CallCenterWorX MIS

for CallCenterWorX Business and Enterprise

Installation Manual

N E C NEC Corporation of America



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Introduction

The CallCenterWorX MIS Installation Manual provides the information you need to install the CallCenterWorX MIS application.

The following topics are included in this chapter:

Chapter Topics

- CallCenterWorX MIS Application Overview
- Manual Organization
- System Capacities

CallCenterWorX MIS Application Overview

The CallCenterWorX suite includes the Automatic Call Distribution (ACD) system and the Management Information System (MIS). The CallCenterWorX ACD system supplements the call processing capabilities of the platform in use. Typical call routing design connects each caller with the most appropriate agent to handle the call in the shortest time possible, avoiding long wait times and getting the caller directly to someone who can manage their request.

As each call progresses through the system, the ACD system provides call-handling data to the MIS, which translates this data into meaningful statistics. The MIS uses these statistics to offer call center managers and supervisors access to real-time and historical data concerning incoming and outgoing call volume in the call center.

The CallCenterWorX MIS Status Screens (real-time screens) provide color-coded, up-to-the-second views of agent, queue, and system activity. Statistics on the call volume, and on the effectiveness of the agents handling those calls, are computed in real-time and manager and supervisors can display up-to-the-second on their screens. Optional wall display boards can show current statistics and messages to call center personnel.

The call statistics also collect in the MIS database for use in the generation of reports in text or graphical format. Supervisor and managers can print these reports and graphs for views of activity ranging from a graph of today's activity to a retrospective report covering previous months.

Manual Organization

Chapter 1 Introduction	Lists the features and capacities of CallCenterWorX MIS and provides a table of relevant documentation.
Chapter 2 System Requirements	Specifies the hardware and software needed to operate CallCenterWorX MIS.
Chapter 3 Connectivity	Presents diagrams and instructions for installation options for CallCenterWorX MIS.
Chapter 4 Installation Overview	Gives an overview of the installation process for CallCenterWorX MIS.
Chapter 5 Installation Procedures	Lists step-by-step procedures for installing CallCenterWorX MIS, including activation of the License Administration feature.
	In most cases the screens, reports, and procedures are the same. There are some variations in ranges and capacities depending upon the PBX platform in use, and this manual specifies these differences at the time those items are described.
	For configuration and operation of CallCenterWorX MIS information, see the <i>CallCenterWorX MIS Administration Manual for CallCenterWorX</i> <i>Business and CallCenterWorX Enterprise</i> .
Chapter 6 Database Management	Lists step-by-step procedures for performing database management tasks, including database back up and restore, using Microsoft SQL Server Management Studio Express.
Appendix A Microsoft SQL Server 2008 R2 Express Edition with Advanced Services	Provides information on installing Microsoft SQL Server 2008 R2 Express Edition with Advanced Services and uninstalling Microsoft SQL Server 2008 R2 Express Edition.

System Capacities

Itom	CallCenterWorX ACD				
item	Business	Enterprise			
Tenants per System	9				
Splits per System	150				
Splits per ACD Tenant	Note 1				
Splits per Logon ID	32				
Active ACD Agents per System	Up to 200 <i>Note 2</i>	Up to 500 <i>Note 2</i>			
Agent Logon ID Codes per System	400	1000			
Agent Logon ID Code Digits	9				

Table 1-1 System Capacities

Itom	CallCenterWorX ACD		
item	Business	Enterprise	
Priority Levels	Note 3		
Statistics Report History Limit	Note 4		
MIS per ACD/PBX	Note 5		
Pilots	300 600		
Trunk Groups	63 255		
Trunks	1000		
Tally Code Names per Split	100		
Tally Code Names per System	3000		



- 1. The total number of splits per system is shared among the total number of tenants.
- 2. The number of agent positions monitored depends upon the product license. The total number of agents is shared among the total number of tenants.
- 3. The MIS uses two priority levels in tracking split queue calls: "High" and "Standard".
- 4. The database is limited to a 4 GB maximum. The amount of historical data stored varies, depending on the database storage interval, call volume, and other variables. It is best to start truncating data before it reaches the 4 GB limit.
- 5. See Chapter 2 "System Requirements" on page 2-1..

1-4 Introduction

2

System Requirements

Chapter Topics

- Setup Variations
- CallCenterWorX MIS Requirements
- CallCenterWorX MIS PC Support

Setup Variations

CallCenterWorX MIS operates with the CallCenterWorX Business and CallCenterWorX Enterprise ACD systems.

- You can load CallCenterWorX MIS application on the same computer, which is running the CallCenterWorX Business ACD application, or use it alone on one or more remote MIS PCs with CallCenterWorX Business or CallCenterWorX Enterprise.
- Each MIS application maintains an independent database. Each MIS application is not a Client of any other MIS application.

The CallCenterWorX MIS application will run alone on:

- Windows XP
- Windows Vista (32-bit and 64-bit)
- Windows 7 (32-bit and 64-bit)
- Windows Server 2003
- Windows Server 2008 (32-bit and 64-bit)

The application requires an MIS Security Key and Sentinel drivers; drivers automatically install with the MIS installation procedure.



NEC Global Navigator is also compatible with CallCenterWorX ACD applications. See CallCenterWorX MIS PC Support.

Minimum System Requirements for PBXs

CallCenterWorX MIS requires an operative PBX with CallCenterWorX ACD system programming (either CallCenterWorX Business or CallCenterWorX Enterprise) already in place.

CallCenterWorX MIS Requirements

Table 2-1 lists the hardware, software, and information requirements for CallCenterWorX MIS application installation on a remote PC using TCP/ IP.

Table 2-1 System Requirements for MIS

Minimum Requirements Computer		
3.0 GHz Single Core/1.	86 Dual Core Processor	
2 GB RA	M or more	
10 GB available har	d-disk space or more	
15" or larger SVC	GA monitor <i>Note 1</i>	
DVD-R	OM drive	
One (1) USB Port -	For MIS Security Key	
Modem, Cable, & PC Anywhere, or Web Ex access to PC for technical support		
One (1) 100 Mbps NIC Card		
Supported PBX/ACD Platforms		
NEAX 2000 IPS or SV8300 CallCenterWorX ACD 4.0 for Business PBX/ACD Revisions must be within 1 revision of current release.	NEAX 2400 IPX, UNIVERGE SV7000, or UNIVERGE SV8500 CallCenterWorX ACD 4.0 for Enterprise or CallCenterWorX Enterprise (I) PBX/ACD Revisions must be within 1 revision of current release	
Other Software		
Microsoft Windows XP, Windows Server 2003 , Windows Vista, Windows 7 (32-bit and 64-bit), Windows Server 2008 (32-bit and 64-bit)		
CallCenterWorX MIS DVD-ROM installation disk		
Microsoft Internet Explorer 6.0 or higher for online Help		
Inform	nation	
IP address information for ACD		
Product Activa	ation Key Page	



If installing the MIS software on the ACD server, please refer to the ACD documentation for minimum server requirements information



Must have video card and driver to support 1024 x 768 resolution.

CallCenterWorX MIS PC Support

Multiple MIS PCs

With CallCenterWorX Business and CallCenterWorX Enterprise you can have up to eight MIS PCs. The following information applies to the MIS PCs:

- An MIS application on the CallCenterWorX Business or ACD system requires an MIS Security Key and is counted as one of the MIS PCs.
- Each additional MIS PC requires a separate MIS Security Key.



It is important to know that each additional MIS PC is a separate MIS application. This means that the additional PC is not a Client to the main CallCenterWorX MIS application, but maintains its own database.

