



Informiam
Product Line

Installation Guide

Informiam Proactive Business Management™

Informiam Cisco Adapter v3.3.000

Informiam Browser, Contact Center Advisor, Workforce Advisor, Frontline Advisor, Agent Advisor, and Informiam Proactive Business Management are trademarks of Genesys Telecommunications Laboratories, Inc..

Copyright © 2010- Genesys Telecommunications Laboratories, Inc. All rights reserved.

Reproduction or translation of any part of this work without the permission of the copyright owner is unlawful. Request for permission or further information should be addressed to:

Genesys Telecommunications Laboratories, Inc.

2001 Junipero Serra Boulevard

Daly City, CA 94014

USA

Content

Installation Guide.....	1
Installation Overview	2
Introduction	2
Prerequisites	2
Installing the Cisco Adapter Configuration Database.....	2
Identifying the Cisco environment databases	3
Deploying the Server Component.....	4
Appendix A. Silent Installation Option.....	11
A 1. Specifying Input Properties.....	11
A 2. Performing a Silent Installation	11
A 3. Environment Restrictions.....	11

Revision History

Name	Date	Reason For Changes	Version
Charles Abbott	Mar. 12 2010	Initial Draft	3.3.0
Charles Abbott	Mar. 23 2010	Minor typographical changes	

Installation Overview

Introduction

The Cisco Adapter serves as a bridge between call center agent activity recorded in a Cisco environment and the Frontline Advisor product.

Prerequisites

The Release Notes specify the latest Informiam supported versions:

- Java 6 SDK (JDK1.6)
- An SQL Server 2005 has been installed and an admin account has been created.
- A Frontline Advisor (FA) database has been created, and the user account created (See *FrontlineAdvisor_InstallationGuideWindows_3.3GA.pdf*)

Installing the Cisco Adapter Configuration Database

The Cisco Adapter configuration database is created in a similar fashion to the Platform database. Follow the steps in the *Advisors_Platform_InstallationGuide_3.3.000GA.pdf*, sections “Creating the Platform Database with SQL Server 2005” and “Creating a Login to be Used by the Advisors”, using the following values as an example:

- Database name: informiam_ciscoadpt
- DB User: ciscoadpt / ciscoadpt
- Skip the creation of a new schema, and use “dbo” as the default.

Notes:

- During user creation, the database user should be given db_datareader, db_datawriter, and db_ddladmin permissions to the Cisco Adapter configuration database.

Once the database has been created, the objects (i.e., tables, procedures, etc.) need to be created. Refer to the *Advisors_Platform_InstallationGuide_3.3.000GA.pdf*, section “Creating Objects in the Database” for general instructions about how to perform this task, using the following scripts:

1. cc_core.sql
2. cc_core_init_data.sql
3. SetObjectLevelPermissions.sql

These scripts are found under the “ip\configuration-schema” directory, and should be run as follows:

1. Connected as *ciscoadpt* user, run the “cc_core” and “cc_core_init_data” scripts.
2. Connected as the administrator, run the permissions script.

Identifying the Cisco environment databases

There are two ICM databases that the Cisco Adapter needs access to in the Cisco call center environment. These are the AW and HDS databases. Cisco Adapter does not modify any data in these databases, so accounts with the ddl_reader role for both of these databases will be required during installation.

Deploying the Server Component

(Please note that a silent install option is also available, which can be used instead of the installer UI. Please consult Appendix A for further information.)

1. Run the installer jar (named “cc-installer-3.3.000.<build#>.jar”, where “<build#>” is the release build number). The following command should be used (it is assumed that java.exe is on the user’s PATH):

```
java -jar cc-installer-3.3.000.<build#>.jar
```

The Installer for Cisco Adapter screen displays (Figure 1).

