Interaction Media Server Appliance

Installation and Configuration Guide

For
Small Interaction Media Server
Medium Interaction Media Server
Large Interaction Media Server

Interaction Media Server ™
Interaction SIP Proxy Server ™

Version 4.0

Last updated May 3, 2018

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

Abstract

The Interaction Media Server Appliance 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 Interaction Media Server Appliance. DC-014-4.0-IMSD-02

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Customer Interaction Center Platform Statement

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

Products based on the Customer Interaction Center Platform include:

- 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 featureset and licenses available in your version of this product.

Introduction

The Interaction Media Server Appliance is a pre-certified server that supports PureConnect applications out of the box. Interaction Media Server is a required subsystem of CIC. Its main purpose is to handle IP-based audio streams. These audio streams include Voice-Over-IP (VoIP) active call connections, recordings, and the playing of prompts. This guide describes the Interaction Media Server Appliance and the basic installation and configuration process.

In this section:

- About the Interaction Media Server Appliance
- Interaction Media Server Appliance contents
- Safety precautions
- About this guide
- For more information

About the Interaction Media Server Appliance

The Interaction Media Server Appliance is a pre-built Windows Server 2008 R2 server. Genesys pre-installs the Interaction Media Server and Interaction SIP Proxy software on the server. The server requires more configuration once the server connects to the network.

Interaction Media Server Appliance Contents

Included in the box with the Interaction Media Server Appliance are the following items:

- The certified Media Server, including an internal USB flash drive ("Interaction Recovery Module") for restoring the factory image.
- Interaction Media Server Appliance "goody bag" containing the Interaction Media Server Appliance 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.
- 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 and configuration of an Interaction Media Server Appliance, pre-installed components, and staged for installation components.

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

For more information

For more information about the Interaction Media Server Appliance, and the Media Server in general, see the documents and website pages listed in this section.

Interaction Media Server Appliance 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*.

The *Factory Image Restoration Procedures Technical Reference* is in the box with the Interaction Media Server Appliance, and is also in the Packaged Hardware Documents section of the PureConnect Documentation Library.

For the latest version, see the PureConnect Documentation Library at: https://my.inin.com/support/products/ic40/Documentation/index.htm.

Interaction Media Server Technical Reference

The *Interaction Media Server Appliance Installation and Configuration Guide* (this guide) has many references to the *Interaction Media Server Technical Reference*, the technical reference guide for new installation and configuration of Media Server 4.0.

> **Note:** The *Interaction Media Server Technical Reference* includes detailed Media Server installation procedures, functional overviews, configuration details, and optional prerequisites and post-installation procedures. It's available in the Packaged Hardware Documents section of the PureConnect Documentation Library.

For the latest version, see the PureConnect Documentation Library at: https://my.inin.com/support/products/ic40/Documentation/index.htm, or in the Interaction Media Server Appliance's D:\ININ Documentation directory.

Interaction SIP Proxy Installation and Configuration Guide

Interaction SIP Proxy is a program that allows a server to act in a similar fashion as a CIC server in its ability to route SIP calls to a local area network (LAN), a wide area network (WAN), or to the Public Switched Telephone Network (PSTN).

Also, Interaction SIP Proxy can host configuration files and firmware for IP telephones, facilitate locally based call routes, and provide consistent call routing if a network connection or a CIC server interruption occur.

> **Note:** The *Interaction SIP Proxy Installation and Configuration Guide* provides installation and upgrade instructions for the Interaction SIP Proxy software, and also describes initial configuration tasks needed for operation. It's available in the Technical Reference Documents section of the PureConnect Documentation Library.

For the latest version, see the PureConnect Documentation Library at: https://my.inin.com/support/products/ic40/Documentation/index.htm, or in the Interaction Media Server Appliance's D:\ININ Documentation directory.

Interaction Recorder Remote Content Service

Interaction Recorder Remote Content Service facilitates the retrieval and storage of both audio and screen recordings in your Customer Interaction Center environment. This capability offloads those actions from the Interaction Recorder Server that resides on the CIC server, thereby granting the CIC server more processing and bandwidth resources for facilitating and handling interactions.

The Interaction Recorder Remote Content Service install is available as a shortcut on the Interaction Media Server Appliance desktop.

For licensing, requirements, and installation and configuration instructions, see the *Interaction Recorder Remote Content Service Installation and Configuration Guide* in the Technical Reference Documents section of the PureConnect Documentation Library.

For the latest version, see the PureConnect Documentation Library at: https://my.inin.com/support/products/ic40/Documentation/index.htm, or in the Interaction Media Server Appliance's D:\ININ Documentation directory.

Interaction Session Manager

Interaction Session Manager is a CIC server subsystem designed to interact with client applications written with IceLib. It provides a layer of business logic, security, and caching that enables commonly shared behavior between client applications. In larger environments, you can install one or more Interaction Session Manager instances on "off-server" computers to off-load CPU and memory utilization that could potentially affect the performance of the CIC server, if run on the same physical computer.

The Interaction Session Manager install is available as a shortcut on the Interaction Media Server Appliance desktop.

For more information about planning, licensing, requirements, and configuration instructions, see the *Session Manager Developer Application Note* in the Technical Reference Documents section of the PureConnect Documentation Library.

For the latest version, see the PureConnect Documentation Library at: https://my.inin.com/support/products/ic40/Documentation/index.htm, or in the Interaction Media Server Appliance's D:\ININ Documentation directory.

PureConnect Documentation Library

The PureConnect Documentation Library merges all help systems and documentation installed on the Interaction Media 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://my.inin.com/support/products/ic40/Documentation/index.htm.

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 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 that Genesys recommended, tested, and approved for use with PureConnect products.

Set up the Interaction Media Server Appliance

After you confirm the Interaction Media Server Appliance contents, review safetyprecautions, and understand where to obtain help and extra resources information, you are ready toset up the Interaction Media Server Appliance.

This section describes how to:

- Perform the preliminary hardware setup
- Complete the Windows server OS installation
- Locate the Interaction Recovery Module
- Add the server to the domain
- View Network Fault Tolerant (NFT) Network Interface Controller Teams
- Install the Interaction Media Server license and the Interaction SIP Proxy Server License

Preliminary hardware setup

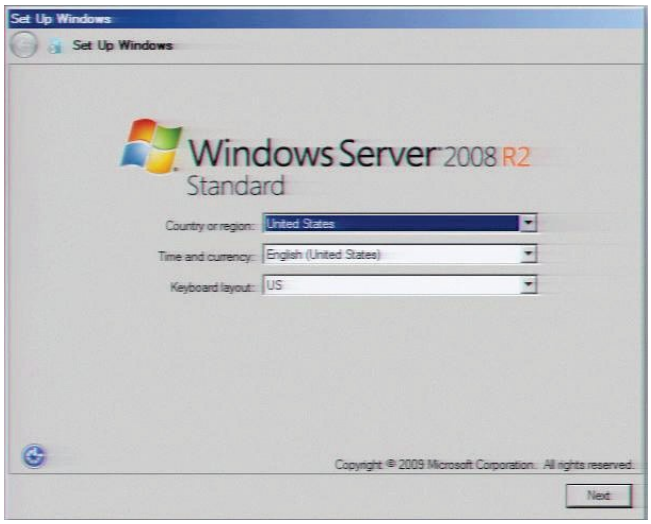
When the Interaction Media Server Appliance arrives, unpack it and connect it to theappropriate Ethernet network.

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

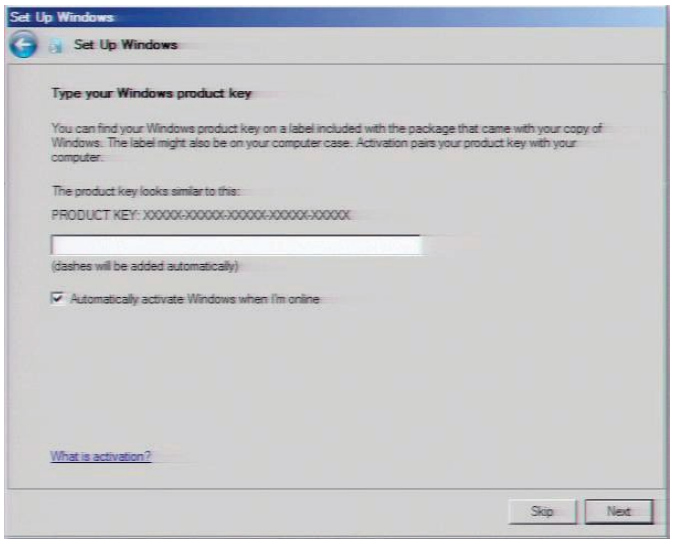
Complete the Windows server OS installation

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

1. Run the **Set Up Windows** wizard. The system installs applicable devices, appliessystem settings, and restarts the computer. When the system restarts, the **Set Up Windows** wizard appears.



2. In the **Country or Region, Time and Currency, and Keyboard layout** list boxes, click the appropriate values and then click **Next**.
3. (For 100 Series Models only) On the **Type your Windows Product Key** page, type the Microsoft Windows Server Product Key and then click **Next**. The **Microsoft Software License Terms** page appears.



4. Review the agreement, select the **I accept the license terms** check box, and then click **Start**.
5. After Windows finishes the settings and returns a message stating that you must change the user's password before logging on for the first time, click **OK**. The **Administrator** logon window appears.
6. Type the **Administrator** password, type it again to confirm the password, and then click the arrow.

7. When the **Your password has been changed** message appears, click **OK**. Windows prepares your desktop.
8. When the **Hewlett Packard Software License Agreement** window opens, review the agreement and then click **I Agree**.

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

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

Locate the Interaction Recovery Module

This Interaction Media Server Appliance 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.

