PureConnect®

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See Change Log for summary of changes.

GENESYS™

CIC Servers

Installation and Configuration Guide

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

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

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Introduction to CIC Server

The CIC server is a pre-certified server that supports CIC applications out of the box. The *CIC Server Installation and Configuration Guide* describes the CIC server and the basic installation and configuration process. 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.

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.

Other resources

For more information about the CIC server and the CIC system in general, see the following documents and website pages.

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

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.

PureConnect Installation and Configuration Guide

For more information about new CIC installations, see the PureConnect Installation and Configuration Guide.

PureConnect Resource Center

The PureConnect Resource Center is the central location for the latest CIC release information, documentation, system software and hardware requirements, and downloads.

Genesys Testlab site

The Genesys Testlab site 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 CICServer

Preliminary Hardware Setup

When the CIC server arrives, unpack it and connect it to the appropriate Ethernet network.
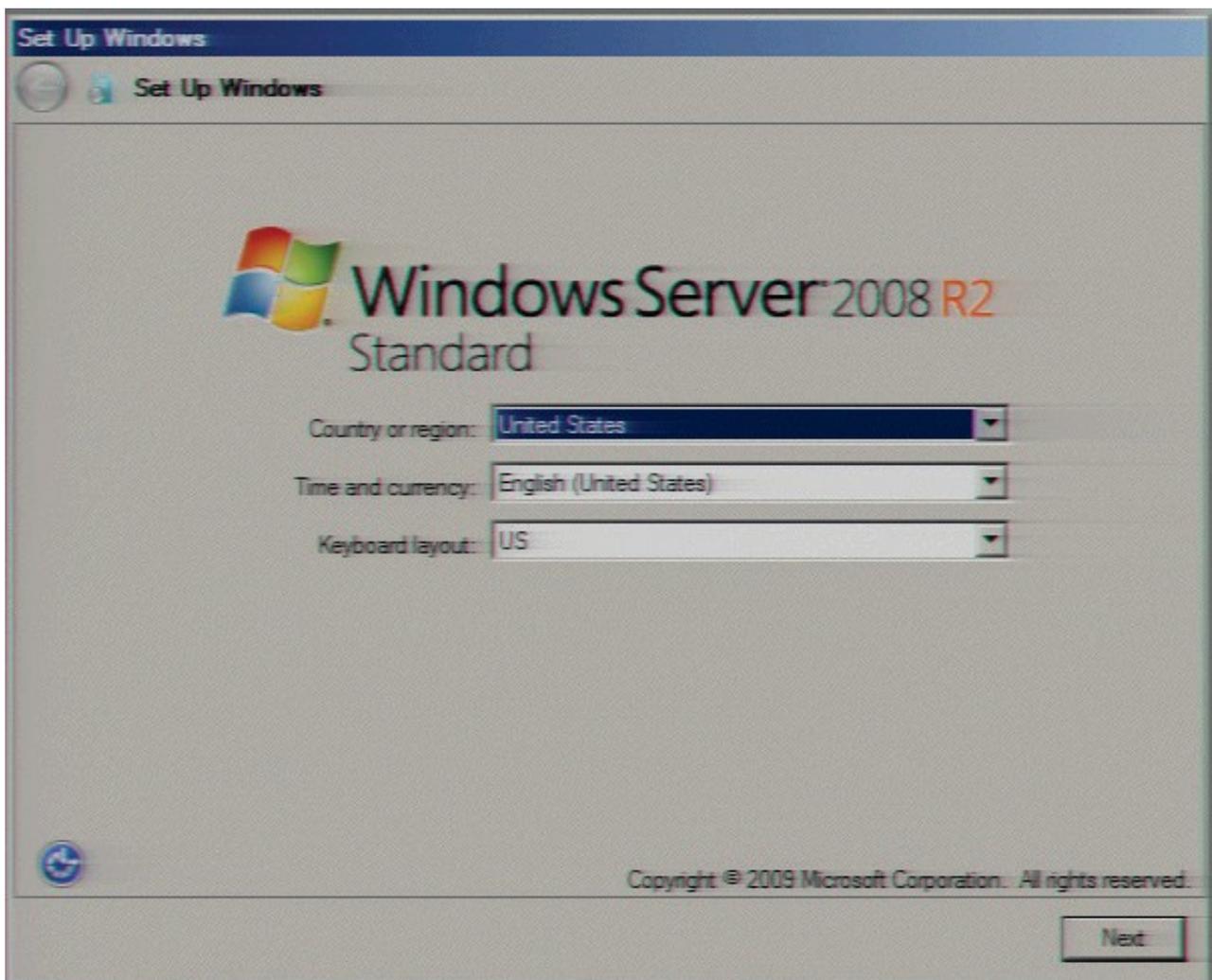
> **Note:** The CIC 4.0 DVD image is in the D:\ININ Installers directory.

