

FAA San Diego Call Center

CVP Components Setup Documentation

> Prepared For: FAA San Diego

> > Prepared By: AT&T

Version 1.1 September 6, 2008



Table of Contents

TABLE OF CONTENTSI
EXECUTIVE SUMMARY
REQUIREMENTS (CALL SERVER)
INSTALLING CVP (CALL SERVER)
REQUIREMENTS (VXML SERVER)
INSTALLING CVP (VXML SERVER)12
REQUIREMENTS (REPORTING SERVER)
INSTALLING CVP (REPORTING SERVER)
REQUIREMENTS (OPERATIONS SERVER)
INSTALLING CVP (OPERATIONS SERVER)



Executive Summary

The purpose of this document is to provide a guideline to the setup of the CVP applications required for this deployment of the Cisco IPCC environment. This guide will address the areas of setup based on best practices provided from Cisco Systems additionally any modifications required for equipment deployment into the FAA SAN **DIEGO** environment.

With any software, you may have revisions of the software that may affect this guide. Please contact AT&T if this happens, and this document will be updated to reflect these changes.

It is also suggested to contact Cisco or log on to www.cisco.com and find the latest versions of the software.

This guide has been designed to be usable by both an experienced IT engineer and one with less experience in the area of software setup. This document was designed to help the engineer through the many choices offered during setup to achieve a designated configuration for Cisco IPCC environment with the CVP software.



Requirements (Call Server)

The CVP software has many components and will not reside on just one server. This section of the document deals with the Call Server component.

Supported Third Party Software

Type	Product
Remote Administration:	Symantec pcAnywhere 11.5 RealVNC 4.1.2 Windows Terminal Services (server administration only – no Application GUI access)
Virus protection:	McAfee VirusScan Enterprise 8.5i Symantec AntiVirus Corporate Edition 10.1.5 Trend ServerProtect for Microsoft Windows/Novell NetWare 5.58
Web browser:	Microsoft Internet Explorer 6.0 SP 2 and 7.0 FireFox 2.0x
Optional:	WinZIP Adobe Acrobat Reader

Unified CVP Call Server

Category	Requirements	
Cisco Media Convergence Servers (MCS)	MCS-7845-H2-CCE1 MCS-7845-I2-CCE1 Note: The MCS hardware is an option. Equivalent or faster servers from HP, IBM, and Dell are also supported.	
Minimum Required Hardware	2 x 3.4GHz or greater Intel "Xeon" class processors 4096+ MB RAM 73+ GB usable disk space Internal DVD-ROM drive 1 x 100/1000 Ethernet ports	
Operating System	Microsoft Windows 2003 Server with SP 2 or R2 (32-bit) Note: To apply the latest Operating System Service Upgrade Release, go to Microsoft's upgrade web site.	
Additional Items	Unified CVP Call Server machines requires Simple Network Management Protocol and WMI Windows Installer Provider be installed.	

August 15, 2008 • Version 1.0

Requirements (Call Server) • 3



Category	Requirements	
Operating System	Microsoft Windows 2003 Server with SP 2 or R2 (32-bit)	
	Note: To apply the latest Operating System Service Upgrade Release, go to the Microsoft upgrade web site.	
	AIX version 5.3	
Additional Supported Items [Microsoft Windows]	IBM: WebSphere Application Server 6.1 (32-bit version) IBM Java Runtime Environment 1.5	
Additional Supported Items [AIX]	IBM: WebSphere Application Server 6.1 (32-bit version) IBM Java Runtime Environment 1.5	
	Unified CVP VXML Server machines require SNMP (Simple Network Management Protocol).	
Restriction	Although supported third-party virus scan software can be enabled on the VXML Server, full fixed disk virus scans should take place either offline while calls have been diverted to a different system (preferred), or during a period of low call volume. Do not run a full fixed disk scan while the VXML Server is under load.	
Additional Items	On Windows platforms, VXML Servers requires Simple Network Management Protocol and WMI Windows Installer Provider be installed.	