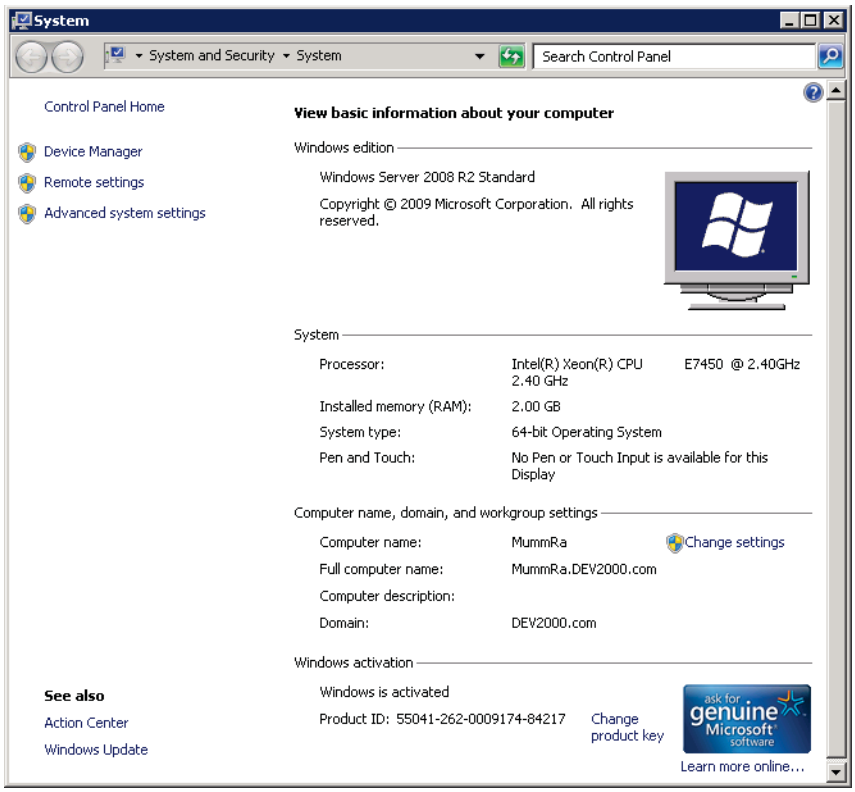
> **Important**!
> Do not attempt to mount or modify the contents of the Interaction Recovery Module. Doing so can result in the inability to restore the system to its factory state in the future.

For instructions on how to restore the appliance (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 Media Server Appliance.

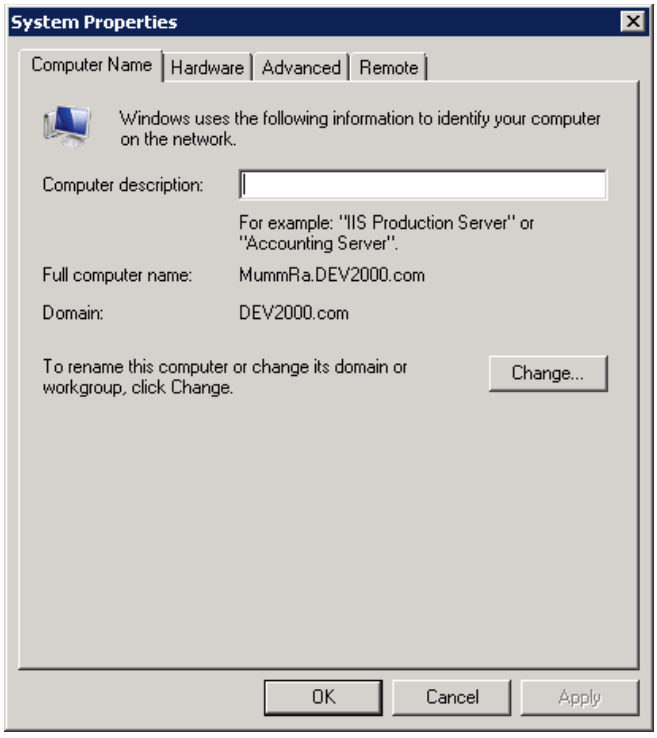
Add the server to the domain

This section describes how to join the Interaction Media Server Appliance to the domain.

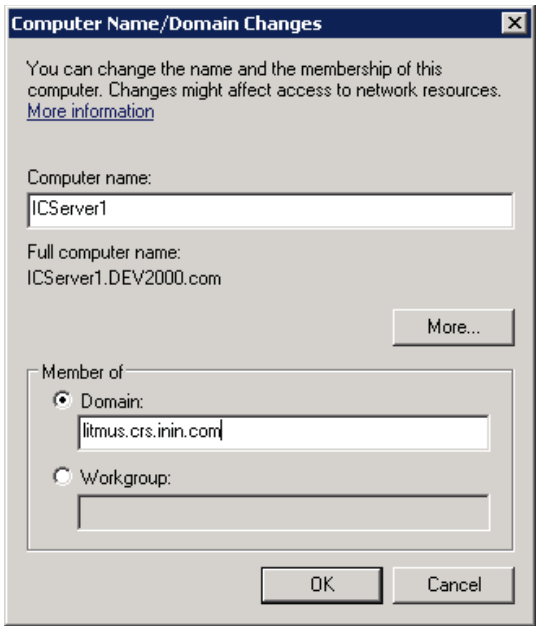
1. Open the **Start** menu and select **Computer**. The **Computer** dialog box appears.
2. Select **System properties**. The **System** dialog box appears.



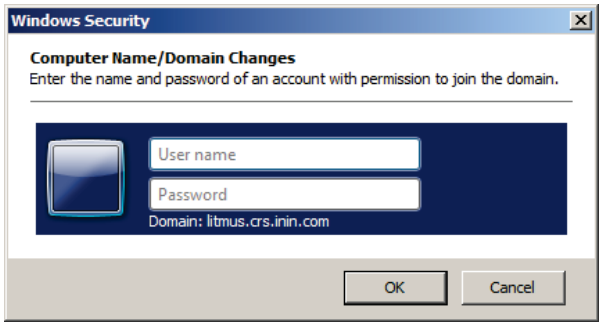
3. In the **Computer name,domain, and workgroup settings** section, click **Change settings**. The System Properties dialog box appears.



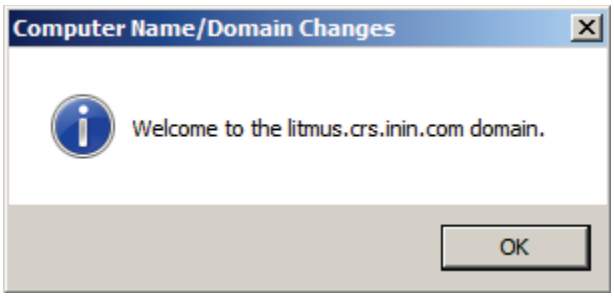
4. Click **Change**. The **Computer Name/Domain Changes** dialog box appears.



5. 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 appropriate domain name.
6. Click **OK**. The **Windows Security** dialog box appears.



7. 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.



8. Click **OK**. The system displays a message indicating that you must restart the computer to apply the changes.
9. Click **OK**. The **System Properties** dialog box appears.
10. Click **OK**. The **Microsoft Windows** dialog box displays a message indicating that you must restart the computer to apply the changes.
11. Click **Restart Now**.

View Network Fault Tolerant (NFT) Network Interface Controller Teams

When a user logs on to Interaction Media Server for the first time, the HP Network Configuration Utility automatically creates a Network Fault Tolerant NIC (Network Interface Controller) team using all available NICs for the particular server. Interaction Media Server teams available NICs to provide redundancy for reliability purposes if a network link fails.

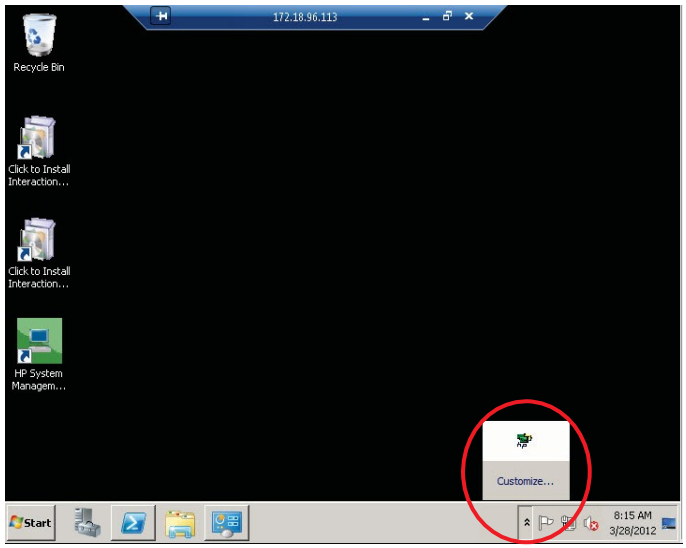
> **Note**: A Media Server, or any server that deals with real time audio across the network, may only use certain forms of adapter teaming. Some vendors may use varying terms for different teaming models, but the basic rule is that the server only supports fault-tolerant configurations.

PureConnect software does not support a teaming method that employs load balancing due to increased jitter incidence in the RTP audio streams that Voice over Internet Protocol (VoIP) solutions use. The stream's assembly becomes less reliable, resulting in packet loss or latency as the jitter buffer attempts to handle out of sequence packets. The only teaming type to use for audio and signaling is a fault tolerant type.

