



PureConnect®

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Interactive Update

Technical Reference

Abstract

Interactive Update is the recommended method for applying CIC 2015 R1 or later releases and patches to client workstations. It enables CIC administrators to manage release and patch updates to CIC and other PureConnect products and to download and apply the updates to client workstations and other devices on the CIC system network.

For the latest version of this document, see the PureConnect Documentation Library at: <http://help.genesys.com/cic>.

For copyright and trademark information, see https://help.genesys.com/cic/desktop/copyright_and_trademark_information.htm.

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Introduction to Interactive Update

Interactive Update is the recommended method for applying CIC 2015 R1 or later releases and patches to client workstations. Similar to the Microsoft Update process, Interactive Update enables administrators to manage release and patch updates to CIC and other PureConnect products, and to download and apply the updates to client workstations and other devices on the CIC system network.

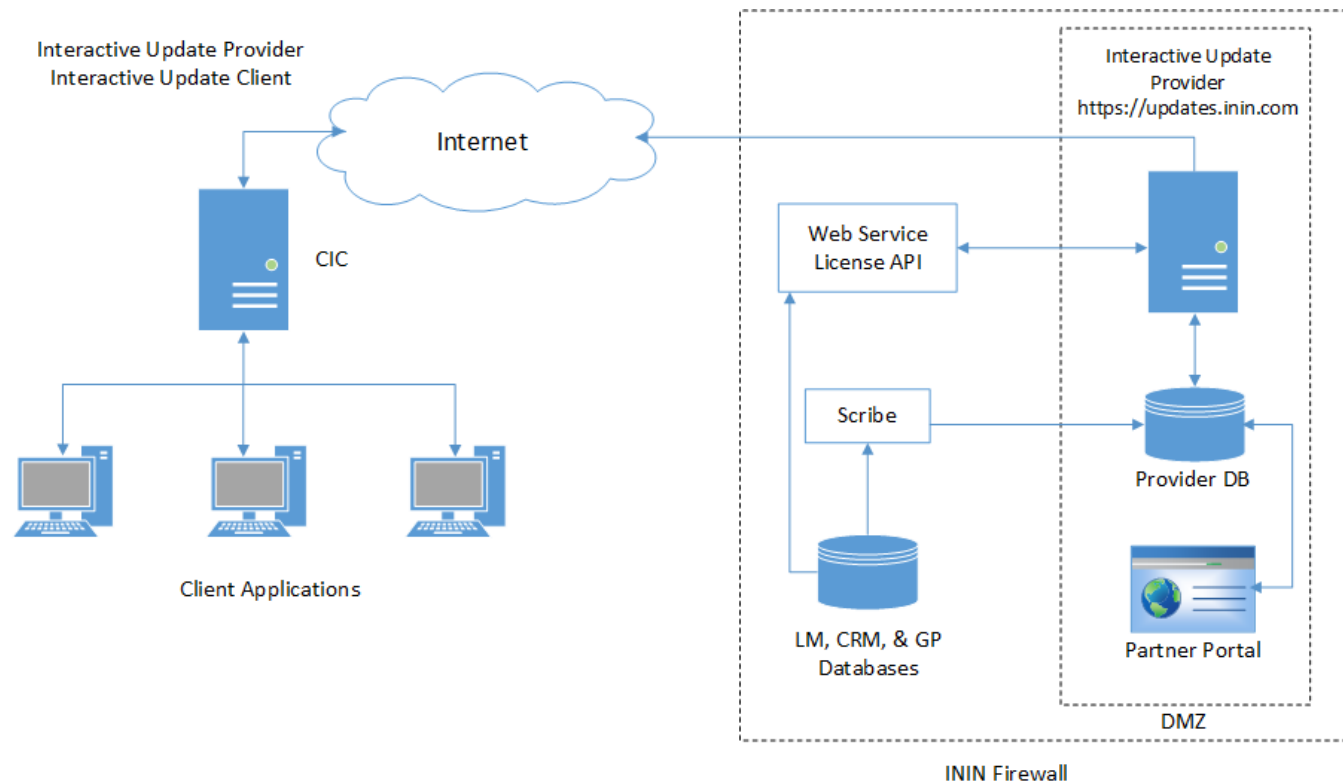
Note:

The CIC product suite has a new distribution model with new naming, faster release cycles, and higher quality. Interactive Update 2.0 SU 5 was the last release using the older model. Interactive Update 2015 R1 or later can be applied to any Interactive Update 2.0 SU.

About Interactive Update

Interactive Update architecture

The following diagram provides an overview of the Interactive Update architecture:



Interactive Update Provider

Interactive Update Provider consists of the following components:

- Interactive Update Provider service distributes updates to client machines.
- Interactive Update Provider Web interface is a Windows service that enables administrators and authorized users to manage configuration and deployment of updates to client machines.
- Interactive Update Provider Content Scanner service identifies available updates to download.

The Interactive Update uses the following types of providers:

- [Interactive Update provider](#)
- [Local provider](#)
- [Standalone provider](#)
- [Remote provider](#)

Interactive Update provider

The Interactive Update provider is <https://updates.inin.com>. Genesys owns and maintains this provider and makes updates available to local providers at customer sites via the Internet.

Local provider

Interactive Update Provider can be installed locally on one or more CIC Servers in a CIC implementation at a customer site. When Interactive Update Provider is installed on the CIC Server, running the Interactive Provider install is a step in CIC Server installation procedure. Administrators at customer sites use the local Interactive Update Provider to:

- Specify the local provider server and additional peer servers, where client machines can get updates.
- Specify the list of users authorized to manage the Interactive Update Provider Web interface.
- Monitor Interactive Update activity.
- Manage and modify Interactive Update Client Configuration settings for groups of client machines.
- Manage updates and related installs for deployment to groups of client machines. Starting with Interactive Update 2016 R1, the local provider can also manage updates and related installs for deployment to a remote provider. The remote provider then manages the deployment to groups of client machines.

Switchover pair

If you install Interactive Update Provider on more than one CIC Server to use as a primary and backup server in a switchover pair, the local providers are mutually exclusive. You must duplicate all configuration on both local providers.

Starting with Interactive Update 2016 R2, you can share the Interactive Update Provider database if you run a switchover pair. The benefits of sharing the database include:

- Improved reporting when using the **Report** page. For more information about the **Report** page, see [Report page: Display Interactive Update status report](#).
- You can enter configuration settings on either provider in a switchover pair.
- You can locate the shared database in a separate location from the CIC Servers.

You can set up a shared database when you:

- First install the CIC Server on the primary server in the switchover pair. During the install, enter the location for the shared database. The shared database is created at this location. Then when you install the CIC Server on the backup server, enter the same database location.
If you do not enter a location for a shared database during the install, Interactive Update uses a separate database for the primary and backup server, and you must duplicate all configuration on both servers.
- Upgrade to Interactive Update 2016 R2 or later from Interactive Update 2016 R1 or earlier. After the upgrade, open the Interactive Update Provider Web interface on each server in the switchover pair, and Interactive Update Provider prompts you to enter the shared database location.
For the primary server, if you enter a new database location, Interactive Update copies the current database to the new location for the shared database. If you enter the current database location, Interactive Update continues to use a separate database for the primary and backup server, and you must duplicate all configuration on both servers.
For the backup server, if you enter the new database location, Interactive Update merges the existing database on the backup server with the shared database in the new location. Interactive Update deletes any duplicate machines during the merge.
- Use the **Configuration** page in the Interactive Update Provider Web interface to set up the shared database by entering a new location. You can also use the **Configuration** page to change the location of an existing shared database that you previously set up for a switchover pair. Set up or change the database location on each server in the switchover pair. For more information about the **Configuration** page, see [Configuration page](#).

Important!

If you use a shared database or shared location for static content, you must grant read/write NTFS permissions to the local machine accounts for all provider servers and any service accounts associated with the Interactive Update Provider service.

To set NTFS Permissions:

1. In Windows Explorer, right-click the folder for shared content or the database file and select **Properties**.
2. On the **Security** tab, select **Edit** to change permissions.
3. Add the machine name of the server or service account to which to grant permissions and set permissions to allow full control.

Standalone provider

Starting with Interactive Update 2.0 SU 5 and continuing with Interactive Update 2015 R1 or later, Interactive Update Provider can be installed on a non-CIC server on the CIC network as a stand-alone provider. Using a stand-alone provider as a local provider to receive the following benefits:

- Improved CIC server performance because the web service calls and file downloads that Interactive Update Provider manages are off-loaded to a separate machine.
- Only one provider to administer, instead of the two required when the provider is installed on primary and backup CIC servers in a switchover pair.

Note:

When you run the Interactive Update Provider install on a non-CIC server, you must enter the path to the license file.

Remote provider

Starting with Interactive Update 2016 R1, you can install Interactive Update Provider as a remote provider. If you have remote sites that currently connect to your Interactive Update Provider, you can reduce bandwidth usage by creating a remote provider at each site. A remote provider stores updates at each site. The remote provider downloads updates to the remote site once. Client machines at the remote site retrieve their updates from their remote provider. An administrator creates groups of machines and designates which remote provider the client machines use.

Use a remote provider to receive the following benefits:

- Reduces the number of times that content must be delivered across the WAN.
- Client machines at a remote site receive updates from the remote provider instead of the local provider.
- Client machines at a remote site can contact any of the other providers if the remote provider becomes unavailable.

You cannot access the Interactive Update Provider Web interface on a remote provider machine.

Note:

- For information about installing Interactive Update Provider on a machine to function as a remote provider, see [Install a remote provider](#) in this document.
- For more information about groups, see [Groups page: Create and manage groups](#).

Interactive Update Client

Interactive Update Client is installed on:

- The CIC server.
- All client machines at the customer site that receive updates. A client machine is defined as a client workstation or any other device on the CIC network.
- Starting with Interactive Update 2016 R1, Interactive Update Client is installed on a machine that functions as a remote provider.

This section includes:

- [Interactive Update Client service](#)
- [Interactive Update Client application](#)
- [Interactive Update Client configuration](#)

Interactive Update Client service

The Interactive Update Client service is a Windows service that runs on the CIC server, a machine that functions as a remote provider, and all client machines at the customer site.

- On the CIC server, the Interactive Update Client service first verifies license information, and then connects via the Internet to the provider website, (<https://updates.inin.com>), and checks for available updates for product components installed on the CIC server and client machines. Next, the Interactive Update Client service downloads updates from the provider website and installs them on the CIC server, as specified by the administrator in the Interactive Update Client configuration in the CIC server. The Interactive Update Client service downloads updates for client machines that will be available to view in **Interactive Update Provider Configuration**.
- On a remote provider, the Interactive Update Client service connects to the local provider and checks for updates for product components installed on the client machine. The Interactive Update Client service downloads updates for client machines to the remote provider.
- On a client machine, the Interactive Update Client service connects to the local provider or the remote provider and checks for updates for product components installed on the client machine. Next, the Interactive Update Client service downloads updates to product components from the local provider or the remote provider and installs them on the client machine.

Interactive Update Client application

The Interactive Update Client application provides notification on the CIC server, a remote provider, and a client machine, that updates are available. The Interactive Update Client application also provides notification to indicate download progress, installation progress, and whether a restart is required to complete an update.

Interactive Update Client configuration

If allowed by the administrator, users can configure the Interactive Update Client application on their machines for update download method. Administrators and users can also configure the Interactive Update Client application on client machines for more Provider Servers, and Web Proxy server information. The Interactive Update Client configuration is available from **Start -- Programs -- PureConnect -- Interactive Client Config**.

Interactive Update Partner Portal

Genesys partners can use the Interactive Update Partner Portal to configure their customers' Interactive Update Client service which connects to the Interactive Update provider website to get updates. Partners can specify which updates are available for specific machines at individual customer sites, determine which machines at a customer site should not be able to receive updates until the partner has manually marked updates as available for that machine, and select to be contacted when updates become available.

Choose your release and patch deployment method

You can choose to apply a PureConnect product release or patch in one of the following ways. If you choose to use Interactive Update, a number of options are available.

- [Interactive Update \(recommended\)](#)
- [Manual download](#)
- [Group policy deployment](#)

Interactive Update (recommended)

Genesys recommends using Interactive Update in either Automatic or Download update mode to apply releases and patches.

- **Automatic update mode:** Interactive Update automatically checks for, downloads, and applies the applicable components in the latest release or patch to the CIC server, workstations, and other devices on the CIC network at a specified time.
Starting with Interactive Update 2015 R3, you can no longer use automatic update mode with the Interactive Update Client application on the CIC server.
- **Download update mode:** Interactive Update automatically checks for and downloads the appropriate release or patch components; and the CIC administrator determines when to apply the components to the CIC server, workstations, and all other devices on the CIC network. Alternatively, Interactive Update simply checks for updates; and the CIC administrator (or a user, if allowed by the CIC administrator) determines when to download and when to apply the release or patch components.

Manual download

In the manual download procedure, you download the release or patch components from the Product Information site and apply the appropriate components to the CIC server using `Install.exe` utility. You then can choose one of the following methods:

- Allow Interactive Update to download and apply the appropriate release or patch components to workstations and other devices on the CIC network.
- Manually download and apply the appropriate release or patch components to workstations and other devices on the CIC network.

For more information, see the following pages on the Product Information site:

- About CIC Releases and Patches at <https://my.inin.com/products/cic/Pages/Releases-and-Patches.aspx>.
- The Latest CIC Release at <https://my.inin.com/products/cic/Pages/Latest-Release.aspx>.
- The Latest Interactive Update Release at <https://my.inin.com/products/iupdate/Pages/Latest-Release.aspx>.

Note:

Genesys recommends that you update certain non-CIC servers (off-servers), such as Interaction Media Servers and ASR servers, before updating the CIC server. To apply updates to off-servers that must be updated before the CIC server, see the Product Information site at <https://my.inin.com/products/cic/Pages/Releases-and-Patches.aspx>.

Group policy deployment

You can use group policy deployment or similar medium to push release or patch updates to client workstations. For more information, see *Group Policy Deployment for CIC Applications Technical Reference* in the [PureConnect Documentation Library](#).

Ports used by Interactive Update

- **Port 80 (HTTP) or Port 443 (HTTPS)** is the port used between the local provider (CIC server) and the provider (<https://updates.inin.com>) for downloading updates to the local provider.
- **Port 8092** is the port used between the local provider (CIC server) and client workstations for downloading updates to client workstations.
- **Port 8042** is the port used for the Interactive Update Client Service to send messages to the Interactive Update Client Application.
- **Port 8094** is the port used for the Interactive Update Client Service to listen to messages from the Interactive Update Client Application.

Important!

Interactive Update creates an exception to the firewall for ports 8092, 8042, and 8094 on Interactive Update Provider and/or Interactive Update Client or both to enable Interactive Update traffic. Make sure that the ports are not closed off. Otherwise, Interactive Update will not function correctly.

Interactive Update configuration data file

All Interactive Update configuration data files are consolidated in single configuration file, `InteractiveUpdate.config`, located in the `\ProgramFiles\InteractiveIntelligence\InteractiveUpdate` directory on the client machine.

The following options were added to the `InteractiveUpdate.config` file are available in Interactive Update 2015 R1 or later. To set these options, client machines must exist in the default group.

- [Control frequency of automatic check for updates](#)
- [Set maximum message size for large numbers of updates](#)
- [Set response time for client service contacting local provider](#)
- [Verify digital signature](#)

Control frequency of automatic check for updates

Starting with Interactive Update 2.0 SU 5, administrators can set the minimum and maximum time for the **Automatic** option's check for updates timer in the `CheckForUpdates` setting in the `Client Settings` section of `InteractiveUpdate.config`. The settings are:

```
CFUTimeMin="1800000"
```

```
CFUTimeMax="3600000"
```

```
CFUUseCustomTime="true"
```

These are not required fields, and if left blank, the current default of 30-60 minutes is used.