Hardware and Software Specification for Cisco Unified Customer Voice Portal Release 7.0(1), 7.0(2)



Installing CVP (Call Server)

1. Once the server is ready, step through the following screens during the installation process. We will provide additional details below the screen prints.



a. Please note the release number, then press Next.



a. Read the details, then press Next.

August 15, 2008 • Version 1.0

This document and the information it contains is for FAA San Diego's use only and is not for resale and/or revenue generation purposes to third parties.





a. Review, Select Accept, and press Next.

	To inst	tall to this folder, click Ne co\CVP	ext. To install to a different folder,	click Change.
ahahi				
CISCO				
Customer Voice Portal				

a. Select the path for the application; otherwise, use the default. Then press <u>N</u>ext.





a. Select only the Core Software package for this installation.

Core Software Settings	
	-Call Server-
	Enable Call Server Note: Not selecting the above will still install the Call Server but the "Cisco CVP Call Server" window service will remain disabled. In most cases you will want the Call Server enabled (default). If you know that this machine will not be used as a Call Server (e.g. standalone Operations Console Server), then you should disable the Call Server. If you are not sure, then just accept the default.
alate	H323 Service
CISCO	Autostart Unified CVP Voice Browser at system startup
	✓ No system report of endi
Unified CVP Cisco Unified	Note: Not selecting the above will still install the H323 Services, but the "Cisco CVP Voice Browser windows service will remain disabled. If you know that you will not be using the H323 Services including the United CVP VoiceBrowser, then you can unselect the above. If you are not sure, the just accept the defaults.
Voice Portal	
	Enable Operations Console Server
	Note: Not selecting the above will still install the Operations Console Server but the "Cisco CVP OpsConsoleServer" windows service will temain disabled. Cisco does not recommend enabling more than one Operations Console Server in your network. Using more than one Operations Console Server to configure a machine may result in data corruption. If you are not sure, then just accept the default.
InstallShield	< Back Next> Cancel

- a. Select "Enable the Call Server."
- b. Select "Enable Autostart Unified CVP Voice Browser."
- c. Select "No system reboot on error."
- d. Select "Display Unified CVP Voice Browser process."
- e. Select Next.

August 15, 2008 • Version 1.0

Installing CVP (Call Server) • 7

This document and the information it contains is for FAA San Diego's use only and is not for resale and/or revenue generation purposes to third parties.





a. Select "Disable Support Tools," then press Next.

teady to Install the Program The wizard is ready to begin ins	n stallation.
Unified Cusco Unified Cusco Portal	You have selected the following packages for installation: -Core Software Click Install to begin the installation. If you want to review or change any of your installation settings, click Back. Click Cancel to exit the wizard.

a. Review selections, then select <u>Install</u>.





a. DO NOT Apply Security Hardening option. Select NO.

Unified Cype Cisco Unified Customer Voice Portal	Setup Completed Succesfully The InstallShield Wizard has successfully installed Cisco Unified Customer Voice Portal (CVP) 4.0.1. Before you can use the program, you must restart your computer. Yes, I want to restart my computer now No, I will restart my computer later. Remove any disks from their drives, and then click Finish to complete setup.
--	---

- a. Select Yes to reboot, then select Finish.
- b. After reboot, review all settings on server.



Requirements (VXML Server)

The CVP software has many components and will not reside on just one server. This section of the document deals with the VXML Server component.

