



FAA San Diego Call Center

CVP Components Setup Documentation

**Prepared For:
FAA San Diego**

**Prepared By:
AT&T**

**Version 1.1
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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.



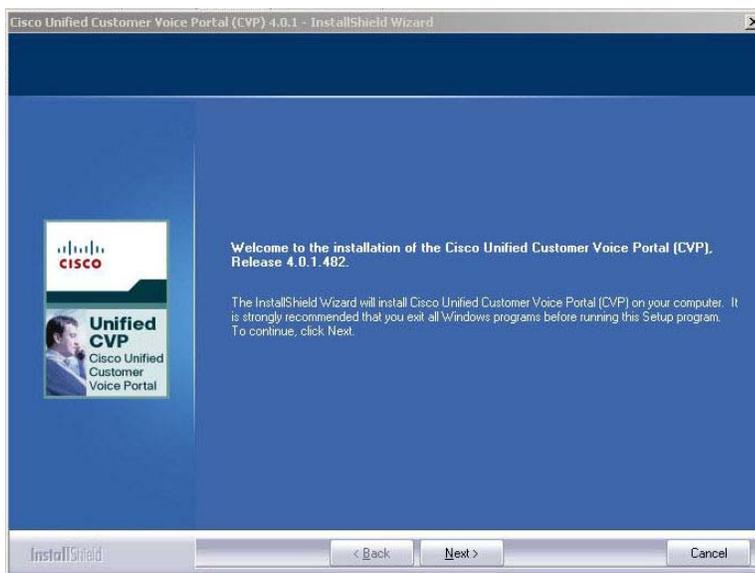
Hardware and Software Specification for Cisco Unified Customer Voice Portal Release 7.0(1), 7.0(2)

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 [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.



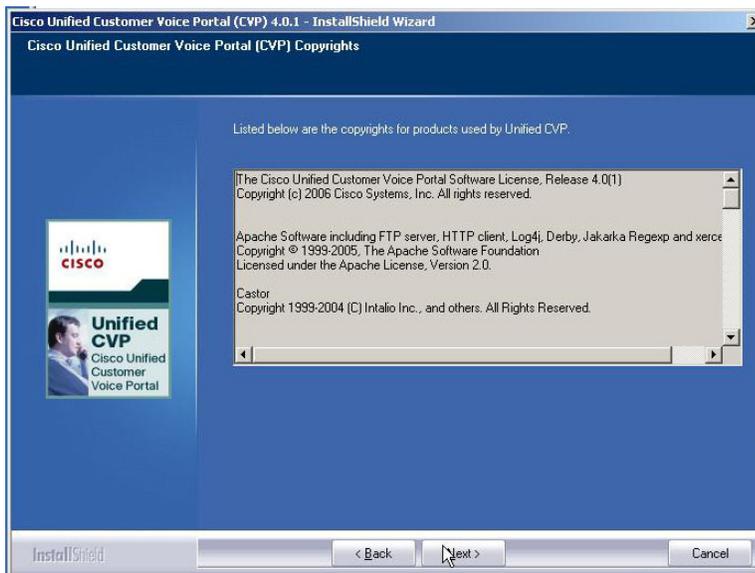
Installing CVP (Call Server)

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



2.

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



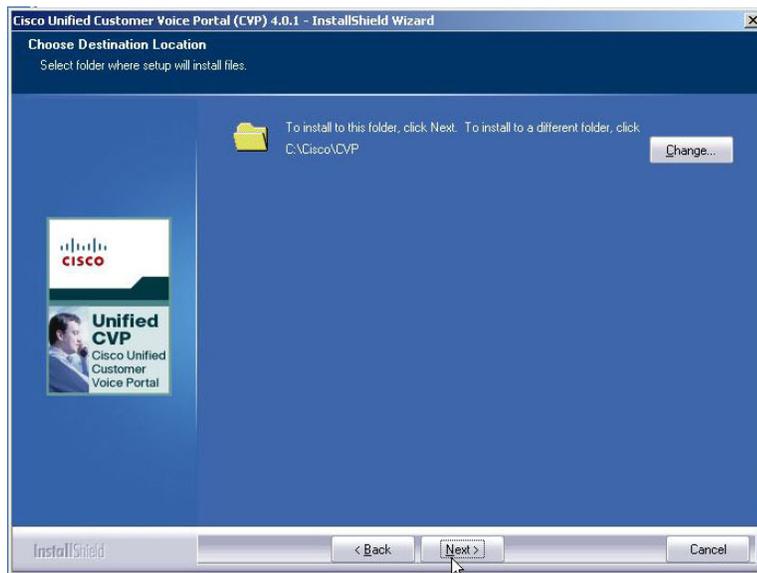
3.

- a. Read the details, then press Next.



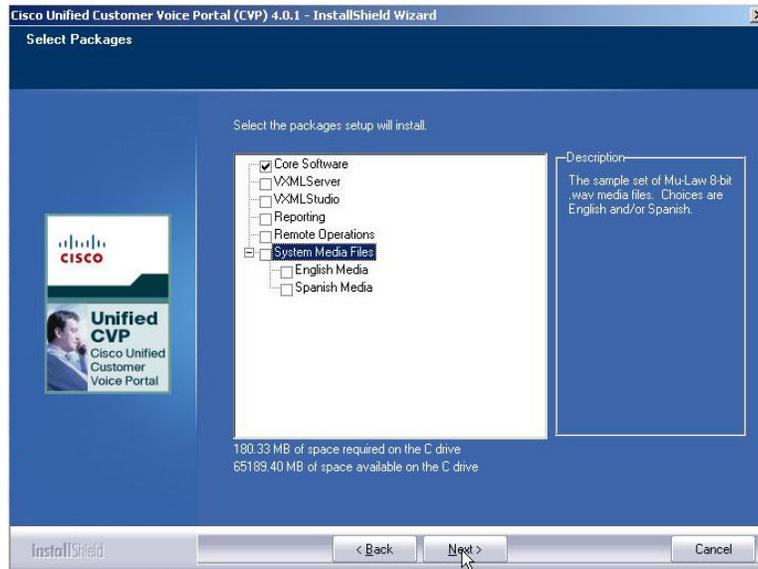
4.

a. Review, Select Accept, and press Next.



5.

a. Select the path for the application; otherwise, use the default. Then press Next.



