstation, database server, mail server, and optional server prerequisites and post-installation procedures.

The *PureConnect Installation and Configuration Guide* is available in the Installation and Configuration section of the PureConnect Documentation Library.

Check the PureConnect Documentation Library at: https://help.genesys.com/cic/desktop/welcome_page.html, or in the CIC server's D:\ININ Documentation directory, for the latest version.

PureConnect Documentation Library

The PureConnect Documentation Library merges all help systems and documentation installed on the CIC server into a single searchable unit. You can view or search the entire documentation set for a document title, topic, term, or keyword. The PureConnect Documentation Library is available at:

https://help.genesys.com/cic/desktop/welcome_page.html, or in the CIC server's D:\ININ Documentation directory.

Product Information site

The CIC 4.0 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 requirements, telephony platform information, Service Updates, and downloadable tools.

PureConnect Testlab site

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

Set up the CIC Server

Preliminary hardware setup

When the CIC 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.

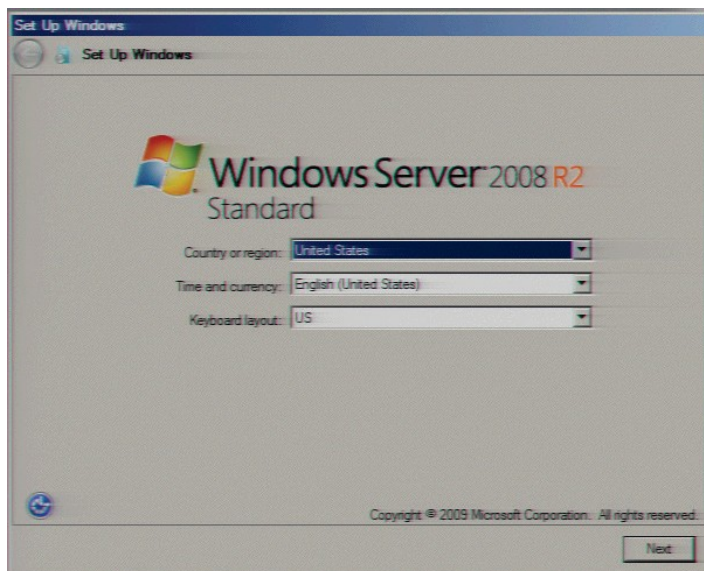
1. Unpack the CIC server and install it on a rack with monitor and keyboard access.

2. Connect the CIC server to the network.
3. Turn on the CIC server. The computer runs through a series of installation and system settings applications and then restarts. The Set Up Windows wizard opens.

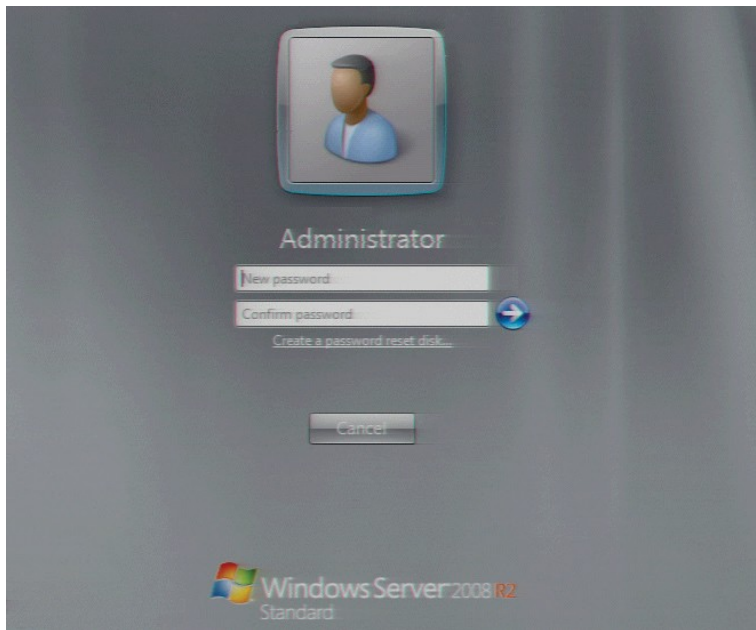
Complete the Windows server OS installation

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. 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.
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 need to change the password before logging on for the first time, click **OK**. The **Administrator login** page appears.
5. Type the administrator password, type it again to confirm the password, and then click the arrow.



1. When the **Your password has been changed** message appears, click **OK**. Windows prepares your desktop.
2. When the **Hewlett Packard Software License Agreement** page appears, review the agreement and then click **I Agree**. The **Initial Configuration Tasks** page appears.

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

3. Optionally configure the server. For example, set computer information, install updates, determine how to receive future updates, and customize settings.

Interaction Recovery Module

This CIC 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.