Supported Third Party Software

Type	Product
Remote Administration:	Symantec pcAnywhere 11.5 RealVNC 4.1.2 Windows Terminal Services (server administration only – no Application GUI access)
Virus protection:	McAfee VirusScan Enterprise 8.5i Symantec AntiVirus Corporate Edition 10.1.5 Trend ServerProtect for Microsoft Windows/Novell NetWare 5.58
Web browser:	Microsoft Internet Explorer 6.0 SP 2 and 7.0 FireFox 2.0x
Optional:	WinZIP Adobe Acrobat Reader

Unified CVP VXML Server

Category	Requirements
Cisco Media Convergence Servers (MCS)	MCS-7845-H2-CCE1 MCS-7845-I2-CCE1 Note: The MCS hardware is an option. Equivalent or faster servers from HP, IBM, and Dell are also supported.
Minimum Required Hardware [Microsoft Windows]	2 x 3.4GHz or greater Intel "Xeon" class processors 4096+ MB RAM 73+ GB usable disk space Internal DVD-ROM drive 1 x 120/1000 Ethernet ports
Minimum Required Hardware [AIX]	 p5-52A 4-way 1.5GHz SMP Server 4GB Memory 2 x 73.4GB Internal UltraSCSI Disks 1 Graphics Adapter GXT135P 1 Integrated Dual-Port 10/100/1000 Ethernet 2 64-bit Gigabit Fiber Channel Adapters 4.7GB DVD-RAM Drive, Redundant Power Supplies, Cables, Rack Mount Kit and Bezel

Requirements (VXML Server) • 10



Category	Requirements
Operating System	Microsoft Windows 2003 Server with SP 2 or R2 (32-bit)
	Note: To apply the latest Operating System Service Upgrade Release, go to the Microsoft upgrade web site. or
	AIX version 5.3
Additional Supported Items [Microsoft Windows]	IBM: WebSphere Application Server 6.1 (32-bit version) IBM Java Runtime Environment 1.5
Additional Supported Items	IBM: WebSphere Application Server 6.1 (32-bit version) IBM Java Runtime Environment 1.5
	Unified CVP VXML Server machines require SNMP (Simple Network Management Protocol).
Restriction	Although supported third-party virus scan software can be enabled on the VXML Server, full fixed disk virus scans should take place either offline while calls have been diverted to a different system (preferred), or during a period of low call volume. Do not run a full fixed disk scan while the VXML Server is under load.
Additional Items	On Windows platforms, VXML Servers requires Simple Network Management Protocol and WMI Windows Installer Provider be installed.

Hardware and Software Specification for Cisco Unified Customer Voice Portal Release 7.0(1), 7.0(2)



Installing CVP (VXML Server)

- 1. Once the servers are ready, step through the following screens for the installation process. We will provide additional details below the screen prints.
- 2. **STOP** IBM WebSphere must be installed in the system prior to installing this application.

ahaha cisco	Welcome to the installation of the Cisco Unified Customer Voice Portal (CVP), Release 4.0.1.482.
Unified CVP	The InstallShield Wizard will install Cisco United Customer Voice Portal (CVP) on your compute is strongly recommended that you exit all Windows programs before running this Setup program To continue, click Next.
Cisco Unified Customer Voice Portal	

a. Note the release number, then press <u>N</u>ext.

	Listed below are the copyrights for products used by Unified CVP.	
	The Cisco Unified Customer Voice Portal Software License, Release 4.0(1) Copyright [c] 2005 Cisco Systems. Inc. All rights reserved.	-
ada da	Apache Software including FTP server, HTTP client, Log4i, Derby, Jakarka Regexp and xer	се
CISCO	Copyright © 1999-2005, The Apache Software Foundation Licensed under the Apache License, Version 2.0.	
	Castor Convight 1999-2004 (C) Intalio Inc. and others. All Bights Beserved	
		•
Cisco Unified Customer	4	•
Voice Portal		
setellCidadd	CBack Nexts Car	ncel

August 15, 2008 • Version 1.0

4.

Installing CVP (VXML Server) • 12

This document and the information it contains is for FAA San Diego's use only and is not for resale and/or revenue generation purposes to third parties.



a. Please read the details, then press <u>N</u>ext.



a. Review, Select Accept, and press Next.

Choose Destination Location Select folder where setup will install files.		
Unified Customer Voice Portal	To install to this folder, click Next. To install to a different folder, click C/\Cisco/LCVP	<u>C</u> hange
InstallShield	< Back	Cancel

a. Select the path for the application; otherwise, use the default. Then press <u>N</u>ext.





a. Select the VXML Server Component to Install.