- While a CallCenterWorX MIS PC application is online, it collects data received from the CallCenterWorX ACD system.
- If the MIS application is terminated, or the PC on which it is running is shut down, data collection stops.



If a true Client/Server MIS PC application is required, NEC Global Navigator performs that function.

IP Connections

 CallCenterWorX Business and CallCenterWorX Enterprise provide eight IP connections for MIS PCs or Infolink, which is a Computer Telephony Integration (CTI) link integrated with both CallCenterWorX®-Business, CallCenterWorX-Enterprise (I), and CallCenterWorX-Enterprise applications.

CallCenterWorX MIS Use

• If you are using CallCenterWorX MIS at the main CallCenterWorX Business installation, then you have seven remaining connections to use for other MIS or Infolink applications.

CallCenterWorX MIS and Infolink Use

- If you are using CallCenterWorX MIS at the main CallCenterWorX Business installation and are using Infolink, there are six remaining IP connections for additional MIS applications to use. Each additional connection usage diminishes the MIS IP connections available.
- If you are using CallCenterWorX MIS with CallCenterWorX Enterprise and are using Infolink, there are six remaining IP connections for additional MIS applications to use. Each additional connection usage diminishes the MIS IP connections available.

Connectivity

Chapter Topics • Connection for Remote MIS PC via TCP/IP

Connection for Remote MIS PC via TCP/IP

The following are illustrations of TCP/IP connection for CallCenterWorX CallCenterWorX Business and Enterprise.



Figure 3-1 TCP/IP Connection for CallCenterWorX Business



Figure 3-2 TCP/IP Connection for CallCenterWorX Enterprise and CallCenterWorX Enterprise(I)

Follow the procedures in *Installation Overview*. You can find PBX configuration in the appropriate PBX manuals.



Installation Overview

Chapter Topics • Installation Options

MIS PC Setup

Installation Options

There are two options for installing CallCenterWorX MIS:

- On the same computer running the CallCenterWorX Business ACD application.
- On an MIS PC

See *CallCenterWorX MIS PC Support* for information on the possible number of MIS applications.

The following instructions require the CallCenterWorX Business or CallCenterWorX Enterprise ACD system preparation is up to the point necessary to install and configure the MIS application. For further information on preparation and installation procedures for the CallCenterWorX ACD system, see the *CallCenterWorX for Business and Enterprise System Manual*, Stock #151947.

MIS PC Setup

- *Step 1* Verify the system requirements in Table 2-1 are available.
- Step 2 For remote MIS connection, complete the connections as you see in Figure 3-1 or Figure 3-2. For MIS installed on the same PC as CallCenterWorX ACD, then enter 127.0.0.1 as the IP Address to connect to the ACD.
- *Step 3* Follow the procedure in *Security Key Installation Instructions* to install a CallCenterWorX MIS 4.0 Security Key.
- Step 4 Read Installation Information Needed and assemble the information needed for installing CallCenterWorX MIS.
- *Step 5* Install the CallCenterWorX MIS application, following the procedures in *Installation Procedures*.

Step 6 When program installation is complete, follow the setup procedures in Chapter 2 - MIS Setup in the *CallCenterWorX MIS Administration Manual*.

5

Installation Procedures

Chapter Topics

- Security Key Installation Instructions
 - Installation Information Needed
 - USB Key Instructions
 - CallCenterWorX MIS 4.0 DVD-ROM Installation Instructions
 - Microsoft SQL Server 2008 R2 Express Installation from DVD
 - Accessing the License Key Administrator

Security Key Installation Instructions

CallCenterWorX Management Information System (MIS) uses a USB security key. This key must be installed before running the CallCenterWorX MIS application.

Step Locate the MIS 4.0 Security Key (Figure 5-1).

Figure 5-1 USB Security Key



USB Key

A21111	
EL	-
E	
NOTE	

You receive one or more CallCenterWorX MIS 4.0 Security Keys if you are using a configuration option calling for one or more MIS PCs.

USB Key Instructions

- **Step 1** Install the CallCenterWorX MIS application See "CallCenterWorX MIS 4.0 DVD-ROM Installation Instructions" on page 5-3.
- **Step 2** After restarting the computer, attach the key to one of your computer's USB ports. See Figure 5-2.

Figure 5-2 Connecting the Security Key to USB Port



 A dialog box appears showing the USB security key is installed. No interaction is required from the user.

Installation Information Needed

To complete the installation, you need to have the following information available.

IP Address or Host Name

For the PC using CallCenterWorX MIS via TCP/IP, ask your network administrator for the Host Name or IP Address of the CallCenterWorX Business or the CallCenterWorX Enterprise ACD. If MIS is installed with CallCenterWorX Business ACD System, then the CallCenterWorX MIS can set the ACD IP address to 127.0.0.1 and there is no need to contact the network administrator.

License Key Information

Your CallCenterWorX MIS installation package includes the Serial Number and Activation Key Number for the License Key for this application. These numbers apply to a specific key and cannot be used with any other key. You will need to have this information available to complete the License Key activation in the installation. This information is available on the Activation Page provided with the product.

Location of Installed Program

The default destination directory for the program files is C:\ Program Files \ NEC \ CallCenterWorX \ MIS 4.0. You may accept that location, or

choose to place the program files in a different directory by using the **Browse** button. If you select a different destination directory for the files, be sure to make a note of the path so that you can locate the files later if necessary.

CallCenterWorX MIS 4.0 DVD-ROM Installation Instructions

Use the DVD-ROM you received in your CallCenterWorX MIS 4.0 package. For a first time installation or an upgrade from CallCenterWorX MIS 3.07 or older, please verify that Microsoft SQL Server 2008 R2 Express has been installed on your system. If not, it has to be installed prior to CallCenterWorX MIS 4.0 installation. CallCenterWorX MIS 4.0 will use these tools instead of Microsoft Data Engine (MSDE) and Backup Assistant.

Microsoft SQL Server 2008 R2 Express Installation from DVD



The MS SQL Server 2008 R2 Express is required for CCWX MIS 4.0.0 installation. Please verify that Microsoft SQL Server 2008 R2 Express is installed prior to installing CallCenterWorX MIS 4.0 software.

- Step 1 Insert the CallCenterWorX MIS installation DVD into your computer's DVD-ROM drive.
 - For installations on Windows XP operating system, the main MIS 4.0.0 Installation window automatically displays.
 - For Vista, Windows 7, or Server 2008 R2 operating systems, the Autoplay dialog box appears with two choices; select Run autorun.exe (Figure 5-3).



If MIS installation does not automatically run, then go to the DVD-ROM directory and run **launch.hta**.

Figure 5-3 Autoplay Dialog Box



Step 2 Click on Run autorun.exe. Figure 5-4 displays.

Figure 5-4 CallCenterWorX MIS 4.0.0



Step 3 Click on **Documentation** to view the MIS 4.0 documents. The following screen (Figure 5-5) displays.