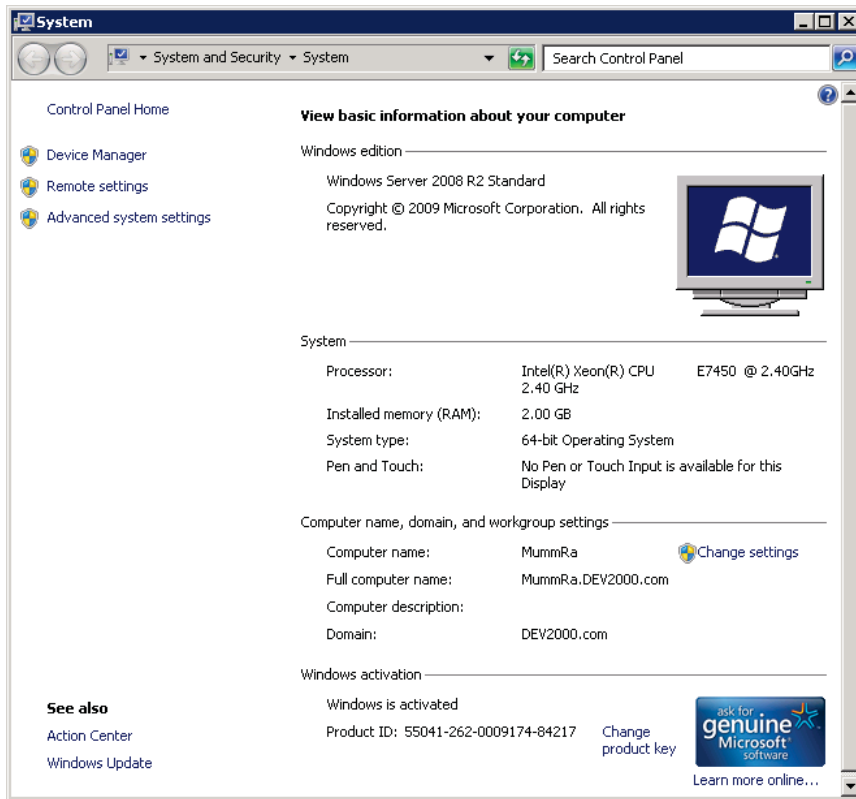
Important! Do not attempt to mount or modify the contents of the Interaction Recovery Module. Doing so can result in the inability to restore the system to its factory state in the future.

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

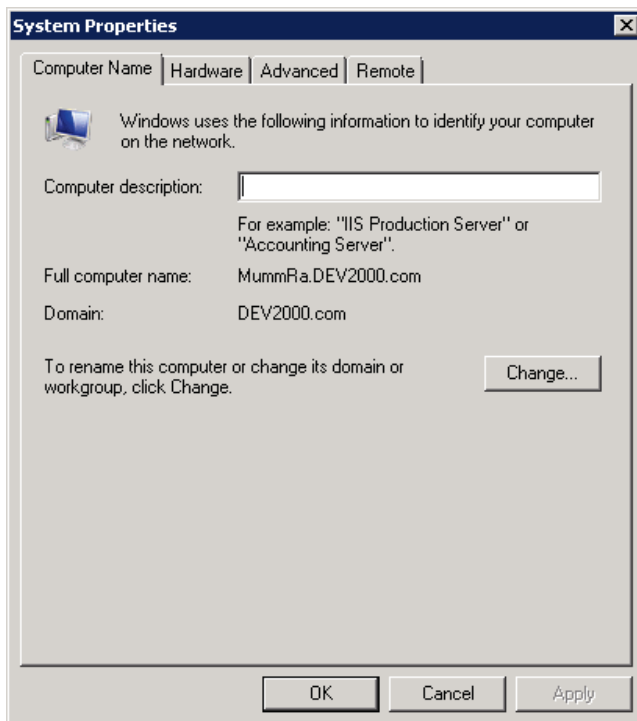
Add the server to the domain

This section describes how to join the CIC server to the domain.

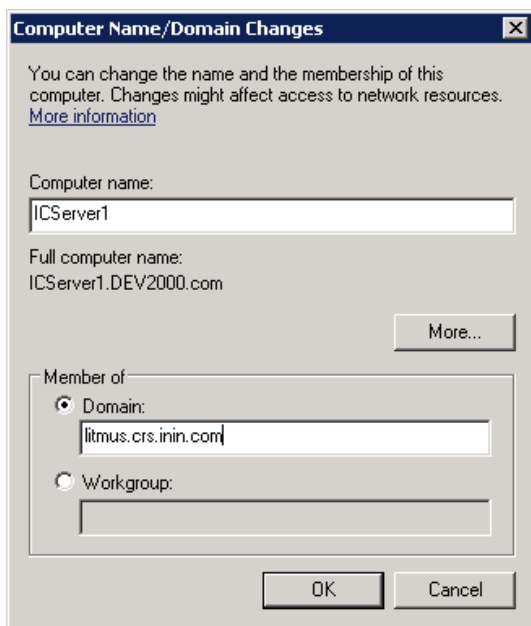
1. On the Windows desktop, right-click **Computer**, and then click **Properties**. The **System** window appears.