X.509 Certificate			
Enter the information that you	would like to be included in the certificate		
	Common Name:	HQUCCVAPP02	
	Organization or Company Name:	AAFES	
cisco	Organizational Unit or Department:	Т	
	Locality or City:	DALLAS	
	State or Province:	ТХ	
Customer Voice Portal	Country Name (2 letter code):	us	
	Email address:	l.	

- a. Enter the Common Name.
- b. Enter the Organization.
- c. Enter the Department.
- d. Enter the City.
- e. Enter the State.



- f. Enter the Country.
- g. Enter the E-mail address of a contact.



a. Select "Disable Support Tools," then <u>N</u>ext.

Setup Status	
	The InstallShield Wizard is installing Cisco Unified Customer Voice Portal (CVP) 4.0.1.
	Installing Security Hardening
Apply Security Hardenin	ig
This server does	is not have Cisco Unified CVP security hardening applied. Do you want to secure this server? (Pleas
example: Media	Servers, ASR/TTS Servers.)
	Yes No
customer	
Voice Portal	
Customer Voice Portal	
Customer Voice Portal	
Voice Portal	
Voice Portal	

a. DO NOT Apply Security Hardening option. Select NO.





a. Prior to this installation, WebSphere from IBM must be installed.

riculay to matali are i rogic	am
The wizard is ready to begin in	nstallation.
Unified Cisco Unified Cisco Unified Customer Voice Portal	You have selected the following packages for installation: -VXMLServer Click Install to begin the installation. If you want to review or change any of your installation settings, click Back. Click Cancel to exit the witzard

a. Review selections, then select <u>Install</u>.





- a. Select Yes to reboot, then select Finish.
- b. After reboot, review settings on server.



Requirements (Reporting Server)

The CVP software has many components and will not reside on just one server. This section of the document deals with the Reporting Server component.

Supported Third Party Software

Type	Product		
Remote Administration:	Symantec pcAnywhere 11.5 RealVNC 4.1.2 Windows Terminal Services (server administration only – no Application GUI access)		
Virus protection:	McAfee VirusScan Enterprise 8.5i Symantec AntiVirus Corporate Edition 10.1.5 Trend ServerProtect for Microsoft Windows/Novell NetWare 5.58		
Web browser:	Microsoft Internet Explorer 6.0 SP 2 and 7.0 FireFox 2.0x		
Optional:	WinZIP Adobe Acrobat Reader		



Category	Requirements
Cisco Media Convergence	MCS-7845-H2-CCE1 MCS-7845-I2-CCE1
Servers (MCS)	Note: The MCS hardware is an option. Equivalent or faster servers from HP, IBM, and Dell are also supported.
Minimum Required Hardware (Lab System Only)	2 x 3.4GHz or greater Intel "Xeon" class processors 4096+ MB RAM 200+GB usable disk space Internal DVD-ROM drive 1 x 100/1000 Ethernet ports
Medium-Size Database (50GB) Hardware	MCS 7845-H1 or MCS 7845-I1 machine Two Xeon CPU (3.4 GHz) 4 GB PC2-3200 400 MHz DDR2 RAM Two 72.8 GB 15K Ultra320 SCSI Disks, RAID level 1 for C:\ drive Four 146.8 GB 15K SCSI disks, RAID level 10, for E:\ drive or MCS 7845-H2 or MCS 7845-I2 machine Two Intel Xeon Dual-core 2.33 GHz CPU 4 GB PC2-5300 667 MHz DDR2 RAM Two 72 GB SAS disks, RAID level 1 for C:\ drive Four 146 GB SAS disks, RAID level 10, for E:\ drive or A machine equivalent or better than a 7845-H1. It must have 2+ CPU (Xeon 3.4 GHz or better), 4+ GB 400MHz DDR2 RAM or better. And two 72+ GB disks with Raid 1 (mirroring) for C:\ drive. Four 146 GB disks with Raid 10 (both mirroring and stripping) for E:\ drive. The minimum free disk space requirement for a medium-size (50GB) database is 250GB.
Large-Size Database (100GB) Hardware	MCS 7845-H2 or MCS 7845-I2 machine Two Intel Xeon Dual-core 2.33 GHz CPU 4 GB PC2-5300 667 MHz DDR2 RAM Two 72 GB SAS disks, RAID level 1 for C:\ drive Six 146 GB SAS disks, RAID level 10, for E:\ drive or A machine equivalent or better than a 7845-H2. It must have 2+ CPU (Xeon Dual-core 2.33 GHz or better), 4+ GB PC2-5300 667 MHz DDR2 RAM or better. And two 72+ GB disks with raid 1 (mirroring) for C:\ drive. Six 146 GB disks with Raid 10 (both mirroring and stripping) for E:\ drive. The minimum free disk space requirement for a large-size database (100GB) is 375GB.
Operating System	Microsoft Windows 2003 Server with SP 2 or R2 (32-bit)
Database	Informix 10.00.TC5W4
Additional Items	Unified CVP Reporting Server machines requires Simple Network Management Protocol and WMI Windows Installer Provider be installed.