Figure 5-5 CallCenterWorX MIS Documentation

CallCenterWorX MIS 4.0.0	
CallCenterWo	XMIS
Prerequisites CallCenterV	/orX MIS Documentation Contact Us Exit
Click to select one of the follow	ving Documentation:
CallCenterWorX MI5 Ins	tallation Manual for 4.0
 CallCenterWorX MIS Ad 	ninistration Manual for 4.0
<u>CallCenterWorX MIS Re</u>	arts Manual for 4.0
<u>Virtual Wallboard Instal</u> <u>Virtual Wallboard User (</u>	ation Guide Juide
Note: To view the Install Reader	iese documents you must have Adobe [®] Reader [®] version 9.0 or later installed. version 9 or later by <u>downloading the latest version</u> directly from Adobe's site.
If you are us the technica From the then ensur	ing Internat Explorer 8 [®] , and are experiencing difficulty loading or viewing documents on this CD-ROM, an adjustment to the web brower is required. Internet Explorer 8 Main Menu, dick <i>Tools > Internet Options > Advanced</i> , e the <i>Allow active Content to run in files on My Computer</i> option is selected.
Version 4.0.0	NE



Microsoft SQL Server 2008 R2 Express has to be installed prior to installing CallCenterWorX MIS 4.0. Please check that Microsoft SQL Server 2008 R2 Express is installed on the machine. If not, then click on **Prerequisites** to install it. Please see Appendix A Microsoft SQL Server 2008 R2 Express Edition with Advanced Services for the steps to install Microsoft SQL Server 2008 R2 Express.

Step 4 If Microsoft SQL Server 2008 R2 Express is not present, click on **Prerequisites**. Figure 5-6 displays.

Figure 5-6	CallCenterWorX MIS Prerequisites	
	CallCenterWorX MIS 4.0.0	
	CallCenterWorX MIS	
	Prerequisites CallCenterWorX MIS Documentation Contact Us Exit	
	Click to install the Prerequisites for CallCenterWorX MIS software:	
	 MS .NET Framework 3.5 SP1 for MS Windows Server 2003, 2008, Vista or XP (32-bit or 64-bit) 	
	MS Windows Installer 4.5 for MS Windows XP (32-bit)	
	 MS Windows Installer 4.5 for MS Windows Server 2003 (32-bit) 	
	MS Windows Installer 4.5 for MS Windows Server 2003 (64-bit)	an from a second se
	 MS Windows Installer 4.5 for MS Windows Server 2008 (32-bit) 	
	 MS Windows Installer 4.5 for MS Windows Server 2008 (64-bit) 	
	MS PowerShell 1.0 for MS Windows XP SP2 (32-bit)	
	 MS PowerShell 1.0 for MS Windows Vista (32-bit) 	
	MS PowerShell 1.0 for MS Windows Vista (64-bit)	
	MS PowerShell 1.0 for MS Windows Server 2003 (32-bit)	
	MS PowerShell 1.0 for MS Windows Server 2003 or XP SP2 (64-bit)	
	MS SQL Server 2008 R2 Express Edition with Advanced Services 10.5 (x86)	
	 MS SQL Server 2008 K2 express explore with Advanced Services 10.3 (X04) 	
	Version 4.0.0	NEC

Step 5 Click on MS SQL Server 2008 R2 Express Edition with Advanced Services. You may either select x86 for 32-bit system or x64 for 64-bit system. Follow the Microsoft SQL Server 2008 R2 Express installation as described in Appendix A, Microsoft SQL Server 2008 R2 Express Edition with Advanced Services.

> If the prerequisites required by MS SQL Server 2008 R2 Express have not been installed, Figure 5-7 may display. If this message appears, install the prerequisites required by MS SQL Server 2008 R2 Express.

- MS .NET Framework
- MS Windows Installer
- MS PowerShell

Figure 5-7 SQL Server 2008 R2 Setup Message

Microsoft SQL Server 2008 R2 Setup		X
SQL Server Setup cannot continue until the following the programs, restart the computer if required, and I	programs are installed. After installing then restart SQL Server Setup.	
Microsoft .NET Framework 3.5 SP1 is available at:	http://go.microsoft.com/fwink/?LinkId=159615	
Microsoft Windows Installer 4.5 is available at:	http://go.microsoft.com/fwink/?LinkId=159622	
[ОК]		

Step 6 After Microsoft SQL Server 2008 R2 Express has been installed, click on **CallCenterWorX MIS**. The following screen (Figure 5-8) displays:

Figure 5-8 CallCenterWorX MIS Installation

CallCenterWorX MIS 4.0.0	×
CallCenterWorX MIS	
Prerequisites <u>salicenterWork MJS</u> Documentation Contact US Exit	
Click to install the CallCenterWorX MIS software:	
<u>CallCenterWorX MIS Installation</u>	
Version 4.0.0	NEC



Step 8 Follow the steps below to complete MIS installation.

MIS Installation



For upgrades from MIS 3.0 to MIS 4.0, a database backup and restore is necessary. This process will take place automatically during MIS 4.0 installation.

NOTE ----

During an upgrade from MIS 3, the following screen displays if a CallCenter database backup already exists in the following location: C:\Program Files\Microsoft SQL Server\MSSQL10_50.<SQL Instance Name>\MSSQL\Backup\CallCenter.bak.



If a backup does not exist, then the CallCenter Database in MSDE will be backed up and restored.

- If a previous version of CallCenterWorX is detected, go to Step 1 (Figure 5-9 displays).
- If there is no previous version of CallCenterWorX installed, go to Step 5 (Figure 5-13 displays).
- Step 1 Click OK when Figure 5-9 displays to begin the uninstall process.

It is recommended that you backup your database prior to an upgrade.



Figure 5-9 CallCenterWorX_MIS4.0 InstallShield Wizard



Step 2 Click OK when Figure 5-10 displays to remove the previous version of CallCenterWorX MIS 3.

	Fiaure 5-10	Confirm	Uninstall	Dialog	Box
--	-------------	---------	-----------	--------	-----

Confirm Uninsta	u		
Do you want to co	mpletely remove the :	selected applica	ation and all of its features?

Figure 5-11 displays to show the status of CallCenterWorX MIS removal.

Figure 5-11 MIS 3 Setup Status Dialog Box

InstallShield Wizard	×
Setup Status	Nº2
NEC CallCenterWorX MIS 3 Setup is performing the requested operations.	
Publishing product information	
0%	
InstallShield	
	Cancel

Step 3 When Figure 5-12 displays, click **Finish**.



Figure 5-12 Maintenance Complete Dialog Box

Step 4 The MIS 4.0.0 installation automatically begins and Figure 5-13 displays.



Figure 5-13 MIS 4.0 Install Shield Wizard Welcome

Step 5 Click Next. Figure 5-14 displays.

Figure 5-14 MIS License Agreement Dialog Box.

CallCenterWorX_MIS4.0 - InstallShield Wizard	
License Agreement Please read the following license agreement carefully.	
Press the PAGE DOWN key to see the rest of the agreement.	
NEC Corporation of America Personal Computer Program License Agreement PLEASE CAREFULLY READ THE FDLLOWING TERMS AND CONDITIONS BEFORE INSTALLING THIS SOFTWARE. NEC Corporation of America provides this program and licenses its use to you, the licensee, pursuant to the following terms. (From this point on, references to "you" mean "the licensee", references to the "program" mean the program recorded on the diskette in this package and any other programs or enhancements to programs which you here after may acquire from NEC Corporation of America unless such acquisition is subject to	
Do you accept all the terms of the preceding License Agreement? If you select No. the setup will close. To install CalCenterWorX_MIS4.0, you must accept this agreement. InstallShield	
< <u>B</u> ack <u>Y</u> es <u>No</u>	

Step 6 Click Yes to accept the License Agreement. Figure 5-15 displays.

Figure 5-15 Select Database Server

NEC CallCenterWorX	MIS 4 - InstallShield Wizard	
Database Server Select database ser	ver and authentication method.	
Database server the	at you are installing to:	
(local)\SQLEXPRE	SS	 Browse
Connect using:	entication thentication using the Login ID and password below	
Login ID:	sa	
Password:		
Name of database of	atalog:	
InstallShield		Browse
	< <u>B</u> ack <u>N</u> ext	Cancel

- *Step 7* Select the **Database server that you are installing to**. If the list does not display, click on the **Browse** button.
 - Please select the Microsoft SQL Server 2008 R2 Express as the database server and then click Next. The Choose Destination Location dialog (Figure 5-16) displays.

