



# Interaction Application Server

## Installation and Configuration Guide

**For HP ProLiant Gen9  
Interaction Application Server 360 Medium  
Interaction Application Server 360 Large  
Interaction Application Server 380**

Version 2015 R4

Last updated May 2, 2018

(See [Change Log](#) for summary of changes made to this document since GA.)

### **Abstract**

The Interaction Application Server is a pre-built Windows Server 2012 R2 server. The server requires more configuration once the server connects to the network. This guide describes the basic installation and configuration process for Interaction Application Servers. DC-900-4.0-IASD-03

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## Introduction

The Interaction Application Server is a pre-certified server that supports PureConnect applications out of the box. This guide describes the Interaction Application Server and the basic installation and configuration process.

In this section:

- About the Interaction Application Server (IAS)
- IAS contents
- Safety precautions
- About this guide
- For more information

## About the Interaction Application Server (IAS)

The Interaction Application Server is a pre-built Windows Server 2012 R2 server. The DVD image for the most recent release of PureConnect applications is on the server. The server requires more configuration once the server connects to the network.

## IAS Contents

Included in the box with the Interaction Application Server are the following items:

- The certified Interaction Application Server, including an internal USB flash drive (“Interaction Recovery Module”) for restoring the factory image.
- Interaction Application Server “goody bag” containing IAS Installation and Configuration Guide (this guide), Factory Image Restoration Procedures technical reference, Quality Assurance Report, and Burn In Report.
- Rails for the server rack, along with accompanying documentation.

## Safety precautions

For information about rack mounting considerations, electrical and general safety guidelines, and server setup, review the safety precautions at: <http://www.hp.com/support/Safety-Compliance-EnterpriseProducts>.

## About this guide

This guide provides the procedures necessary for a successful *basic installation* of an Interaction Application Server.

The guide is for partners and implementers who plan to install and configure the Interaction Application Server. While the Interaction Application Server simplifies the installation process, it does not eliminate the need for a qualified installer.

**Note:** Depending on the context, this guide may refer to “CIC” when referring to the actual CIC product.

## For more information

For more information about the Interaction Application Server and the CIC system in general, see the documents and website pages listed in this section.

## IAS Packaged Server Hardware Specifications

For information about your server's hardware specifications and hard drive configuration, contact [HardwareQuotes@inin.com](mailto:HardwareQuotes@inin.com).

## Factory Image Restoration Procedures

For instructions on how to restore the factory image (operating system and any PureConnect software) using an internal USB flash drive ("Interaction Recovery Module"), see the *Factory Image Restoration Procedures Technical Reference*. This document is on the Interaction Application Server on the D: drive in the ININ Documentation directory (D:\ININ Documentation).

## Product Information site

The CIC Product Information site at: <https://my.inin.com/products/cic/Pages/default.aspx> is the central location for the latest CIC 2015 R1 or later release information, documentation, system software and hardware requirements, and downloads.

## PureConnect Testlab site

The PureConnect Testlab site at: <http://testlab.inin.com/> is a resource for tracking the latest hardware and software components that Genesys recommended, tested, and approved for use with PureConnect products.

## Set up the Interaction Application Server

### Preliminary hardware setup

When the Interaction Application Server arrives, unpack it and connect it to the appropriate Ethernet network.

1. Unpack the Interaction Application Server and install it on a rack with monitor and keyboard access.
2. Connect the Interaction Application Server to the network.

**Note:** When running PureConnect applications, for best performance we recommend that you use the four NIC ports on the left side of the server (when viewing from the rear).