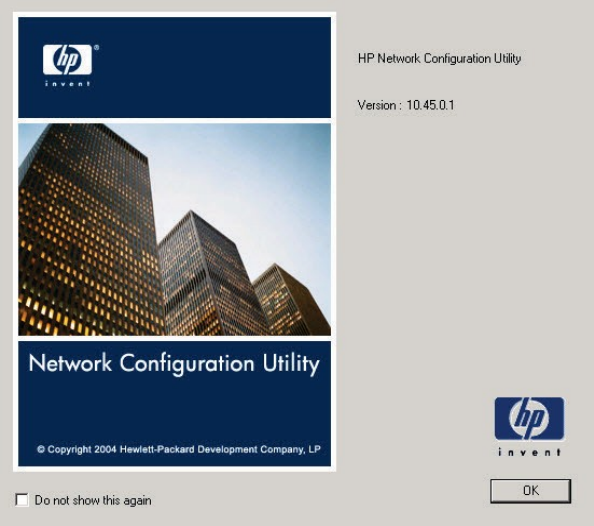
You can view NIC teams in the HP Network Configuration Utility (NCU).

To open the HP Network Configuration Utility (NCU):

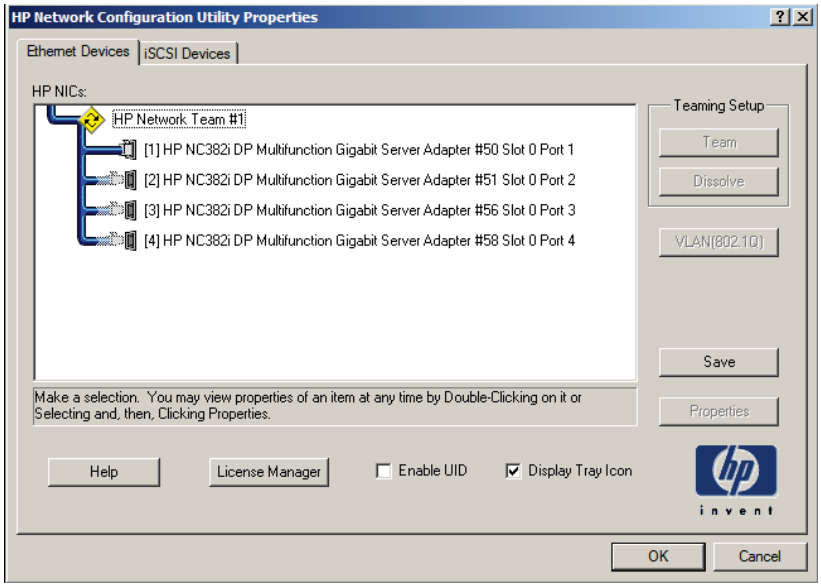
1. In the notification area, click the double arrows and from the menu that appears, double-click the HP icon.



The **HP Network Configuration Utility** dialog box appears.

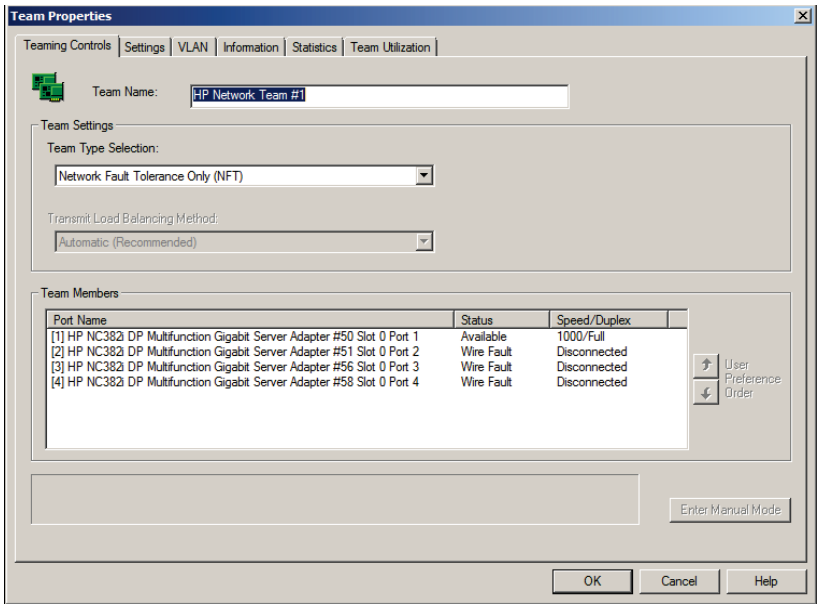


2. Click **OK**. The **HP Network Configuration Utility Properties** dialog box appears.



Note: The example shows an Interaction Media Server with 4 NICs combined into one NIC team (**HP Network Team #1**).

3. Double-click the team name (for example, HP Network Team #1). The **Team Properties** dialog box appears.



4. View the NIC team's properties and modify settings as necessary.

Install Interaction Media Server license

Interaction Media Server requires the following licenses in the CIC environment:

- **Interaction Media Server license.** You need one instance of this license for each physical Interaction Media Server. This license is unique and is associated with the host ID of the computer on which Interaction Media Server is installed.
- **I3_LICENSE_MEDIA_SERVER_G.729_SESSIONS.** If you want to use the G.729 codec to reduce bandwidth requirements, you must purchase extra codec licenses as this codec is proprietary and not free for use. Purchase the maximum number of simultaneous codec sessions that each CIC server can negotiate among all the connected Session Initiation Protocol (SIP) devices that might connect to Interaction Media Servers. For example, if you have two Interaction Media Servers that support up to 100 simultaneous G.729 sessions, specify this amount in this CIC server license. You can purchase this type of license through the Genesys Online Ordering System and download the license from the Genesys License Management website at: http://license.inin.com.
- **I3_LICENSE_MEDIASERVER_MAX_MEDIA_ENGINES.** This CIC server license specifies the number of media engines that Interaction Media Server can use for handling communications. Typically, Interaction Media Server uses one CPU thread for each media engine.

Acquire an Interaction Media Server license

The Genesys License Management website at: http://license.inin.com allows you to create a CIC license that contains the license for Interaction Media Servers. If you purchased the appropriate products, Genesys certifies and authorizes you to generate these licenses through the website.

If Genesys didn't certify you to log on to this website, you can contact Genesys through the following email address: licenseissues@genesys.com.

When contacting Genesys through this email address, include your order number and request for a license file.

Apply an Interaction Media Server license

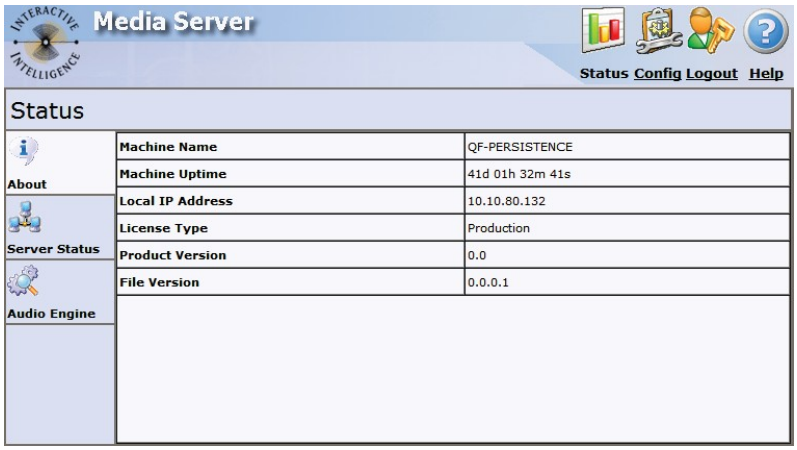
After you acquire a CIC license that includes Interaction Media Server, apply it to both the Interaction Media Server and the CIC server.

1. Load the license on Interaction Media Server:
   a. Place your CIC license on a local or shared network location.
   b. Open a web browser and navigate to the address and port number of the Interaction Media Server web interface. The address prompts you to provide a user name and password.

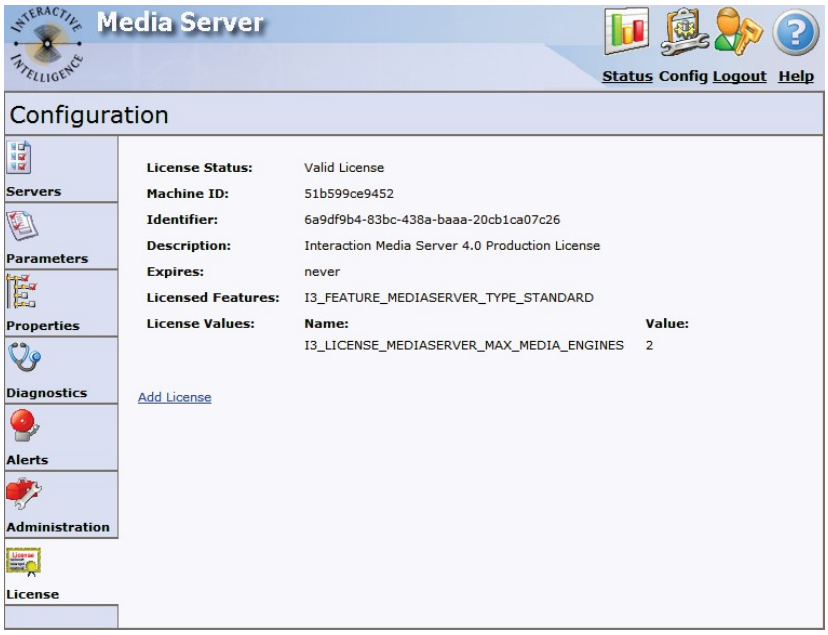
> **Note**: See the following example for the format of specifying this address. Your address is likely different. The default HTTP port is 8083 (HTTP for a non-secure connection) or 446 (HTTPS for a secure connection).