Set maximum message size for large numbers of updates

Starting with Interactive Update 2.0 SU 4, administrators can set the maximum message size above the default to allow for large numbers of updates in the `MaximumMessageSize` setting in the `ClientSettings` section of `InteractiveUpdate.config`. This can help to avoid communication problems between the client and the server, especially when numerous ES's are included.

The default setting is 262144 bytes

The maximum setting is 2147483647 bytes

Set response time for client service contacting local provider

Starting with Interactive Update 2.0 SU 5, administrators can set the response time for the client service contacting the local provider in the `SendTimeout` setting in the `ClientSettings` section of `InteractiveUpdate.config`. This can help to avoid request timeouts occurring before client machine updates are finished.

The default setting is 1 minute.

The maximum setting is 10 minutes.

Verify digital signature

Starting with Interactive Update 2015 R1, administrators can validate digital signatures on downloaded updates before adding them to Interactive Update Provider, using the `VerifyDigitalSignature` setting. If this validation is not required, set it to `False`.

Install a remote provider

Starting with Interactive Update 2016 R1, you can install the Interactive Update Provider service on a server that you plan to use as a remote provider. For information about installing the Interactive Update Provider service on the CIC server, refer to [PureConnect Installation and Configuration Guide](#).

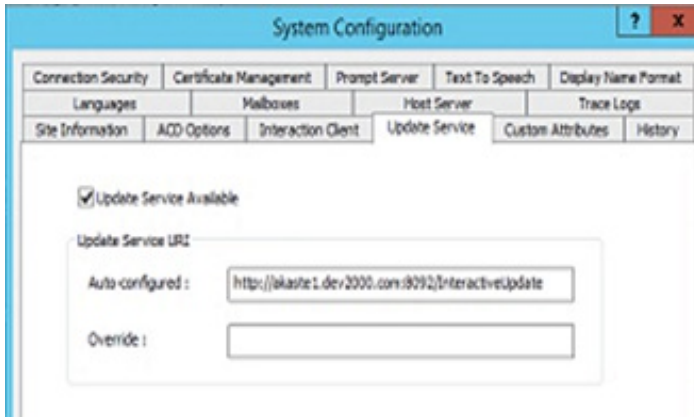
To install Interactive Update Provider on a remote provider machine

1. Locate the Products installation utility (`Install.exe`) in the `Installs` directory on the CIC .iso.
2. Run `Install.exe`.
3. Select the **Interactive Update** tab, and then select **Interactive Update Provider**.
4. Click **Install**.
5. Click **OK** to confirm the installation.
6. Enter the path to the license file, and click **OK**.
7. Press **Next** to proceed past the **Welcome** screen.
8. Press **Next** to accept the default folder in the **Destination Folder** screen. The install created a subdirectory for Interactive Update.
9. Click **Remote Provider** in the **Interactive Update Provider Server** screen. Then enter the name or IP address of the local provider machine in the **Local Provider Name** field. Click **Next**.
10. Click **Install** to confirm that you are ready to install Interactive Update Provider.
11. Click **Finish**.
12. Click **Yes** to restart now.

Interaction Administrator configuration for Interactive Update

Starting with Interactive Update 2016 R2, Interaction Administrator includes settings for Interactive Update. If Interactive Update Provider is installed on a CIC server, the Interactive Update Provider service registers with the CIC server when the service starts. If Interactive Update Provider is not installed on a CIC server, the local provider registers with the CIC server when you enter the CIC server in the **Configuration** page on the local provider.

This registration automatically completes the settings in Interaction Administrator. These settings indicate the provider and that Interactive update is installed and in use. The following example illustrates the settings in Interaction Administrator on the **Update Service** tab in **System Configuration**.



Interactive Update uses these settings to provide improved:

- Error reporting. See [Report page: Display Interactive Update status report](#).
- Provider identification. See [Provider Servers tab: Modify provider server list](#).

Important!

The CIC server, Interactive Update, and the client applications on client machines must be on 2016 R2 or later versions in order for Interactive Update to provide improved error reporting and provider identification.

Interactive Update and CIC 2015 R1 or later

This section describes requirements and installation information for Interactive Update 2015 R1 or later for CIC 2015 R1 or later.

- [About Interactive Update 2015 R1 or later](#)
- [Requirements](#)
- [New CIC installations](#)
- [Apply CIC and Interactive Update release updates to existing installations](#)
- [Apply CIC and Interactive Update patch updates](#)

About Interactive Update 2015 R1 or later

- In the new distribution model, Interactive Update is always at the same release and patch level as CIC. For example, Interactive Update 2015 R1 was released with CIC 2015 R1.
- As with CIC 2015 R1 or later, Interactive Update 2015 R1 or later *release components* are .msi files. They are included on the CIC 2015 R1 or later .iso, available on the **Download** page on the Product Information site at <https://my.inin.com/products/Pages/Downloads.aspx>.
- As with CIC 2015 R1 Patch1 or later, Interactive Update 2015 R1 Patch1 or later *patch components* are .msp files. They are included on the CIC 2015 R1 Patch1 or later .iso, available on the **Download** page on the Product Information site at <https://my.inin.com/products/Pages/Downloads.aspx>.

Note:

Starting with PureConnect 2018 R2, metadata in an installation package includes the updated Manufacturer Name property. Interactive Update Client service verifies metadata fields such as the Manufacturer Name property in an installation package. For Interactive Update Provider to recognize updates to product components, apply one of the following patch updates to Interactive Update Provider and Interactive Update Client: 2018 R2, 2018 R1 patch 3, 2017 R4 patch 8, 2017 R3 patch 15, 2017 R2 patch 20, 2017 R1 patch 26, 2016 R4 patch 30.

If you do not apply the patch update, Interactive Update Provider fails to recognize updates to product components and the following message appears in the `inin.updateproviderservice` log file. Use the Log viewer utility to view the message in the log file.

Company property info for the patch is not Interactive Intelligence, Inc.: ManufacturerName='Genesys'

Requirements

Interactive Update 2015 R1 or later generally has the same CIC server and client workstation requirements as CIC 2015 R1 or later.

Note:

Check the System Software Requirements page at <https://my.inin.com/products/cic/Pages/Software-Requirements.aspx> for the most recently supported versions and other details.

CIC server (local provider server)

- Microsoft Windows Server 2016 (64-bit)
- Microsoft Windows Server 2012 R2 (64-bit)
- Microsoft .NET Framework 4.7 or later
- ASP.NET 4.6

Non-CIC server (remote or standalone provider server)

-

- Microsoft Windows Server 2016 (64-bit)
- Microsoft Windows Server 2012 R2 (64-bit)
- Microsoft Windows Server 2008 R2 (64-bit)
- Microsoft .NET Framework 3.5

Note:

The Interactive Update Provider running on Microsoft Windows 2012 R2 additionally requires .NET Framework 4.5.

- ASP.NET 4.5

Client workstations

- Microsoft Windows 10 Anniversary update and later
- Microsoft Windows 8.1 (64-bit)
- Microsoft Windows 7 SP1 (32-bit and 64-bit)
- Microsoft .NET Framework 4.7 or later

Web browser

We recommend using Internet Explorer 10 or later, Mozilla Firefox, or Google Chrome with Interactive Update Provider. We do not recommend using Internet Explorer 9 or earlier due to memory leak issue.

New CIC installations

The Interactive Update 2015 R1 or later Provider and Client .msi files are included on the CIC 2015 R1 or later .iso, available on the **Download** page at <https://my.inin.com/products/Pages/Downloads.aspx>, and are installed as part of the CIC 2015 R1 or later installation process.

- When you install the CIC server using the `Install.exe` utility, you will select the **Interactive Update Provider 2015 R1 or later install**, available in the **Interactive Update** tab in `Install.exe`. This installs the Interactive Update Provider service and the Interactive Update Client service on the CIC server. For more information, see "CIC Server Installation" in the *PureConnect Installation and Configuration Guide* in the [PureConnect Documentation Library](#).
- The **Interactive Update Client 2015 R1 or later install** must be run separately on all workstations and other devices on the CIC network that receive updates. This installs the Interactive Update Client service on these machines. The Interactive Update Client service then checks for updates to installed PureConnect applications. For more information, see "Client Workstations" in *PureConnect Installation and Configuration Guide* in the [PureConnect Documentation Library](#).

Apply CIC and Interactive Update release updates to existing installations

After the CIC server has been updated for the latest CIC and Interactive Update 2015 R1 or later releases, you can apply the latest CIC and Interactive Update 2015 R1 or later release components to CIC 2015 R1 or later workstations using Interactive Update.

For more information, see the Product Information site at <https://my.inin.com/products/cic/Pages/Releases-and-Patches.aspx> and <https://my.inin.com/products/iupdate/Pages/Latest-Release.aspx>.

Note:

In order to use Interactive Update to upgrade CIC 4.0 client workstations to 2015 R1 or later, Interactive Update 2.0 SU 5 or later is required. Interactive Update 2.0 SU 5 and later contain product versioning that supports the new release model.

Apply CIC and Interactive Update patch updates

After the latest patch has been applied to the CIC 2015 R1 or later server, you can apply the latest CIC and Interactive Update 2015 R1 or later patch components to CIC 2015 R1 or later workstations using Interactive Update.

For more information, see the Product Information site at <https://my.inin.com/products/cic/Pages/Releases-and-Patches.aspx> and <https://my.inin.com/products/iupdate/Pages/Latest-Release.aspx>.

Interactive Update Provider

Once a new CIC installation is completed, the CIC administrator and authorized users can launch and configure Interactive Update Provider. This section describes how to configure and manage CIC product updates in Interactive Update Provider.

- [Launch Interactive Update Provider Config](#)
- [About page: Interactive Update Provider server information](#)
- [Activity page: Monitor Interactive Update activity](#)
- [Report page: Display Interactive Update status report](#)
- [Configuration page](#)
- [Machines page: Machines overview](#)
- [Groups page: Create and manage groups](#)
- [Updates page: Manage updates and installs](#)

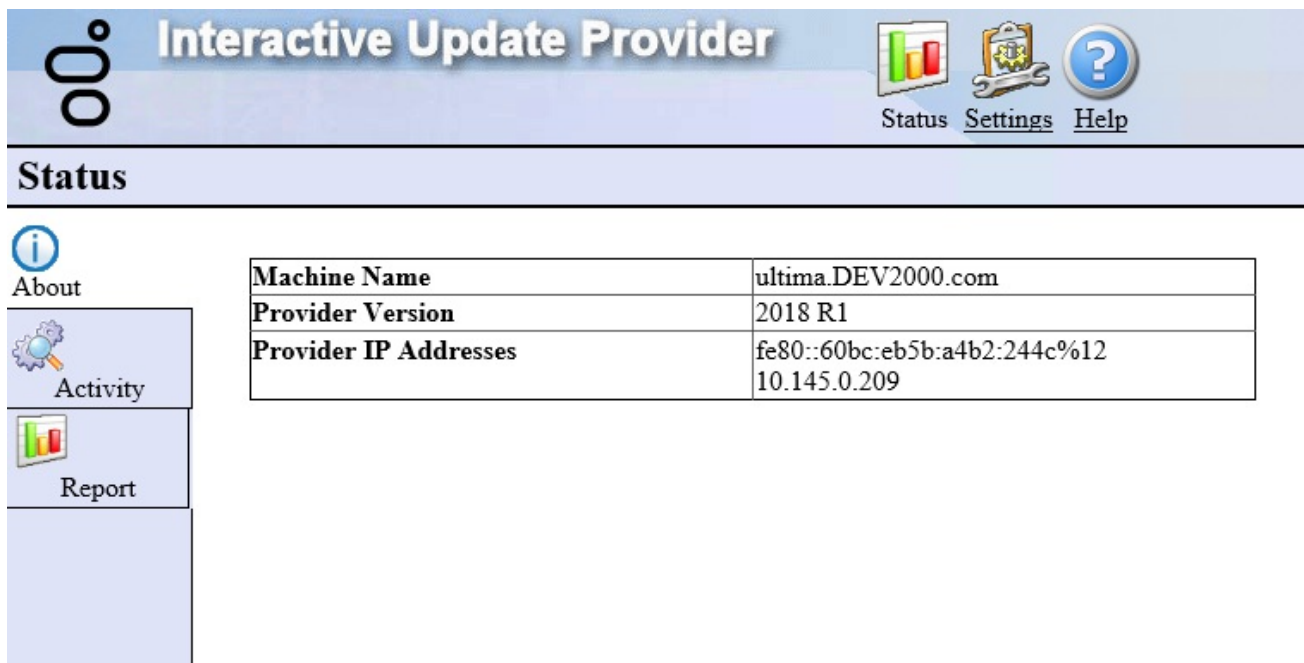
Launch Interactive Update Provider Config

Interactive Update Provider Config is a browser-based interface (web service) that runs on the CIC server. You can launch Interactive Update Provider Config locally on the CIC server from the **Start** menu, or remotely, by pointing a browser to the Interactive Update Provider Web pages.

- [Launch Interactive Update Provider Config on the CIC server](#)
- [Launch Interactive Update Provider remotely](#)

Launch Interactive Update Provider Config on the CIC server

1. Log on directly to the CIC server (e.g. at the console or Remote Desktop).
2. Select **Start > Programs > PureConnect > Interactive Update Provider Config**.
The Interactive Update Provider configuration interface appears in your default browser.



Machine Name	ultima.DEV2000.com
Provider Version	2018 R1
Provider IP Addresses	fe80::60bc:eb5b:a4b2:244c%12 10.145.0.209

Starting with Interactive Update 2015 R2, the Interactive Update Provider configuration interface includes the **Report** page. For more information about the **Report** page, see [Report page: Display Interactive Update status report](#) in this document.

Launch Interactive Update Provider remotely

Before you can launch Interactive Update Provider from a remote computer, you must first be added to the list of users authorized to have remote access to the Interactive Update Provider interface.

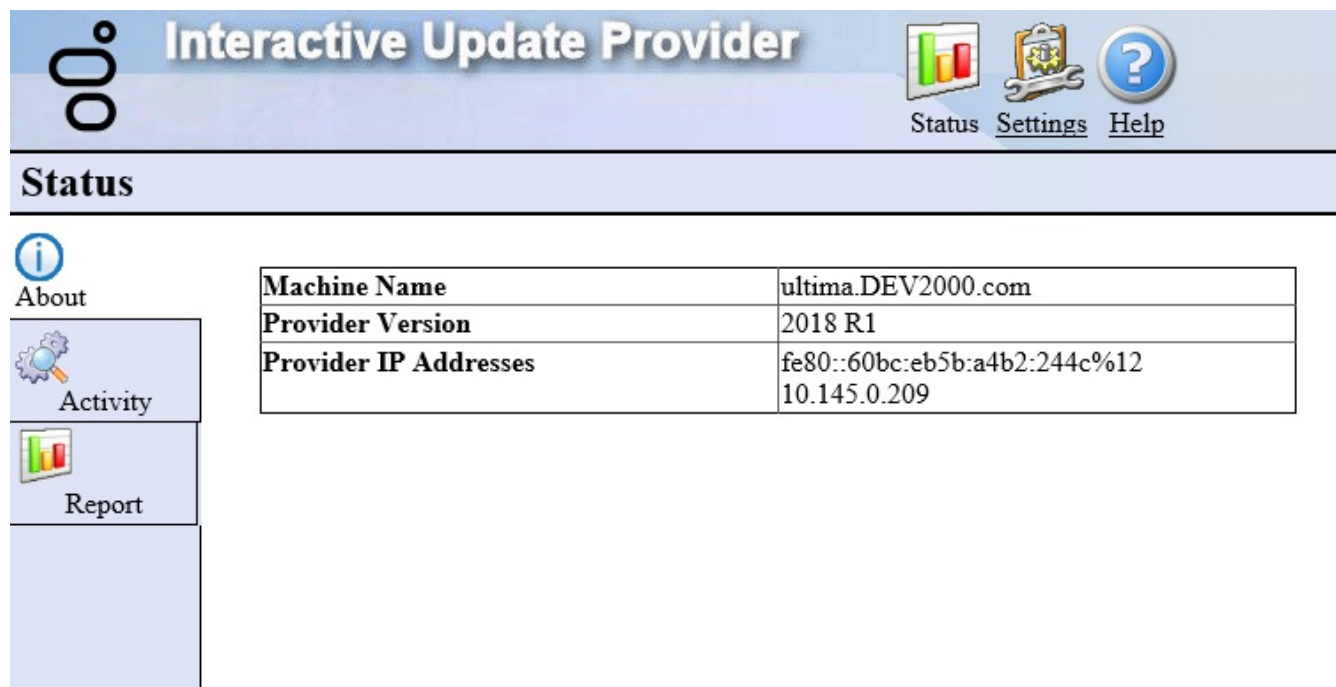
Authorized users can then open a browser and enter a URL as shown below, substituting the name of the CIC server in place of `<icservername>`.