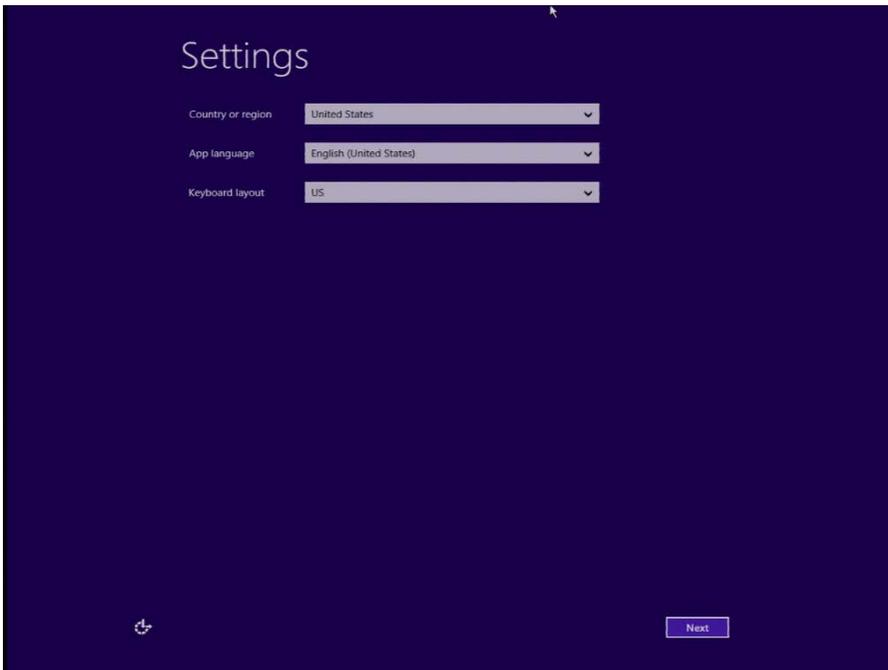


3. Turn on the Interaction Application Server. The computer runs through a series of installation and system settings applications and then restarts. The Windows setup wizard appears.

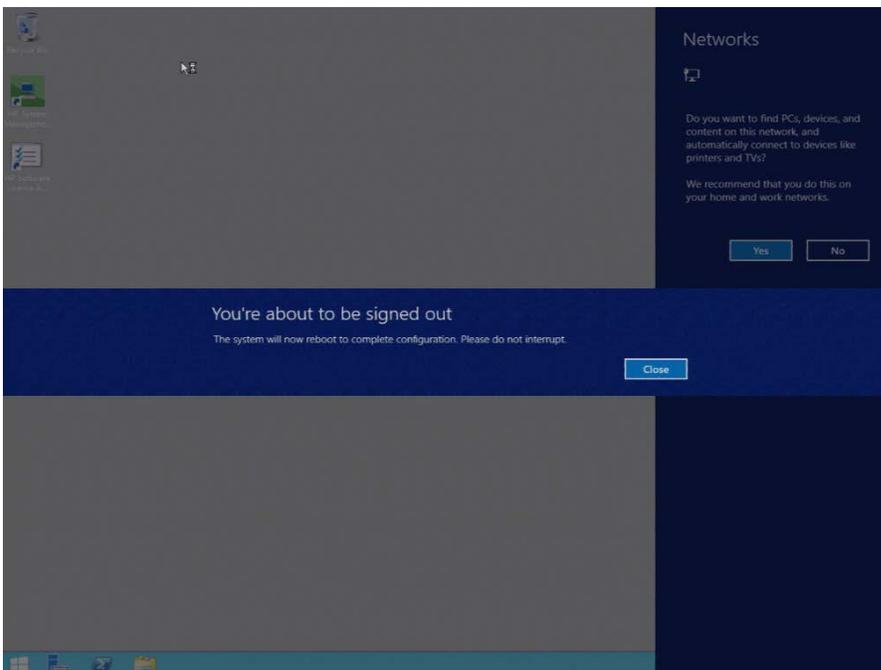
### Complete the Windows server OS installation

This section describes how to complete the Windows Server 2012 R2 operating system installation.

1. After the initial boot, the system installs applicable devices, applies system settings, and restarts the computer. After the system restarts, the **Settings** page appears.



2. In the **Country or Region**, **Time and Currency**, and **Keyboard layout** list boxes, click the appropriate values and then click **Next**. The **Microsoft Software License Terms** page appears.
3. Review the agreement, select the **I accept the license terms** check box.
4. Type a password for the built-in administrator account to use to log on to the system. Type it again to confirm the password and then click **Finish**.
5. Press **Ctrl+Alt+Delete** to log on using the new password. When the Windows desktop appears, a message appears indicating a system restart will occur to complete initial system configuration. Do not interrupt.



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- After the system restarts, log on to the system. Minimize the **Server Manager** window and double-click the **HP Software License Agreement** icon on the Desktop.



- When the **Hewlett Packard Software License Agreement** window appears, review the agreement and then click **I Agree**.