http://mediaserver1:8083/

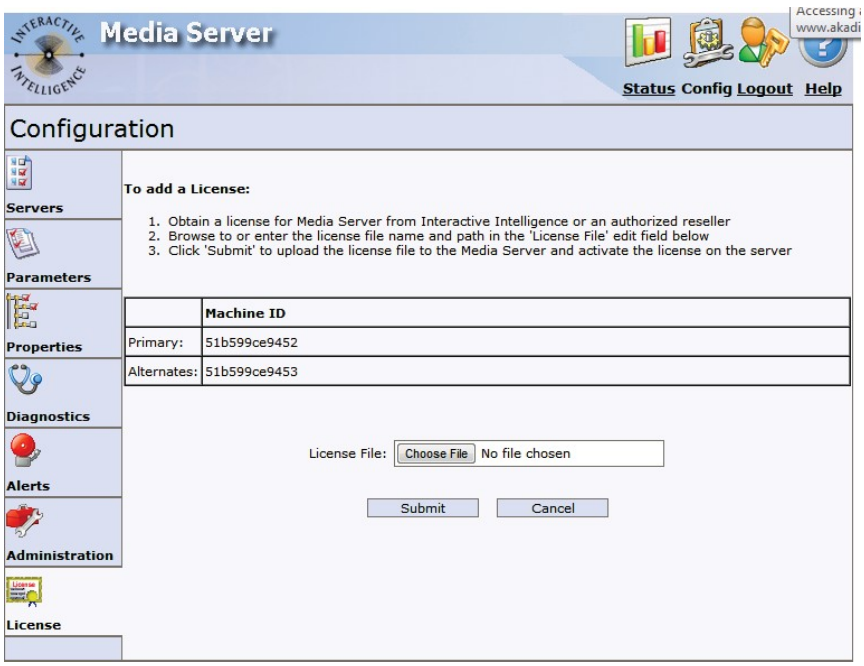
   c. Log on to the **Media Server** configuration webpage with the administrative user ID and password. The **Status-About** page appears.



   d. In the upper right corner, click the **Config** icon. The **Config-Servers** page appears.
   e. On the left side of the page, click the **License** tab. The **Config-License** page appears.



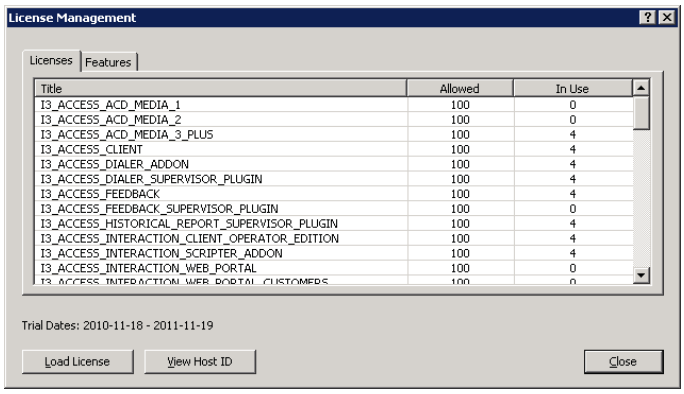
f. Click the **Add License** link. The **To add a License** page appears.



g. Follow the instructions at the top of the **To add a license** page.
h. After you load the license, click the **Servers** icon on the left side of the page.
i. Choose a CIC server to which to connect this Interaction Media Server and then click the **Server** button associated with that server. The **Configuration of Command Server** page appears.
j. In the **Accept sessions** list, click **Yes** and then click **Apply Changes**.
k. Repeat the **Accept sessions** configuration for each CIC server with which this Interaction Media Server communicates.

2. Load the license onto the CIC server:

a. Place the license file in a local or network-accessible directory.
b. Open **Interaction Administrator**, select **File,** then choose **License Management**. The **License Management** dialog box appears.



c. Select the **Load License** button. The **Load License** dialog box appears.
d. Navigate to the license file and then double-click the license file. The included licenses and features load onto the CIC server.
e. Click **Close**. The Interaction Media Server that you configured to communicate with this CIC server now appears in Interaction Administrator under the **Configuration** > **Media Servers** > **Servers** object.

Install the Interaction SIP Proxy Server License

Genesys pre-installs the Interaction SIP Proxy Server on the Interaction Media Server hard drive, and its service starts automatically. However, the Interaction SIP Proxy Server remains idle until you activate it with a license file and configure it to manage SIP traffic.

The default port numbers for the SIP Proxy server on this device are 8080 (HTTP for a non- secure connection) and 442 (HTTPs for a secure connection).

Load the Interaction SIP Proxy Interface License

After you acquire a CIC license that includes Interaction SIP Proxy, load the license on Interaction SIP Proxy.

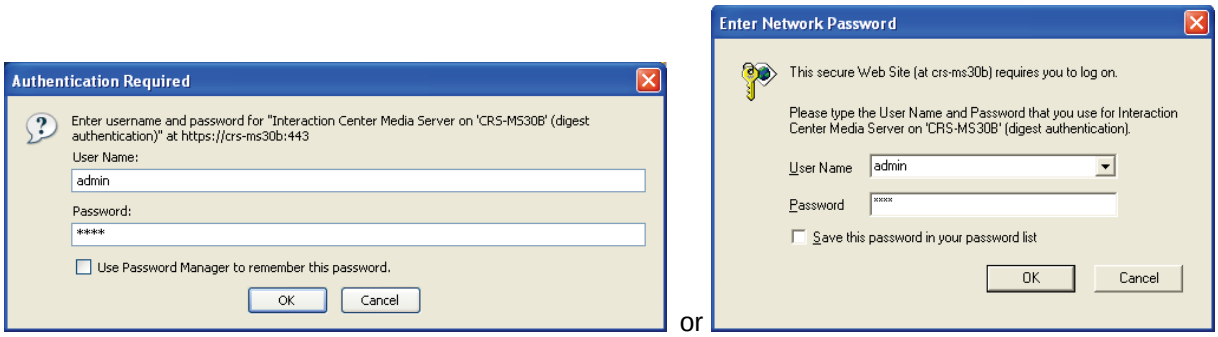
1. Place the Interaction SIP Proxy license on a local or shared network location.
2. Open a web browser and navigate to the address and port number of the Interaction SIP Proxy web interface. The address prompts you to supply a user name and password.

> **Note**: See the following example for the format of specifying this address. Your address is likely different. The default HTTP port is 8080.

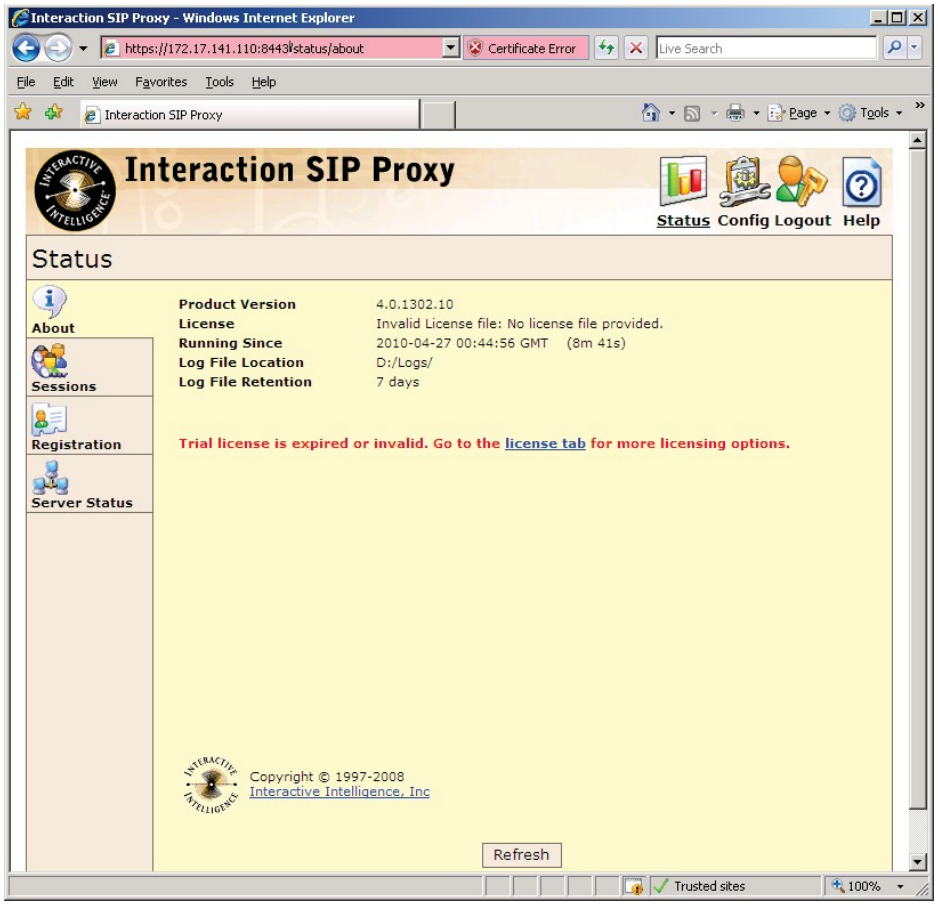
http://srs-ms25:8080/

3. Log on to the Interaction SIP Proxy configuration webpage with the CIC administrative user ID and password. The default **User Name** is *admin* and the default **Password** is *1234*. Change these default values as soon as possible.