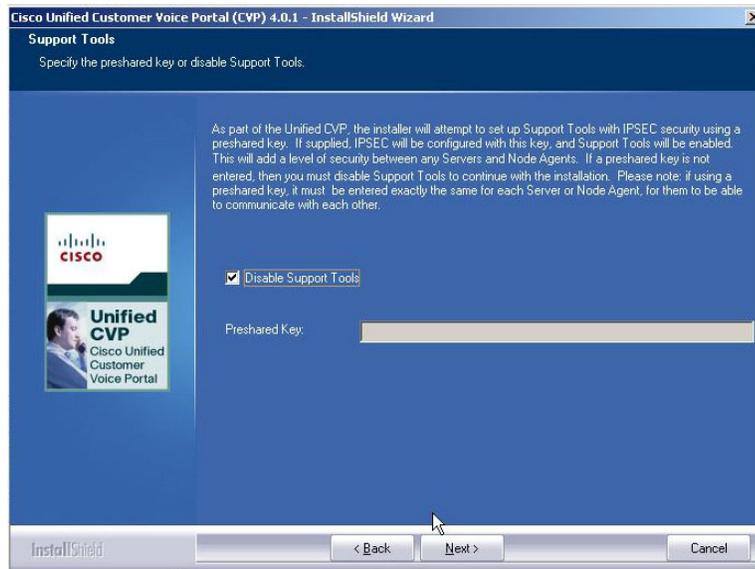
6.

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



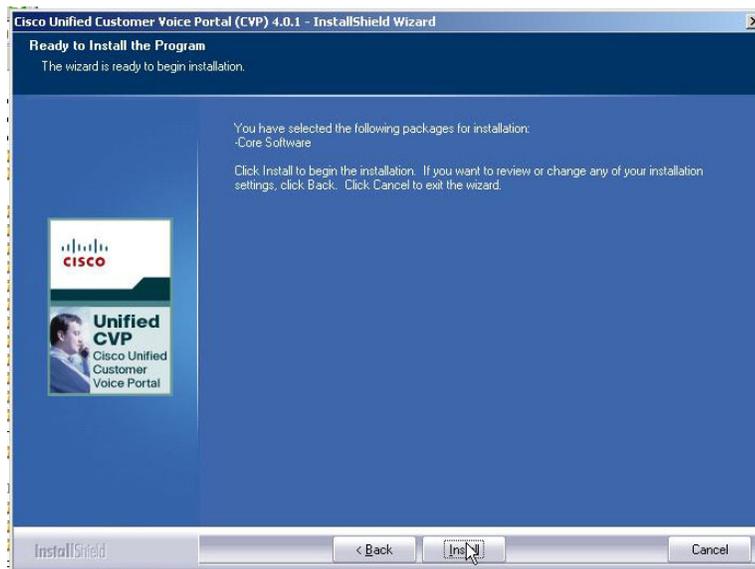
7.

- 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.



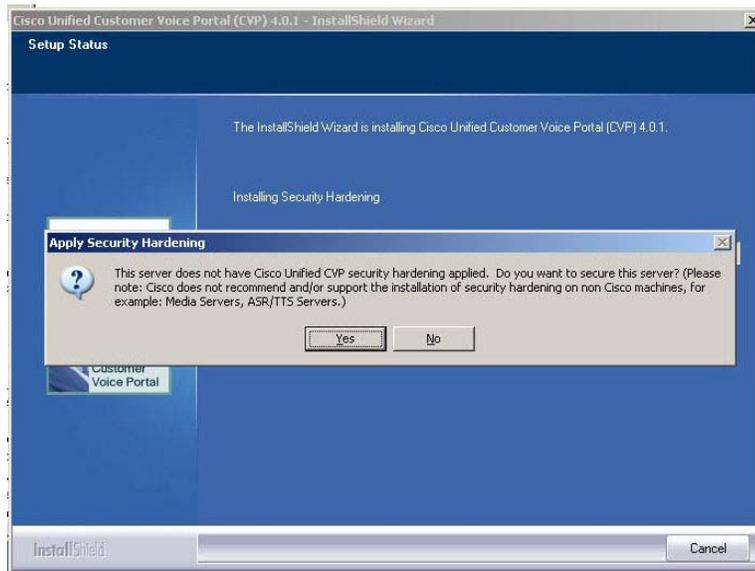
8.

a. Select “Disable Support Tools,” then press Next.



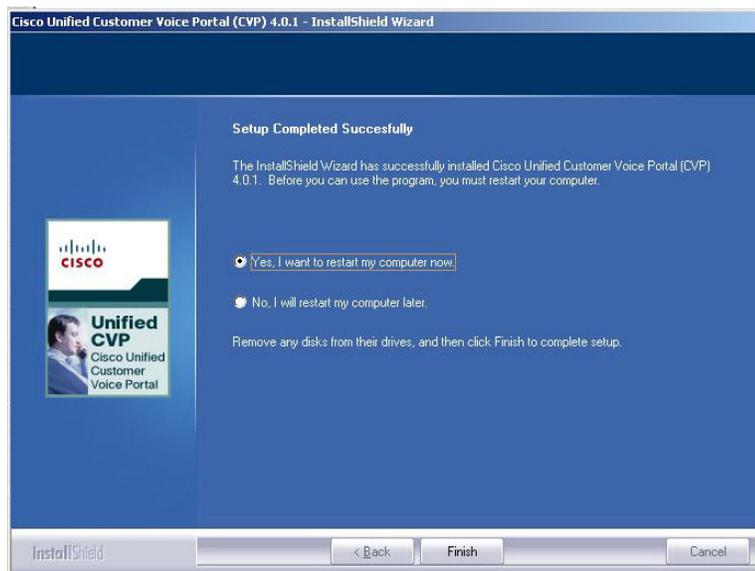
9.

a. Review selections, then select Install.



10.

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



11.

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 100/1000 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



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

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 [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.



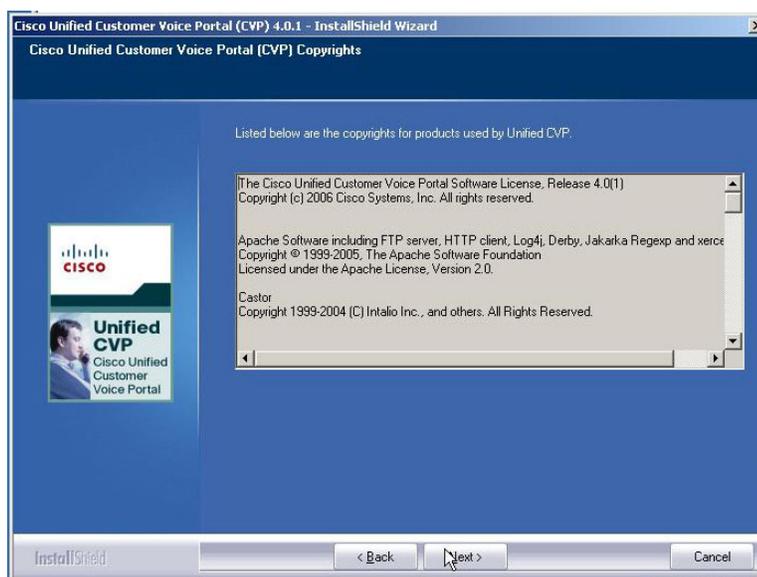
Installing CVP (VXML Server)

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.