`http://<icservername>:8092/InteractiveUpdate/StatusAbout.aspx`

Port 8092 is always the default port used between the CIC server and client machines for downloading updates to client machines. It cannot be changed.

About page: Interactive Update Provider server information

When you launch Interactive Update Provider, it opens to the **Status->About** page which displays the Interactive Update Provider machine name, version, and IP address.



Machine Name	ultima.DEV2000.com
Provider Version	2018 R1
Provider IP Addresses	fe80::60bc:eb5b:a4b2:244c%12 10.145.0.209

Activity page: Monitor Interactive Update activity

Use the **Status->Activity** page to view update activity and initiate troubleshooting for any update events. This **Activity** page is similar to the Windows operating system Event Log, providing entries for each update event with the ability to view and navigate through details.

- [View Update Activity](#)
- [Use Activity Details for Troubleshooting](#)

View Update Activity

Click the **Status** icon [] and then the **Activity** icon [] to display the **Activity** page.



Interactive Update Provider

[Status](#) [Settings](#) [Help](#)

Status

[About](#)

[Activity](#)

[Report](#)

Remove individual activity log entry: Select activity log entry and then right-click to display a context menu.

Remove multiple activity log entries: To select multiple activity logs entries, press Ctrl (or Shift) + left-click on the activity log entry and then right-click to display context menu.

Drag a column to this area to group by it.

Search:

Status	Time	Machine	Application	Release	Patch	Info
	10/09/2017, 01:37:00...	rosemary.DEV2000.c...	IC Business Manager Applicati...	2018 R1	GA In...	
	10/09/2017, 01:11:31...	rosemary.DEV2000.c...	IC Business Manager Applicati...	2018 R1	GA In...	

1

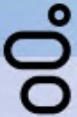
Page 1 of 1 (2 items)

From here, you can sort data by columns, group data by **Time**, **Machine**, **Application**, **Release**, or **Patch** columns. Click the icon [] in the **Info** column to view the details of an entry.

Note:

In Interactive Update 2015 R1 and later, the **Install** and **SU** columns are replaced by the **Application**, **Release** and **Patch** columns. (The **Patch** column is available starting with Interactive Update 2015 R2.)

To clear or refresh the activity log, right-click an entry in the Activity data grid and select **Clear Activity Log** or **Refresh Activity Log**.



Interactive Update Provider

[Status](#) [Settings](#) [Help](#)

Status

[About](#)

[Activity](#)

[Report](#)

Remove individual activity log entry: Select activity log entry and then right-click to display a context menu.

Remove multiple activity log entries: To select multiple activity logs entries, press Ctrl (or Shift) + left-click on the activity log entry and then right-click to display context menu.

Drag a column to this area to group by it.

Search:

Status	Time	Machine	Application	Release	Patch	Info
	10/09/2017, 01:37:00...	rosemary.DEV2000.c...	IC Business Manager Applicati...	2018 R1	GA In...	
	10/09/2017, 01:11:31...	rosemary.D	IC Business Manager Applicati...	2018 R1	GA In...	

1

Page 1 of 1 (2 items)

Remove Activity

Clear Activity Log

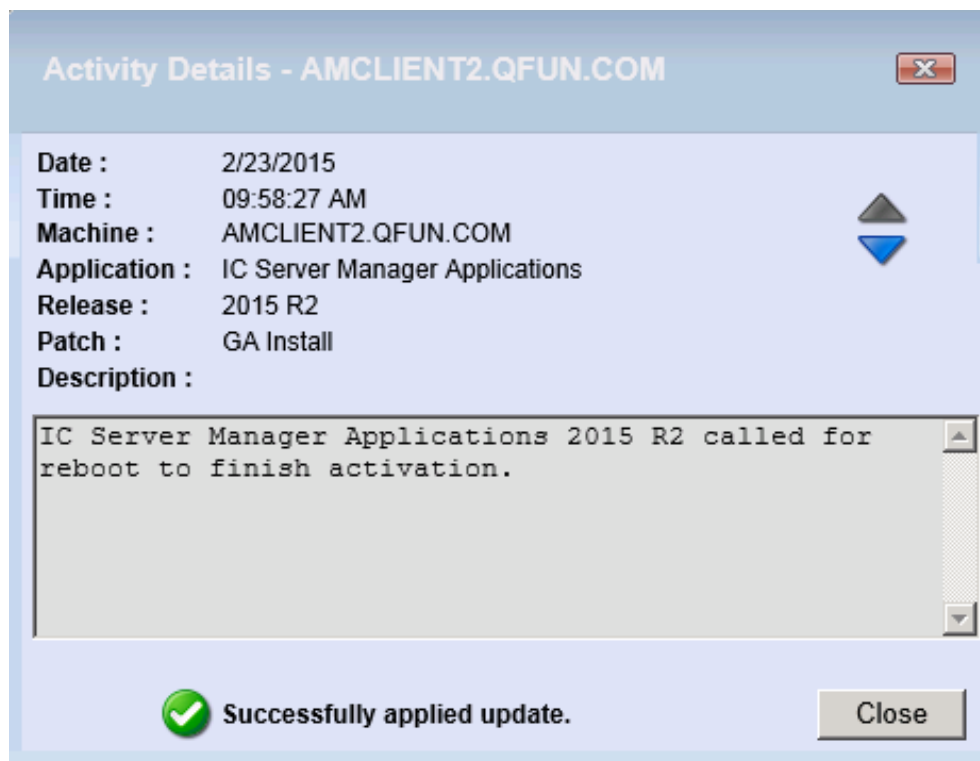
Refresh Activity Log

Use Activity Details for Troubleshooting

If the **Activity** page indicates that a **Download Failed** ( icon in the **Status** column), look at the **Activity Details** dialog to get more information about the failed update event.

To view update event details:

1. Double-click an entry on the **Activity** data grid, or click the blue icon  in the **Info** column for an entry. The **Activity Details** dialog appears.



Note:

In Interactive Update 2015 R3, the **Install** field is replaced with the **Application** field and the **SU** field is replaced with the **Release** and **Patch** fields.

2. To view the **Activity Details** of the next entry in the list, click the up arrow  to see the previous entry or the down arrow  to see the next entry in the list.

The text in the **Description** field may indicate useful information that will assist in troubleshooting problems.

Report page: Display Interactive Update status report

Starting with Interactive Update 2016 R2, the Interactive Update Provider configuration interface includes the **Report** page.

The **Report** page displays information about client machines and the following statuses:

- ErrorState status indicates a client machine with an error (for example, the client machine cannot talk to Interactive Update Provider or communication has been interrupted).
- NeedsAttention status indicates a client machine with updates to install.
- UpToDate status indicates a client machine with software updated to the current available version.

For example, use the **Report** page to identify a client machine where:

- Interactive Update Client is not installed.
- Interactive Update Client is installed, but the service is disabled.
- Interactive Update Client is not configured.
- Interactive Update Client cannot contact the provider.
- The client machine needs to restart.
- Updates are available to install.

Important!

CIC server, Interactive Update, and the client applications on client machines must be on 2016 R2 or later versions so that errors can be reported through Session Manager to the Interactive Update Provider service and appear on the **Report** page.

In order for the Report page to include error reporting, you must complete the set up in Interaction Administrator on the **Update Service** tab in **System Configuration**. See [Interaction Administrator configuration for Interactive Update](#).

This section include:

- [Display the report](#)
- [Display details for a status and a machine](#)

Display the report

1. Click **Status** and then **Report** to display the **Report** page.

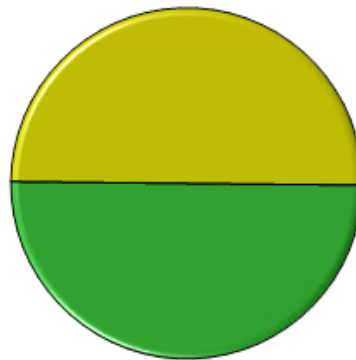
The screenshot shows the 'Interactive Update Provider' interface. At the top, there's a header with the logo and three navigation links: 'Status', 'Settings', and 'Help'. Below this is a 'Status' section. On the left, there's a sidebar with three options: 'About', 'Activity', and 'Report'. The 'Report' option is selected. The main content area has a checkbox labeled 'Filter results by date of last contact' and a 'Start Date' field. Below these are three buttons for 'Quick Reports': '2 Weeks', '3 Months', and '6 Months'. At the bottom right of the main area is a 'Create Report' button.

2. Do one of the following actions:
 - Click **Filter results by date of last contact**, select a start date, and then click **Create Report** to display a report.
 - Click a quick report (for example, Select **2 Weeks**, **3 Months**, or **6 Months**) to display a report.

A report appears similar to the following example.



Status

[About](#)[Activity](#)[Report](#)☒ **Filter results by date of last contact****Start Date:** **Quick Reports:** [Create Report](#)

Errors Reported: 0
Needs Attention: 1
Up-to-Date: 1

Double-click on a row to see more detailed information.

Group by: Status ▲

Machine	Last Check	Status
+ Status: NeedsAttention		
+ Status: UpToDate		
1		

Page 1 of 1 (2 items)

Note:

- The **Report** page saves your filter settings when you leave the page and applies the same filter the next time you display the report.
- To display an unfiltered report, clear the **Filter results by date of last contact** and **Start Date** fields, and click **Apply**.

Display details for a status and a machine

The report grid contains the details for the report. Use the report grid to display:

- Machines with a specific status.
- Information about the status and the installed applications for the specific machine.

To display machines with a specific status, double click a row to expand a section.

Group by:Status▲		
Machine	Last Check	Status
Status: ErrorState		
QF-RG-WIN10.QFUN.COM	10/20/2015 4:28:54 PM	✖
QF-RG-WIN7	10/20/2015 4:22:55 PM	✖
Status: NeedsAttention		
AMCLIENT2.QFUN.COM	10/21/2015 7:43:13 AM	⚠
Status: UpToDate		
QF-RG-WIN7.QFUN.COM	10/21/2015 7:40:04 AM	✓
QF-WIN8REMOTE.QFUN.COM	10/21/2015 7:39:58 AM	✓
1		Page 1 of 1 (5 items)

To display information about a machine, double-click a machine name in the **Machine** column. The **Status Detail** dialog appears. The **Status** tab contains the machine ID, the status, notes to provide an additional description about the status, and the date and time of last contact. The **Status** tab also contains recent activity information similar to the activity log. The following example, illustrates the **Status** tab for a machine with an error.

Status Detail: QF-RG-WIN10.QFUN.COM

Status

Installed Applications

MachineID:

0731AD24-D558-4B93-A65D-0557C6CA674D

Status:

An Error Occurred!

Notes:

The IUpdate Client service can not be reached, it is not responding

Last Contact:

10/20/2015 4:28:54 PM

Recent Activity Information:

Status	Time	Application	Version	Notes
✓	10/20/2015, 02:05:44...	IC Business Manager Applications	15.01.20...	IC Business Manager Applications 2015 R1 applied successfully.
✓	10/19/2015, 05:45:25...	IC Business Manager Applications	15.01.20...	IC Business Manager Applications 2015 R1 download succeeded.

1

Page 1 of 1 (2 items)

Close

The **Installed Applications** tab indicates the installed products for a machine. For each product, the **Installed Applications** tab indicates the version currently installed, the version available from the provider to install, and the status for that machine. For an ErrorState status, the **Notes** column contains additional information about the error. For the UpToDate status, the version in the **Available Version** column matches the version in the **Installed Version** column. For the NeedsAttention status, the version in the **Available Version** column does not match the version in the **Installed Version** column.



Status

Installed Applications

Product	Installed Version	Available Version	Notes	Status
IC Business Manager Applications	Not Available	15.01.20.26	The IUpdate Client service can not be reached, it is not responding	

1

Page 1 of 1 (1 items)

Close

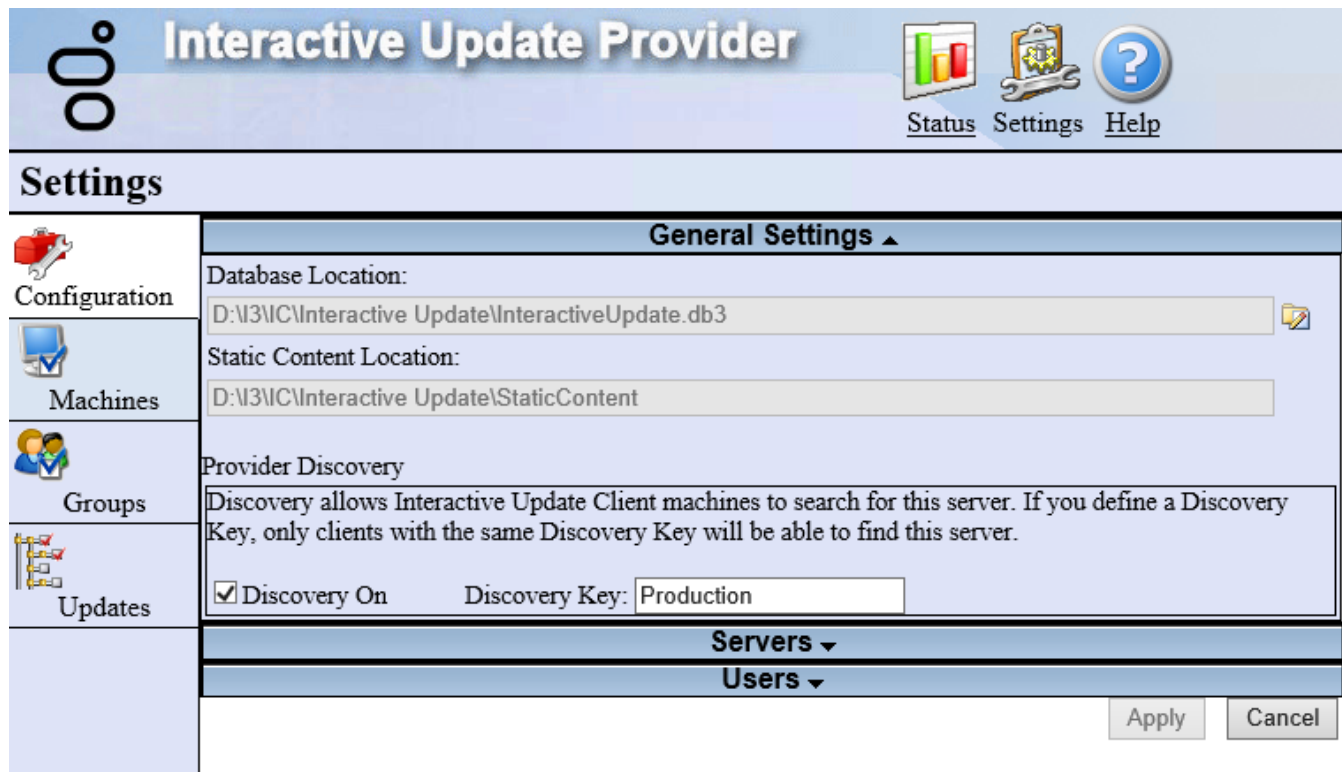
Configuration page

Starting with Interactive Update 2016 R2, the **Configuration** page replaces the **Update Servers** page and the **Administration** page.