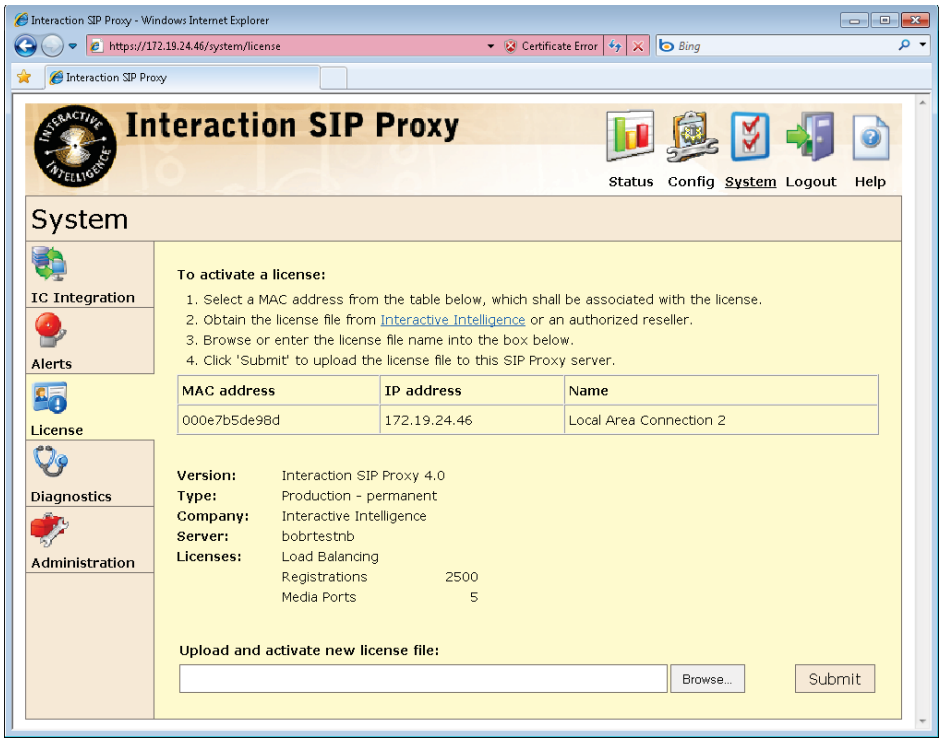
> **Note**: The exact appearance of the credentials dialog depends on which browser you use. For example:



4. Click **OK**. The Interaction SIP Proxy Server web interface appears.
5. In the upper right corner, click the Config icon. The **Config-About** page appears, indicating the system requires a license.



6. Click the **Add License** link. The **To activate a license** page appears.



7. Follow the instructions at the top of the **To add a license** page.
8. Follow the directions on the License page to activate its use.
9. Click **Submit**.

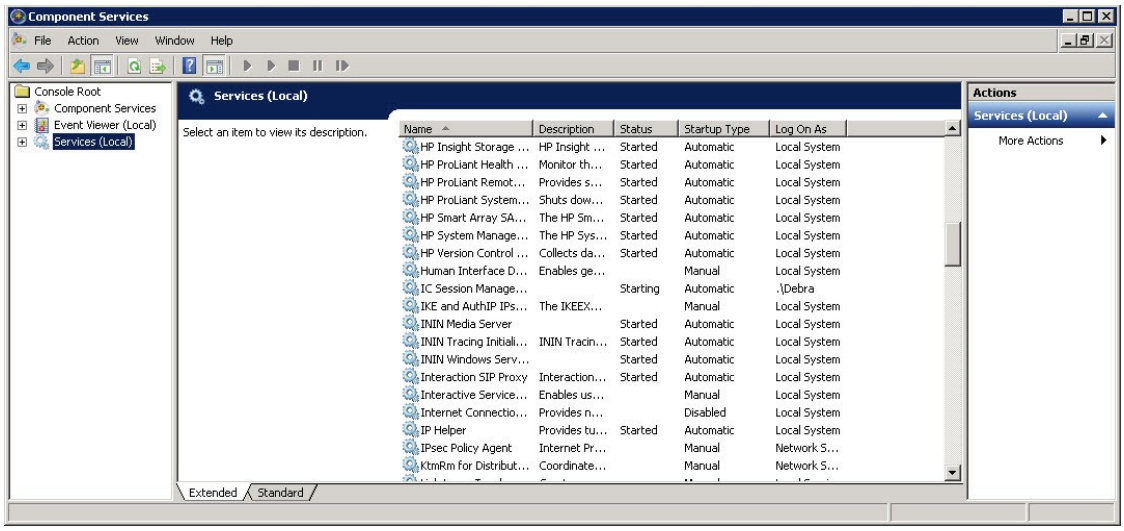
For more information about documentation and licensing the Interaction SIP Proxy Server, see the Product Information site at: https://my.inin.com/support/products/sipproxy40/Pages/default.aspx, or click the Help icon in the Interaction SIP Proxy web interface.

Disable the Interaction SIP Proxy Interface

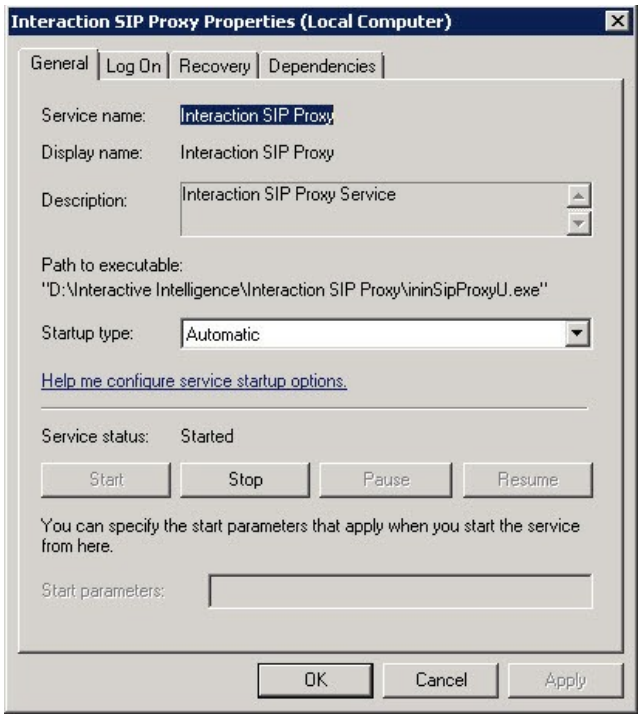
If you do not intend to use the SIP Proxy service, you can disable it from the **Services** dialog.

To disable the Interaction SIP Proxy Interface:

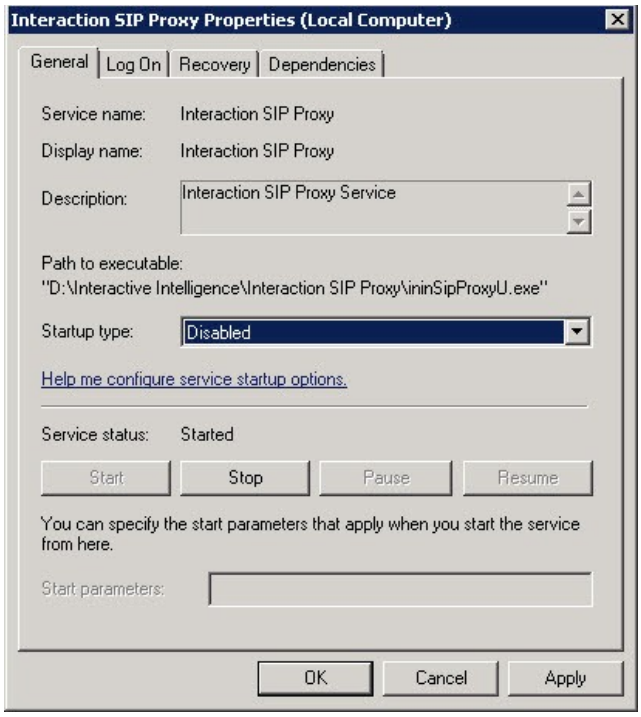
1. Click **Start** > **Administrative Tools** > **Component Services**. The **Component Services** window appears.



2. Click the **Services (Local)** node and in the **Services (Local)** list, double-click **Interaction SIP Proxy**. The **Interaction SIP Proxy Properties** dialog box appears.



3. In the **Startup type** list box, click **Disabled**.



4. Click **OK**. The Interaction SIP Proxy is unavailable until you change the **Startup type** to **Automatic**.

Optional Post-Installation Configuration

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

After you set up the Interaction Media Server Appliance, you can optionally install other applications and tools.

This section describes how to:

- Save an As-Configured System State
- Enable Integrated Lights-Out 3
- Install Interaction Recorder Remote Content Service
- Install Interaction Session Manager

Save an As-Configured System State

This feature allows you to save the current system state for restoration at a future date (if necessary). You can save all configuration changes made to the server during setup, and thus restore the previously-configured system state if the server needs to be restored after a server component failure (for example, hard drive failure). To use this feature, Genesys recommends that you do so soon after a good working configuration is in place. For more information, see the *Factory Image Restoration Procedures Technical Reference*.

The *Factory Image Restoration Procedures Technical Reference* is in the box with the Interaction Media Server Appliance, and is also in the Packaged Hardware Documents section of the PureConnect Documentation Library.

For the latest version, see the PureConnect Documentation Library at: https://my.inin.com/support/products/ic40/Documentation/index.htm.

Enable Integrated Lights-Out 3 (iLO 3)

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

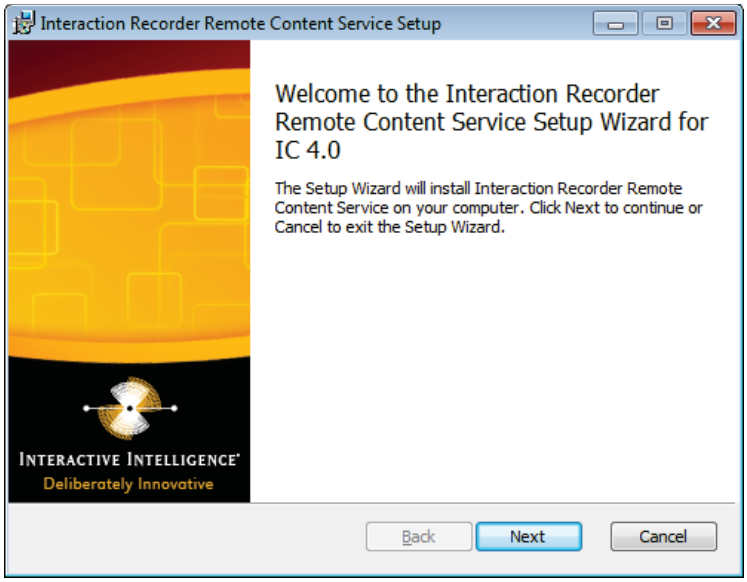
Install Interaction Recorder Remote Content Service

The Interaction Recorder Remote Content Service install is available as a shortcut onthe Interaction Media Server Appliance desktop.