Unified CVP Reporting Server (Optional)

August 15, 2008 • Version 1.0

Requirements (Reporting Server) • 19

This document and the information it contains is for FAA San Diego's use only and is not for resale and/or revenue generation purposes to third parties.



Category	Requirements
Operating System	Microsoft Windows 2003 Server with SP 2 or R2 (32-bit)
	Note: To apply the latest Operating System Service Upgrade Release, go to the Microsoft upgrade web site. or
	AIX version 5.3
Additional Supported Items [Microsoft Windows]	IBM: WebSphere Application Server 6.1 (32-bit version) IBM Java Runtime Environment 1.5
Additional Supported Items	IBM: WebSphere Application Server 6.1 (32-bit version) IBM Java Runtime Environment 1.5
	Unified CVP VXML Server machines require SNMP (Simple Network Management Protocol).
Restriction	Although supported third-party virus scan software can be enabled on the VXML Server, full fixed disk virus scans should take place either offline while calls have been diverted to a different system (preferred), or during a period of low call volume. Do not run a full fixed disk scan while the VXML Server is under load.
Additional Items	On Windows platforms, VXML Servers requires Simple Network Management Protocol and WMI Windows Installer Provider be installed.

Hardware and Software Specification for Cisco Unified Customer Voice Portal Release 7.0(1), 7.0(2)



Installing CVP (Reporting Server)

- 1. Prior to install, review the requirements. A RAID 10 should be created in the system for the logical drives. (4 6 8 physical drives are needed.)
- 2. Once the servers are ready, you will step through the following screens during the installation process. We will provide additional details below the screen prints.

Unified Cisco Unified Customer Voice Portal	Welcome to the installation of the Cisco Unified Customer Voice Portal (CVP), Release 4.0.1.482. The InstallShield Wizard will install Cisco Unified Customer Voice Portal (CVP) on your computer, is strongly recommended that you exit all Windows programs before running this Setup program. To continue, click Next.
--	---

- 3.
- a. Note the release number, then press <u>N</u>ext.





b. Read the details, then press <u>N</u>ext.

Unified Cusco Vacione Portal	Cisco Unified Customer Voice Portal (CVP) 4.0(1) SOFTWARE LICENSE By accessing and/or utilizing the functionality afforded by the Cisco Unified Customer Voice Portal software ("CVP"), you, individually or your business entity ("you"): (i) acknowledge the applicability to CVP of the terms and conditions of the Cisco Systems, Inc. Software License Agreement, which you previously accepted, and (ii) reaffirm your acceptance of such terms and conditions to your use of Unified CVP. Apache Software Permissions For the use of Apache tomcat, FTP server, HTTP client, Log4j, and Derby 10.1.1, etc. Copyight 2006 Cisco Systems, Inc. Licensed under the Apache License, Version 2.0 (the "License"); you may not use this file except in compliance with the License. You may obtain a copy of the License JLICENSE-2.0 Understreament of the license agreed to in writing, software Trademented by applicable law or agreed to in writing, software Trademented by applicable law or agreed to in writing. Software Trademented
------------------------------------	---

c. Review, Select Accept, and press <u>N</u>ext.