Starting with Interactive Update 2016 R2, use the **Configuration** page to:

- [Change the location of the database.](#)
- View the location of static content. The location of static content appears in the **Static Content Location** field on the **Configuration** page.
- [Configure provider discovery.](#)
- [View the servers in a switchover pair.](#)
- [Add a server.](#)
- Remove a server. To remove a server from the peer provider list, select the server, and click **Remove**. When you finish removing servers, click **Apply**. Servers with a - next to the name are removed after you click the **Apply** button.
- [Add an authorized user.](#)
- Remove an authorized user. To remove a user from the list, select a user name, and click the **Remove** button. When you finish removing user names, click **Apply**.

To access the **Configuration** page, click the **Settings** icon [] and then click the **Configuration** icon [].



The screenshot shows the 'Interactive Update Provider' application window. The title bar includes the application logo and the text 'Interactive Update Provider'. Below the title bar are three icons: a bar chart labeled 'Status', a gear labeled 'Settings', and a question mark labeled 'Help'. The main window is divided into a left sidebar and a main content area. The sidebar contains four icons with labels: 'Configuration' (gear), 'Machines' (computer), 'Groups' (people), and 'Updates' (calendar). The main content area is titled 'Settings' and contains a 'General Settings' section with a dropdown arrow. Under 'General Settings', there are two text fields: 'Database Location' with the value 'D:\I3\IC\Interactive Update\InteractiveUpdate.db3' and 'Static Content Location' with the value 'D:\I3\IC\Interactive Update\StaticContent'. Below these fields is a 'Provider Discovery' section with a text box containing the text: 'Discovery allows Interactive Update Client machines to search for this server. If you define a Discovery Key, only clients with the same Discovery Key will be able to find this server.' Below this text box are two checkboxes: 'Discovery On' (checked) and 'Discovery Key' (Production). At the bottom of the main content area are two sections: 'Servers' and 'Users', both with dropdown arrows. At the bottom right of the window are two buttons: 'Apply' and 'Cancel'.

Interactive Update Provider	
Settings	
 Configuration  Machines  Groups  Updates	General Settings ▲
	Database Location: D:\I3\IC\Interactive Update\InteractiveUpdate.db3
	Static Content Location: D:\I3\IC\Interactive Update\StaticContent
	Provider Discovery Discovery allows Interactive Update Client machines to search for this server. If you define a Discovery Key, only clients with the same Discovery Key will be able to find this server. ☒ Discovery On Discovery Key: Production
Servers ▼	
Users ▼	
Apply Cancel	

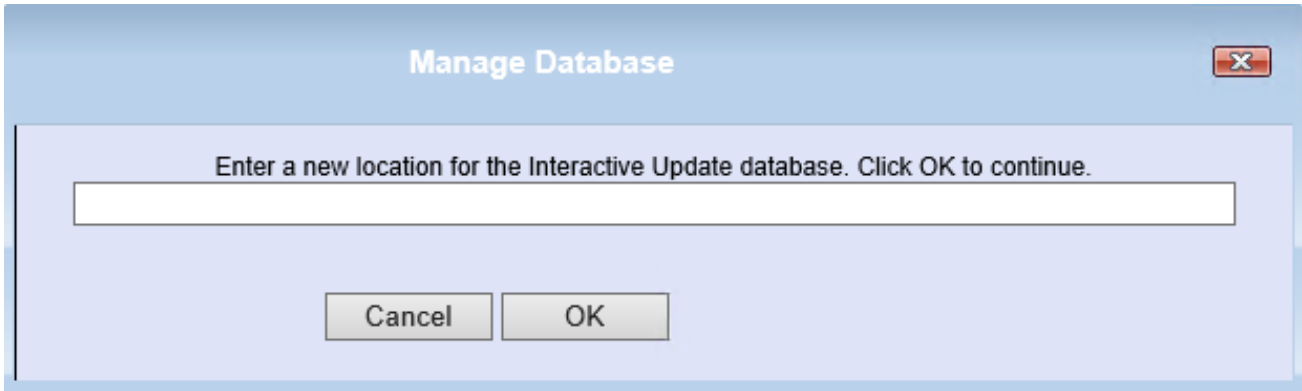
Change the location of the database

If running a switchover pair, you can change the location of the Interactive Update database. The **Database Location** field displays the current location of the database. Change the location of the database to:

- Set up a shared database if running a switchover pair. Change the location of the database on each server in the switchover pair.
- Change the location of an existing shared database that you previously set up for a switchover pair. Change the location of the database on each server in the switchover pair.

To change the location of the database for the primary server in the switchover pair, access the Interactive Update Provider on the primary local provider.

1. From the **Configuration** page, click  next to the database location. The **Manage Database** dialog appears.



The image shows a 'Manage Database' dialog box with a light blue header and a white body. The header contains the title 'Manage Database' and a close button (X). The body contains a text prompt: 'Enter a new location for the Interactive Update database. Click OK to continue.' Below the prompt is a single-line text input field. At the bottom of the dialog are two buttons: 'Cancel' and 'OK'.

2. Enter the location of the database, and click **OK**.
3. Click **Copy** to create a copy of the database at the new location.
4. Click **Done**.

To change the location of the database for the backup server, access the Interactive Update Provider on the backup local provider.

1. From the **Configuration** page, click  next to the database location. The **Manage Database** dialog appears.
2. Enter the same database location as you entered for the primary server. Click **OK**.
3. Do one of the following actions:
 - Click **Use** to use the same database as the primary server.
 - Click **Merge** to merge the database on the backup server with the database on primary server. The merge uses the most recent configuration settings for each machine.
4. Click **Done**.

Configure provider discovery

Note:

Provider discovery depends on network configuration. Consult your network administrator before turning on provider discovery.

Starting with Interactive Update 2016 R2, Interactive Update searches the network to discover available providers when a client machine restarts or the Interactive Update Client service restarts. These available providers automatically appear in the list of providers in the **Provider Servers** tab in Interactive Update Client Configuration.

To turn on provider discovery, click **Discovery On**.

Provider Discovery

Discovery allows Interactive Update Client machines to search for this server. If you define a Discovery Key, only clients with the same Discovery Key will be able to find this server.

☒ **Discovery On** Discovery Key:

The discovery key determines which server a client machine can discover during a search. Set the **Discovery Key** field to **Production** to make this server available to all client machines during a search. Enter a different discovery key to limit the servers that a client machine can find during a search. If you enter a different discovery key, you must manually change the discovery key in the Interactive Update configuration data file for each client machine. A client machine can find only servers with the same discovery key. After changing the configuration data file, restart the client service on the client machine to allow the changes to take affect.

View the servers in a switchover pair

Starting with Interactive Update 2016 R2, if running a switchover pair, the primary and backup machines appear as switchover A and switchover B in the **Servers** dialog.

1. From the **Configuration** page, click the arrow next to **Servers** to view the servers in a switchover pair.

Servers ▲

These Providers can replace this server if it becomes unresponsive. When a server is added, it will also be added to the other Provider servers in the list.

Add

Remove

Below are the IC Servers for this site. Provider exchanges status information with IC Servers to create reports.

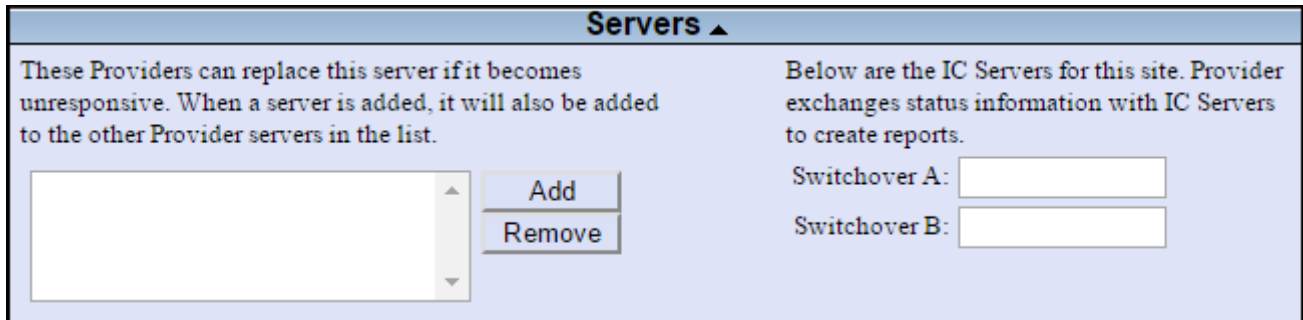
Switchover A:

Switchover B:

Add a server

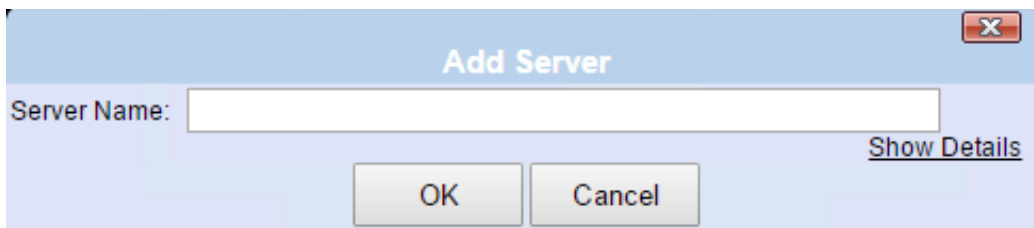
Starting with Interactive Update 2016 R3, you use the **Add Server** dialog to add a server.

1. From the **Configuration** page, click the arrow next to **Servers**.
The **Servers** dialog appears.



The **Servers** dialog box has a title bar with the text "Servers" and a small upward-pointing triangle. The main area is divided into two columns. The left column contains the text: "These Providers can replace this server if it becomes unresponsive. When a server is added, it will also be added to the other Provider servers in the list." Below this text is a large empty rectangular box with a vertical scrollbar on its right side. To the right of this box are two buttons: "Add" and "Remove". The right column contains the text: "Below are the IC Servers for this site. Provider exchanges status information with IC Servers to create reports." Below this text are two input fields: "Switchover A:" and "Switchover B:", each followed by an empty rectangular box.

2. Click **Add**.
The **Add Server** dialog appears.



The **Add Server** dialog box has a title bar with the text "Add Server" and a close button (X) in the top right corner. The main area contains the text "Server Name:" followed by a large empty rectangular input field. Below the input field are two buttons: "OK" and "Cancel". To the right of the "OK" and "Cancel" buttons is a link labeled "Show Details".

3. Complete the information and click **OK**.
When you add a server, it appears in consecutive order below the other provider servers already in the list. For users with an advanced configuration that uses a secure proxy, click **Show Details** and complete the information.
4. When you finish adding servers, click **Apply**.

Note:

Servers with a + next to the name become available for use with Interactive Update after you click the **Apply** button.

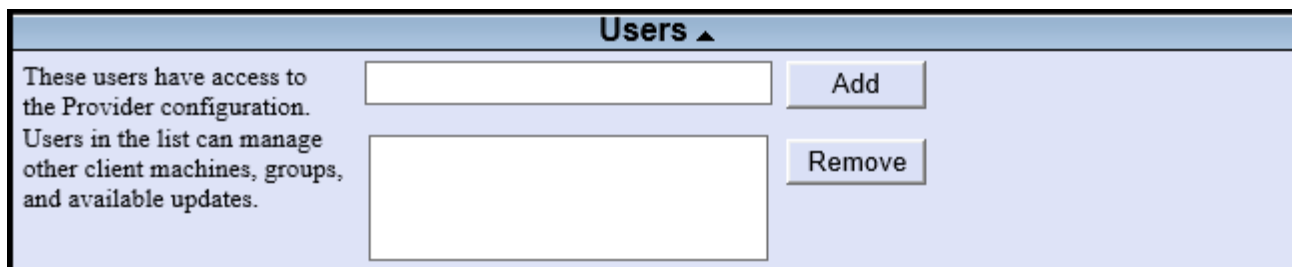
Add an authorized user

By default, anyone logged on to the CIC server has access to the local provider. If authorized, additional users can access the local provider via a Web browser.

Use the **Administration** page to manage the list of users who have remote access to the local provider. These users are qualified and approved for full administrative rights to make changes in Interactive Update Provider and monitor Interactive Update activity. Add or remove authorized users as needed.

1. From the **Configuration** page, click the arrow next to **Users**.

The **Users** dialog appears.



2. Enter the domain user name `domain\username` to include in the current list, and then click **Add**.
When you add a user name, it appears in consecutive order below the user names already in the list.
3. When you finish adding user names, click the **Apply** button.

Note:

User names with a + or – next to the name become available for use with Interactive Update after you click the **Apply** button.

Machines page: Machines overview

Note:

With Interactive Update 2016 R1 and later:

- The **Machines** page includes client machines and machines that you installed as a remote provider. When you install Interactive Update Provider, you designate a machine as a remote provider. Refer to "Install a remote provider" in this document.
- You can no longer use the **Machines** page to create a group of machines. To create a group and configure the Interactive Update Client Configuration settings for a group, use the **Groups** page. See "Groups Page: Create and manage groups" in this document.

The **Settings->Machines** page enables administrators and authorized users to view the client machines and remote provider machines that receive updates from the local provider. Use the **Machines** page to identify the:

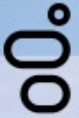
- Group to which a machine belongs.
- Interactive Update Client Configuration settings for a group of machines. The settings include download mode, download time, and download interval (day).
- Machine update activity.
- Applications that have been installed on a machine.

This section includes:

- [The Machines page](#)
- [Machine details](#)
- [Select a machine](#)
- [Group data by column heading](#)

The Machines page

Click the **Settings** icon [], and then click the **Machines** icon [] to view the **Machines** page.



Interactive Update Provider

[Status](#) [Settings](#) [Help](#)

Settings

**Configuration**

**Machines**

**Groups**

**Updates**

To configure individual machine settings: Right-click on the machine name to display the settings menu.

To configure multiple machine settings: Select multiple machines by pressing Ctrl (or Shift) + left-click on the machine names, then right-click to display the settings menu.

Select an individual machine to see its settings, activity, and current updates.

Drag a column to this area to group by it. Search:

Group	Machine	Interval	Time	Download Mode	Status
Local	rosemary.DEV2000.com	Every Day	2:00 AM	 - Automatic	
Remote	hotel.DEV2000.com	Every Day	2:00 AM	 - Automatic	

1 Page 1 of 1 (2 items)

- The **Group** column indicates the group to which a machine belongs. A blank in the **Group** column indicates the machine is in the default group.
- Initially, the default group includes all machines. You can create groups (for example, Local and Remote groups) by using the **Groups** page. Each group indicates the download mode, download time, and download interval (day) settings for the machines in that group.

Machine details

When you click a machine in the **Machines** page, the detailed settings and information for that machine appear in the area below the data grid in the following tabs:

- [Machine Settings Tab](#)
- [Machine Update Activity Tab](#)
- [Current Updates Tab](#)

Machine Settings Tab

The **Machine Settings** tab displays the machine and group names, and the Interactive Update Client Configuration settings for the machine: Download Mode, Install Interval (day), and Install Time.