3.

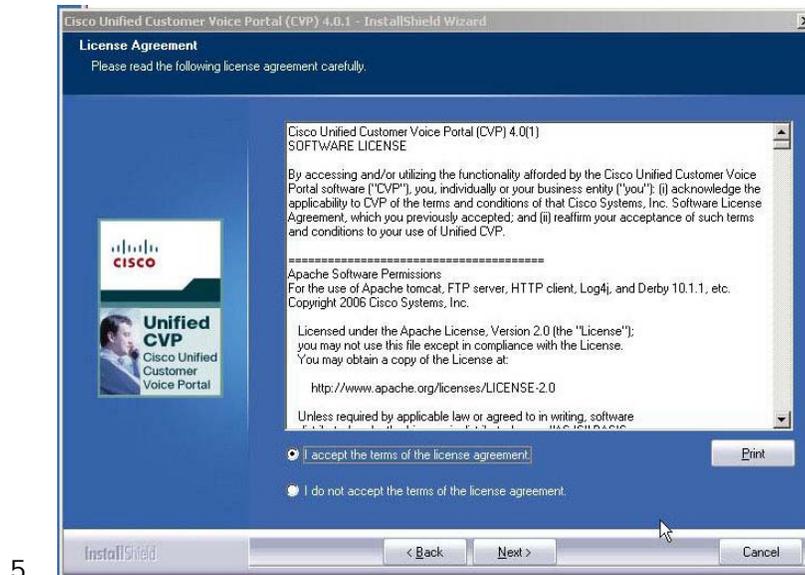
- a. Note the release number, then press Next.



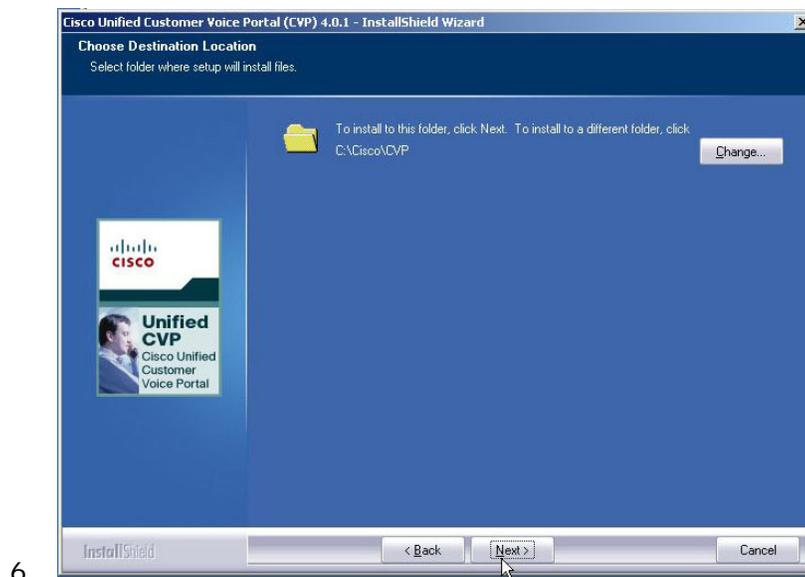
4.



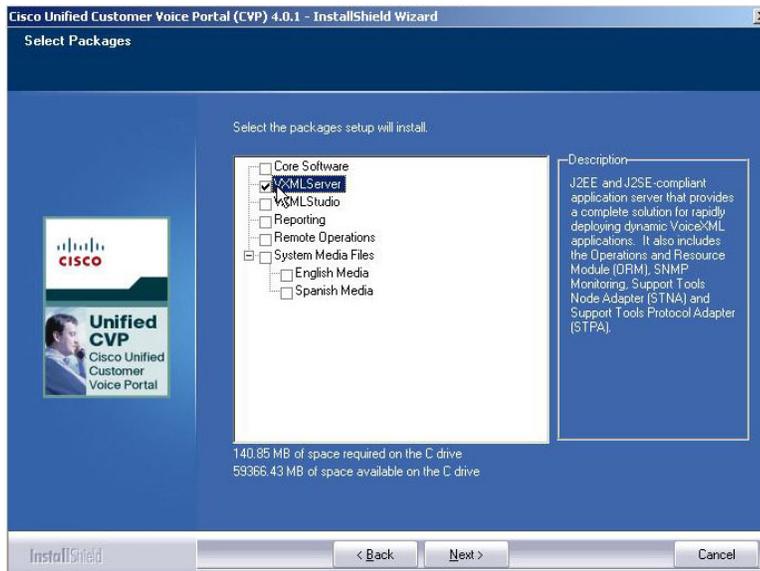
a. Please read the details, then press Next.



a. Review, Select Accept, and press Next.

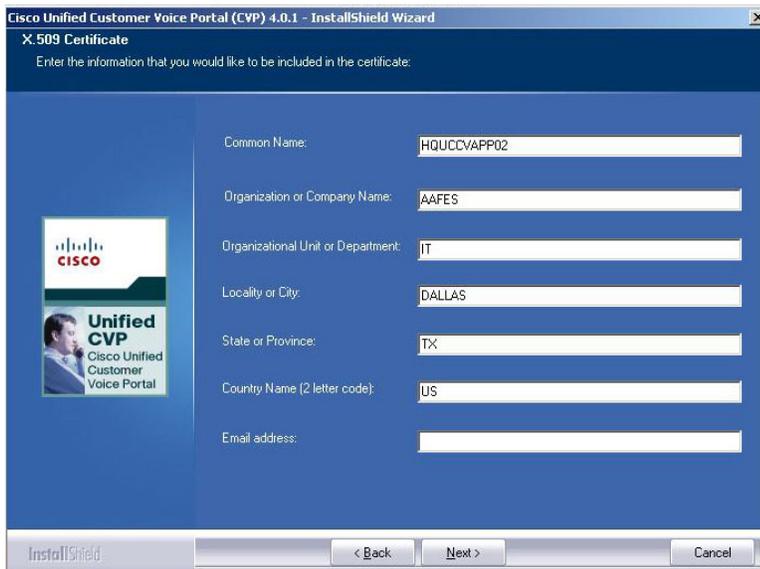


a. Select the path for the application; otherwise, use the default. Then press Next.



7.

a. Select the VXML Server Component to Install.



8.

a. Enter the Common Name.