2. In **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.

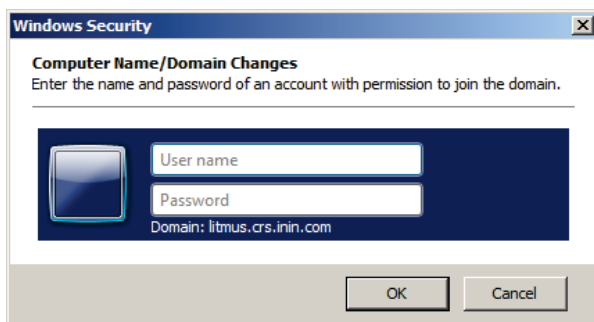


4. Type the following information:

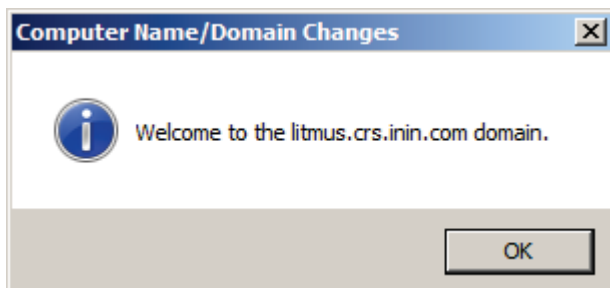
Computer name: Keep the same server name or, if the network administrator requests it, type a new server name.

Member of: Click **Domain** and then, in the box, 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 appears, and displays a message, again indicating that you must restart the computer to apply the changes.
10. Click **Restart Now**.

Install and Configure the Outlook 2010 Client on the CIC server

The CIC server ships with the Microsoft Outlook 2010 DVD. Visit the Product Information site at: <https://my.inin.com/support/products/ic40/Pages/Software-Requirements.aspx> for mail system support updates. Microsoft recommends applying the latest Outlook service packs for full functionality.

Configure Outlook on the CIC server to access the CIC administrator account on the Exchange server. CIC uses this account for sending voice mail, faxes, and so on to Interaction Client users.

Install Outlook 2010 if it is not already installed, according to your company IT policy and domain settings. We recommend selecting the “typical installation,” and installing Outlook on the D:\ drive.

For more information about configuring Outlook 2010 for access to the CIC administrator account, see “Mail System” in the *PureConnect Installation and Configuration Guide* located in the PureConnect Documentation Library at: https://help.genesys.com/cic/desktop/welcome_page.html, or in the CIC server’s D:\ININ Documentation directory.

Optional Post-Installation Configuration

The CIC 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 CIC 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 CIC server implementation.

Integrated Lights-Out 3 (iLO 3)

Integrated Lights-Out 3 (iLO 3) provides remote administrative access for server management. If you need advanced feature set information regarding this program, or have questions about enabling it on the server, contact your sales rep for licensing information.

Change Log

Change	Date
Rebranded to Genesys.	May 7, 2018

Copyright and Trademark Information

Interactive Intelligence, Interactive Intelligence Customer Interaction Center, Interaction Administrator, Interaction Attendant, Interaction Client, Interaction Designer, Interaction Tracker, Interaction Recorder, Interaction Mobile Office, Interaction Center Platform, Interaction Monitor, Interaction Optimizer, and the "Spirograph" logo design are registered trademarks of Genesys Telecommunications Laboratories, Inc. *Customer Interaction Center, EIC, Interaction Fax Viewer, Interaction Server, ION, Interaction Voicemail Player, Interactive Update, Interaction Supervisor, Interaction Migrator, and Interaction Screen Recorder* are trademarks of Genesys Telecommunications Laboratories, Inc. The foregoing products are ©1997-2018 Genesys Telecommunications Laboratories, Inc. All rights reserved.

Interaction Dialer and Interaction Scripter are registered trademarks of Genesys Telecommunications Laboratories, Inc. The foregoing products are ©2000-2018 Genesys Telecommunications Laboratories, Inc. All rights reserved.

Messaging Interaction Center and MIC are trademarks of Genesys Telecommunications Laboratories, Inc. The foregoing products are ©2001-2018 Genesys Telecommunications Laboratories, Inc. All rights reserved.

Interaction Director is a registered trademark of Genesys Telecommunications Laboratories, Inc. *e-FAQ Knowledge Manager and Interaction Marquee* are trademarks of Genesys Telecommunications Laboratories, Inc. The foregoing products are ©2002-2018 Genesys Telecommunications Laboratories, Inc. All rights reserved.

