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Installing OEM Microsoft Windows 2003 and OEM Microsoft SQL 2005
for Cisco Unified ICM/Contact Center Enterprise & Hosted

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Preface

Purpose

This document describes how to install the OEM Windows Server 2003 and OEM SQL 2005 product.

Audience

This manual is intended for system administrators who will be installing these products. As an administrator, you should be familiar with Microsoft Windows and Microsoft SQL Server.

Organization

Related Documentation

Documentation for Cisco Unified ICM/Contact Center Enterprise & Hosted, as well as related documentation, is accessible from Cisco.com at: **http://www.cisco.com/cisco/web/psa/default.html**.

- Related documentation includes the documentation sets for Cisco CTI Object Server (CTI OS), Cisco Agent Desktop (CAD), Cisco Agent Desktop - Browser Edition (CAD-BE), Cisco Unified Contact Center Management Portal, Cisco Unified Customer Voice Portal (CVP), Cisco Unified IP IVR, Cisco Unified Intelligence Center, and Cisco Support Tools.

- For documentation for these Cisco Unified Contact Center Products, go to **http://www.cisco.com/cisco/web/psa/default.html**, click **Voice and Unified Communications**,

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then click **Customer Contact**, then click **Cisco Unified Contact Center Products** or **Cisco Unified Voice Self-Service Products**, then click the product/option you are interested in.

- For troubleshooting tips for these Cisco Unified Contact Center Products, go to **http://docwiki.cisco.com/wiki/Category:Troubleshooting**, then click the product/option you are interested in.

- Documentation for Cisco Unified Communications Manager is accessible from: **http://www.cisco.com/cisco/web/psa/default.html**.

- Technical Support documentation and tools are accessible from: **http://www.cisco.com/en/US/support/index.html**.

- The Product Alert tool is accessible from (login required): **http://www.cisco.com/cgi-bin/Support/FieldNoticeTool/field-notice**.

- For information on the Cisco software support methodology, refer to *Software Release and Support Methodology: ICM/IPCC* available at (login required): **http://www.cisco.com/en/US/partner/products/sw/custcosw/ps1844/prod_bulletins_list.html**.

- For a detailed list of language localizations, refer to the *Cisco Unified ICM/Contact Center Product and System Localization Matrix* available at the bottom of the following page: **http://www.cisco.com/en/US/products/sw/custcosw/ps1001/prod_technical_reference_list.html**.

Product Naming Conventions

In this release, the product names defined in the table below have changed. The New Name (long version) is reserved for the first instance of that product name and in all headings. The New Name (short version) is used for subsequent instances of the product name.

Note: This document uses the naming conventions provided in each GUI, which means that in some cases the old product name is in use.

Old Product Name	New Name (long version)	New Name (short version)
Cisco IPCC Enterprise Edition	Cisco Unified Contact Center Enterprise	Unified CCE
Cisco System IPCC Enterprise Edition	Cisco Unified System Contact Center Enterprise	Unified SCCE **Note:** Cisco Unified System Contact Center Enterprise (Unified SCCE) is supported in 8.0(1); however, there is not a separate 8.0(1) version. If you request features that are in 8.0(1), you must migrate to the Unified ICM/CCE/CCH software. Full migration information is documented in the *Upgrade Guide for Cisco Unified*

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Old Product Name	New Name (long version)	New Name (short version)
		ICM/Contact Center Enterprise & Hosted.
Cisco IPCC Hosted Edition	Cisco Unified Contact Center Hosted	Unified CCH
Cisco Intelligent Contact Management (ICM) Enterprise Edition	Cisco Unified Intelligent Contact Management Enterprise	Unified ICME
Cisco Intelligent Contact Management (ICM) Hosted Edition	Cisco Unified Intelligent Contact Management Hosted	Unified ICMH
Cisco CallManager/Cisco Unified CallManager	Cisco Unified Communications Manager	Unified CM

Conventions

This manual uses the following conventions:

Convention	Description
boldface font	Boldface font is used to indicate commands, such as user entries, keys, buttons, and folder and submenu names. For example: • Choose **Edit > Find**. • Click **Finish**.
italic font	Italic font is used to indicate the following: • To introduce a new term; for example: A *skill group* is a collection of agents who share similar skills. • For emphasis; for example: *Do not* use the numerical naming convention. • A syntax value that the user must replace; for example: IF (*condition, true-value, false-value*) • A book title; for example: Refer to the *Cisco CRS Installation Guide*.
`window font`	Window font, such as Courier, is used for the following: • Text as it appears in code or that the window displays; for example: `<html><title>Cisco Systems,Inc. </title></html>`

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Convention	Description
	• Navigational text when selecting menu options; for example: `ICM Configuration Manager > Tools> Explorer Tools > Agent Explorer`
`< >`	Angle brackets are used to indicate the following: • For arguments where the context does not allow italic, such as ASCII output. • A character string that the user enters but that does not appear on the window such as a password.

Obtaining Documentation and Submitting a Service Request

For information on obtaining documentation, submitting a service request, and gathering additional information, see the monthly *What's New in Cisco Product Documentation*, which also lists all new and revised Cisco technical documentation, at:

http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html

Subscribe to the *What's New in Cisco Product Documentation* as a Really Simple Syndication (RSS) feed and set content to be delivered directly to your desktop using a reader application. The RSS feeds are a free service and Cisco currently supports RSS version 2.0.

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Chapter 1

OEM Microsoft Windows 2003 and OEM Microsoft SQL 2005

The following describes how to install the OEM Windows Server 2003 and OEM SQL 2005 product.

This chapter contains the following topics:

Product Overview

Microsoft is phasing out availability and support for Windows Server 2003 and SQL Server 2005. In order to allow customers to continue having access to these media, Cisco is providing OEM recovery media for these products. There are two versions of the Windows Server 2003 OEM recovery media, one is for IBM servers and the other is for Hewlett Packard (HP) Servers.

The recovery media for IBM servers is licensed for use only on the following Cisco MCS Servers.

- MCS-7845-I2-CCE1

- MCS-7845-I2-CCE2

- MCS-7845-I2-CCE3

- MCS-7845-I2-CCE4

- MCS-7835-I2-CCE1

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- MCS-7835-I2-CCE2

- MCS-7845-I3-CCE1

- MCS-7845-I3-CCE2

- MCS-7835-I3-CCE1

- MCS-7825-I4-CCE1

- MCS-7825-I3-CCE1

- MCS-7845-I1-CC1

- MCS-7835-I1-CC1

- VMware ESX 3.5 Virtual Machine on MCS-40-010-Class and MCS-40-016-Class of IBM Servers

The Windows Server 2003 OEM recovery media for HP servers is licensed for use only on the following Cisco MCS Servers.

- MCS-7845-H2-CCE1

- MCS-7845-H2-CCE2

- MCS-7845-H2-CCE3

- MCS-7845-H2-CCE4

- MCS-7835-H2-CCE1

- MCS-7835-H2-CCE2

- MCS-7825-H4-CCE1

- MCS-7825-H3-CCE1

- MCS-7845-H1-CC1

- MCS-7835-H1-CC1

- VMware ESX 3.5 Virtual Machine on MCS-40-010-Class of HP Servers

For further information about MCS equivalent servers from IBM and HP, refer to **http://
www.cisco.com/en/US/products/hw/voiceapp/ps378/product_solution_overview_list.html**
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Installing on IBM Servers

An MCS server OEMed from IBM, or a virtual machine hosted on such a server, must meet the following configuration requirements in order to install the Windows Server 2003 for Cisco Contact Center.

- Minimum memory greater than 512 MB.

- Minimum disk size greater than 9 GB.

- On a virtual machine, the supported SCSI controllers are BusLogic or LSILogic. However on a Virtual Machine, in order to use an LSILogic controller the following line *must* be present in the virtual machine .vmx configuration file:

    ```
    lsilogic.iobar256 = "TRUE"
    ```

    If you do not include this line, the virtual machine will not boot after install.