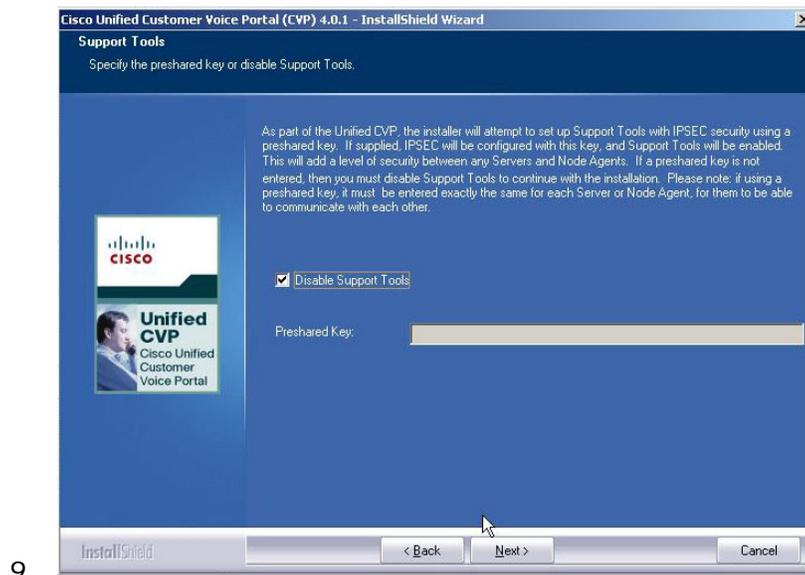
b. Enter the Organization.

c. Enter the Department.

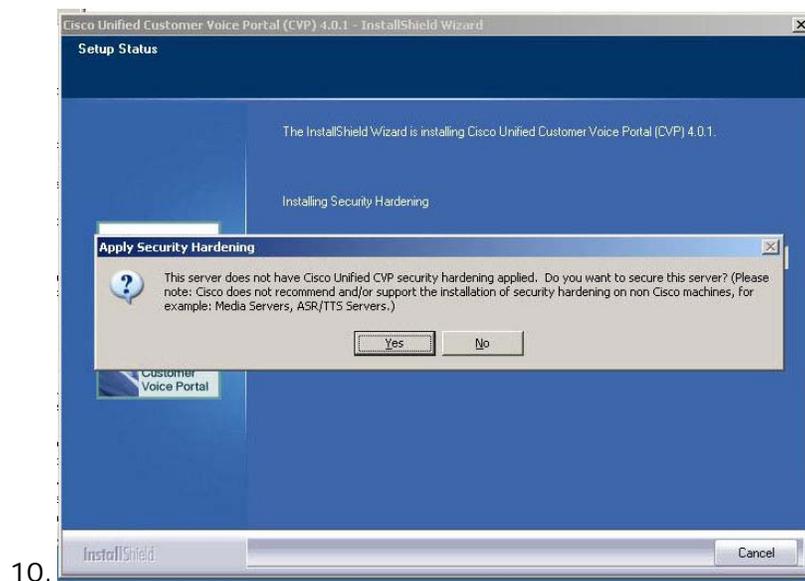
d. Enter the City.

e. Enter the State.

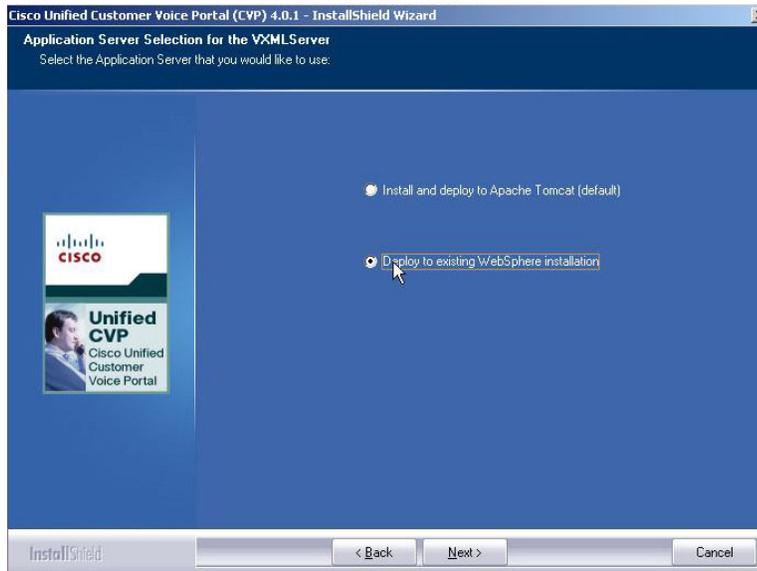
- f. Enter the Country.
- g. Enter the E-mail address of a contact.



- a. Select “**Disable Support Tools,**” then Next.

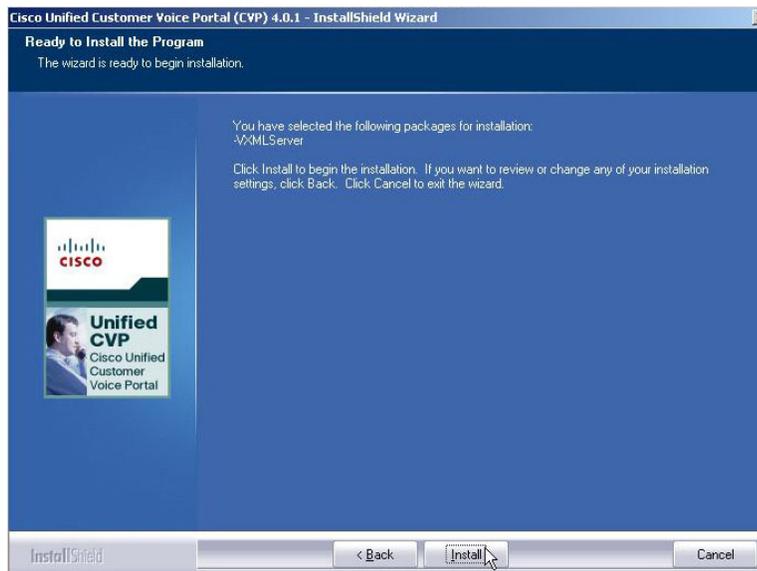


- a. **DO NOT** Apply Security Hardening option. Select **NO**.



11.

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



12.

- a. Review selections, then select Install.



13.

- 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



Unified CVP Reporting Server (Optional)

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 (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.