Interaction Conference is a trademark of Genesys Telecommunications Laboratories, Inc. The foregoing products are ©2004-2018 Genesys Telecommunications Laboratories, Inc. All rights reserved.

Interaction SIP Proxy and Interaction EasyScripter are trademarks of Genesys Telecommunications Laboratories, Inc. The foregoing products are ©2005-2018 Genesys Telecommunications Laboratories, Inc. All rights reserved.

Interaction Gateway is a registered trademark of Genesys Telecommunications Laboratories, Inc. *Interaction Media Server* is a trademark of Genesys Telecommunications Laboratories, Inc. The foregoing products are ©2006-2018 Genesys Telecommunications Laboratories, Inc. All rights reserved.

Interaction Desktop is a trademark of Genesys Telecommunications Laboratories, Inc. The foregoing products are ©2007-2018 Genesys Telecommunications Laboratories, Inc. All rights reserved.

Interaction Process Automation, Deliberately Innovative, Interaction Feedback, and Interaction SIP Station are registered trademarks of Genesys Telecommunications Laboratories, Inc. The foregoing products are ©2009-2018 Genesys Telecommunications Laboratories, Inc. All rights reserved.

Interaction Analyzer is a registered trademark of Genesys Telecommunications Laboratories, Inc. *Interaction Web Portal and IPA* are trademarks of Genesys Telecommunications Laboratories, Inc. The foregoing products are ©2010-2018 Genesys Telecommunications Laboratories, Inc. All rights reserved.

Spotability is a trademark of Genesys Telecommunications Laboratories, Inc. ©2011-2018. All rights reserved.

Interaction Edge, CaaS Quick Spin, Interactive Intelligence Marketplace, Interaction SIP Bridge, and Interaction Mobilizer are registered trademarks of Genesys Telecommunications Laboratories, Inc. *Interactive Intelligence Communications as a ServiceSM and Interactive Intelligence CaaSSM* are trademarks or service marks of Genesys Telecommunications Laboratories, Inc. The foregoing products are ©2012-2018 Genesys Telecommunications Laboratories, Inc. All rights reserved.

Interaction Speech Recognition and Interaction Quality Manager are registered trademarks of Genesys Telecommunications Laboratories, Inc. *Bay Bridge Decisions and Interaction Script Builder* are trademarks of Genesys Telecommunications Laboratories, Inc. The foregoing products are ©2013-2018 Genesys Telecommunications Laboratories, Inc. All rights reserved.

Interaction Collector is a registered trademark of Genesys Telecommunications Laboratories, Inc. *Interaction Decisions* is a trademark of Genesys Telecommunications Laboratories, Inc. The foregoing products are ©2013-2018 Genesys Telecommunications Laboratories, Inc. All rights reserved.

Interactive Intelligence Bridge Server and Interaction Connect are trademarks of Genesys Telecommunications Laboratories, Inc. The foregoing products are ©2014-2018 Genesys Telecommunications Laboratories, Inc. All rights reserved.

The veryPDF product is ©2000-2018 veryPDF, Inc. All rights reserved.

This product includes software licensed under the Common Development and Distribution License (6/24/2009). We hereby agree to indemnify the Initial Developer and every Contributor of the software licensed under the Common Development and Distribution License (6/24/2009) for any liability incurred by the Initial Developer or such Contributor as a result of any such terms we offer. The source code for the included software may be found at <http://wpflocalization.codeplex.com>.

A database is incorporated in this software which is derived from a database licensed from Hexasoft Development Sdn. Bhd. ("HDSB"). All software and technologies used by HDSB are the properties of HDSB or its software suppliers and are protected by Malaysian and international copyright laws. No warranty is provided that the Databases are free of defects, or fit for a particular purpose. HDSB shall not be liable for any damages suffered by the Licensee or any third party resulting from use of the Databases.

Other brand and/or product names referenced in this document are the trademarks or registered trademarks of their respective companies.

DISCLAIMER

GENESYS TELECOMMUNICATIONS LABORATORIES (GENESYS) HAS NO RESPONSIBILITY UNDER WARRANTY, INDEMNIFICATION OR OTHERWISE, FOR MODIFICATION OR CUSTOMIZATION OF ANY GENESYS SOFTWARE BY GENESYS, CUSTOMER OR ANY THIRD PARTY EVEN IF SUCH CUSTOMIZATION AND/OR MODIFICATION IS DONE USING GENESYS TOOLS, TRAINING OR METHODS DOCUMENTED BY GENESYS.

Genesys Telecommunications Laboratories, Inc.
2001 Junipero Serra Boulevard
Daly City, CA 94014
Telephone/Fax (844) 274-5992
www.genesys.com