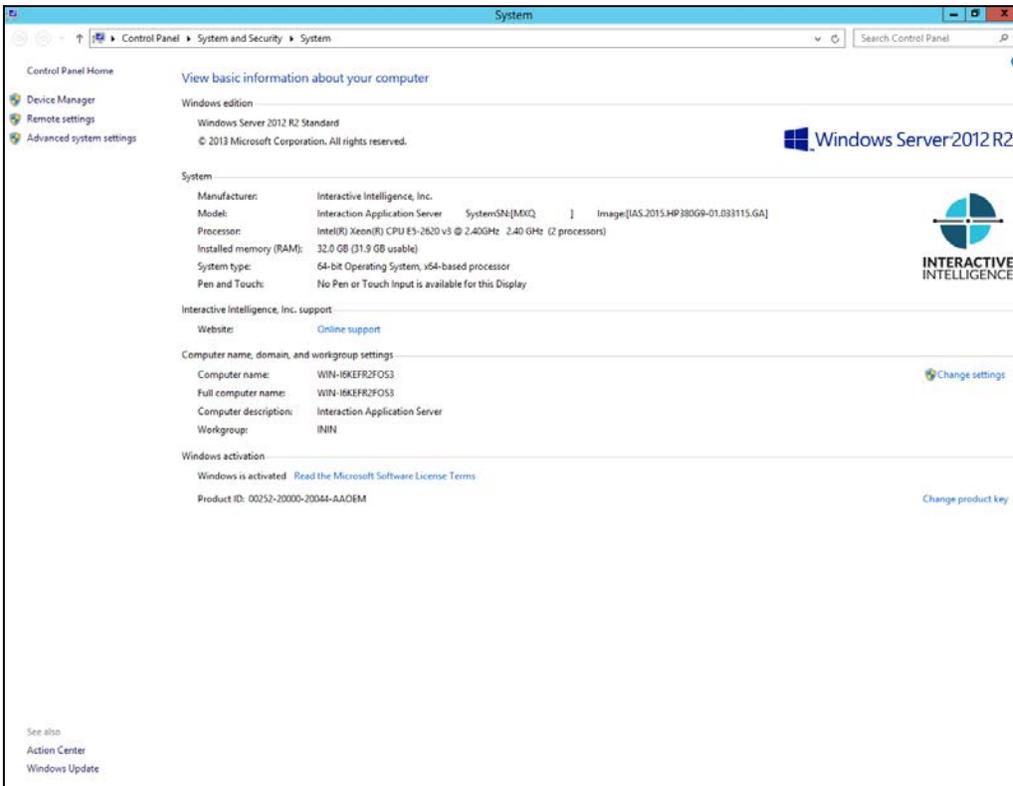
**Note:** If you click **I Disagree**, the **Shutdown Server?** dialog box appears. Click **Yes** to shut down the server.

- Restore the **Server Manager** window to configure the server. For example, you can set computer information, install updates, determine how to receive future updates, and customize settings.

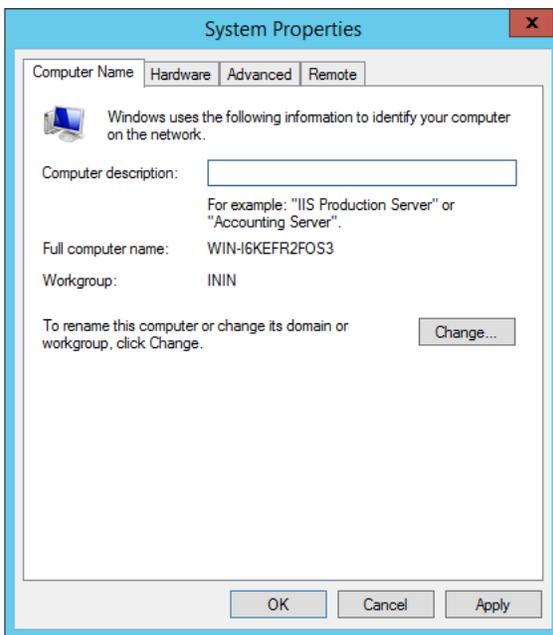
### Add the server to the domain

This section describes how to join the Interaction Application Server to the domain.