Figure 5-16	Choose	Destination	Location	Dialog	Box

CallCenterWorX_MIS4.0 - InstallShield Wizard	\mathbf{X}
Choose Destination Location Select folder where setup will install files.	(Second
Setup will install CallCenterWorX_MIS4.0 in the following folder.	
To install to this folder, click Next. To install to a different folder, click Browse and select another folder.	
C Destination Folder	
C:\Program Files\NEC\CallCenterWorX\MIS 4.0\ Browse	
InstaliShield	
< <u>B</u> ack <u>Next</u> > Cancel	

Step 8 Click **Next** to install the software in the default location. Figure 5-17 displays.

Figure 5-17	Select Program Folder Dialog Box	
	CallCenterWorX_MIS4.0 - InstallShield Wizard	×
	Select Program Folder Please select a program folder.	NEC
	Setup will add program icons to the Program Folder listed below. You may type a new folder name, or select one from the existing folders list. Click Next to continue.	
	Program Folder: NEC CallCenterWorX Existing Folders:	
	Administrative Tools Bluetooth Broadcom Check Point	
	Cisco Cisco Systems VPN Client Citrix CutePDF	
	InstaliShield <u>Back</u> <u>N</u> ext > Cancel]

 Due to Vista system requirements, the message displayed below may appear.



If this occurs, click **OK** and refer to "Manually Upgrade the Database" on page 6-1 for information on upgrading the database.

Step 9 Click **Next**. Figure 5-18 displays.

Figure 5-1	B MIS	Select Applications	Dialog Box
J		Free Presenter Free Free Free Free Free Free Free F	

CallCenterWorX_MIS4.0 - InstallShield Wizard	
Select Applications	Call Call Call
After the system reboots, we recommend launching the application(s) below which of the following CallCenterWorX applications you wish to run after th	A Please select e reboot:
 CallCenterWorX License Key Administrator. MIS 4.0 Setup. 	
< <u>B</u> ack <u>Next</u> >	Cancel

Step 10 Click Next. Figure 5-19 displays.



Step 11 Select Yes to restart the computer immediately or No to restart later.



For a new installation, it is recommended to select **NO** to restart your computer later and complete Database Management first.

Step 12 Click Finish.

The CallCenterWorX MIS application is now installed and ready to be configured. See the *CallCenterWorX MIS Administration Manual for CallCenterWorX Business* and *CallCenterWorX Enterprise* for configuration procedures for the initial MIS setup.

Accessing the License Key Administrator

The License Key Administrator registers and validates the MIS application as well as the monitoring capacity purchased. There are two sets of licenses that should be entered using this tool.

- The first set validates the MIS application.
- The second set determines how many agent positions can be monitored at one time.

Successful registration of both licenses is necessary for proper operation of the application. If an upgrade is purchased (to monitor more agent positions at once), the license information for the new agent positions
will need to be entered using this tool. The first license set does not need to be re-entered when applying an upgrade license.

Step 1 Select Start > Programs > NEC CallCenterWorX > CallCenterWorX License Key Administrator (Figure 5-20).

Figure 5-20 Open License Key Administrator 🛤 Windows Fax and Scan Windows Update Wireshark 🛤 XPS Viewer Accessories Application Verifier Debugging Tools for Windows (x86) Games Maintenance Microsoft SQL Server 2005 Microsoft SQL Server 2008 Ξ Microsoft SQL Server 2008 R2 Microsoft Visual Studio 2008 Microsoft Windows SDK v7.0 NEC CallCenterWorX NEC CallCenterWorX License Key Admini MIS 4.0 NEC GNAVPro NEC Softphone Adapters Startup Ŧ Back Search programs and files Q

The License Key Administrator dialog box displays (Figure 5-21).

5-18 Installation Procedures

Database Management

This chapter provides information on some of the basic functions of database management that may be useful in managing the MIS database. For more advanced database management functions, please read the document or Help file from Microsoft SQL Server Management Studio Express.

The following topics are included in this chapter:

Chapter Topics

- Manually Upgrade the Database
- Changing Authentication Mode to Mixed Mode
- Restart SQL Server
- Backup a Database
- Restore a Database

Manually Upgrade the Database

To manually upgrade a database, perform the following step.

Step Open a command window, go to the CallCenterWorX MIS installation bin directory, and run "DBUpgrade" as illustrated in Figure 6-1.

Figure 6-1 DBUpgrade Command



Changing Authentication Mode to Mixed Mode

To change the authentication mode to mixed mode, perform the following steps.

Step 1 Connect to the SQL Server by clicking Connect as shown in Figure 6-2.

Figure 6-2 SQL Server Connection Dialog Box



Figure 6-3 displays once a connection is established.



Right-click on the SQL Server name and select Properties. Figure 6-4 Step 2 displays.

Select a nane	
Contral	Script 👻 💽 Help
Memory Processors Connections Database Settings Advanced Pemissions	Server authentication
	Successful logins only Both failed and successful logins
Connection Server: WIN7-PC\SQLEXPRESS2008 Connection: win7-PC\Administrator	Server proxy account Enable serger proxy account P(toxy account: Password: Options
Progress Ready	Enable C2 audt tracing Cross database ownership chaining

Figure 6-4 Server Properties SQL Server Authentication Mode

Step 3 Select Security from the list, check **SQL Server and Windows Authentication mode**, and click **OK**. Figure 6-5 displays.



Step 4 Click OK to restart SQL Express Service.

Restart SQL Server

To restart the SQL Server, perform the following steps.

Step 1 From SQL Server Management Studio Express, right-click on the SQL Server name then click **Restart** as depicted in Figure 6-6.



Figure 6-7 displays.

Figure 6-7 Server Restart Confirmation Query Dialog Box

Are you sure you want to restart the	MSSOL\$SOLEXPRESS service on WNCASWD018L2
Ph.	

Step 2 Click Yes. Figure 6-8 displays.

Figure 6-8 Service Control Progress Dialog Box

Attempting to start the following service on WNCASWD018L	
MSSQL\$SQLEXPRESS	

Backup a Database

To backup a database, perform the following steps.

Step 1 From SQL Server Management Studio Express, right-click on the database name to back up and select Tasks > Back Up as depicted in Figure 6-9.

Figure 6-9 Backup Database

🧏 Microsoft SQL Server Ma	nagement Studio		
File Edit View Debu	g Tools Window Co	mmuni	ity Help
😫 New Query 🛐 🕞	🖻 🛃 🖂 🖳 💂		
Object Explorer	↓	×	
Connect 🕶 📑 📑 👕	í 🛃 😹		
WIN7-PC\SQLEXPRE Databases CallCenter CallCenter Collicenter Collicenter Security Conterine Security Conterine Conterine	SS2008 (SQL Server 10.50.16 bases New Database New Query	500 -	
Generation	Script Database as		
🗉 🛅 Management	Tasks 🔸		Detach
	Policies +	_	Take Offline
	Facets		Bring Online
	Start PowerShell	-	Shrink >
	Reports +		Back Up
	Rename	-	Restore +
	Delete		Generate Scripts
< III Ready	Refresh Properties	-	Extract Data-tier Application Register as Data-tier Application Import Data
			Export Data

Figure 6-10 displays.