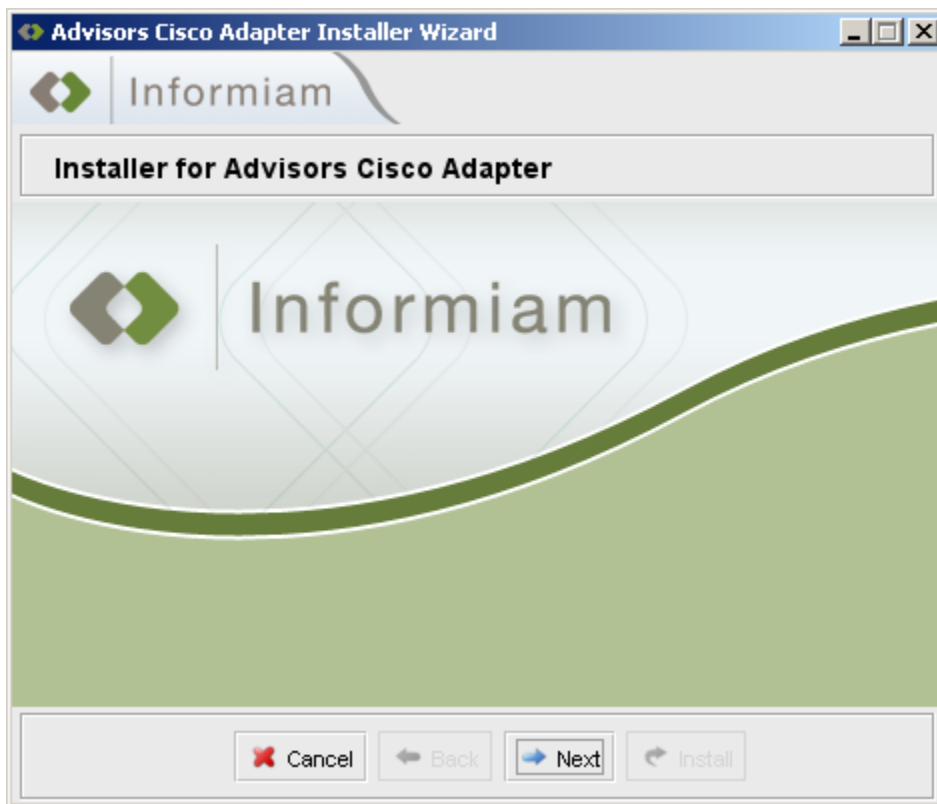


Figure 1: Installer for Cisco Adapter

2. Click Next.
The Install Type screen displays (Figure 2).

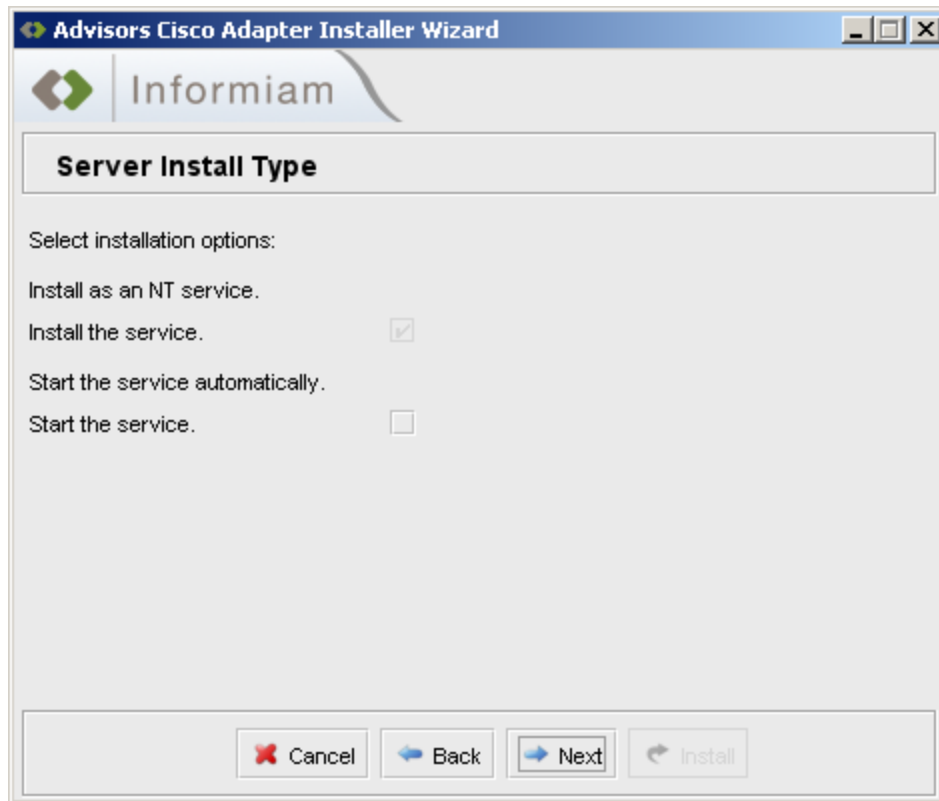


Figure 2: Install Type

3. Click Next.
The Installation Details screen displays (Figure 3).

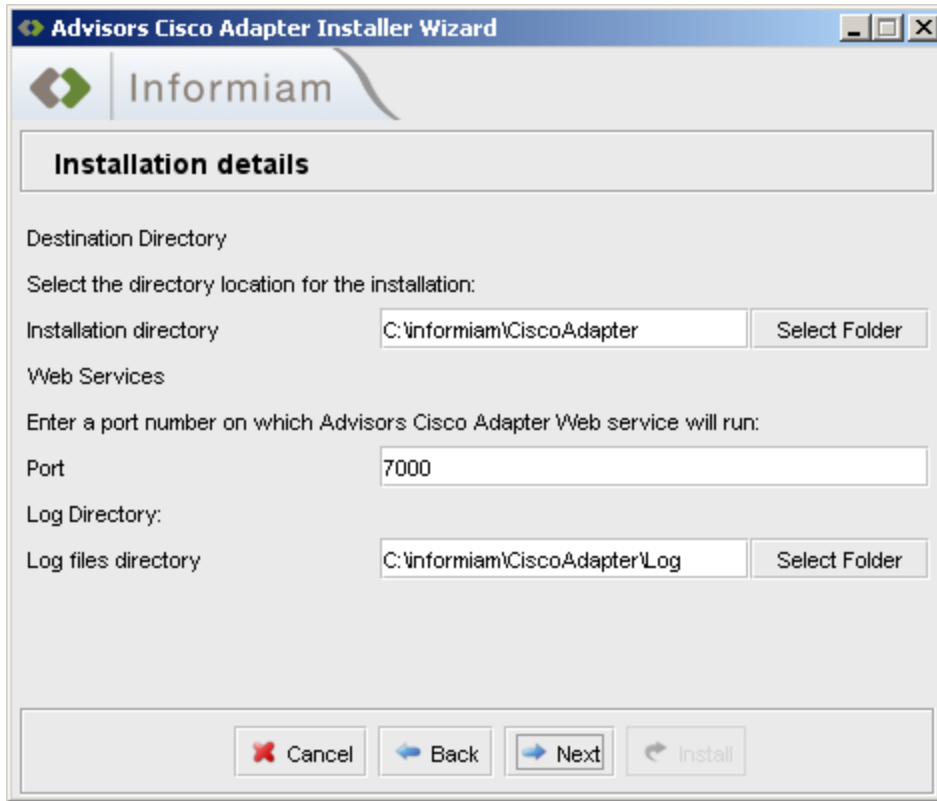


Figure 3: Installation Details

4. Specify the installation directory. The default installation directory is C:\informiam\CiscoAdapter.
5. Type the port number on which the Cisco Adapter Web services will listen. You can use the default port as 7000 if no other application is using that port.
6. Specify the directory in which the log files should appear.
7. Click Next.
The Frontline Advisor (FA) metrics database configuration screen displays (Figure 4).