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

Following are the instructions for completing 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.

6. When the **Your password has been changed** message appears, click **OK**. Windows prepares your desktop.

7. 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.

8. 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 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.
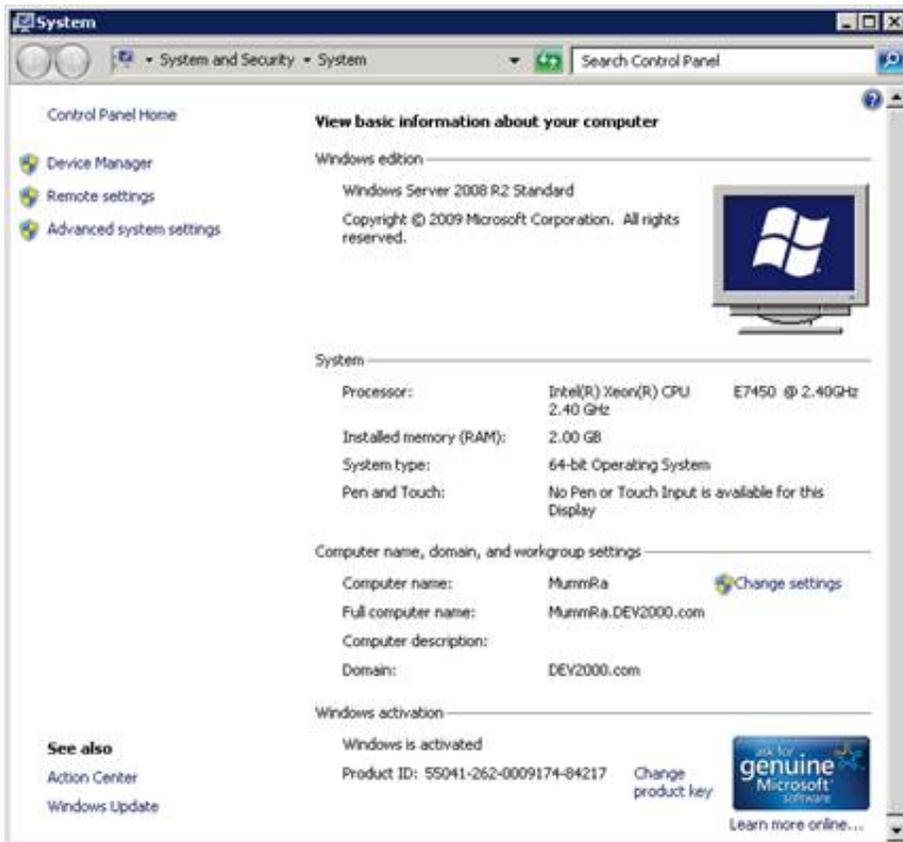
> **Important!**
> Do not attempt to mount or modify the contents of the Interaction Recovery Module. Doing so may result in the inability to restore the system to its factory state in the future.

For instructions on how to restore the 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

Following are the instructions for joining 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. 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 according to your company IT policy and domain settings. We recommend selecting the "typical installation," and installing Outlookon 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* 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.

PureConnectprograms

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 5 (iLO 5)

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

The following table list the changes to the *CIC Server Installation and Configuration Guide* since its initial publication.

Date	Changes
07-May-2018	Rebranded to Genesys.
20-May-2020	Converted Word document to RoboHelp project.