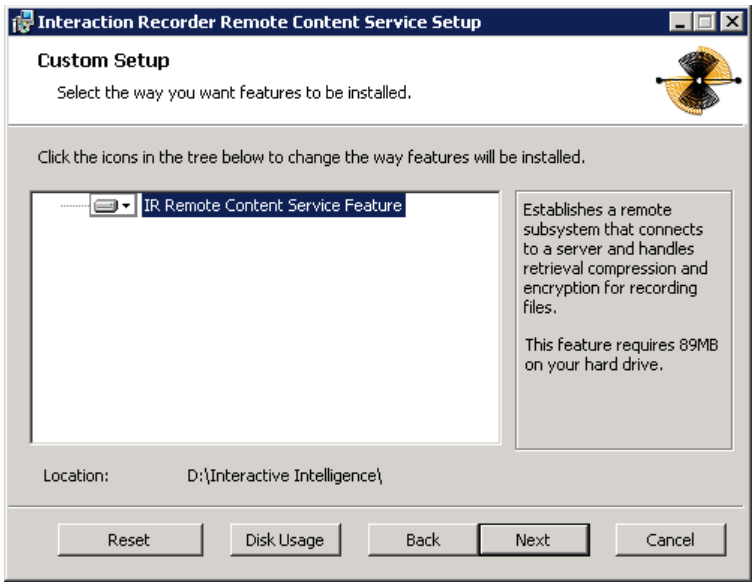
This section contains Interaction Recorder Remote Content Service installation procedures. For prerequisites, requirements, licensing, configuration, and other procedures, see the *Interaction Recorder Remote Content Service Installation and Configuration Guide* in the Technical Reference Documents section of the PureConnect Documentation Library. The PureConnect Documentation Library is at: https://my.inin.com/support/products/ic40/Documentation/index.htm , or in the Interaction Media Server Appliance's D:\ININ Documentation directory.

To install Interaction Recorder Remote Content Service:

1. On the Interaction Media Server desktop, double-click the **Click to Install Interaction Recorder Remote Content Service** icon. The **Welcome to the Interaction Recorder Remote Content Service Setup** wizard for IC 4.0 appears.



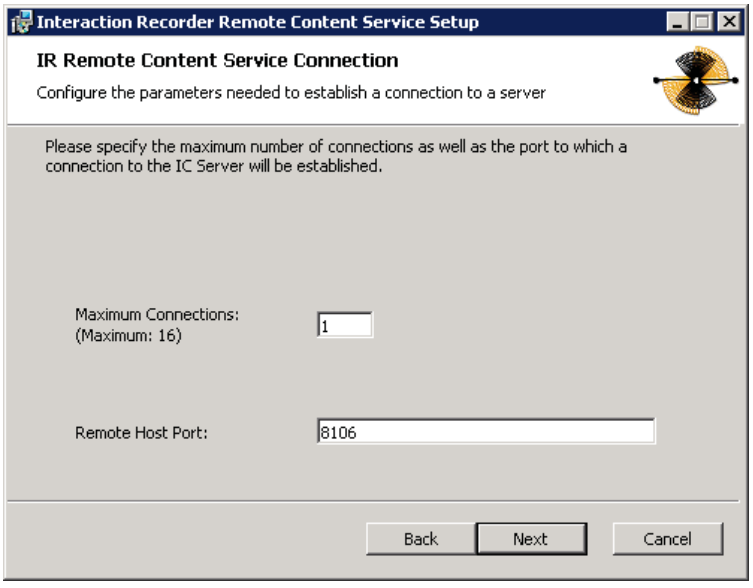
2. Click **Next**. The **Custom Setup** page appears.



3. If applicable, specify the way you want to install features:
   - To access custom installation features, click the **IR Remote Content Service Feature**
   - icon.
   - To reset your **Custom Setup** selections to the default level, click **Reset**.
   - To ensure that the hard disk drive has enough free space to install the software, click **Disk Usage** and, in the resulting dialog box, verify that you have at least 350 megabytes of free space.
   - To choose a different installation location, click **Browse** and select a different directory.

Note: By default, the PureConnect QoS driver installs silently and adds the certificate to the Trusted Publishers list. If your site has reasons to modify this default behavior, see KB article Q131006915300479 and follow the instructions provided to modify the QoS properties and run the install using Group Policy or other methods.

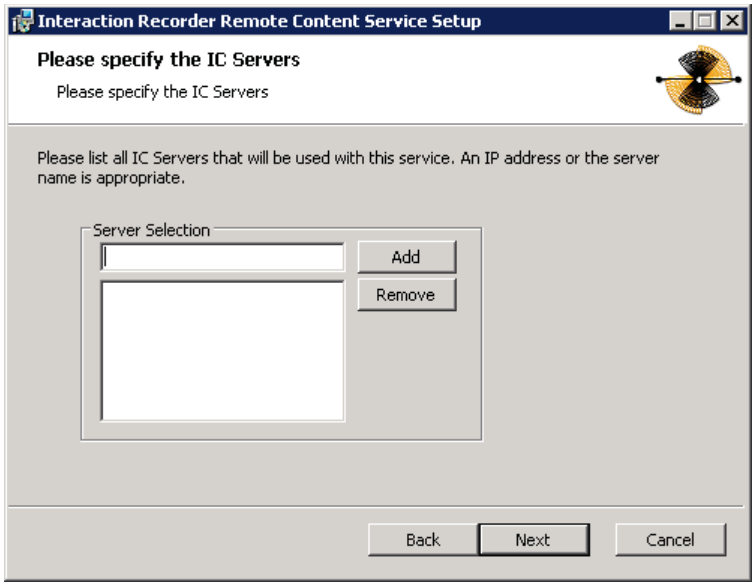
4. Click Next. The **IR Remote Content Service Connection** page appears.



5. In the **Maximum Connections** box, type a number that corresponds to the number of simultaneous recording playback connections that can be made to Interaction Recorder Remote Content Service. Valid values range from 0 (zero) to 16.
6. In the **Remote Host Port** box, type the port number on this server for Interaction Recorder Remote Content Service to use for communications to Interaction Recorder, Interaction Recorder Client, and Interaction Media Server.

> **Note**: Ensure that the port number is not in use by any other service or application. This also applies to the CIC server and Interaction Media Server.

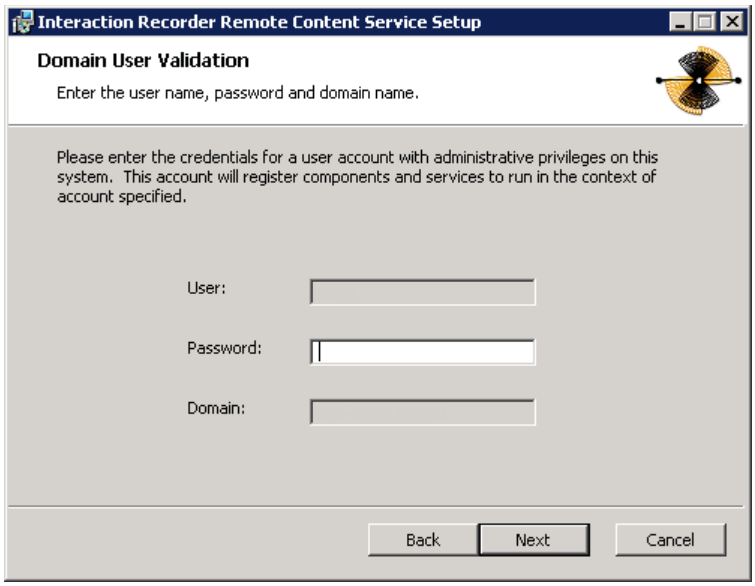
7. Click Next. The **Please specify the IC servers** page appears.



8. In the **Server Selection** box, type the fully qualified domain name of the CIC server to communicate with Interaction Recorder Remote Content Service and then click **Add**.

> **Note**: If you have a fallback CIC server, type it in the **Server Selection** box. If you add an erroneous entry, select that entry and then click **Remove**.

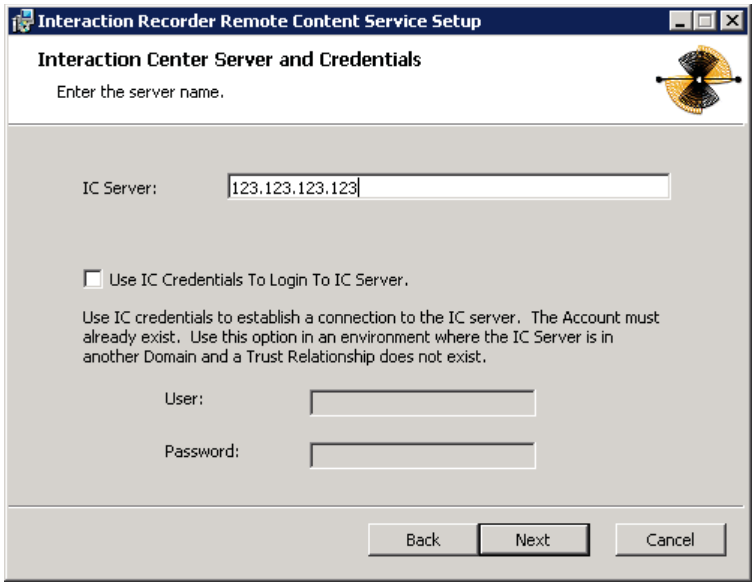
9. If necessary, repeat the previous step for any additional CIC servers that you want to connect with this Interaction Recorder Remote Content Service server.
10. Click **Next**. The **Domain User Validation** page appears.