If your system does not meet these minimum disk and memory requirements, a Disk/Memory Size warning dialog appears after the initial splash screen and installation terminates.

For optimal viewing of ICM user interface screens, set the screen resolution to 1024 x 768 or better.

To install the Windows Server 2003 for Cisco Contact Center image on an IBM system, perform the following steps.

Step 1 Boot to the Windows Server 2003 for Cisco Contact Center recovery media. A Windows splash screen with the Cisco logo appears.

Step 2 A Windows Server 2003 R2 Standard Edition dialog appears next. If you wish to cancel installation at this point, click **Cancel** to eject the DVD and power down the system. Otherwise, Click *OK* to begin installation.

Step 3 A command prompt window appears that updates you on the progress of the installation. When installation completes, a Recovery Installation Complete dialog appears. Click OK to eject the DVD and restart the system.

Step 4 Following system restart, a Microsoft Windows mini-setup wizard runs. Provide the information requested in the wizard dialogs.

Note: For virtual machines and non-MCS servers, one of the wizard dialogs is a Product Key dialog. Entering the product key enables you to use this system for 30 days without activation, after which time you will not be able to log in until you activate the product. After you install the recovery media, you can click on the **Keys** icon in the Desktop toolbar to access an activation wizard.

Step 5 After the mini-setup wizard completes, the system restarts again. A Windows Server 2003 welcome screen appears, and installation is complete.

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Installing on HP Servers

An MCS server OEMed from HP, or a virtual machine hosted on such a server, must meet the following configuration requirements in order to install the Windows Server 2003 from the recovery media.

- Minimum memory greater than 512 MB.

- Minimum disk size greater than 10 GB.

- On a virtual machine, the supported SCSI controller must be LSILogic. The BusLogic SCSI controller is *not* supported.

If your system does not meet these minimum disk and memory requirements, a Disk/Memory Size warning dialog appears after the initial splash screen and installation terminates.

For optimal viewing of ICM user interface screens, set the screen resolution to 1024 x 768 or better.

To install the Windows Server 2003 for Cisco Contact Center image on an HP system, perform the following steps.

Step 1 Boot to the Windows Server 2003 for Cisco Contact Center recovery media. A Windows splash screen with the Cisco logo appears.

Step 2 A Windows Server 2003 R2 Standard Edition dialog appears next. If you wish to cancel installation at this point, click **Cancel** to eject the DVD and power down the system. Otherwise, Click **OK** to begin installation.

Step 3 A command prompt window appears that updates you on the progress of the installation. When installation completes, a Recovery Installation Complete dialog appears. Click **OK** to eject the DVD and restart the system.

Step 4 Following system restart, a Microsoft Windows mini-setup wizard runs. Provide the information requested in the wizard dialogs.

Note: For virtual machines and non-MCS servers, one of the wizard dialogs is a Product Key dialog. Entering the product key enables you to use this system for 30 days without activation, after which time you will not be able to log in until you activate the product. After you install the recovery media, you can click on the **Keys** icon in the Desktop toolbar to access an activation wizard.

Step 5 After the mini-setup wizard completes, the system restarts again. Following restart, HP post-processing scripts run; a command prompt window displays the progress of these scripts.

Step 6 After the scripts complete, the system restarts again. A Windows Server 2003 welcome screen appears, and installation is complete.

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OEM SQL 2005

The OEM SQL 2005 installation is similar to the installation of the retail version of SQL 2005. The installation requires a product key that can be found in the SULA (Supplemental EULA) that ships with the OEM SQL 2005 recovery media.

Licensing Information

For licensing information for OEM Microsoft Windows 2003 and OEM Microsoft SQL 2005, please refer to the System Software Requirements section in the Hardware & System Software Specification (Bill of Materials) for Cisco Unified ICM/Contact Center Enterprise & Hosted, Release 8.0(1).

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Licensing Information

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