Machine Settings **Machine Update Activity** **Current Updates**

Machine : QF-AUTON2.QFUN.COM

Machine ID: 514768B7-6E78-46AE-952B-4D45149863F3

Group Name : Local

Download Mode : Automatic (recommended)

Install Interval : Every Wednesday

Install Time : 12:00 PM

Machine Update Activity Tab

The **Machine Update Activity** tab displays the Success/Failure status of any update that has been attempted/applied on the machine.

For detailed Machine Update Activity information for specific update attempt/application, click the icon in the **Info** column or double-click the row.

Machine Settings		Machine Update Activity	Current Updates		
Status	Time	Application	Release	Patch	Info
✓	12/08/2014, 02:55:43 PM	IC User Applications (64-bit)	2015 R1	GA Install	
✓	12/08/2014, 02:55:43 PM	IC User Applications (64-bit)	2015 R1	Patch1	
✓	12/08/2014, 02:49:38 PM	IC User Applications (64-bit)	2015 R1	Patch1	
✓	12/08/2014, 02:49:29 PM	IC User Applications (64-bit)	2015 R1	GA Install	
✓	12/11/2014, 02:48:55 PM	IC Business Manager Applications	2015 R1	GA Install	
✓	12/11/2014, 02:48:54 PM	IC Server Manager Applications	2015 R1	GA Install	
✓	12/11/2014, 02:40:20 PM	IC Business Manager Applications	2015 R1	GA Install	
✓	12/11/2014, 02:40:02 PM	IC Server Manager Applications	2015 R1	GA Install	

1

Page 1 of 1 (8 items)

Note:

In Interactive Update 2015 R1 and later, the **Install** and **SU** columns are replaced by the **Application**, **Release** and **Patch** columns. (The **Patch** column is available starting with Interactive Update 2015 R2.)

Current Updates Tab

The **Current Updates** tab lists the various PureConnect applications that have been installed on the machine, the current release and versions for those applications, and any Engineering Special (ES) that might be applied.

Machine Settings		Machine Update Activity		Current Updates	
Application		Release	Version	ES	
IC Server Manager Applications		2015 R1	15.01.0.370		
IC Business Manager Applications		2015 R1	15.01.0.370		
IC User Applications (64-bit)		2015 R1	15.01.4.24		
Interactive Update Client		2015 R2	15.02.0.340		
1					
Page 1 of 1 (4 items)					

Note:

In Interactive Update 2015 R1 and later:

- The **SU** column is replaced by the **Release** column.
- The **Version** number is *MM.mm.PP.BB* where:
 - *MM* is the Major release number (for example, 15 for 2015)
 - *mm* is the Minor release number (for example, 01 for R1)
 - *PP* is the Patch number
 - *BB* is the Build number

Select a machine

To select a machine in the **Machines** data grid, click the machine.

Drag a column to this area to group by it.				Search:	
Group	Machine	Interval	Time	Download Mode	Status
Remote Group	QF-WIN8REMOTE.QFUN.COM	Every Day	2:00 AM	 - Automatic	
	AMCLIENT2.QFUN.COM	Every Day	2:00 AM	 - Notify Only	
Local Group	QF-WIN7REMOTE.QFUN.COM	Saturday	9:00 PM	 - Manual Mode	
	C107801E-B677-4963-8007-63AF36AFC2AD	Every Day	2:00 AM	 - Automatic	
	QF-REMOTEPROVIDER.QFUN.COM	Every Day	2:00 AM	 - Automatic	
1 Page 1 of 1 (5 items)					

Search for a machine

To search for a machine in the **Machines** data grid, type the first letters of the machine name in the **Search** field.

Drag a column to this area to group by it.				Search: qf-re x	
Group	Machine	Interval	Time	Download Mode	Status
	QF-REMOTEPROVIDER.QFUN.COM	Every Day	2:00 AM	 - Automatic	
1 Page 1 of 1 (1 items)					

Group data by column heading

The default view of the **Machines** page is ordered alphabetically by machine name. You can organize the machines by the **Interval** and **Time** column headings.

1. Click the appropriate column in the **Machines** page, for example the **Interval** column, and drag and drop it over the **Drag a column to this area to group by it** label at the top of the grid.

The machines are grouped by Interval.

Group by:Interval▲		Search:				
Group	Machine	Interval ▼	Time	Download Mode	Status	
+	Interval: Every Day					
+	Interval: Saturday					
1						Page 1 of 1 (2 items)

2. The **Interval** column group is collapsed by default. Click the + (plus) sign to open the section.

Group by:Interval▲		Search:				
Group	Machine	Interval	Time	Download Mode	Status	
-	Interval: Every Day					
Remote Group	QF-WIN8REMOTE.QFUN.COM	Every Day	2:00 AM	- Automatic		
Local Group	AMCLIENT2.QFUN.COM	Every Day	2:00 AM	- Notify Only		
	C107801E-B677-4963-8007-63AF36AFC2AD	Every Day	2:00 AM	- Automatic		
	QF-REMOTEPROVIDER.QFUN.COM	Every Day	2:00 AM	- Automatic		
-	Interval: Saturday					
	QF-WIN7REMOTE.QFUN.COM	Saturday	9:00 PM	- Manual Mode		
1						Page 1 of 1 (7 items)

To change the sorting order of the group, click the **Group by: Interval** label.

Groups page: Create and manage groups

Note:

With Interactive Update 2016 R1 and later, use the **Groups** page to create and manage a group of client machines.

The **Settings->Groups** page enables administrators and authorized users to create a group, manage the Interactive Update Client Configuration settings, and designate the provider for a group of client machines. The configuration settings for the machines in the group include:

- Download mode
- Install interval
- Install time

Initially, the default group automatically includes all machines. With Interactive Update 2017 R1, CIC administrators can change the configuration settings for the default group by using the Groups page. When a client machine in the default group contacts a provider for the first time, the configuration settings for the default group will be used. If a client machine exists in the default group, a user can update the configuration settings on the client machine by using Interactive Update Client Configuration.

A CIC administrator can create a group and add machines from the default group to the new group. If a client machine exists in a group that an administrator created:

- CIC administrators can update the configuration settings for the new group by using the **Groups** page.
- User cannot update the configuration settings on a client machine.

For example, create a:

- Local group to include the local client machines that receive updates from the local provider and create a Remote group to include remote client machines that receive updates from the remote provider.
- North Region group and a South Region group to indicate a different download day and time for each group.

The **Groups** page contains the following panes:

- **Groups** pane - Use this pane to add and remove groups.
- **Setting** pane - Use this pane to configure the settings for a group.
- **Members** pane - Use this pane to add and remove a machine from a group.

This section includes:

- [Create a group](#)
- [Add a machine to a group](#)
- [Remove a machine from a group that you created](#)
- [Modify the settings for a group](#)
- [Remove a group](#)



Interactive Update Provider





[Status](#)
[Settings](#)
[Help](#)

Settings

 Configuration
 Machines
 Groups
 Updates

Groups

Group	Members
Local	1
Remote	1
[Default Group]	0

1
 Page 1 of 1 (3 items)

Add Group
 Remove Group

Settings

Group Name: [Default Group]

Download Mode: Automatic

Install Interval: Every Day

Install Time: 2:00 AM

☐ Assign Provider(s) for group members

Add
New
Remove

Save Settings

Members

Machine	Address
There are no members available for display	

No data

Add
 Remove

Create a group

This section explains how to create a group. When you create a group, you configure the settings for the group and add one or more machines to the group.

To create a group

1. Click **Add Group** in the **Groups** pane.

Groups

Group	Members
[Default Group]	3
Local	0

1
 Page 1 of 1 (2 items)

Add Group
 Remove Group

The new group name (for example, New Group 1) appears in the **Group** column.

2. Click the new group name.

Groups	
Group	Members
Local	0
[Default Group]	3
[New Group 1]	0
1 Page 1 of 1 (3 items)	
Add Group Remove Group	

3. In the **Settings** pane, configure the settings for the group.

Settings	
Group Name:	[New Group 1]
Download Mode:	Automatic
Install Interval:	Every Day
Install Time:	2:00 AM
☐ Assign Provider(s) for group members	
	Add
	New
	Remove
Save Settings	

Refer to the following table to configure the settings.

Setting	Options	Description
Group Name	None	Type the name of the group. Use a name that identifies the group and the machines that the group contains.
Download Mode	- Automatic (recommended) - Download updates for me, but let me choose when to install them - Notify me, but don't automatically download or install them - Turn off Interactive Update	The download mode for the machines in the group.
Install Interval	- Every Day - Every Sunday - Every Monday - Every Tuesday - Every Wednesday - Every Thursday - Every Friday - Every Saturday	The day of the week when the machines in the group check for updates.
Install Time	- AM (12:00 – 11:00) - PM (12:00 – 11:00)	The download time for when the machines in the group download/install the updates.
Assign Provider(s) for group members	None	Select a provider to use for the group. This field indicates from which provider the machines in the group receive updates. For example, for a group of remote client machines, select a remote provider. Select Assign Provider(s) for group members and then: - Click Add to add the machine to the list of providers for the group. - Click New to add a provider not in the list (for example, a reverse proxy). For users with an advanced configuration that uses a secure proxy, click Show Details and complete the information. Starting with Interactive Update 2016 R3, the Settings pane includes the New button. - Click Remove to remove a machine from the list of providers for the group.

- Click **Save Settings** in the **Settings** pane.
- In the **Members** pane, click **Add** to select a machine to add to the group. The **Add Members for Group** dialog box appears.

Add Members for Group

IP Address Contains:

Machine Name Contains:

Apply

Clear

Group	Machine	Address
	AMCLIENT2.QFUN.COM	10.10.1.168
	QF-WIN7REMOTE.QFUN.COM	10.90.0.41
	QF-WIN8REMOTE.QFUN.COM	10.90.0.41
	QF-REMOTEPROVIDER.QFUN.COM	10.90.0.41

1

Page 1 of 1 (4 items)

Add

OK

Use the **IP Address Contains** field and the **Machine Name Contains** field to search for a machine.

- Click a machine to add to the group. To select multiple machines, press **Ctrl** and click the machines to add to the group.
- Click **Add** to add the selected machine to the group. The machine you added no longer appears in the **Add Members for Group** dialog box. Click **OK** when you finish adding machines to the group.

Add a machine to a group

This section explains how to add a machine to a group. When you add a machine to a group, Interactive Update Provider adds the machine to the group you selected and removes the machine from the group in which it existed. A machine inherits the settings of the new group.

To add a machine to a group:

- In the **Groups** pane, select the group to which you want to add a machine.

Groups	
Group	Members
Local	0
Remote	1
[Default Group]	3
1 Page 1 of 1 (3 items)	
Add Group Remove Group	

- In the **Members** pane, click **Add**. The **Add Members for Group** dialog box appears.

Add Members for Group

IP Address Contains:

Machine Name Contains:

Apply

Clear

Group	Machine	Address
Remote	AMCLIENT2.QFUN.COM	10.10.1.168
	QF-WIN7REMOTE.QFUN.COM	10.90.0.41
	QF-WIN8REMOTE.QFUN.COM	10.90.0.41
	QF-REMOTEPROVIDER.QFUN.COM	10.90.0.41
	C107801E-B677-4963-8007-63AF36AFC2AD	

1

Page 1 of 1 (5 items)

Add

OK

- Click the machine to add to the group and click **Add**. The machine no longer appears in the **Add Members for Group** dialog box. To select multiple machines, press **Ctrl** and click the machines to add to the group.
- Click **OK** when you finish adding machines to the group.

Remove a machine from a group that you created

When you remove a machine from a group, Interactive Update Provider removes the machine from the group in which it exists and adds the machine to the default group.

To remove a machine from a group that you created:

1. In the **Groups** pane, select the group in which the machine exists.
2. In the **Members** pane, select the machine to remove.
3. Click **Remove**.

Modify the settings for a group

This section explains how to modify the settings for a group of machines.

To modify the settings for a group

1. In the **Groups** pane, select the group to modify.

Groups	
Group	Members
Local	1
Remote	1
[Default Group]	2
1 Page 1 of 1 (3 items)	
Add Group Remove Group	

2. In the **Settings** pane, modify the settings for group. You cannot change settings for the default group.
3. Click **Save Settings**.

Remove a group

If you remove a group that contains machines, the machines move to the default group.

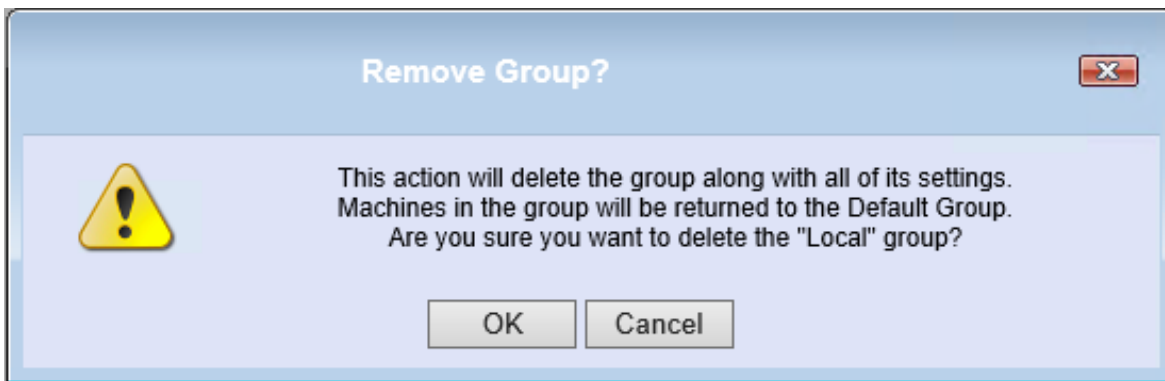
To remove a group:

1. In the **Groups** pane, select the group to modify.

Groups	
Group	Members
Local	1
Remote	1
[Default Group]	2
Page 1 of 1 (3 items)	
Add Group Remove Group	

2. Click **Remove Group**.

The **Remove Group** dialog box appears.



3. Click **OK** to confirm.

Updates page: Manage updates and installs

The **Settings->Updates** page enables CIC administrators and authorized users to manage the deployment of PureConnect product updates from the local provider to the CIC server and client machines. See [Interactive Update architecture](#) for an explanation of how product component updates are downloaded from the provider to the local provider via the Interactive Update Client service and application.

This section includes:

- [The Updates page](#)
- [Updates data grid details](#)
- [Update property details](#)
- [Filter updates by product line and product component](#)
- [Group updates by column heading](#)
- [Add new updates](#)
- [Modify existing update](#)
- [Delete update](#)
- [Mark as High Priority](#)
- [View the status of an update](#)
- [Change current state of updates](#)
- [Mark updates to be pushed out to client machines](#)
- [Related install relationships](#)
- [Remove updates from client machines](#)

The Updates page

Click the **Settings** icon [], and then click the, click the **Updates** icon [] to view the **Updates** page.



Interactive Update Provider

[Status](#) [Settings](#) [Help](#)

Settings

**Configuration**

**Machines**

**Groups**

**Updates**

Updates can be added to Interactive Update Provider using the 'Action' dropdown menu on the right. To perform an operation on an existing item in the grid, select the item first and then either use the dropdown menu or use a *right mouse click* to bring up a context menu.

Product Line : Product : 

Action : 

Drag a column to this area to group by it.