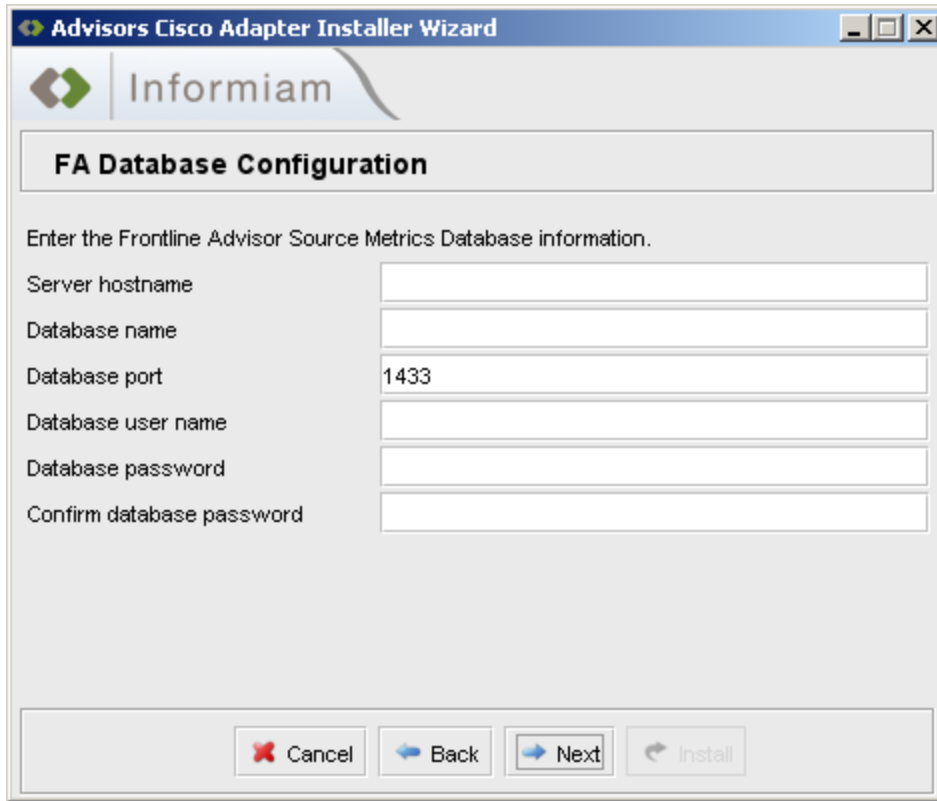


Figure 4: FA Metrics Database Configuration

8. Type the host name or IP address of the machine where the FA metrics database is installed.

Note: This Metrics database should already be present at the correct version, as described in *FrontlineAdvisor_InstallationGuideWindows_3.3GA.pdf*

9. Type the database name.
10. Type the name and password for the Advisors user, as used in *FrontlineAdvisor_InstallationGuideWindows_3.3GA.pdf*
11. Click Next.

The Cisco Database Configuration screen displays (Figure 5).