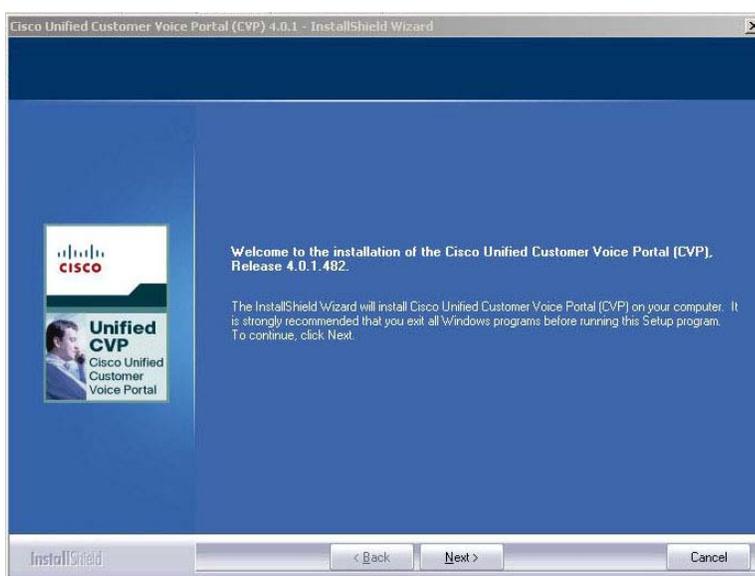
Hardware and Software Specification for Cisco Unified Customer Voice Portal Release 7.0(1), 7.0(2)

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 [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.

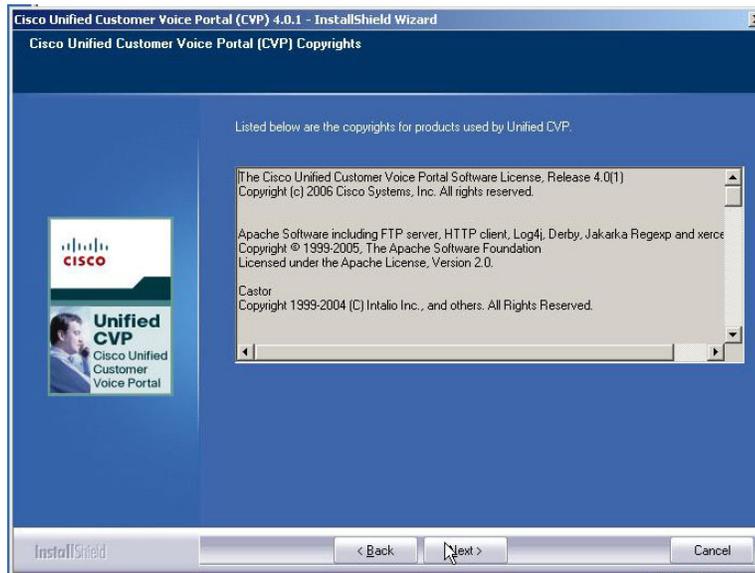


Installing CVP (Reporting Server)

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.

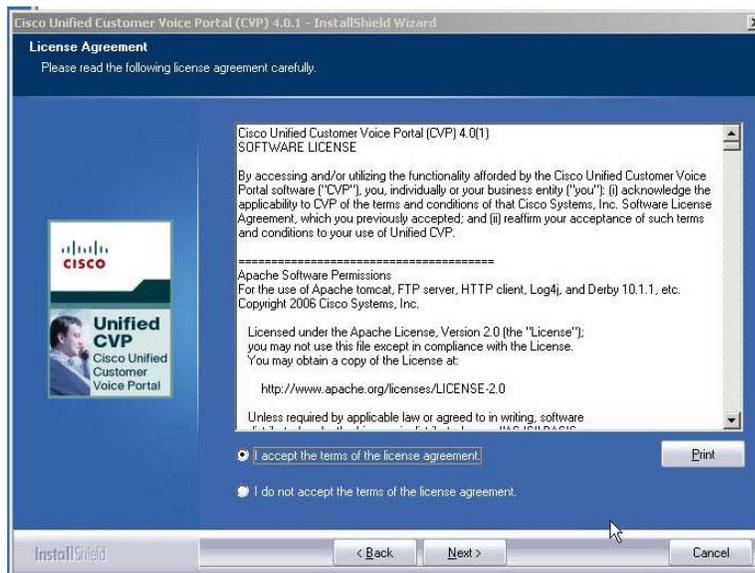


3.
 - a. Note the release number, then press Next.



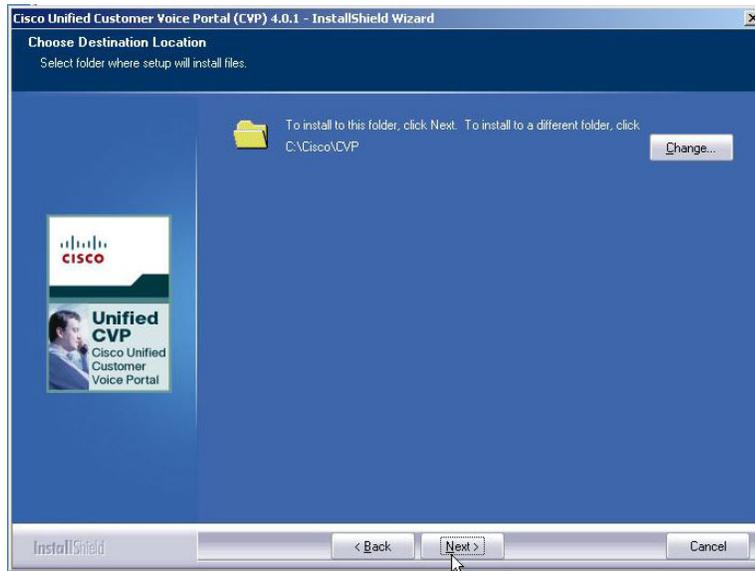
4.

b. Read the details, then press Next.



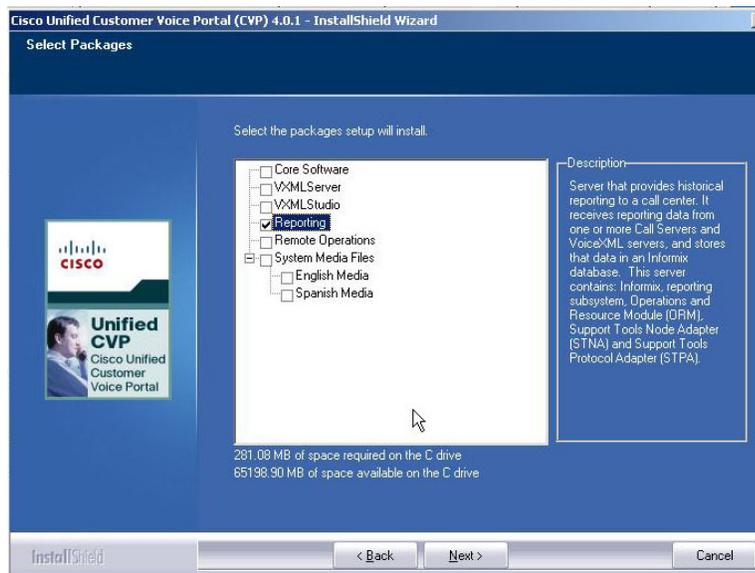
5.

c. Review, Select Accept, and press Next.



6.

- a. Select the path for the application; otherwise, use the default. Then press Next.



7.