Select a page	Character 128 Links				
🖙 General	Script - Ma Help				
2 Options					
	Source				
	Daţabase:		CalCenter		
	Recovery model:		SIMPLE		
	Backup type:		Ful		
	Copy-only Backup				
	Backup component:				
	Database				
	Files and filegroups:				
	Backup set				
	<u>N</u> ame:	Cal/Center-Ful	I Database Backu	p	
	Description:				
	Backup set will expire:				
Connection	After:	0	A. T	days	
Server:	O Qn:	11/12/2010		ĺ	
WIN7-PC15GLEAPHE552008	Destination				
Connection: win7-PC\Administrator	Back up to: (0)	Djøk	(🗇 Tage	
See Vew connection properties	c:\Program Files\Microsoft SQL S	erver\MSSQL10	50.SQLEXPRE	SS2008\MS	Add
Progress					Bemove
A Ready	<		_	+	
Page Page Page Page Page Page Page Page			_		Contents
				ОК	Cancel

Figure 6-10 Back Up Database - Call Center

Step 2 Click Add to select the desired destination for the backup file. Figure 6-11 displays.

Figure 6-11 Select Backup Destination Dialog Box



Step 3 Click the _____ button next to the File name to enter your desired backup file name. Figure 6-12 displays.





Step 4 Choose the Selected Path, enter File name, then click **OK**. Figure 6-13 displays.

Figure 6-13 Select Backup Destination

🔋 Select Backup Destination
Select the file or backup device for the backup destination. You can create backup devices for frequently used files.
Destinations on disk
I Ele name:
C:\Program Files\Microsoft SQL Server\MSSQL10_50.SQLEXPRE
Backup device:
▼
OK Cancel
in.

Step 5 Click OK. Figure 6-14 displays.

Selectanana				
General	🔊 Script 🔻 🚺 Help			
Options				
	Source			
	Database:		CalCenter	•
	Recovery model:		SIMPLE	
	Backup type:		Ful	
	Copy-only Backup			
	Backup component:			
	Oatabase			
	Files and filegroups:			
	Backup set			
	<u>N</u> ame:	CalCenter-Full	Database Backup	
	Degoription:			
	Backup set will expire:			
Connection	After:	0	≑ days	
Server:	© Qn:	11/12/2010		
WIN7-PC\SQLEXPRESS2008	Destination			
Connection: wio7.PC\Administrator	Back up to:	e Dak	0 1956	
B Vew connection properties	C:\Program Files\Microsoft SQ C:\Program Files\Microsoft SQ	L Server\MSSQL10 L Server\MSSQL10	50.SQLEXPRESS2008\W	Add
				-
Progress				Elemone
h ^{dille} h Ready				Contents
4 ^{4 b} 6	· ·			
			ОК	Cancel

Figure 6-14 Remove Back Up Destination

Step 6 Select the unwanted destination and click Remove.





Please specify only one destination.

Step 7 Select the desired Destination and click **OK** as depicted in Figure 6-15.

Select a page	Charles on Particle	
🚰 General	Scribt + 🖸 Help	
Poptions	Source	
	Database:	CalCenter
	Recovery model:	SIMPLE
	Backup type:	Ful
	Copy-only Backup	
	Backup component:	
	Oatabase	
	Files and filegroups:	
	Backup set	
	<u>N</u> ame:	CalCenter-Full Database Backup
	Description:	
	Backup set will expire:	
Connection	After:	0 days
Server;	© <u>Q</u> n:	11/12/2010
WIN7-PC\SQLEXPRESS2008	Destination	Net O Tana
Connection: win7-PC\Administrator	Back up to:	
SP Vew connection properties		Add
_		Rettoye
Progress		
Ready	<	+ Contents
.4 ⁴ ¹⁰ 0.		

Figure 6-15 Desired Destination

Figure 6-16 displays.

Figure 6-16 Successful Backup Confirmation Dialog Box

Microsof	t SQL Server Management Studio Express	
(j)	The backup of database 'CallCenter' completed successfully.	
83		ОК



Restore a Database

To restore a database, perform the following steps.

Step 1 From SQL Server Management Studio Express, right-click on the database name to restore and select Tasks > Restore > Database as depicted in Figure 6-17.





Figure 6-18 displays.

间 Restore Database - CallCente	r		
Select a page	🔊 Script 👻 🚺 Help		
Options	Destination for restore	new or existing database for your restore operatio	n.
	To database:	CalCenter	•
	To a point in time:	Most recent possible	
	Source for restore		
	Specify the source and locati	on of backup sets to restore.	
	From database:	CalCenter	-
	From device:		
	Select the backup sets to res	tore:	
	Restore Name	Component Type Serve	5
Connection			
Server: WIN7-PC\SQLEXPRESS2008			
Connection: win7-PC\Administrator			
野 <u>View connection properties</u>			
Progress			
$e^{e^{i\theta \cdot b} b_{t_{t_{t_{t_{t_{t_{t_{t_{t_{t_{t_{t_{t_$	4 []		F
		ОК	Cancel

Figure 6-18 Restore Database - Call Center

Step 2 Under Source for restore, Click the button to specify the backup file name to restore from. Figure 6-19 displays.

Figure 6-19 Specify Backup for Restore

Specify Backup	
Specify the backup media	and its location for your restore operation.
Backup media:	File
Backup location:	
	Add
	<u>R</u> emove
	Contents
	<u>QK</u> Cancel Help

Step 3 Click Add. Figure 6-20 displays.



Figure 6-20 Locate Backup File to Restore

Step 4 Select the file name and click OK. Figure 6-21 displays.

Figure 6-21	Specify Backup File to Restore
-------------	--------------------------------

D 1		[P1				
Backup media:		File			•	
Backup location:						
C:\Program Files\M	icrosoft SQL Serv	er\MSSQL10	50.SQLEX	PRESS200	08\MS	Add
						Remo
						Conte
4	111		_		_	
·					,	

Step 5 Click OK. Figure 6-22 displays.

Figure 6-22 Backup Sets to Restore

📑 Restore Database - CallCente	er					
Select a page	🔄 Script 👻	🖺 Help				
Options	Destination f	or restore				
	Select or	type the name of a new	or existing dat	abase for your	restore o	operation.
	To datab	ase:	CalCent	ler		•
	<u>T</u> o a poir	t in time:	Most rea	cent possible		
	Source for re	estore				
	Specify t	he source and location of	of backup sets	to restore.		
	🗇 Fçam	database:	CalCen	ter		-
	From	device:	C:\Prog	ram Files\Micro	soft SQI	L Server\MSSQL10_5
	Select th	e backup sets to restore	c			
	Restore	Name CalCastas Full Datab	are Backup	Component	Type	Server WINT-POISOLEXPRESS
Connection		_ Calcenter ful Data	Ase Beckep	Delebase	rus.	WINTE GALEAR NESS
Server: WIN7-PC\SQLEXPRESS2008						
Connection: win7-PC\Administrator						
real Wew connection properties						
Progress						
$\mathbb{P}_{q_{ab}b_{a}}^{q^{abb}}$ Ready	•	.111				4
						OK Cancel

Step 6 Under Select the backup sets to restore, check the Restore box and then click OK. Figure 6-23 displays.

Figure 6-23 Successful Restore Confirmation Dialog Box



Step 7 Click OK.

Appendix A

Microsoft SQL Server 2008 R2 Express Edition with Advanced Services

The following topics are included in this section.

Chapter Topics

- Microsoft SQL Server 2008 R2 Express Edition with Advanced Services
 Install
- Microsoft SQL 2008 R2 Express Edition Uninstall

Microsoft SQL Server 2008 R2 Express Edition with Advanced Services Install

Microsoft SQL Server must be installed prior to CallCenterWorX MIS 4.0 installation.