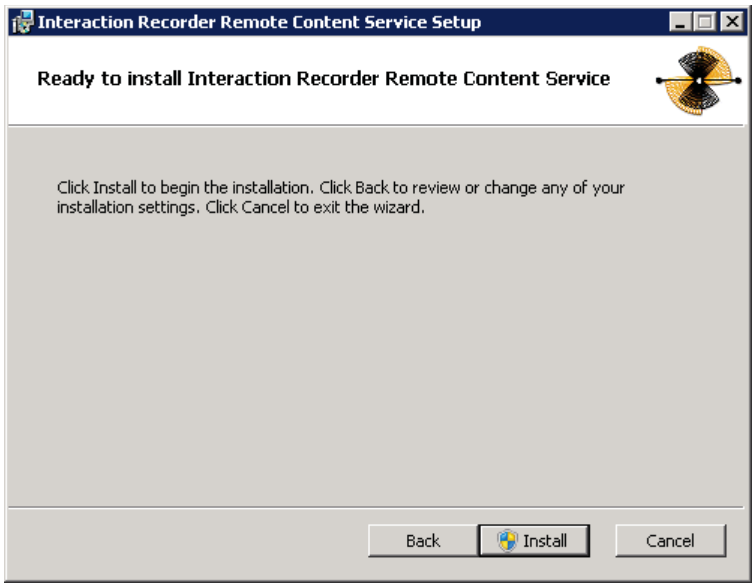
11. In the **Password** box, type the password of the currently logged in user.

> **Note**: The user account that you used to log on to this server computer must be a member of the **Administrators** group and must be able to access the shared network resources of the Interaction Media Server.

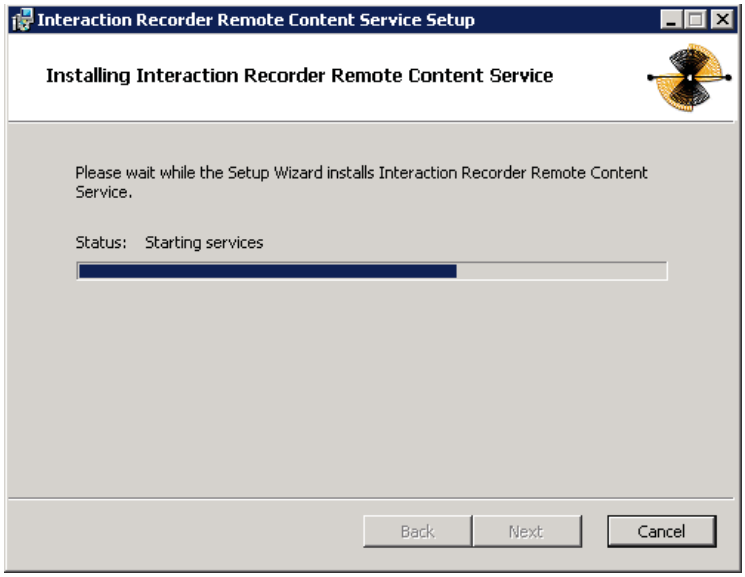
12. Click **Next**. The **IC Server Name** page appears.



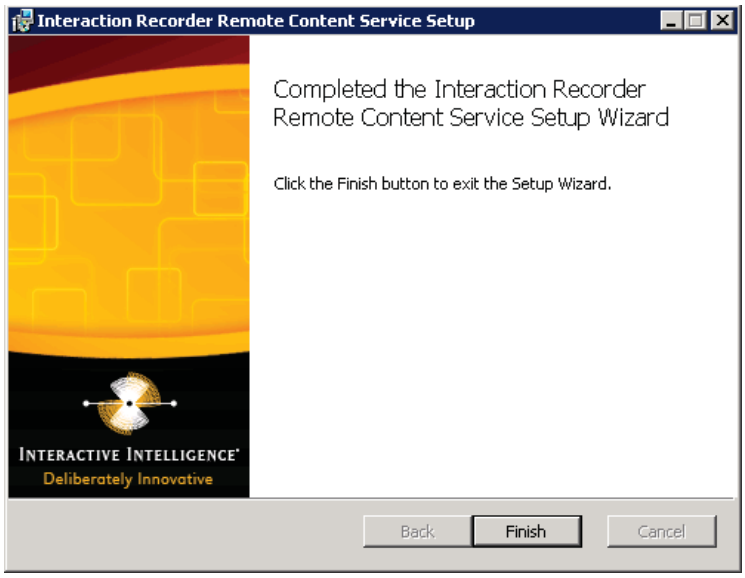
13. In the **IC Server Name** box, type the fully qualified domain name for the main CIC server and then click **Next**. This step creates the necessary security certificates to which the systems can communicate.
14. If the CIC server resides in a different domain than the computer on which you are installing Interaction Recorder Remote Content Service, select the **Use IC Credentials To Login To IC Server** check box.
15. In the **User** and **Password** textboxes, supply the credentials of a defined CIC server administrator.
16. Click **Next**. The **Ready to install Interaction Recorder Remote Content Service** page appears.



17. Click **Install**. The **Installing Interaction Recorder Remote Content Service** page appears. It displays a **Status** bar and messages during the installation.



18. When the installation is complete, click **Finish**.



Install Interaction Session Manager

Interaction Session Manager is a CIC server subsystem designed to interact with client applications written with IceLib. It provides a layer of business logic, security, andcaching that enables commonly shared behavior between clientapplications.

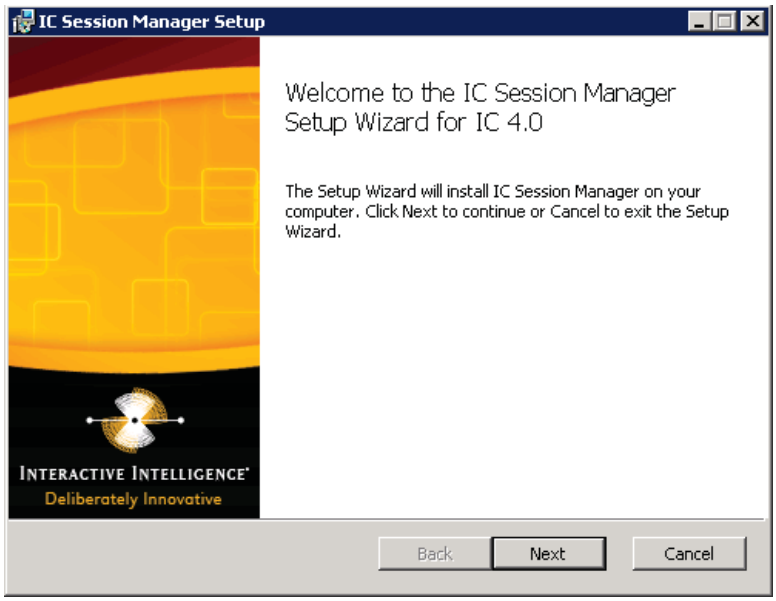
The Interaction Session Manager install is available as a shortcut on the InteractionMedia Server Appliance desktop.

This section contains Interaction Session Manager installation procedures. For more informationaboutplanning, licensing, requirements, and configuration instructions, see the *Session Manager Developer Application Note* in the Technical Reference Documents section of the PureConnect Documentation Library.

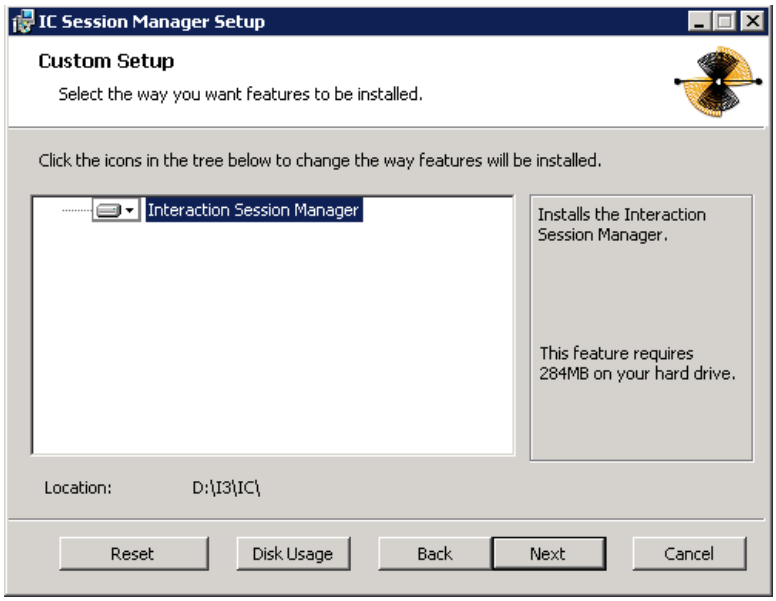
The PureConnect Documentation Library is at: https://my.inin.com/support/products/ic40/Documentation/index.htm, or in theInteraction Media Server Appliance's D:\ININ Documentationdirectory.