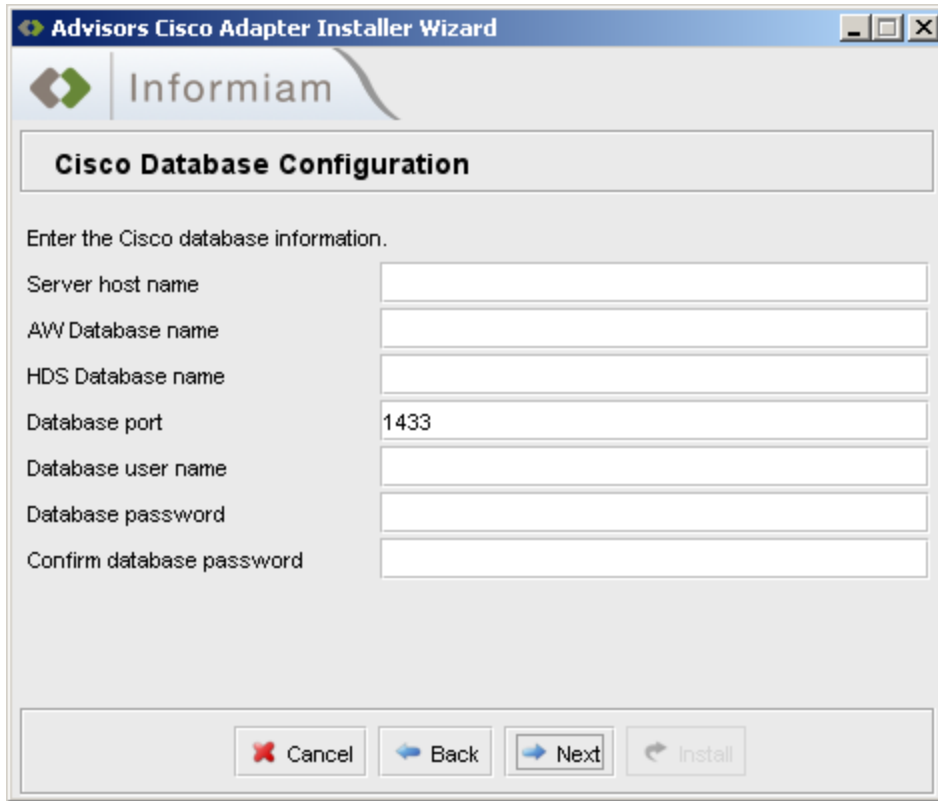


Figure 5: FA Database Configuration

12. Type the host name or IP address of the machine where the Cisco ICM databases are installed.
13. Type the database names.
14. Type the user name and password of a user that will be used by the adapter to access the Cisco ICM databases.
15. Click Next.

The Cisco Adapter Database Configuration screen displays (Figure 7).