- d. Select the Reporting Server Package to Install.



Cisco Unified Customer Voice Portal (CVP) 4.0.1 - InstallShield Wizard

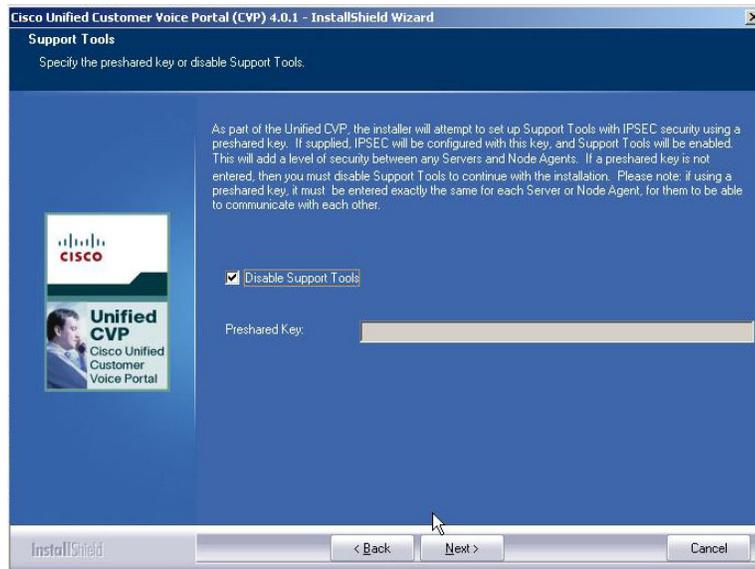
X 509 Certificate

Enter the information that you would like to be included in the certificate:

	Common Name:	<input type="text"/>
	Organization or Company Name:	<input type="text"/>
	Organizational Unit or Department:	<input type="text" value="IT"/>
	Locality or City:	<input type="text"/>
	State or Province:	<input type="text"/>
	Country Name (2 letter code):	<input type="text" value="US"/>
	Email address:	<input type="text"/>

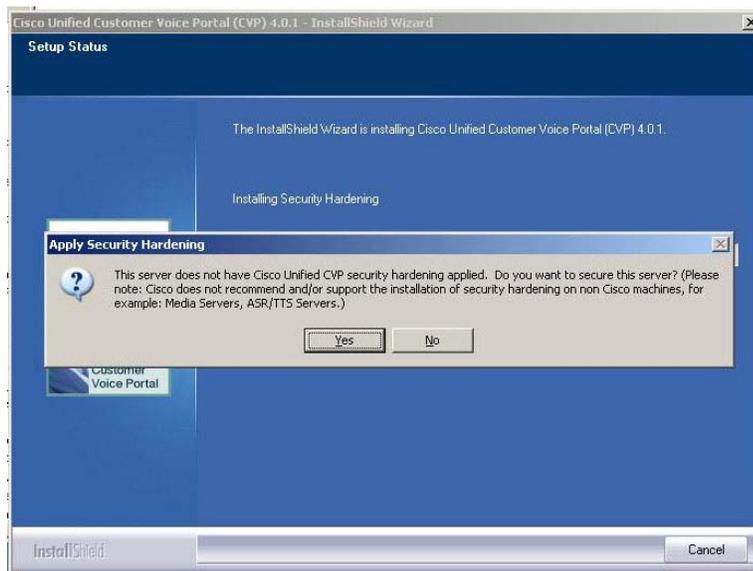
InstallShield

- 8.
- 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.



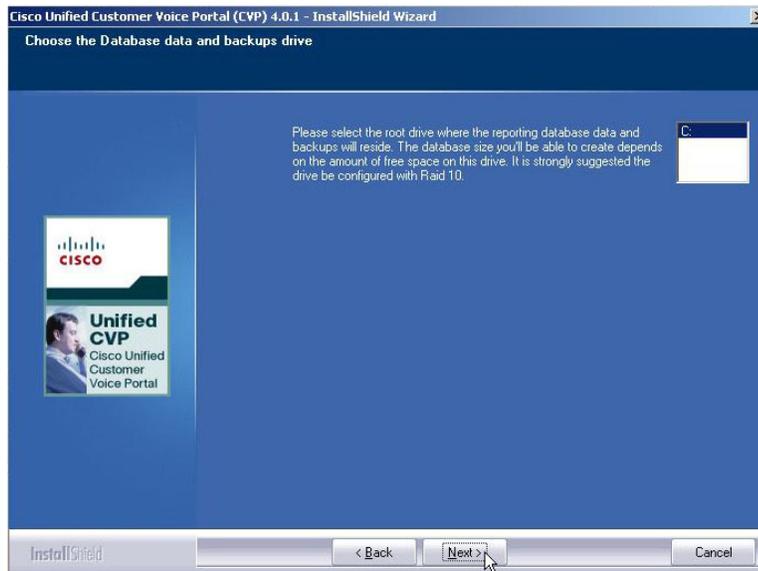
9.

i. **Select "Disable Support Tools,"** then press Next.



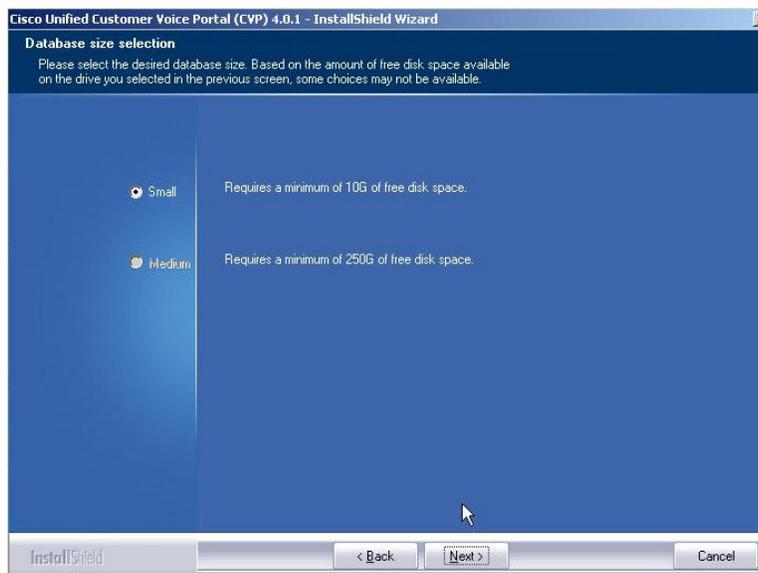
10.