a. Select the path for the application; otherwise, use the default. Then press $\underline{N}\text{ext.}$

	Select the packages setup will install.	
Unified CVE Cisco Unified Customer Visice Bend	Core Software VXMLSsurver VXMLSudo Peporting Benote Operations System Media Files English Media	Description Server that provides historic reporting to a call center. It receives reporting data from one or more Call Servers an VoiceXML servers, and store that data in an Informix database. This server contains: Informix, reporting subsystem. Operations and Resource Module (ORM). Support Tools Node Adapte (STNA) and Support Tools Protocol Adapter (STPA).
TOROTOTAL	R	
	281.08 MB of space required on the C drive 65198 90 MB of space available on the C drive	

d. Select the Reporting Server Package to Install.

Installing CVP (Reporting Server) • 23



X.509 Certificate			
Enter the information that yo	ou would like to be included in the certificate		
-			
	Common Name:		
	Organization or Company Name:		
ululu cisco	Organizational Unit or Department:	τ	
	Locality or City:	-	
Cisco Unified	State or Province:		
Customer Voice Portal	Country Name (2 letter code):	US	
	Email address:	ũ,	
InstallChiefd	< Back	Nevts	Cano

- e. Enter the Common Name.
- f. Enter the Organization.
- g. Enter the Department.
- h. Enter the City.
- i. Enter the State.
- j. Enter the Country.
- k. Enter the E-mail address of a contact.





I. Select "Disable Support Tools," then press <u>N</u>ext.

	Installing Security Hardening	
Voice Po	Yes No	

m. DO NOT Apply Security Hardening option. Select NO.





n. Choose the logical drive for the Database. Prior to this point, you should have already set up the RAID controller to run as a RAID 10 for redundancy (See Requirements). Select Data Drive, then press <u>N</u>ext.

Database size selection		
Please select the desired datab on the drive you selected in the	ase size. Based on the amount of free disk space available previous screen, some choices may not be available.	
on the dive you selected in the	promoto sereori, come enorece may not be available.	
💿 Small	Requires a minimum or 104 or ree disk space.	
	Requires a subject to at 2500 of the disk analog	
V Medium	rrequires a minimum of 2000 of nee disk space.	
InstallCodd	(Back Next)	Cancel

a. Review selections and choose based on the size of your storage, then press <u>N</u>ext.

1

Installing CVP (Reporting Server) • 26

This document and the information it contains is for FAA San Diego's use only and is not for resale and/or revenue generation purposes to third parties.

August 15, 2008 • Version 1.0



Reporting Password	
Enter the password to be used	for reporting users.
Unified Cisco Unified Cuscomer Voice Portal	The reporting package creates new system users in order to operate correctly. These users (informix, cvp_dbadmin, cvp_dbuse) require a password Please enter the password below. You will need this password to complete the installation. Password must meet ALL the following criteria: 1. Must only contain struck ASCII characters from the following list(s): a. Lovercase letters (ABCDEFGHUKLMNOPQRSTUVWX/Z) b. Uppercase letters (ABCDEFGHUKLMNOPQRSTUVWX/Z) c. Digit (D124365789) d. Special characters (IV*#\$\$_()*/.:<=> ?@(\f'(0~)) 2. Password length must be at least 8 characters and no more than 80 characters. 3. Password length must be at least 8 characters and no more than 80 characters. 3. Password length must be at least 8 characters and no more than 80 characters. Password Password length must be at least 8 characters and no more than 80 characters. Password length must be at least 8 characters and no more than 80 characters. Password length must be at least 8 characters and no more than 80 characters. Password length must be less than or equal to maximum password length (specified/enforced by computer's security policy). Password (for verification):
InetellCloud	Neuts

a. Choose a password, then press <u>N</u>ext.