If SQL Server 2008 has not yet been installed for use with CallCenterWorX MIS 4.0, please follow the instructions provided in this Appendix to install Microsoft SQL Server 2008 R2 Express Edition with Advanced Services Install, from CallCenterWorX MIS 4.0 DVD-ROM under **Prerequisites**.

Prerequisites for Microsoft SQL 2008 R2 Express Edition with Advanced Services

Prior to installation of SQL Server 2008 R2 Express Edition with Advanced Services, the following three Microsoft redistributables must be installed (or confirmed):

Microsoft .NET Framework 3.5 Service Pack 1 Microsoft Windows Installer 4.5 Microsoft PowerShell 1.0

After installing the pre-requisites, a hardware-appropriate version of Microsoft SQL Server 2008 R2 Express Edition with Advanced Services can be installed.



Some Windows Operating Systems do not need to have these prerequisites installed since they are already installed.

Microsoft redistributables for SQL Server 2008 R2 Express Edition with Advanced Services are included on the CallCenterWorX MIS 4.0 Installation DVD. Inserting the Disk into a DVD drive will display a menu with links for installation of the appropriate version (32-bit or 64-bit), under the Prerequisites section.

To install the Microsoft SQL Server 2008 R2 Express Edition with Advanced Services, follow the steps below.

- *Step 1* Place the CallCenterWorX MIS 4.0 Installation DVD into the DVD-ROM drive and wait for the installation menu to open.
- Step 2 From the Prerequisites menu, select either the 32-bit or 64-bit link for installing SQL Server 2008 R2 Express Edition with Advanced Services. An Extracting Files dialog box displays and after the necessary files are extracted, an SQL Server Installation Center dialog box, figure A-1 displays.

A-1 SQL Express Install dialog box

SQL Server Installation Center	
Planning Installation Maintenance Tools Resources Advanced	New Installation or add features to an existing Installation. Launch a waard to install SQL Server 2008 R2 in a non-clustered environment or to add features to an existing SQL Server 2008 R2 instance. Image: Server 2008 SQL Server 2000, SQL Server 2006 or SQL Server 2008 Launch a waard to upgrade SQL Server 2000, SQL Server 2006 or SQL Server 2008 to SQL Server 2008 R2. Image: Server 1000 SQL Server 2000, SQL Server 2006 or SQL Server 2008 to SQL Server 2008 R2. Image: Server 1000 SQL Server 2000, SQL Server 2006 or SQL Server 2008 to SQL Server 2008 R2.
Options	Search industry oppare for SQL Server 2006 N2 product oppares.
SQL Server 2008 1/2	

Step 3 Click New installation or add features to an existing installation to display a Software License Agreement dialog box (A-2).

A-2 3	Software	License	Agreement	dialog box
-------	----------	---------	-----------	------------

SQL Server 2008 R2 Setup	
To install SQL Server 2008 F	12, you must accept the Microsoft Software License Terms.
License Terms Setup Support Files	MICROSOFT SOFTWARE LICENSE TERMS MICROSOFT SQL SERVER 2008 R2 EXPRESS WITH TOOLS MICROSOFT SQL SERVER 2008 R2 EXPRESS WITH ADVANCED SERVICES These license terms are an agreement between Microsoft Corporation (or based on where you live, one of its affiliates) and you. Please read them. They apply to the software named above, which includes the media on which you received it, if any. The terms also apply to any Microsoft • updates, • supplements, • Internet-based services, and • support services
	Copy Given Copy Finit Copy Finit Copy Finit Send Feature usage data to Microsoft. Feature usage data includes information about your hardware configuration and how you use SQL Server and its components. See the Microsoft SQL Server 2008 R2 Privacy Ratement for more information.
	< Batk Next > Cancel

- *Step 4* Read the software license agreement in the list box and click **I accept** the license terms.
- Step 5 Click Next. A Feature Selection dialog box displays (A-3).

A-3	Feature	Selection	dialog box	
-----	---------	-----------	------------	--

		0.000
Setup Support Rules	Features:	Description:
Setup Support Rules Feature Selection Instaliation Rules Instance Configuration Disk Space Requirements Server Configuration Database Engine Configuration Reporting Services Configuration Error Reporting Instaliation Configuration Rules Instaliation Progress Complete	Instance Fiebures ✓ Database Engine Services ✓ SQL Service Repication ✓ Full-Text Search ✓ Reporting Services Shared Features ✓ Susness Intelligence Development Studio ✓ Management Tools - Basic ✓ SQL Client Connectivity SOK ✓ Microsoft Sync Framework. Redistributable Features	Server features are instance- ware and have their own registry haves. They support subtple instances on a computer
	Select Al Unselect Al Shared feature directory	
	and the second s	

Step 6 Click Select All and then click Next. (It is best to install every feature now, during this initial install of SQL Server 2008 R2 Express Edition with Advanced Services, than to add features later, as required by various applications.) An Instance Configuration dialog box displays (A-4).

A-4 Instance Configuration dialog box

Instance Configuration) for the instance of SQL Ser	ver. Instance 10 becon	es part of the instal	ation path.	_ [0] ×
Setup Support Rules Feature Selection Installation Rules	C Default instance	SQLE=press			
Instance Configuration Disk Space Requirements Server Configuration Database Engine Configuration	Instance ID: Instance root director	9QLDopress y: C:\Program P	les!//ikrosoft SQL Se	ver),	
Reporting Services Configuration Error Reporting Installation Configuration Rules Installation Progress	SQL Server directorys Reporting Services dir Installed instances:	CriProgram F ectory: CriProgram F	les'(Marasoft SQL Se les'(Marasoft SQL Ser	ver)M55QL10_50.SQL ver(MSR510_50.SQLE)	Express opress
Comprete	Instance Name	Instance ID	Features	Edition	Version
			< 8ack	Next >	Cancel Help

Step 7 Edit the **Named Instance** if instance name **SQLEXPRESS** already exists on the system.



For example, if Microsoft SQL Server 2005 Express is already installed on the system and the instance name is **SQLEXPRESS**, then you will have to use a different instance name for the Microsoft SQL Server 2008 R2 Express installation, such as, **SQLEXPRESS2008**.

Step 8 Click **Next** to display a Server Configuration dialog box (A-5).

	Sasuer Configuration				1999	
	Specify the service accounts and colo	ation configuration.				
54 Fr	etup Support Rules eature Selection statetion Dules	Service Accounts Collation Microsoft recommends that you use a s	eparate account for each SQL	Server service.		
lr	stance Configuration	Service	Account Name	Password	Startup Type	
0	isk Space Requirements	SQL Server Database Engine	NT AUTHORITYINETWOR		Automatic	-
5	erver Configuration	SQL Server Reporting Services	NT AUTHORITY/NETWOR		Automatic	-
D	atabase Engine Configuration	SQL Full-text Filter Daemon Launcher	NT AUTHORITY[LOCAL S		Manual	
R	eporting Services Configuration	SQL Server Browser	NT ALITHORITY/LOCAL S		Disabled	•
ır ti ⊙	stallation Configuration Rulies stallation Progress omplete		Lise the st	me account for a	Merual Merual II S q. Striver ser	10.05

- Step 9 Specify NT AUTHORITY\NETWORK SERVICE as the Account Name for SQL Server Database Engine and SQL Server Reporting Services.
- Step 10 Specify NT AUTHORITY\LOCAL SERVICE as the Account Name for SQL Full-text Filter Daemon Launcher and SQL Server Browser.