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



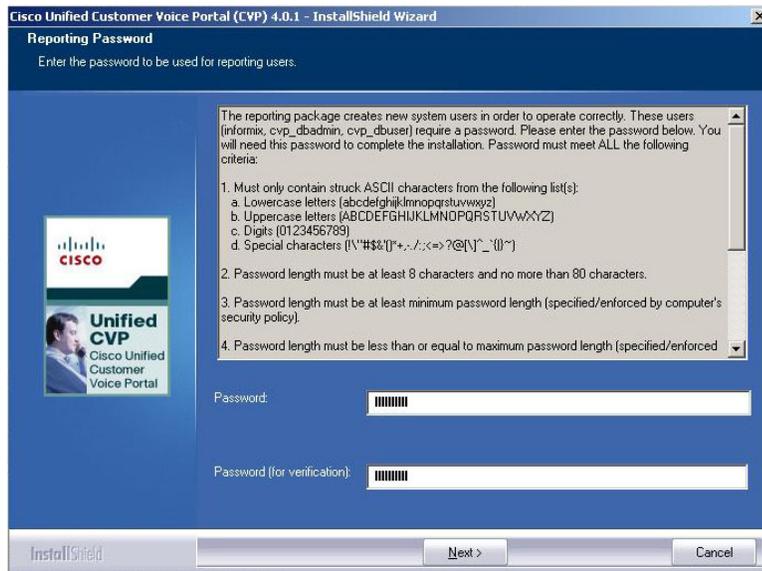
11.

- 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 Next.



12.

- a. Review selections and choose based on the size of your storage, then press Next.



13.

- a. Choose a password, then press Next.



14.

- a. 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



15.

- 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-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.



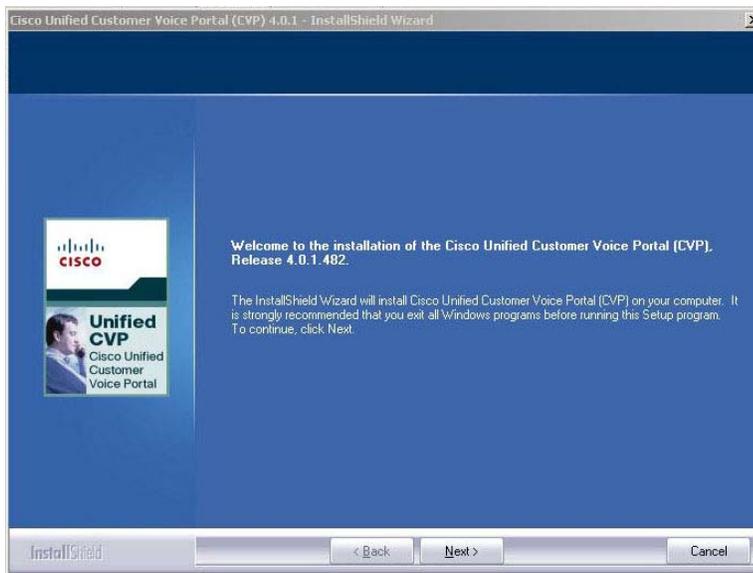
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Category	Requirements
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Restriction	Although supported third-party virus scan software can be enabled on the VXML Server, full fixed disk virus scans should take place either offline while calls have 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.



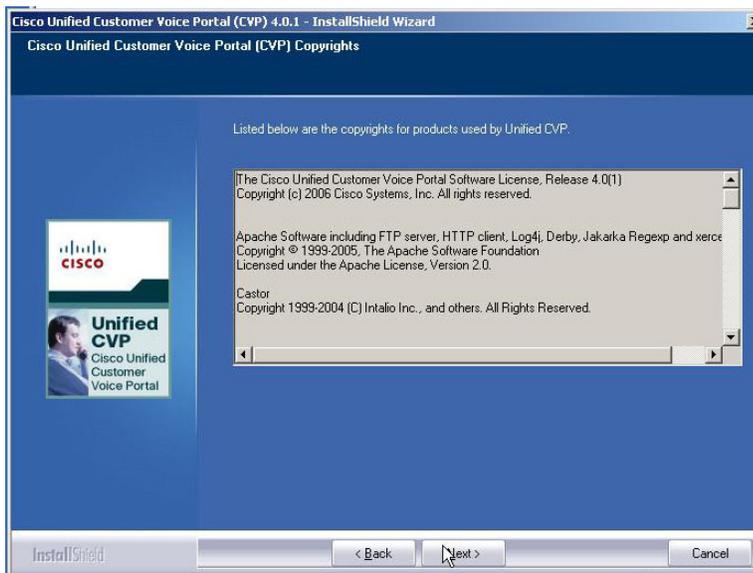
Installing CVP (Operations Server)

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



2.

- a. Note the release number, then press Next.



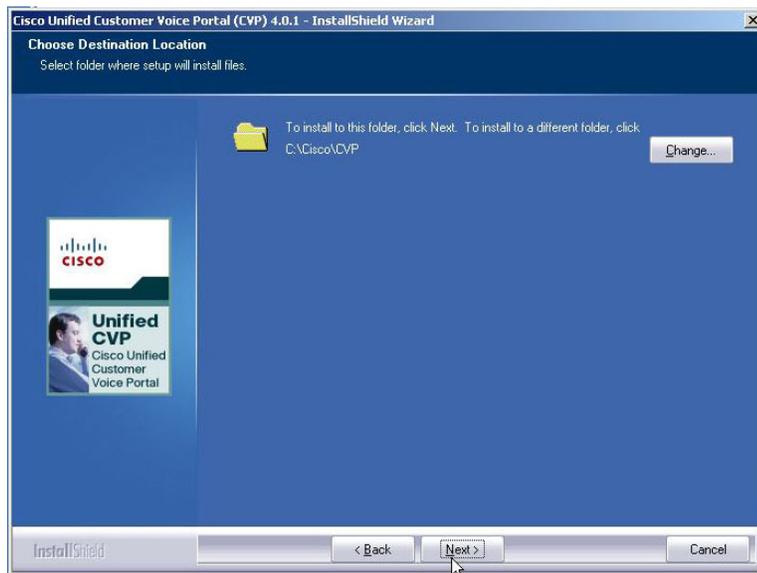
3.

- a. Read the details, then press Next.



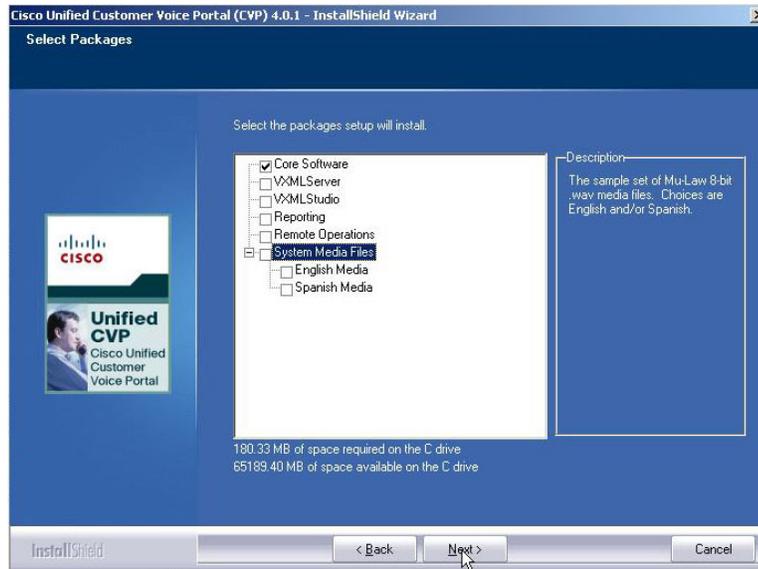
4.

e. Review, Select Accept, and press Next.