Application	Release	Patch	Current State	Status
Dutch Plugin for IC Business Manager Applications	2018 R1	GA Inst...		
French Plugin for IC Business Manager Applications	2018 R1	GA Inst...		
German Plugin for IC Business Manager Applications	2018 R1	GA Inst...		
IC Business Manager Applications	2018 R1	GA Inst...		
Italian Plugin for IC Business Manager Applications	2018 R1	GA Inst...		
Japanese Plugin for IC Business Manager Applications	2018 R1	GA Inst...		
Korean Plugin for IC Business Manager Applications	2018 R1	GA Inst...		
Norwegian Plugin for IC Business Manager Applications	2018 R1	GA Inst...		
Polish Plugin for IC Business Manager Applications	2018 R1	GA Inst...		
Portuguese (Brazil) Plugin for IC Business Manager Applications	2018 R1	GA Inst...		
Spanish Plugin for IC Business Manager Applications	2018 R1	GA Inst...		
Swedish Plugin for IC Business Manager Applications	2018 R1	GA Inst...		
Turkish Plugin for IC Business Manager Applications	2018 R1	GA Inst...		

1 Page 1 of 1 (13 items)

Product Line

Drop-down list of PureConnect products components available to install on client machines. This may include CIC, Interactive Update, Interaction Dialer, etc. Use to filter updates in the **Updates** data grid. The default view is all product lines listed.

Product

Drop-down list of all components for the selected product installed on the client machines. Use to filter updates in the **Updates** data grid. The default view is all product components listed.

Action

Drop-down list of update deployment actions. The **Action list** enables administrators to:

- Add, modify, or delete updates. Modifying an existing update can include marking it to be pushed out to client machines the next time those machines connect to the local provider.
- Add or delete related install relationships. Use a related install relationship to associate an update for one product with a new install of a second product. When the update for the first product is pushed to a client machine, the related install for the second product is also pushed to the client machine.

The **Action list** is also available from the **right-click context menu** after selecting one or more updates from the **Updates** data grid. The right-click context menu has an additional action: **Change Current State**.

In most cases, we recommend using the right-click context menu. This document emphasizes using the right-click menu, except when adding a new update.

Updates data grid

The default **Updates** data grid displays all product components available to be installed on client machines ordered from oldest to newest, listed individually.

Updates data grid details

This section provides descriptions of the **Updates** data grid column headings.

Application

The product component name of the update as listed in the **Product** drop-down list. In Interactive Update 2015 R1 and later, **Application** replaces **Description** as the name of this column.

Release

The product component update release version, for example, 2015 R1. In Interactive Update 2015 R1 and later, **Release** replaces **Version** as the name of this column.

Note:

CIC 4.0 SU's still available in the provider are listed in this column as, for example, SU6.

Patch

The product component update release patch version, for example, Patch1. Updates may also be listed in this column as GA Install if referring to the initial release version, for example, 2015 R1. In Interactive Update 2015 R1 and later, **Patch** replaces **SU** as the name of this column.

Note:

CIC 4.0 SU's still available in the provider are listed in this column by version number, for example, 4.06.364.

Current State

Status of the update for deployment to client machines. Client machines read this state each time they connect to the local provider to determine which updates are ready to apply locally. Current State may be listed as Pre-approval, Inactive, GA, or Remove. See [Change current state of updates](#) for details.

Status

Important information about the status of an update. If nothing appears in this column, the update has not been downloaded or activated on any client machines. See [View the status of an update](#) for details.

Update property details

When you highlight a specific product component update in the **Updates** data grid, the detailed properties and related install information for that update are displayed in the **Update Details** area below the **Updates** data grid.



Interactive Update Provider

[Status](#) [Settings](#) [Help](#)

Settings

**Configuration**

**Machines**

**Groups**

**Updates**

Updates can be added to Interactive Update Provider using the 'Action' dropdown menu on the right. To perform an operation on an existing item in the grid, select the item first and then either use the dropdown menu or use a *right mouse click* to bring up a context menu.

Product Line : Product : Action :

Drag a column to this area to group by it.

Application	Release	Patch	Current State	Status
Dutch Plugin for IC Business Manager Applications	2018 R1	GA Inst...		
French Plugin for IC Business Manager Applications	2018 R1	GA Inst...		
German Plugin for IC Business Manager Applications	2018 R1	GA Inst...		
IC Business Manager Applications	2018 R1	GA Inst...		
Italian Plugin for IC Business Manager Applications	2018 R1	GA Inst...		
Japanese Plugin for IC Business Manager Applications	2018 R1	GA Inst...		
Korean Plugin for IC Business Manager Applications	2018 R1	GA Inst...		
Norwegian Plugin for IC Business Manager Applications	2018 R1	GA Inst...		
Polish Plugin for IC Business Manager Applications	2018 R1	GA Inst...		
Portuguese (Brazil) Plugin for IC Business Manager Applications	2018 R1	GA Inst...		
Spanish Plugin for IC Business Manager Applications	2018 R1	GA Inst...		
Swedish Plugin for IC Business Manager Applications	2018 R1	GA Inst...		
Turkish Plugin for IC Business Manager Applications	2018 R1	GA Inst...		

1 Page 1 of 1 (13 items)

IC Business Manager Applications 2018 R1

Update Properties

Advanced Properties

File Name: ICBusinessManagerApps_2018_R1.msi

Install Type: Install

Install Version: 18.1.0.278

Current State:  - GA

Time Inserted: 2017-10-09 12:38:33

The **Update Details** area has three tabs:

- [Update Properties Tab](#)
- [Advanced Properties Tab](#)
- Related Installs Tab (not shown). If a **Related Installs** tab is present, it lists any related install relationships that associate the update to a new install of another product.

Update Properties Tab

The **Update Properties** tab displays specific information about the update, in this example, **IUpdateClient_2015_R1.msi**.

IC Business Manager Applications 2018 R1

Update Properties		Advanced Properties	
File Name:	ICBusinessManagerApps_2018_R1.msi		
Install Type:	Install		
Install Version:	18.1.0.278		
Current State:	 - GA		
Time Inserted:	2017-10-09 12:38:33		

File Name

The name of the update or install file.

Install Type

The Install Types are **Patch**, **Install**, and **ES**. Typically **Patch** and **ES** filenames end in **.msp** and **Install** represents GA install and have filenames ending in **.msi**.

Install Version

The product version number is *MM.mm.PP.BB* where:

- *MM* is the Major release number (for example, 15 for 2015)
- *mm* is the Minor release number (for example, 01 for R1)
- *PP* is the Patch number
- *BB* is the Build number

Current State

Current state of the update: Pre-approval, Inactive, GA, or Remove.

Time Inserted

The time that this update file was added to the local provider.

Advanced Properties Tab

The **Advanced Properties** tab displays more detailed information that PureConnect Customer Care uses for troubleshooting.

IC Business Manager Applications 2018 R1

Update Properties	Advanced Properties
Upgrade Code:	{085BECC0-3A4D-4CC9-AE02-1EE5B95E6672}
Product Code:	{35BC5C24-8FBD-4B94-8F01-459E2F9C8035}
MSI Properties:	
High Priority Update:	false
Documentation:	http://www.genesys.com

Upgrade Code

A unique identifier used to keep track of each product install. The Upgrade Code never changes for a product. This field was added in Interactive Update 2015 R1 and later.

Product Code

A unique identifier used to keep track of each product install. A release and all of its patches share a Product Code. The Product Code changes with each new `.msi` (release). In Interactive Update 2015 R1 and later, **Product Code** replaces **GUID** as the name of this field.

MSI Properties

An advanced feature that the administrator can use to configure the update. Interactive Update passes these special properties to Windows Installer when it runs this update.

High Priority Update

Starting with Interactive Update 2.0 SU 5 and continuing Interactive Update 2015 R1 or later, an update marked as **High Priority** pushes to all client machines the next time they connect to the local provider, regardless of their configuration settings. The High Priority designation is intended for emergency or critical updates that cannot wait for users to accept them or for download/install times set by the administrator to occur.

Documentation

This path points to the Product Information site page for the product release. From here you can find information about the product as and links for downloading releases and patches.

Filter updates by product line and product component

The default view of updates listed in the Updates data grid is ordered from oldest to newest, with each update listed individually. To better organize the updates, you can filter the updates by product line and product component.

1. In the **Product Line** drop-down list, select a product line, for example, IC.
2. In the **Product** drop-down list, select a product component, for example, IC User Applications (64-bit).

The screenshot shows the 'Interactive Update Provider' interface. The top bar includes a logo, the title 'Interactive Update Provider', and links for 'Status', 'Settings', and 'Help'. The 'Settings' page is active, showing a sidebar with 'Configuration', 'Machines', 'Groups', and 'Updates'. The main area displays a table of updates for the selected product line 'ic'. A search filter is applied, showing a list of product components. The table lists various plugins for IC Business Manager Applications, all with a status of '2018 R1 GA Inst...' and a green checkmark icon.

Interactive Update Provider

Settings

Updates can be added to Interactive Update Provider using the 'Action' dropdown menu on the right. To perform an operation on an existing item in the grid, select the item first and then either use the dropdown menu or use a *right mouse click* to bring up a context menu.

Product Line : Product :

Drag a column to this area to group by

Application	Version	Status	Action
Dutch Plugin for IC Business Manager Applications	2018 R1	GA Inst...	
French Plugin for IC Business Manager Applications	2018 R1	GA Inst...	
German Plugin for IC Business Manager Applications	2018 R1	GA Inst...	
IC Business Manager Applications	2018 R1	GA Inst...	
Italian Plugin for IC Business Manager Applications	2018 R1	GA Inst...	
Japanese Plugin for IC Business Manager Applications	2018 R1	GA Inst...	
Korean Plugin for IC Business Manager Applications	2018 R1	GA Inst...	
Norwegian Plugin for IC Business Manager Applications	2018 R1	GA Inst...	
Polish Plugin for IC Business Manager Applications	2018 R1	GA Inst...	
Portuguese (Brazil) Plugin for IC Business Manager Applications	2018 R1	GA Inst...	
Spanish Plugin for IC Business Manager Applications	2018 R1	GA Inst...	
Swedish Plugin for IC Business Manager Applications	2018 R1	GA Inst...	
Turkish Plugin for IC Business Manager Applications	2018 R1	GA Inst...	

1

Page 1 of 1 (13 items)

3. Click the search icon [] to start the filter. All updates for the selected product line/product component (in this example, IC User Applications (64-bit)) appear in the Updates data grid.

Group updates by column heading

The default view of updates listed in the Updates data grid is ordered from oldest to newest, with each update listed individually. To better organize the updates, you can group by column heading.

Note:

For a description of column headings, see "Updates data grid details".

1. Click a column in the Updates data grid, for example the **Release** column, and drag and drop it over the **Drag a column to this area to group by it** label at the top of the grid. The list of updates is grouped by release.

The screenshot shows the 'Interactive Update Provider' interface. At the top, there's a header with the logo and navigation links: Status, Settings, and Help. Below the header is a 'Settings' section. On the left, there's a sidebar with icons for Configuration, Machines, Groups, and Updates. The main area displays instructions on how to add updates and perform operations. Below this, there are input fields for 'Product Line' and 'Product', and an 'Action' dropdown. The main data grid is titled 'Group by: Release' and shows a table with columns: Application, Release, Patch, Current State, and Status. The table is grouped by 'Release: 2018 R1' and shows one item. The page footer indicates 'Page 1 of 1 (13 items)'.

Note:

- The release column groups are collapsed by default. Click the + (plus) sign to open the desired section.
- To change the sorting order of the groups, click the **Group by: Release** label.

Add new updates

Starting with Interactive Update 2015 R2, the **Add New Update** action is enhanced to make it easier for the administrator to upload the multiple updates required for PureConnect product releases and patches.

The enhanced **Add New Update** action uses **update directories** to upload multiple updates to the local provider in "Pre-Approval" status. If you choose the **Auto** option, a background service scans the designated update directories for new updates on a regular basis and automatically adds the updates to the local provider.

Note:

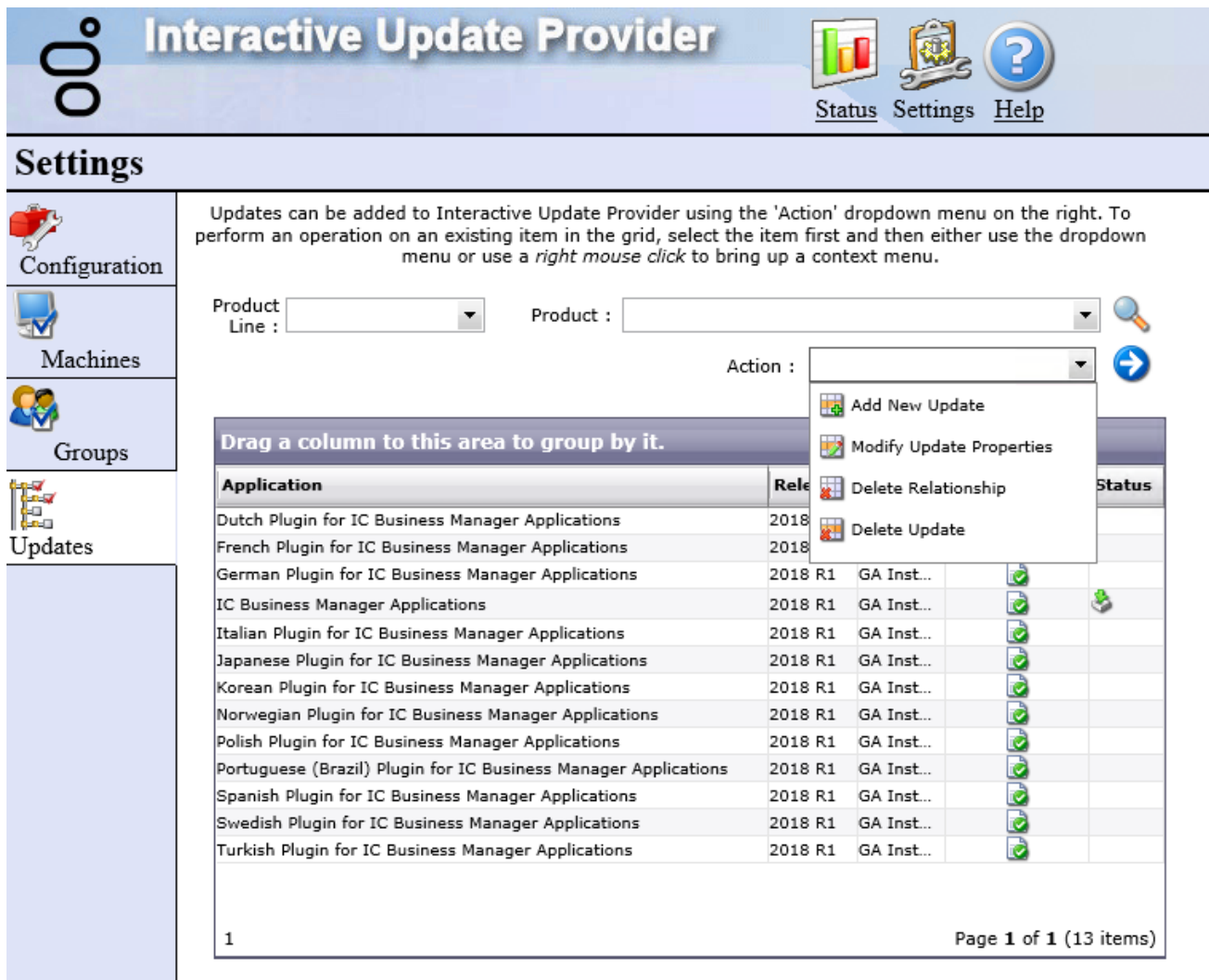
Starting with PureConnect 2018 R2, metadata in an installation package includes the updated Manufacturer Name property. Interactive Update Client service verifies metadata fields such as the Manufacturer Name property in an installation package. For Interactive Update Provider to recognize updates to product components, apply one of the following patch updates to Interactive Update Provider and Interactive Update Client: 2018 R2, 2018 R1 patch 3, 2017 R4 patch 8, 2017 R3 patch 15, 2017 R2 patch 20, 2017 R1 patch 26, 2016 R4 patch 30.