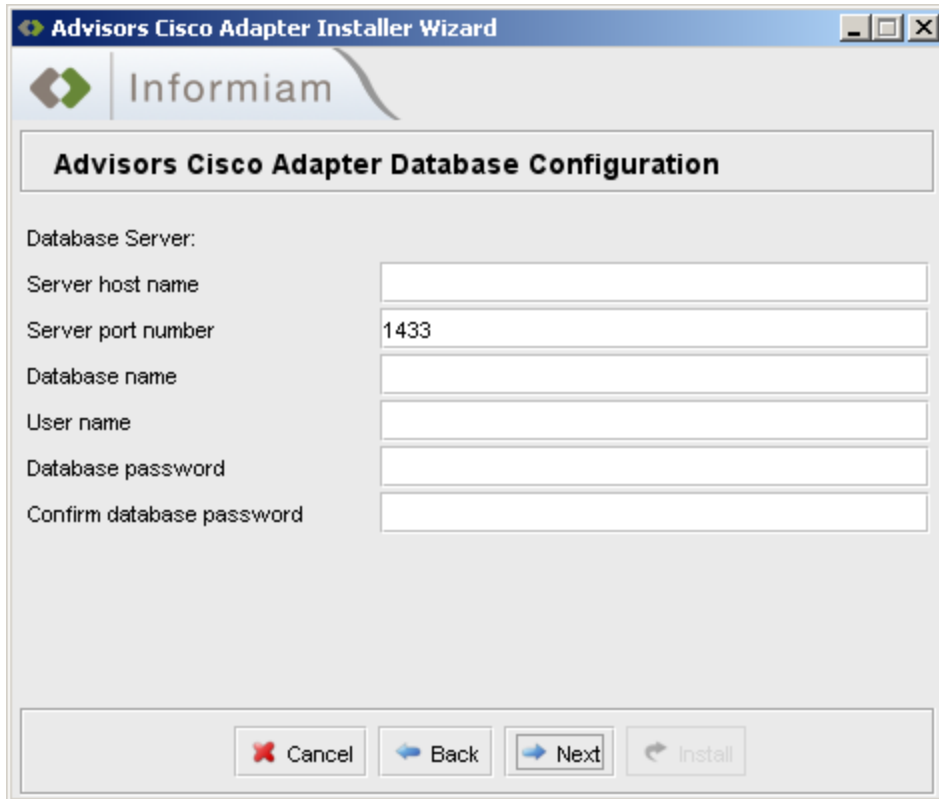


Figure 7: Cisco Adapter Database Configuration

16. Type the host name or IP address of the machine where the Cisco Adapter Configuration Database is installed.
17. Type the port number.
18. Type database name.
19. Type the user name and password for the user that will be used by the adapter to access the Cisco Adapter configuration database. This should match the user specified when the database was created in section “Installing the Cisco Adapter Configuration Database”.
20. Click Next.
The Installation Progress screen displays (Figure 12).

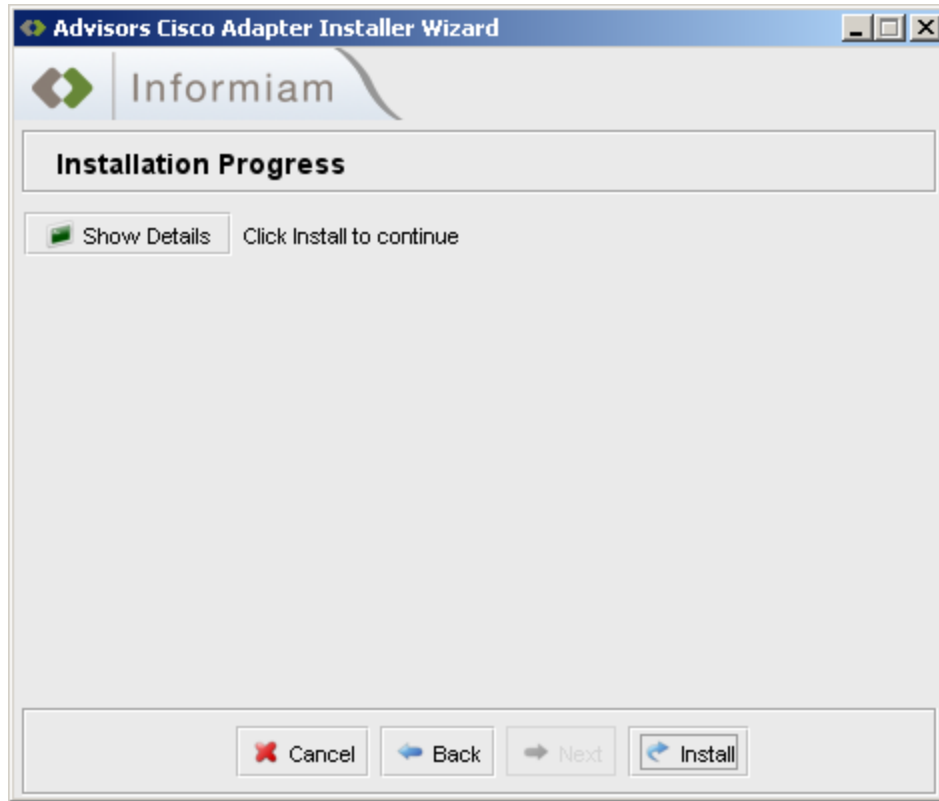


Figure 6: Installation Progress

21. Click Show Details then Install and verify that there are no errors during installation.

Appendix A. Automated Installation Options

In addition to installing Cisco Adapter using the graphical installer (“normal mode”), there are two additional installations modes which permit some degree of automation: “semi-silent” and “silent”. Details of the installation modes, as well as instructions on their use and their limitations, can be found in the *Advisors_Platform_InstallationGuide_3.3.000GA.pdf*. The command for invoking the installer in silent mode is

```
java -jar cc-installer-<version #>.jar swing-auto
```