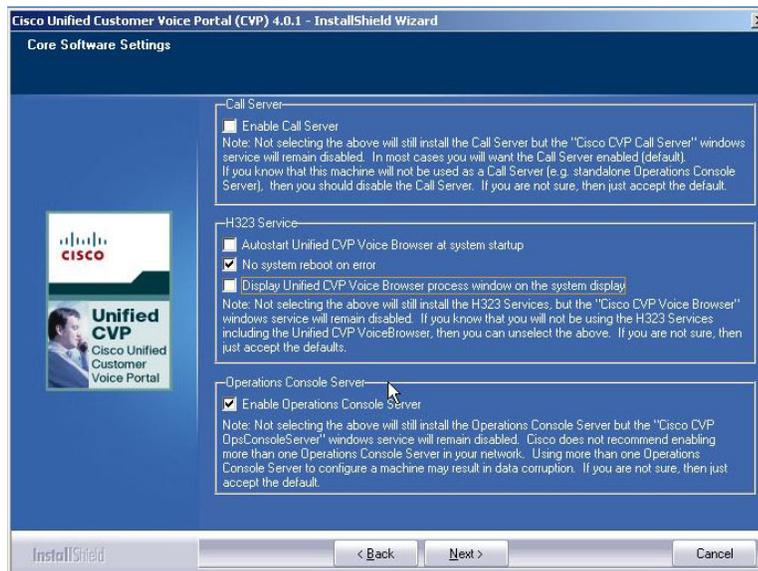
5.

a. Select the path for the application; otherwise, use the default. Then press Next.



6.

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



7.

g. Select "No system reboot on error."

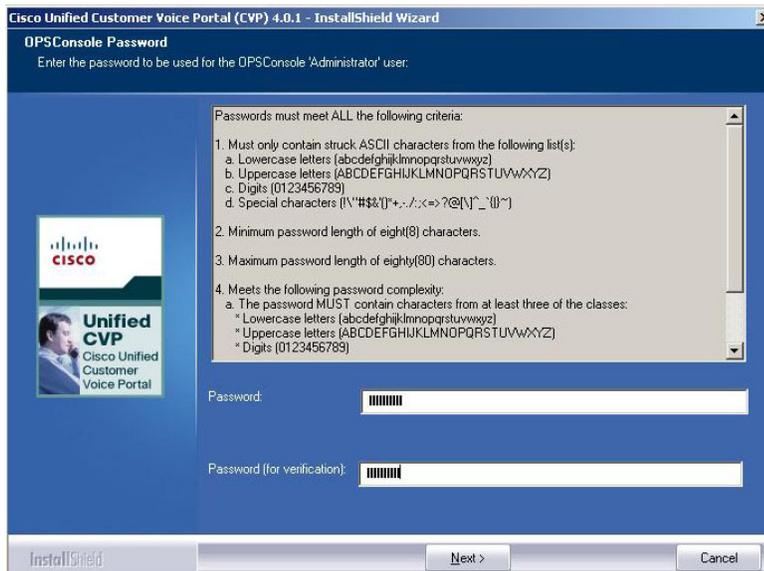
h. Select "Enable Operations Console Server."

i. Select Next.



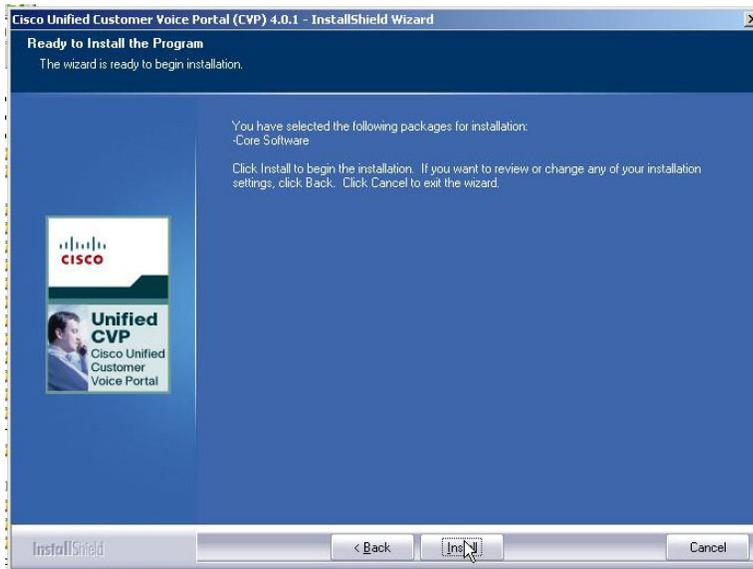
8.

j. Select “**Disable Support Tools,**” then press Next.



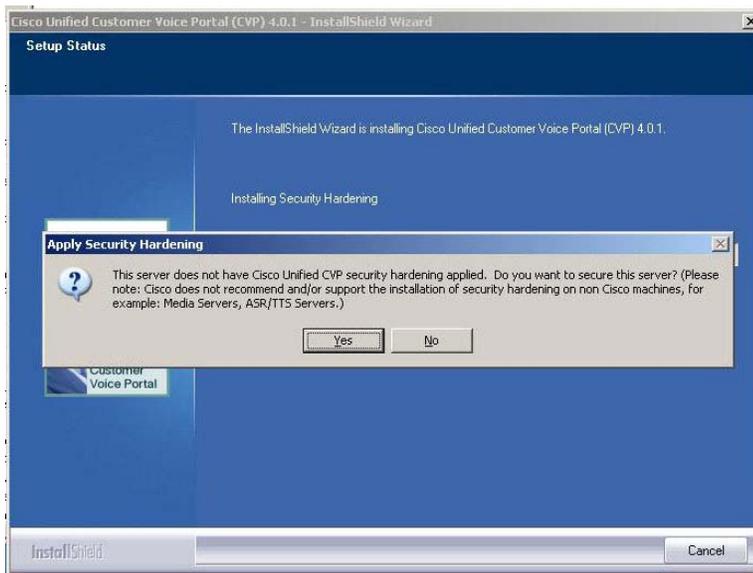
12.

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



9.

b. Review selections, then select Install.



10.

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



11.

- 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