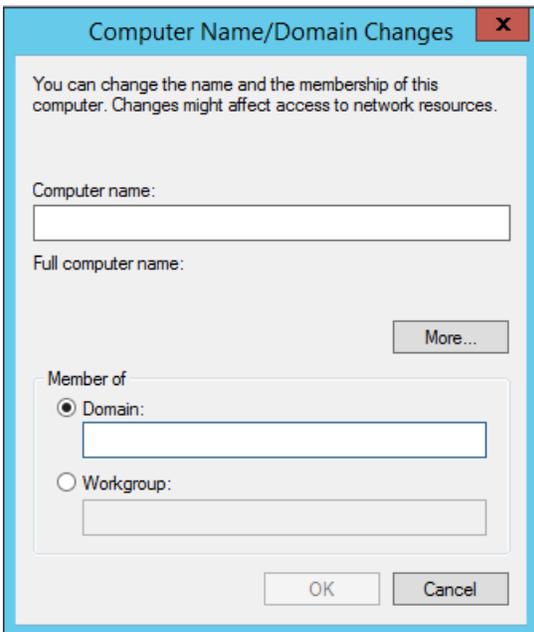
- On the Windows desktop, right-click the **Start** menu and then click **System**. The **System** window appears.



2. In the **Computer name, domain, and workgroup settings** section, click **Change settings**. The **System Properties** dialog box appears.



3. Click **Change**. The **Computer Name/Domain Changes** dialog box appears.

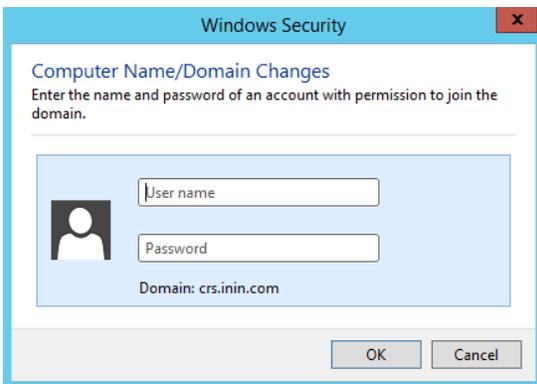


4. Type the following information:

**Computer name:** Keep the same server name or, if the network administrator requests it, type a new server name.

**Member of:** Click the **Domain** option and, in the box, type the domain name.

5. Click **OK**. The **Windows Security** dialog box appears.



6. In the **User name** and **Password** boxes, type the appropriate credentials and then click **OK**. The system displays a message, welcoming you to the domain.
7. Click **OK**. The system displays a message indicating that you must restart the computer to apply the changes.
8. Click **OK**.
9. In the **System Properties** dialog box, on the **Computer Name** tab, click **Close**. The **Microsoft Windows** dialog box appears, and displays a message indicating that you must restart the computer to apply the changes. Click **Restart Now**.

**Note:** The DVD image for the most recent release of CIC applications is in the D:\ININ Installers directory.

## Interaction Recovery Module

This Interaction Application Packaged Server includes a factory restore feature using an internal USB flash drive (“Interaction Recovery Module”). This module does not appear under **My Computer** but is visible in the **Disk Management console** as the **ININ\_RECOV** volume.

**Important:** Do not attempt to mount or modify the contents of the Interaction Recovery Module. Doing so can result in the inability to restore the system to its factory state in the future.

For instructions on how to restore the Interaction Application Server (operating system and any PureConnect software) to its factory state using the Interaction Recovery Environment software stored on the Interaction Recovery Module, see the *Factory Image Restoration Procedures Technical Reference* included with the Interaction Application Server.

## Optional Post-Installation Configuration

### Optional installs and tools

The Interaction Application Server at the customer site may also include one or more optional servers/services. Most require extra licenses and customization.

### PureConnect programs

Optional installation programs, tools, and supporting files are available on the product DVD, included with the Interaction Application Server on the D: drive in the ININ Installers directory (D:\ININ Installers). Review the product DVD to decide what’s needed for this Interaction Application Server implementation.

### Integrated Lights-Out 4 (iLO 4)

Integrated Lights-Out 4 (iLO 4) provides remote administrative access for server management. This server comes with an HP iLO Advanced License (including 1-year, 24 x 7 Technical Support and Updates).

## Change Log

Change	Date
<ul style="list-style-type: none"><li>• Updated the setup procedures.</li><li>• Updated the Title page and Copyright page.</li><li>• Updated the version numbers.</li></ul>	September 3, 2015
Rebranded to Genesys.	May 3, 2018

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