If you do not apply the patch update, Interactive Update Provider fails to recognize updates to product components and the following message appears in the `inin.updateproviderservice` log file. Use the Log viewer utility to view the message in the log file.

Company property info for the patch is not Interactive Intelligence, Inc.: ManufacturerName='Genesys'

Create and manage update directories

1. Select or create an update directory on the local provider (CIC server) or another network location.
2. Open the Interactive Update Provider **Settings** -> **Updates** page.
3. Click the Action drop-down list, select **Add New Update**, and then click the white and blue arrow [] to the side.



Interactive Update Provider

Status Settings Help

Settings

Updates can be added to Interactive Update Provider using the 'Action' dropdown menu on the right. To perform an operation on an existing item in the grid, select the item first and then either use the dropdown menu or use a *right mouse click* to bring up a context menu.

Product Line : Product :

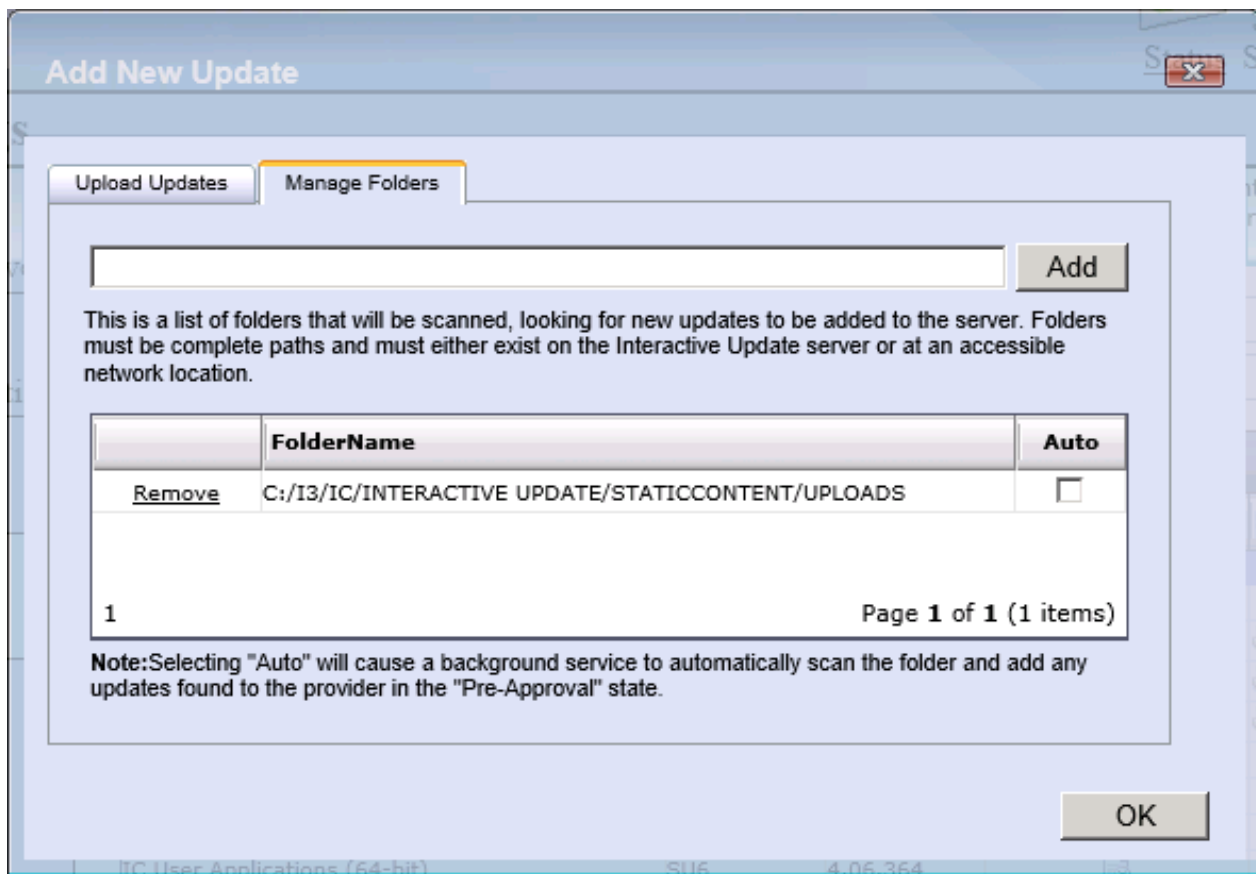
Action :

Drag a column to this area to group by it.

Application	Release	Status
Dutch Plugin for IC Business Manager Applications	2018 R1	GA Inst...
French Plugin for IC Business Manager Applications	2018 R1	GA Inst...
German Plugin for IC Business Manager Applications	2018 R1	GA Inst...
IC Business Manager Applications	2018 R1	GA Inst...
Italian Plugin for IC Business Manager Applications	2018 R1	GA Inst...
Japanese Plugin for IC Business Manager Applications	2018 R1	GA Inst...
Korean Plugin for IC Business Manager Applications	2018 R1	GA Inst...
Norwegian Plugin for IC Business Manager Applications	2018 R1	GA Inst...
Polish Plugin for IC Business Manager Applications	2018 R1	GA Inst...
Portuguese (Brazil) Plugin for IC Business Manager Applications	2018 R1	GA Inst...
Spanish Plugin for IC Business Manager Applications	2018 R1	GA Inst...
Swedish Plugin for IC Business Manager Applications	2018 R1	GA Inst...
Turkish Plugin for IC Business Manager Applications	2018 R1	GA Inst...

1 Page 1 of 1 (13 items)

4. In the **Manage Folders** tab, type the update directory path in the top field and click **Add**.
5. Verify the update directory location in the bottom field and click **OK**.



6. As needed, create update directories or remove existing update directories in the **Manage Folders** tab.

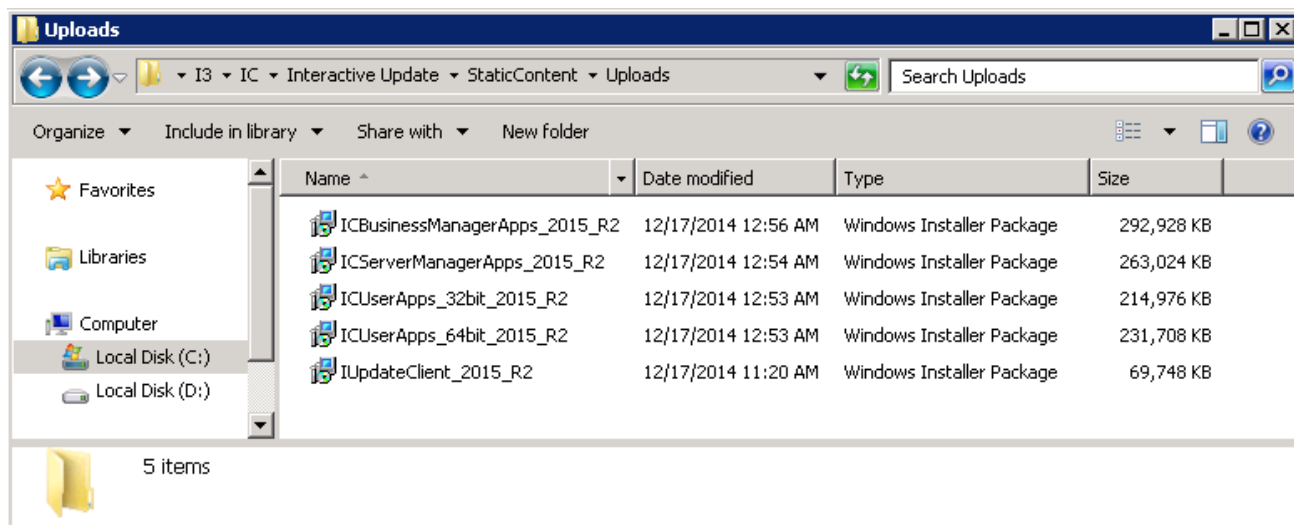
Note:

If you want to automatically add updates to the local provider, select the **Auto** option. For more information, see "[Add new updates \(automatic\)](#)".

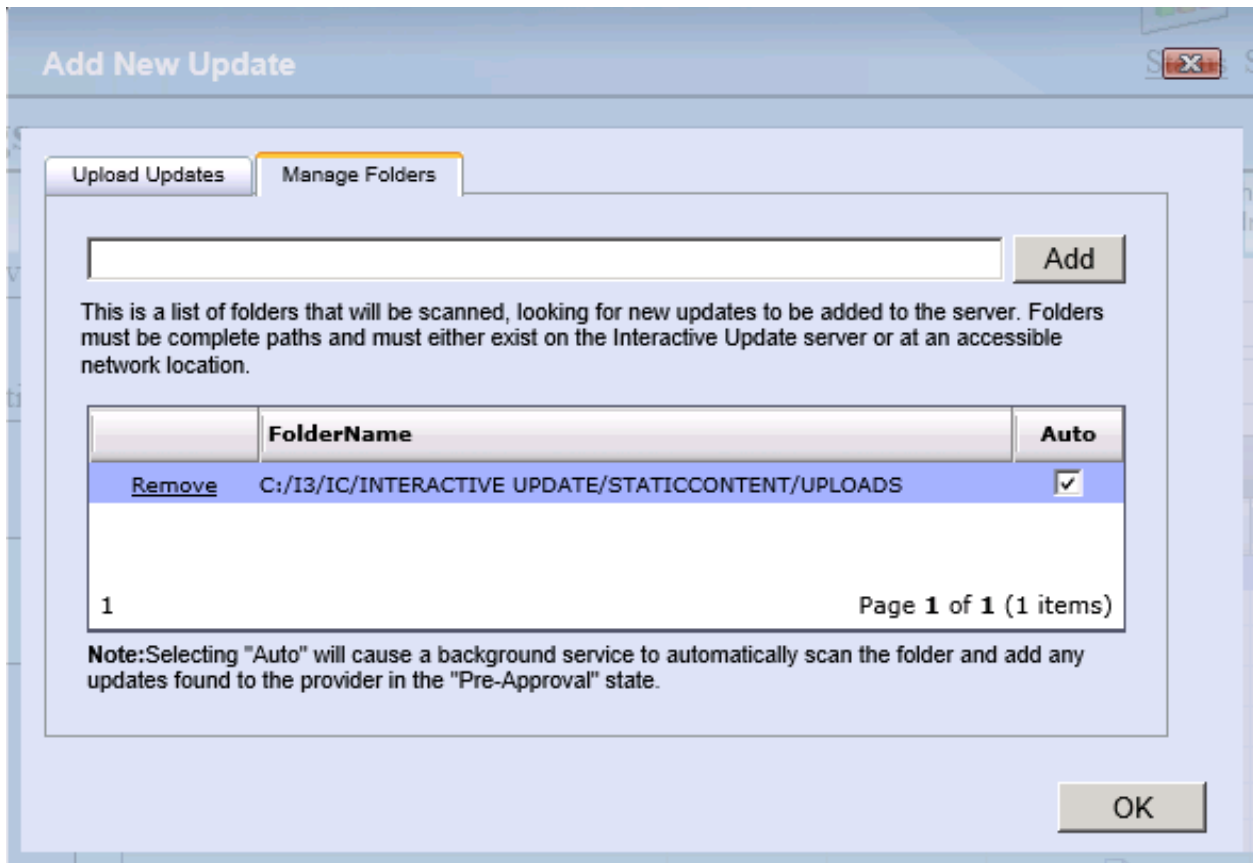
Add new updates (automatic)

Once you have created an update directory and added the directory in the **Add New Update -> Manage Folders** tab, you can choose to have a background service scan the update directory for new updates on a regular basis and automatically add the updates to the local provider in "Pre-Approval"  status.

1. Obtain the appropriate update files from the Product Information site, PureConnect Customer Care, or other means, and copy them to the updates directory. For example:



- Click the Action drop-down list, select **Add New Update**, and then click the white and blue arrow [] to the side.
- In the **Manage Folders** tab, select the directory you want to update automatically and check the **Auto** check box. If you have multiple update directories, check the **Auto** check box for the directories you want to update automatically.



Add New Update

Upload Updates | **Manage Folders**

Add

This is a list of folders that will be scanned, looking for new updates to be added to the server. Folders must be complete paths and must either exist on the Interactive Update server or at an accessible network location.

	FolderName	Auto
Remove	C:/I3/IC/INTERACTIVE UPDATE/STATICCONTENT/UPLOADS	☒

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Note: Selecting "Auto" will cause a background service to automatically scan the folder and add any updates found to the provider in the "Pre-Approval" state.

OK

The updates will be added to the **Updates** data grid with a Current State of "Pre-Approval" []. No other steps are needed.

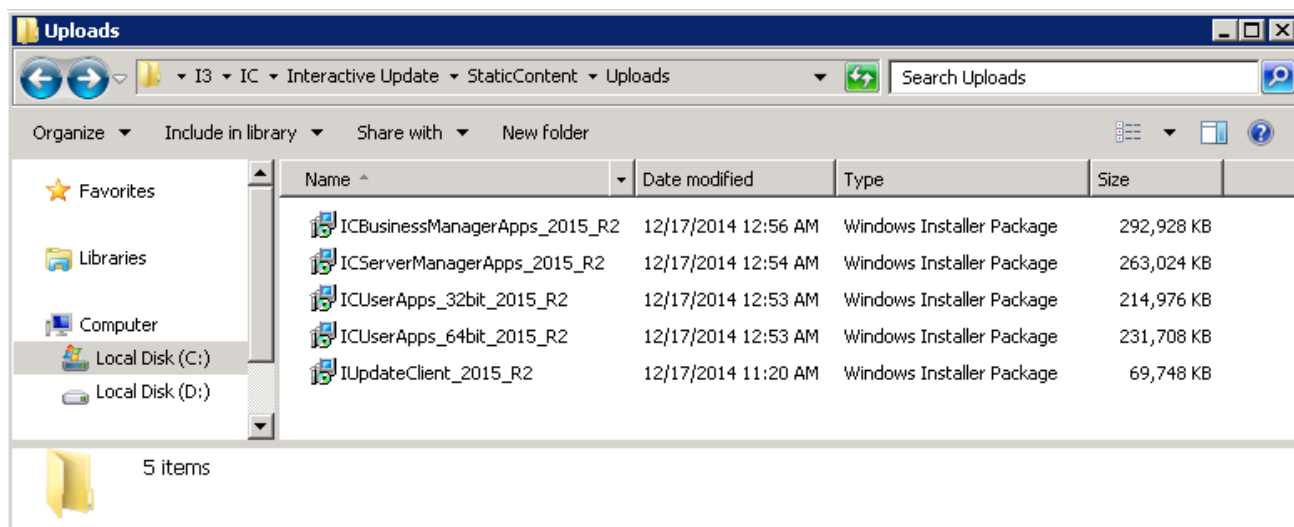
Note:

- The background service (the Update Content Scanner service) scan takes 90 seconds to begin and has an interval of 60 seconds between scans.
- Once an update is added to the local provider, it is removed from the updates directory.
- Make sure to mark the updates as **GA** when you are ready to push them out for deployment to client machines. See [Mark updates to be pushed out to client machines](#) for details.

