



RESOURCES CARD



MS SQL Server 2000 for Cisco Unified Contact Center Express

Cisco Unified Contact Center Express and Cisco Unified IP IVR, Release 7.0(1)

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Americas Headquarters
Cisco Systems, Inc.
170 West Tasman Drive
San Jose, CA 95134-1706
USA
<http://www.cisco.com>
Tel: 408 526-4000
800 553-NETS (6387)
Fax: 408 527-0883



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1 Preparing to Install MS SQL Server 2000

If you deploy Cisco Unified Contact Center Express¹ (Unified CCX) 7.0(1) without high availability, you may optionally use MS SQL Server 2000. If you deploy Cisco Unified CCX 7.0(1) with high availability, you must use MS SQL Server 2000.

To use MS SQL Server 2000, install it on each server on which you installed Cisco Unified CCX 7.0(1).

You must install Cisco Unified CCX before you install MS SQL Server 2000. For Cisco Unified CCX installation instructions, refer *Cisco Unified Contact Center Express Installation Guide, Release 7.0(1)*.

2 Installing MS SQL Server 2000

To install MS SQL Server 2000, perform steps in this section on each server on which you installed Cisco Unified CCX 7.0(1).

Before you begin, follow these guidelines. For additional information, refer *Cisco Unified Contact Center Express Installation Guide, Release 7.0(1)*.

- Make sure that Cisco Unified CCX 7.0(1) is installed.
- Log into Windows as the Administrator.
- Disable virus scanning and the Cisco Security Agent (CSA).

Procedure

Step 1 Insert the MS SQL 2000 installation disk.

The Cisco Unified Contact Center Express Installation Wizard starts. After a few moments, the Welcome window appears. In addition, a pop-up window reminds you to disable virus control software.

If the Installation Wizard does not start automatically, navigate to the installation disk and click **setup.exe**.

Step 2 In the pop-up window, click **OK**.

Step 3 In the Welcome window, click **Next**. The Ready to Install window appears.

Step 4 Click **Install**.

The installation process begins. When the process completes, the InstallShield Wizard Completed window appears.

Step 5 Click **Finish**.

A pop-up window prompts you to reboot the server.

Step 6 Click **Yes** to reboot.

1. Cisco Customer Response Solutions (Cisco CRS) will be known as Cisco Unified Contact Center Express (Cisco Unified CCX), effective Cisco Unified CCX 7.0(1) and later. This name is applicable to all Cisco CRS products, platforms, engines, and solutions. For example, Cisco CRS Engine will be known as Cisco Unified CCX Engine.

3 Accessing Documentation

You can access the documentation for Cisco Unified CCX at this URL:

http://www.cisco.com/en/US/products/sw/custcosw/ps1846/tsd_products_support_series_home.html

4 Technical Support

To open a request for technical assistance with Cisco Unified CCX, contact your support provider in one of the following ways:

Online	http://www.cisco.com/tac/
E-mail	tac@cisco.com (Include “Cisco Unified Contact Center Express” in the Subject line.)
Phone	In North America: 800 553-2447 Outside North America: 408 526-7209