Cisco	o Uni	fied Customer Voice Portal (CVP) 4.0.1 - InstallShield Wizard	×
Q	Ų	Done with the automated portion of the Informix installation. Don't forget the 2 scripts to be run manually. Th in CVP_HOME\bin. Relogin as user Informix and run the script: ReportingRunAsInformix.bat. Then relogin as a cvp_dbadmin and run the script ReportingRunAsCVP_DBAdmin.bat	iey are Jser
		CK	

- At the end of the automated install, after you press OK, you will be presented with a manual task of running two scripts for the Reporting Server.
 - i. Log Out, then Log In as user Informix (with Password created)
 - ii. Go to CVP_Home\bin
 - iii. Run script: ReportingRunAsInformix.bat
 - iv. Log Out, then Log In as user cvp_dbadmin
 - v. Go to CVP_Home\bin
 - vi. Run script: ReportingRunAsCVP_DBAdmin.bat

August 15, 2008 - Version 1.0

Installing CVP (Reporting Server) • 27





- a. Select Yes to reboot, then select Finish.
- b. After reboot, review settings on server.



Requirements (Operations Server)

The CVP software has many components and will not reside on just one server. This section of the document deals with the Operations Server component.

Supported Third Party Software

Type	Product
Remote Administration:	Symantec pcAnywhere 11.5 RealVNC 4.1.2 Windows Terminal Services (server administration only – no Application GUI access)
Virus protection:	McAfee VirusScan Enterprise 8.5i Symantec AntiVirus Corporate Edition 10.1.5 Trend ServerProtect for Microsoft Windows/Novell NetWare 5.58
Web browser:	Microsoft Internet Explorer 6.0 SP 2 and 7.0 FireFox 2.0x
Optional:	WinZIP Adobe Acrobat Reader

Unified CVP Operations Server

Category	Requirements
Cisco Media Convergence Servers (MCS)	MCS-7845-H1-3.0-CC1, MCS-7845-I1-CC1, MCS-7845-H2-3.0-CCE1, MCS-7845-I2-CCE1, MCS-7835-H2-CCE1, MCS-7835-H2-CCE1, MCS-7825-H2-CCE1 Note: The MCS hardware is an option. Equivalent or faster servers from HP, IBM, and Dell are also supported.
Minimum Required Hardware	3.4GHz or greater Intel "Xeon" class processors 2048+ MB RAM 18.2+ GB usable disk space Internal DVD-ROM drive 1 x 100/1000 Ethernet ports
Operating System	Microsoft Windows 2003 Server with SP 2 or R2 (32-bit) Note: To apply the latest Operating System Service Upgrade Release, go to the Microsoft upgrade web site.
Additional Items	Unified CVP Operations Server machines requires Simple Network Management Protocol and WMI Windows Installer Provider be installed.

Requirements (Operations Server) • 29



Category	Requirements
Operating System	Microsoft Windows 2003 Server with SP 2 or R2 (32-bit)
	Note: To apply the latest Operating System Service Upgrade Release, go to the Microsoft upgrade web site. or
	AIX version 5.3
Additional Supported Items [Microsoft Windows]	IBM: WebSphere Application Server 6.1 (32-bit version) IBM Java Runtime Environment 1.5
Additional Supported Items	IBM: WebSphere Application Server 6.1 (32-bit version) IBM Java Runtime Environment 1.5
	Unified CVP VXML Server machines require SNMP (Simple Network Management Protocol).
Restriction	Although supported third-party virus scan software can be enabled on the VXML Server, full fixed disk virus scans should take place either offline while calls have been diverted to a different system (preferred), or during a period of low call volume. Do not run a full fixed disk scan while the VXML Server is under load.
Additional Items	On Windows platforms, VXML Servers requires Simple Network Management Protocol and WMI Windows Installer Provider be installed.