The Service Accounts specified here, in the Server Configuration dialog, can be modified after installation of SQL Server 2008 R2 via the SQL Server Configuration Manager. Please refer to Microsoft documentation for further information.

Step 11 Select Automatic for SQL Server Browser Startup Type and then click Next. A Database Engine Configuration dialog box displays (A-6).

Specify Database Engine authentical	ion security mode, administrators and data directories.	and a state
Setup Support Rules Festure Selection Instalation Rules Instance Configuration Disk Space Requirements Server Configuration Database Engine Configuration Reporting Services Configuration Error Reporting Instalation Configuration Rules Instalation Progress Complete	Account Provisioning Data Directories PUESTREAM Specify the authentication mode and administrators for the Database D Authentication Mode Image: Comparison of the Database D Authentication Mode Image: Comparison of the Database D Image: Comparison of the SQL Server authentication and Windows authentication Specify the password for the SQL Server system administrator (sa) account password: Enter password: Image: Comfirm password: Image: Comfirm password: Specify SQL Server administrators Image: Comfirm password: Image: Comfirm password: Confirm password: Image: Comfirm password: Image: Comfirm password: Add Current User Add Remove	ngine.) surit. SQL Server administrators have unrestricted access to the Database Engine.

A-6 Database Engine Configuration dialog box

Step 12 Select **Mixed Mode** authentication, supplying a strong SA password and writing it down for later reference, and then click **Next**.

A Reporting Services Configuration dialog box displays (A-7).

Reporting Services Co	nfiguration
Specify the Reporting Services cor	riguration mode.
Setup Support Rules Feature Selection Installation Rules Instance Configuration Disk Space Requirements Server Configuration Obtobase Engine Configuration Reporting Services Configuration Error Reporting Installation Configuration Rules Installation Progress Complete	Install the native mode default configuration. Setup will install the report server and configure it in Native mode to use the default values. The report server is usable as soon as Setup is Inished. Install the SharePoint Integrated mode default configuration. Setup will create the report server database in SharePoint Integrated mode and configure the report server to use the default values. However, integrated operations will not be supported until a minimal installation of a SharePoint product or technology is deployed on the report server computer and the Reporting Service Add in for SharePoint Encloses is installed and configured on the instance of the SharePoint product or technology you are using.
	Install, but do not configure the report server. Setup will install, but will not configure, the report server software. After installation is finished, you can use the Reporting Services Configuration tool to set options that are required to run the report server.

Step 13 Select **Install, but do not configure the report server** then click **Next**. An Error and Usage Reporting dialog box displays (A-8).

A-8 Error and Usage Reporting dialog box

Help Microsoft improve SQL Server features and services. Setup Support Rules Peature Selection Instalation Rules Instalation Rules Instance Configuration Disk Space Requirements Server Configuration Databasion Configuration Disk Space Requirements Server Configuration Reporting Services Configuration Error Reporting Instalation Progress Complete	Error Reporting	
Setup Support Rules Specify the information that you would like to automatically send to Monosoft to Improve future releases of SQL Fiesture Selection Updates through Microsoft Update to modify feature usage data. These updates might be downloaded and installation Rules Instance Configuration Disk Space Requirements Server Configuration See the Microsoft SQL Server 2000 R2 Physicy Statement for more information. Database Engine Configuration Beadmore allow Microsoft Update and Automatic Update. Reporting Services Configuration Beadmore allow Microsoft Update and Automatic Update. First Reporting Server Configuration Installation Progress Send Windows and SQL Server Progress to Microsoft or your corporate report server. This setting only apples to services their run without user Interaction.	Help Microsoft improve SQL Serve	r features and services.
	Setup Support Rules Feature Selection Installation Rules Installation Rules Disk Space Requirements Server Canfiguration Database Engine Configuration Reporting Services Configuration Error Reporting Installation Configuration Rules Installation Progress Complete	Specify the information that you would like to automatically send to Microsoft to Improve future releases of SQL Server. These settings are optional. Nicrosoft treats this information as confidential. Microsoft may provide updates through Microsoft Update to modify feature usage data. These updates might be downloaded and installed on your machine automatically, depending on your Automatic Update settings. See the Microsoft SQL Server 2008 R2 Privacy Statement for more information. Readmore about Microsoft Update and Automatic Update.

A-7 Reporting Services Configuration dialog box

Step 14 Click Next. The installation starts automatically. A Complete dialog box displays (A-9).

A-9 Complete dialog box

SQL Server 2008 R2 Sctup	_ (_ ×
Your SQL Server 2008 R2 installat	on completed successfully.
Setup Support Rules Feature Selection Instalation Rules Instance Configuration Disk Space Requirements Server Configuration Server Configuration Reporting Services Configuration Reporting Services Configuration Error Reporting Instalation Configuration Rules Instalation Progress Complete	Summary log få has been saved to the following location: <u>C.(Brocean First/Mercosoft 501, Server)100/Setue Bootstrapil.oc/20100628_013402</u> <u>Yournery_ClusterB_20100528_013402.ht</u> Information about the Setup operation or possible next steps: <u>Vour SQL Server 2008 R2 installation completed successfully.</u>
	Supplemental Information: The following notes apply to this release of SQL Server only. Microsoft Update For information about how to use Microsoft Update to identify updates for SQL Server 2008 R2, see the Microsoft Update Web site at <u>http://upo.microsoft.com/fwhite/Planklow108409</u> . Samples By default, sample databases and sample code are not install sample databases and sample code for non-Express editions of SQL Server 2008 R2, see the CodeFlex Web site at <a href="http://www.see.org/light/light/light/see.org/light/light/see.org/light/see</td>
	Close Help

- *Step 15* Click **Close** to complete the installation. Also, close SQL Server Installation Center.
- Step 16 From the Start menu, select All Programs > Microsoft SQL Server 2008 R2 > Configuration Tools > SQL Server Configuration Manager.
- Step 17 Expand the SQL Server Network Configuration branch, then click Protocols for SQLEXPRESS (or the instance name created during installation). Right-click the Named Pipes protocol. A Named Pipes popup menu displays (A-10).

A-10 Named Pipes	popup menu		
	🚟 Sql Server Configuration Manager		
	File Action View Help		
	🗢 🔿 🖄 📴 🗟 🛛	-	
	SQL Server Configuration Manager (Local)	Protocol Name	Status
	 SQL Server Services SQL Server Network Configuration (32bit) SQL Notive Client 10.0 Configuration (32bit) SQL Server Network Configuration Protocols for SQLEXPRESS SQL Native Client 10.0 Configuration 	Shared Memory Named P TCP/JP VIA Propert Help	Enabled d d d d

- Step 18 Select Enable. After a warning message displays, click OK.
- Step 19 Right-click the TCP/IP protocol to display a popup menu (A-11).
- A-11 SQL Server Configuration Manager

🛱 Sql Server Configuration Manager	
File Action View Help	
🗢 🔿 🔰 🗟 🗟 🛛	
SQL Server Configuration Manager (Local) SQL Server Services SQL Server Network Configuration (32bit) SQL Server Network Configuration Image: SQL Server Network Configuration Image: SQL Server Network Configuration Image: SQL Network Configuration Image: SQL Network Client 10.0 Configuration Image: SQL Network Client 10.0 Configuration	Protocol Name Status Shared Memory Enabled Shared Pipes Enabled TCP/IP Enable Disable Properties Help

- Step 20 Select Enable. After a warning message displays, click OK.
- Step 21 Confirm that Start Mode of SQL Server Browser is set to Automatic correctly. If not configured, click on SQL Server Services, then right-click on SQL Server Browser and select Properties. Then move to the Service tab and confirm that the Start Mode for SQL Server Browser was set to Automatic during installation of SQL. If not, change the Start Mode from Manual to Automatic and then click OK.