To install Interaction Session Manager:

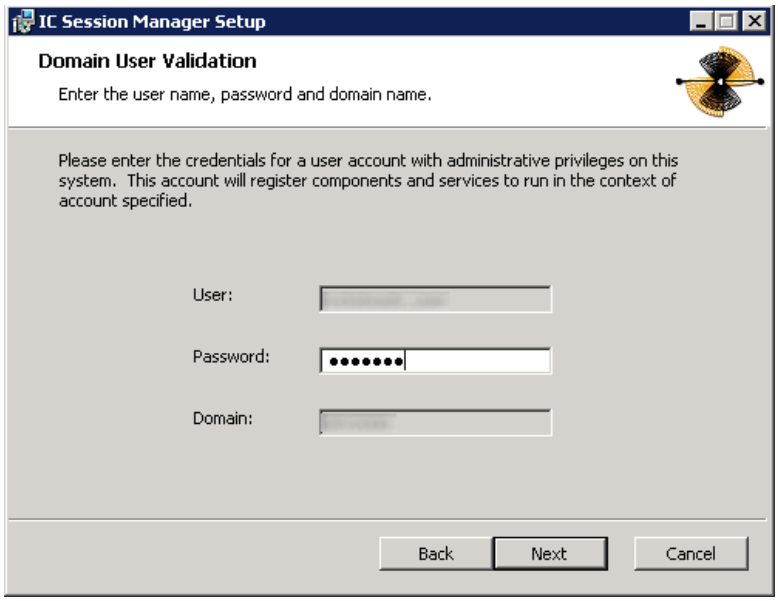
1. On the Interaction Media Server desktop, double-click the Click to InstallInteraction Session Manager icon. The Welcome to the Interaction Recorder RemoteContent Service Setup Wizard for IC 4.0 page appears.



2. Click **Next**. The **Session Manager Setup/Custom Setup** page appears.



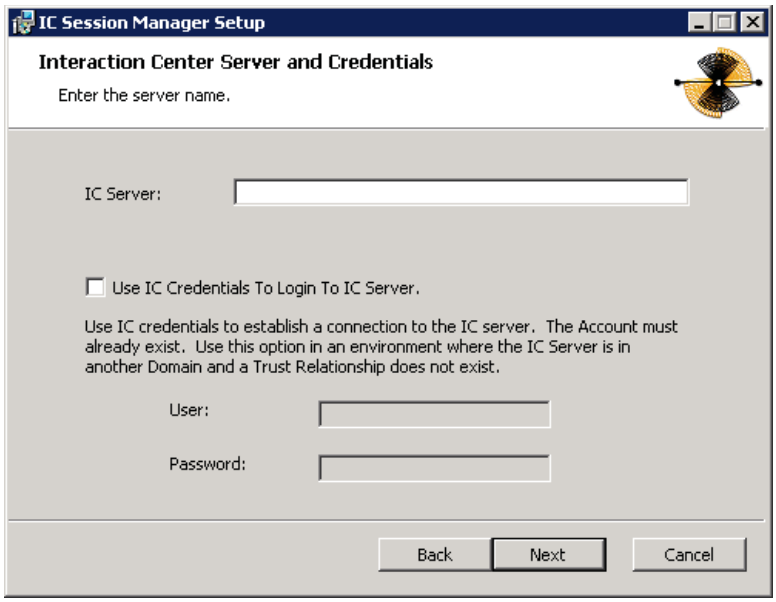
3. Click **Next**. The **Domain User Validation** page appears.



4. Type the user name, password, and domain that you want to associate with this instance of Session Manager.

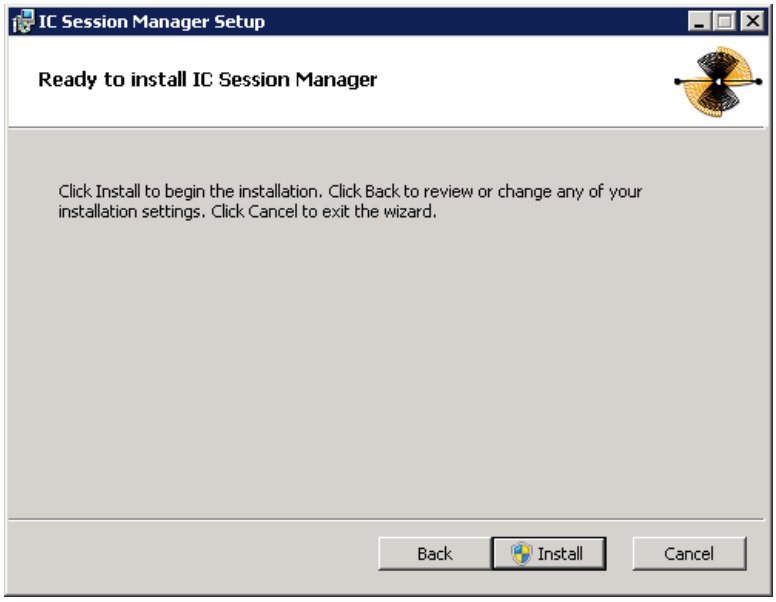
> **Note:** The system uses the information to connect to the CIC server and as the account under which the local service process runs. This account must be a CIC account that is bound to a Windows NT domain account. The Windows NT user must have local administrator rights for the server on which you are installing Session Manager.

5. Click Next. The **CIC and Credentials** page appears.

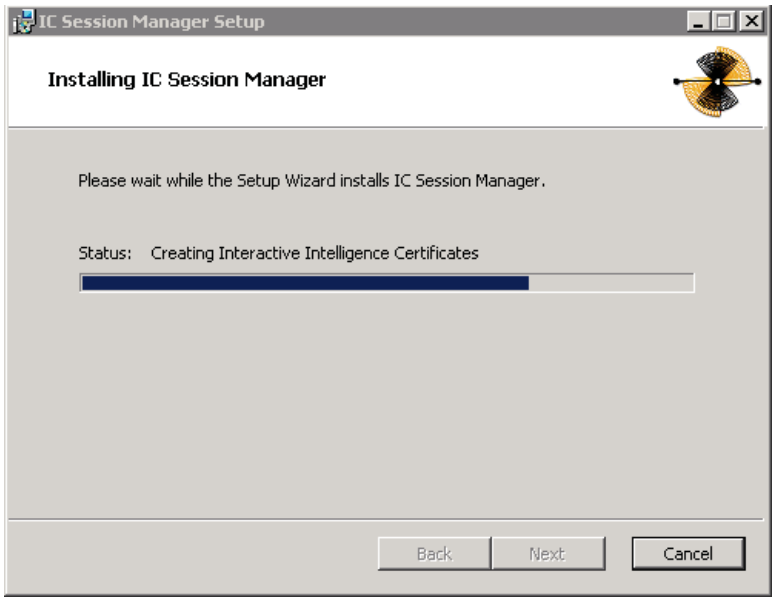


> **Note:** If the installation is using WAN-switchover, the CIC server Name specified must be the particular CIC server of the WAN-switchover pair to which this off-server Session Manager instance is to stay connected.

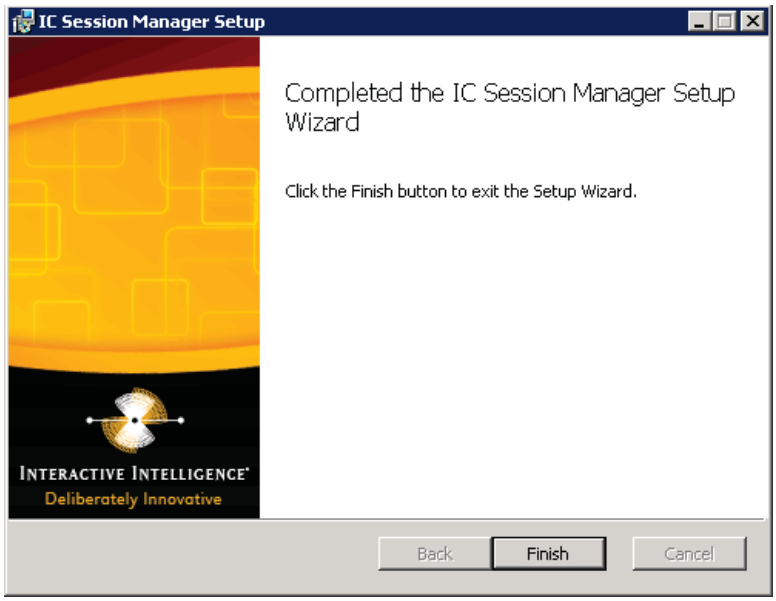
6. Type the name of the active CIC server, type the CIC credentials (if preferred), and then click **Next**. The **Ready to install IC Session Manager** page appears.



7. Click **Install**. The **Installing IC Session Manager** page appears. It displays a **Status** bar and messages during the installation.



8. When the installation is complete, click **Finish**.



The installation program:

- Copied the Session Manager files to the destination directory.
- Created certificates to connect with the CIC server.

> **Note**: Be sure to trust the certificate.

- Created services to run Session Manager ('IC Session Manager Service' and 'I3 Windows Service Monitor').
- Started the services.

Change Log

Change	Date
• Updated changes to and the location of the *Factory Image Restoration Procedures technical reference*. It is available in the box and in the Packaged Hardware Documents section of the PureConnect Documentation Library. • Updated the location of the *Interaction Media Server Technical Reference* is available in the Packaged Hardware Documents section of the PureConnect Documentation Library. • Interaction Media Server and Interaction SIP Proxy are now pre-installed on the Interaction Media Server Appliance. Included information on how to access the Installation and Configuration Guides for each, and procedures to install licenses for both applications. • Added information on Network Fault Tolerant (NFT) Network Interface Controller Teams and how to view these NIC teams in the HP Network Configuration Utility (NCU). • Interaction Recorder Remote Content Service and Interaction Session Manager are optional post-installation applications, with shortcuts on the desktop. Included information on installing these features, as well as the location of installation and configuration guides for both applications.	March 29, 2012
In “Apply an Interaction Media Server license,” changed the HTTPS port number for media server to 446.	March 15, 2013
Updated document part number.	July 17, 2014
Rebranded to Genesys.	May 3, 2018

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