Hardware and Software Specification for Cisco Unified Customer Voice Portal Release 7.0(1), 7.0(2)



Installing CVP (Operations Server)

1. Once the servers are ready, review the following screens during the installation process. We will provide additional details below the screen prints.



c. Note the release number, then press <u>N</u>ext.



d. Read the details, then press Next.

August 15, 2008 • Version 1.0

Installing CVP (Operations Server) • 31

This document and the information it contains is for FAA San Diego's use only and is not for resale and/or revenue generation purposes to third parties.





e. Review, Select Accept, and press Next.

Choose Destination Location Select folder where setup will install fi	8.	
Unified Cisco Unified Customer Voice Portal	To install to this folder, click Next To install to a different folder, click C:\Cisco\CVP	Change
InstallShield	< Back	Cance

a. Select the path for the application; otherwise, use the default. Then press <u>N</u>ext.

Installing CVP (Operations Server) • 32





f. Select only the Core Software package for this installation.

Core Software Settings	
	-Call Server-
	Enable Call Server Note: Not selecting the above will still install the Call Server but the "Cisco CVP Call Server" window service will remain disabled. In most cases you will want the Call Server enabled (default). If you know that this machine will not be used as a Call Server (e.g. standalone Operations Console Server), then you should disable the Call Server. If you are not sure, then just accept the default.
alualu	H323 Service
CISCO	Autostart Unitited LVP Voice Browser at system startup Voice Browser at system startup Voice Browser at system startup
	Display Unified CVP Voice Browser process window on the system display
	Note: Not selecting the above will still install the H323 Services, but the "Cisco CVP Voice Browser windows service will remain disabled. If you know that you will not be using the H323 Services including the Unitied CVP VoiceBrowser, then you can unselect the above. If you are not sure, the just accept the defaults.
Customer Voice Portal	- Operations Console Server-
	☑ Enable Operations Console Server
	Note: Not selecting the above will still install the Operations Concole Server but the "Cisco CVP OpsConcoleServer" windows service will remain disabled. Cisco does not recommend enabling more than one Operations Console Server in your network. Using more than one Operations Console Server to configure a machine may result in data corruption. If you are not sure, then just accept the default.
InstallShield	< Back Next > Cancel

- g. Select "No system reboot on error."
- h. Select "Enable Operations Console Server."
- i. Select Next.





j. Select "Disable Support Tools," then press Next.

OPSConsole Password Enter the password to be us	ed for the OPSConsole 'Administrator'	user:	
Unified Cisco Unified Cisco Unified	Passwords must meet ALL the f 1. Must only contain struck ASC a. Lowercase letters (abcdefg b. Uppercase letters (ABCDE) c. Upits (0122456789) d. Special characters (IV*#\$& 2. Minimum password length of 3. Maximum password length of 4. Meets the following password a. The password MUST cont * Lowercase letters (ABCDE * Uppercase letters (ABCDE * Digits (0123456789)	ollowing criteria: 11 characters from the following list(s): hijk/imnopgrstuwwyz) GRHJKLMNDPQRSTUWWYYZ) (*+,-/::<=?@(\j^_()) ()*,-/::<=?@(\j^_()) eight(8) characters. eighty(80) characters. 4 complexity: ain characters from at least three of the classes: aphikImnopgrstuwwyz) FGHUKLMNDPQRSTUWWYZ)	
Voice Portal	Password:	1011	
	Password (for verification):	uuu i	
L . HELL			

a. Enter and Confirm the Password, then press Next.





b. Review selections, then select <u>Install</u>.

	The InstallShield Wizard is installing Cisco Unified Customer Voice Portal (CVP) 4.0.1.
	Installing Security Hardening
	<u>Yes</u> No
Voice Portal	

c. **DO NOT** Apply Security Hardening option. Select **NO**.





- d. Select Yes to reboot, then select Finish.
- e. After reboot, review settings on server.

For additional help, please contact AT&T at 888-888-8888