A-IZ SQL Server Drowser Service-Automatic Startup Wou	A-12	SQL Server	[.] Browser	Service-Automatic	Startup Mod
---	------	------------	----------------------	-------------------	-------------

File Action View Help					
🧇 🗇 🗾 📴 📴 🕑 🔍 🕑					
🔞 SQL Server Configuration Manager (Local)	Name		3	ste	Start Mode
GQL Server Services J SQL Server Network Configuration (32bit) SQL Server Network Configuration (32bit) SQL Server Network Configuration (32bit) Q_P Protocols for SQLEV9625 SQL Server Network Configuration SQL Network Clemet (Lo Configuration	SQL Server Drowser SQL Server (SQLEPRESS) SQL Server (SQLEPRESS) SQL Server Browser Properties SQL As the server Browser Properties SQL Server Browser Advanced	Ru Ru Ries Ri	ming ming ? X	Autonatic Autonatic Other (Boot, System. Manual Autonatic	
• · · ·		E General			
		Binary Path	"c:\Program Piles (x05)()4	krosoft 50	
		Error Control	1		
		Exit Code	D		
		Host Name	CLUSTERB		
		Nane	SQL Server Browser		
		Process ID	4136		
		SQL Service Type	A damatic		
		State Posts	Hotomacc	<u> </u>	
		35.668	Automatic		
			Disabled	- 111	
			Pancal		
		Start Mode The start mode of this servi	ce.	Heb	

A - 12 Microsoft SQL Server 2008 R2 Express Edition with Advanced Services

Microsoft SQL 2008 R2 Express Edition Uninstall

The Microsoft SQL Server 2008 R2 Express Edition can be uninstalled using the Windows operating system **Add/Remove** software function (**Programs** > **Uninstall a program** for Windows Server 2008), in the Windows Control Panel.

A-13 Uninstall SQL 2008 Express Server

Joing Camberraler +	logiais - Hogiais aloreaures	* Ma 56	arch Programs and reacur	es	_
le Edit View Tools Help					
Control Panel Home	Uninstall or change a program				
Wew installed updates	To uninstall a program, select it from the list and the	en dick Uninstall, Change, or F	lepair.		
Turn Windows features on or off	Organize - Uninstall/Change				(
	Name +	Publisher	- Instal Size	- Vr	ers
	Crystal Reports Basic Runtime for Visual Studio 20	Business Objects	8/29/2010	64.6 MB 10	0.5
	Same and the second sec	Microsoft Corporation	8/29/2010	29.8 MB 12	2)
	Microsoft Report Viewer Redistributable 2005	Microsoft Corporation	8/29/2010		
	15 Microsoft Report Viewer Redistributable 2008 SP1	Microsoft Corporation	8/29/2010		
	Microsoft SQL Server 2008 R2 (64-bit)	Microsoft Corporation	8/29/2010		
	Microsoft SQL Server 2008 R2 Native Client	Microsoft Corporation	8/29/2010	6.06 MB 10	0.
	🗄 Microsoft SQL Server 2008 R2 Policies	Microsoft Corporation	8/29/2010	984 KB 10	٥.
	🗄 Microsoft SQL Server 2008 R2 Setup (English)	Morosoft Corporation	8/28/2010	43.6 MB 10	0.
	🗄 Microsoft SQL Server 2008 Setup Support Files	Microsoft Corporation	8/29/2010	24.8 MB 10	۵.
	Microsoft SQL Server Drowser	Microsoft Corporation	0/29/2010	0.99 MB 10	٥,
	Microsoft SQL Server Compact 3.5 SP2 ENU	Microsoft Corporation	8/29/2010	3.39 MB 3.	5
	Microsoft SQL Server Compact 3.5 SP2 Query Too	Mcrosoft Corporation	8/29/2010	4.63 MB 3.	5
	Microsoft SQL Server VSS Writer	Microsoft Corporation	8/29/2010	3.59 MB 10	٥.
	Microsoft Sync Framework Runtime v1.0 (x64)	Microsoft Corporation	8/29/2010	802 KB 1.	.0
	Microsoft Sync Services for ADO.NET v2.0 (x64)	Mcrosoft Corporation	8(29)2010	5321/8 2.	.0
	Microsoft Visual C++ 2010 x86 Redistributable	Hicrosoft Corporation	8/29/2010	11.0 MB 10	۵,
	BMcrosoft Visual Studio 2008 Shell (Integrated rod	Microsoft Corporation	0/29/2010	163 MB 9.	.0
	Microsoft Visual Studio Tools for Applications 2.0	Hicrosoft Corporation	8/29/2010	213 MB 9.	.0
	18 OW5000 Access Server	NEC Unified Solutions, Inc.	8/29/2010	15.5 MB 7.	.0
	i (

Step 1 Select Microsoft SQL Server 2008 R2 and click Change/Remove (Uninstall/Change for Windows 2008) from the Add or Remove Programs. A-14 displays.

A-14 Remove dialog box



Step 2 Click Remove. A-15 displays.

A-15 Setup Support Rules dialog box

SQL Server 2008 R2 Setup		-
Setup Support Rule		
Setup Support Dules identify	whilens that might occur when you install SOL Server Setup amount file	s. Failures must be corrected
before Setup can continue.	and a set when a set a set a set of a s	
Setun Sunnort Rules	Operation completed, Passed: 6. Failed 0. Warning 0. Skipp	ed 1.
and a subbar citation		
	Show details >>	Re-
	View detailed report	
		OK Canos

Step 3 Click OK. A-16 displays.

Select Instance						
Specify the instance of SQL Ser	ver to modify.					
elect Instance	Select the instance of "Remove shared featu	SQL Server to res only" and	remove. T	fo remove Management ext.	Tools and shared featur	es only, select
emoval Rules	Instance to remove fe	atures from:	SQLEXPRE	ESS	X	
eady to Remove						
emoval Progress	Installed instances:					
iomplete	Instance Name	Instance II)	Features	Edition	Version
	SQLEXPRESS	MS5QL10_5	0.5QLE	SQLEngine,SQLEngi	Express with Advan	10.50.1600.1
	Shared Componen.			SSMS		10.50.1600.1

A-16 Select Instance dialog box

- Step 4 Click Next. A-17 displays.
- A-17 Select Features dialog box



Step 5 Click Select All and then click Next. A-18 displays.

A-18 Removal Rules dialog box

Remove SQL Server 2008 R	2	
Removal Rules Setup is running rules to de	ternine if the uninstallation process will be blocked. For more information, dick Help.	
Select Instance Select Features Removal Rulies	Operation completed. Passed: 4. Failed 0. Warning 0. Skipped 1.	
Ready to Remove Removal Progress Complete	Show details >> View detailed report	Re-run
	< Back Next >	Cancel Help

Step 6 Click Next. A-19 displays.





A-20 Removal Process dialog box

Removal Progress	
Select Instance Select Features Removal Rules Ready to Remove Removal Progress Complete	SqEngineConfig4ction_remove_valkdxion_Cpu64
When the removal process is complete, A-21 displays.

A-21 SQL Server 2009 Removal Completion dialog box



Step 8 Click Close.

A - 18 Microsoft SQL Server 2008 R2 Express Edition with Advanced Services

For additional information or support on this NEC Corporation of America product, contact your NEC Corporation of America representative.

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