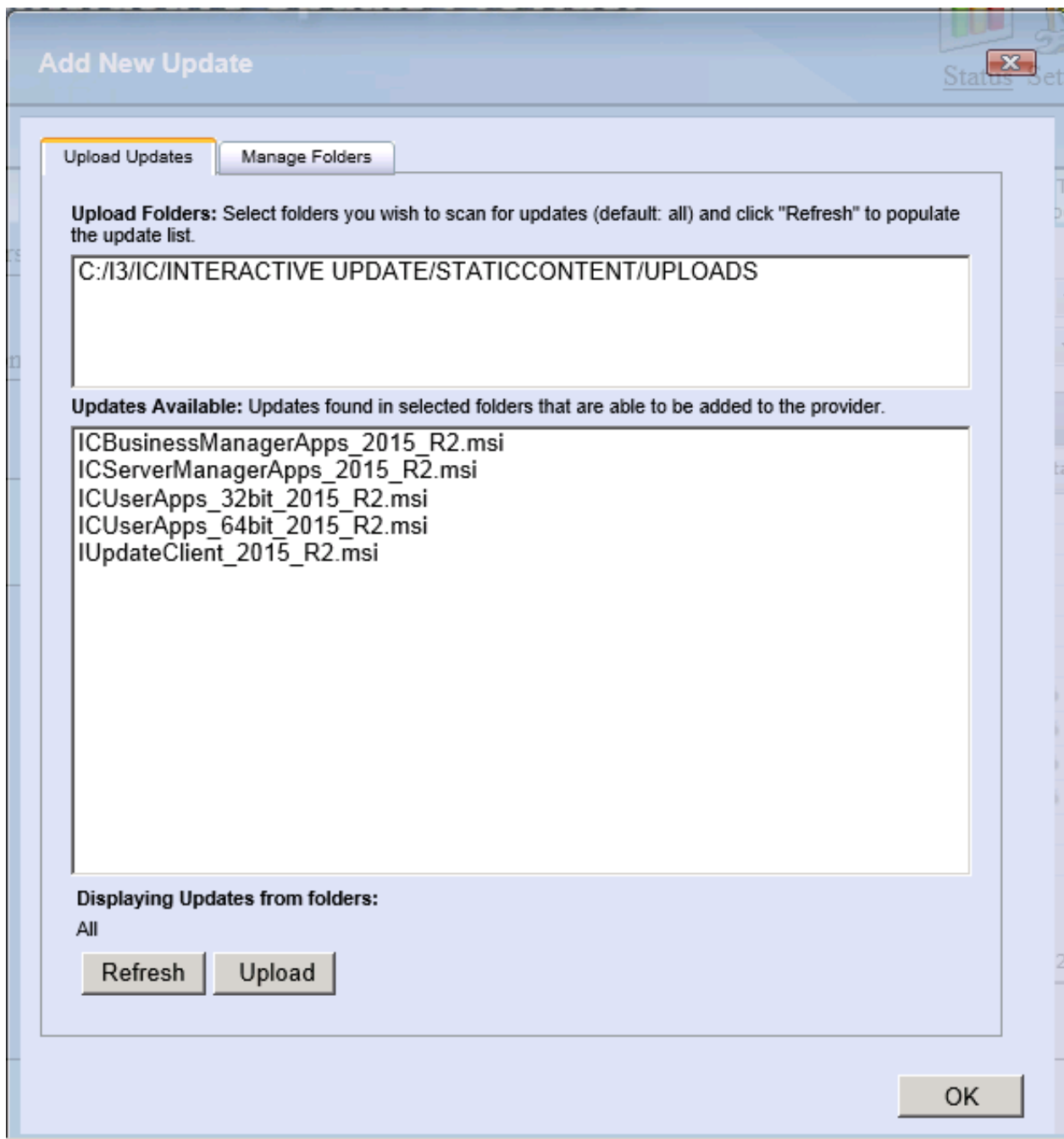
Add new updates (manual)

Once you have created an update directory and added the directory in the **Add New Update -> Manage Folders** tab, follow this procedure to upload updates to the local provider whenever you choose.

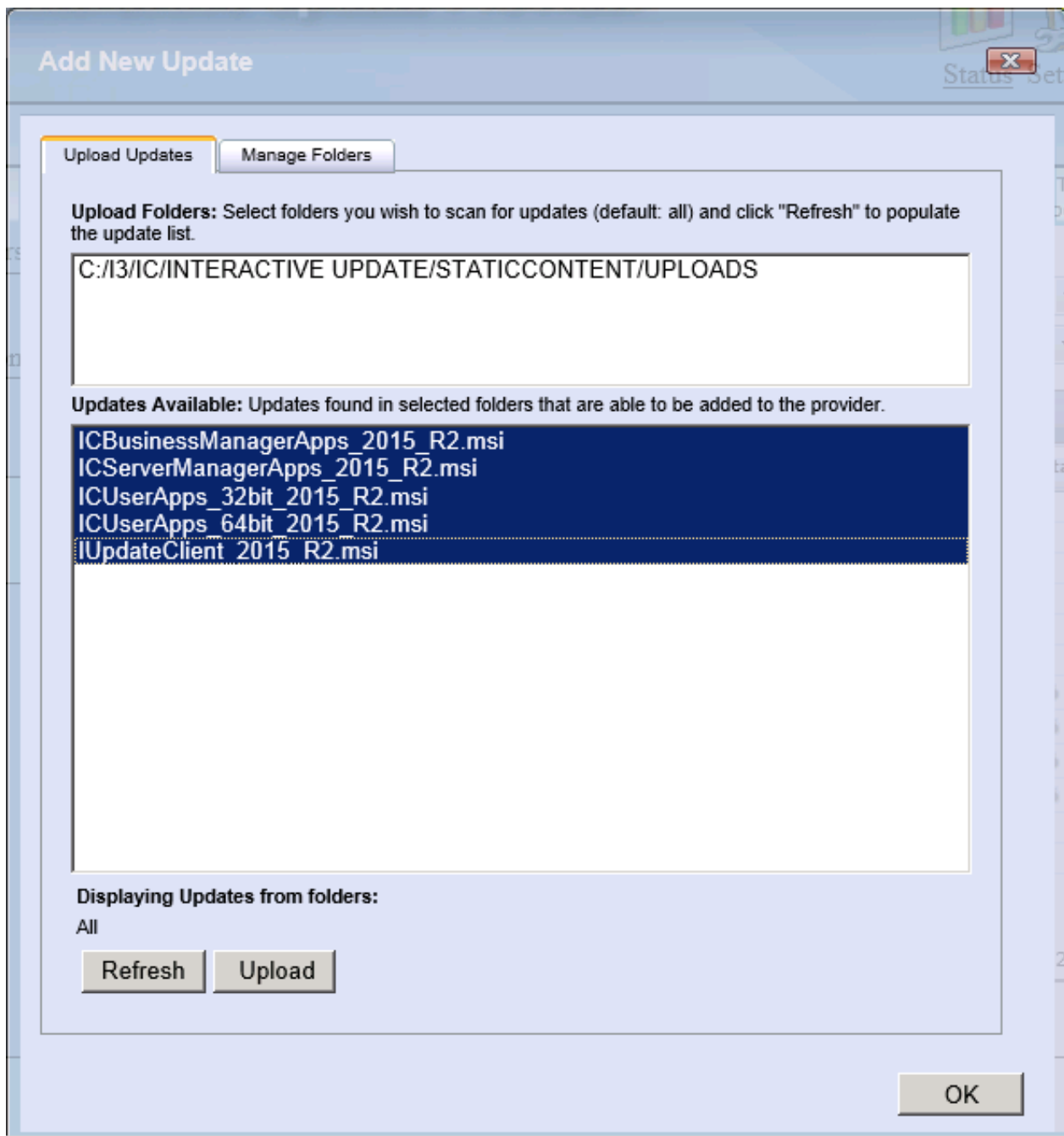
- Obtain the appropriate update files from the Product Information site, PureConnect Customer Care, or other means, and copy them to the updates directory. For example:



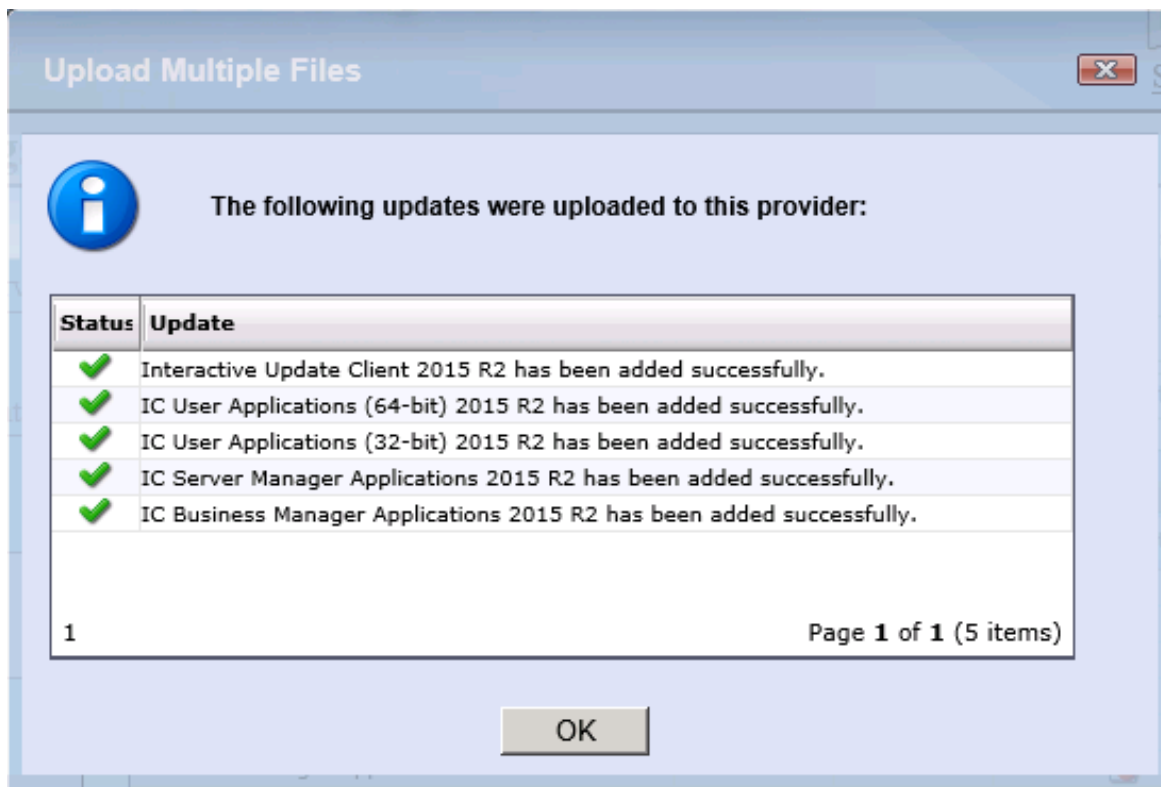
2. Click the **Action** drop-down list, select **Add New Update**, and then click the white and blue arrow [] to the side.
3. In the **Upload Updates** tab, click **Refresh** to display the designated update directories and the updates available in them.



4. Highlight the updates you want to upload pressing the **Ctrl** and/or **Shift** keys.



5. Click **Upload** to upload the contents of the selected update directory to the local provider. An **Uploading** progress bar appears until the upload is complete.
6. The **Upload Multiple Files** dialog lists the updates you uploaded.



7. Click **OK**. The updates appear on the Updates data grid with a Current State of "Pre-Approval" [].

Note:

- Once an update is added to the local provider, it is removed from the updates directory.
- Make sure to mark the updates as **GA** when you are ready to push them out for deployment to client machines. See [Mark updates to be pushed out to client machines](#) for details.
- See "Interactive Update Troubleshooting" for a work-around to issues that may occur when using **Upload Updates**.

Modify existing update

The **Modify Existing Update** action is available from the **Action** drop-down list as well as the right-click context menu. It has the same functionality as the **Change Current State** action: it modifies the current state of an existing update for client machines.

We recommend that you use **Change Current State** instead of **Modify Existing Update**. See [Change current state of updates](#) for details.

Delete update

Use the **Delete Update** action to delete one or more obsolete or dated updates from the local provider (CIC server). You may want to use to free up disk space on the CIC server when you are certain that the updates in question are no longer needed.

Note:

If you want to uninstall/remove updates from client machines, change the current state of the update to **Remove** but do not delete the update from the local provider (CIC server). See [Change current state of updates](#) for details.

To delete an update:

1. Highlight one or more updates, click the Action drop-down list, select **Delete Update**, and then click the white and blue arrow [





Interactive Update Provider

[Status](#) [Settings](#) [Help](#)

Settings

**Configuration**

**Machines**

**Groups**

**Updates**

Updates can be added to Interactive Update Provider using the 'Action' dropdown menu on the right. To perform an operation on an existing item in the grid, select the item first and then either use the dropdown menu or use a *right mouse click* to bring up a context menu.

Product Line : Product : 

Action :  Delete Update 

Drag a column to this area to group by it.

Application	Release	Patch	Current State	Status
Dutch Plugin for IC Business Manager Applications	2018 R1	GA Inst...		
French Plugin for IC Business Manager Applications	2018 R1	GA Inst...		
German Plugin for IC Business Manager Applications	2018 R1	GA Inst...		
IC Business Manager Applications	2018 R1	GA Inst...		
Italian Plugin for IC Business Manager Applications	2018 R1	GA Inst...		
Japanese Plugin for IC Business Manager Applications	2018 R1	GA Inst...		
Korean Plugin for IC Business Manager Applications	2018 R1	GA Inst...		
Norwegian Plugin for IC Business Manager Applications	2018 R1	GA Inst...		
Polish Plugin for IC Business Manager Applications	2018 R1	GA Inst...		
Portuguese (Brazil) Plugin for IC Business Manager Applications	2018 R1	GA Inst...		
Spanish Plugin for IC Business Manager Applications	2018 R1	GA Inst...		
Swedish Plugin for IC Business Manager Applications	2018 R1	GA Inst...		
Turkish Plugin for IC Business Manager Applications	2018 R1	GA Inst...		

1

Page 1 of 1 (13 items)

2. If multiple updates were downloaded, the **Delete Update?** dialog lists the updates that will be deleted from local provider (CIC server). Click **OK**.
3. The **Updates** data grid refreshes.
The deleted updates are no longer listed.

Mark as High Priority

Starting with Interactive Update 2.0 SU 5 and continuing with Interactive Update 2015 R1 and later, you can mark one or more updates as **High Priority**, to be pushed to all client machines the next time they connect to the local provider, regardless of the client machine configuration settings. The **High Priority** designation is intended for emergency or critical updates that cannot wait for users to accept them or for download/install times set the administrator to occur.

Starting with Interactive Update 2016 R1, if a user on a client machine manually checks for updates when a high priority update is available, the user can select to install the update now or later. If the user selects to install later, the high priority update installs at the time of the next scheduled update.

To mark an update as High Priority:

1. Highlight one or more updates, right-click, and select **Mark as High Priority**.

Interactive Update Provider

Status Settings Help

Settings

Updates can be added to Interactive Update Provider using the 'Action' dropdown menu on the right. To perform an operation on an existing item in the grid, select the item first and then either use the dropdown menu or use a *right mouse click* to bring up a context menu.

Product : Product : Action :

Drag a column to this area to group by it.

Application	Release	Patch	Current State	Status
Dutch Plugin for IC Business Manager Applications	2018 R1	GA Inst...		
French Plugin for IC Business Manager Applications	2018 R1	GA Inst...		
German Plugin for IC Business Manager Applications	2018 R1	GA Inst...		
IC Business Manager Applications	2018 R1	GA Inst...		
Italian Plugin for IC Business Manager Applications	2018 R1	GA Inst...		
Japanese Plugin for IC Business Manager Applications	2018 R1	GA Inst...		
Korean Plugin for IC Business Manager Applications	2018 R1	GA Inst...		
Norwegian Plugin for IC Business Manager Applications	2018 R1	GA Inst...		
Polish Plugin for IC Business Manager Applications	2018 R1	GA Inst...		
Portuguese (Brazil) Plugin for IC Business Manager Applications	2018 R1	GA Inst...		
Spanish Plugin for IC Business Manager Applications	2018 R1	GA Inst...		
Swedish Plugin for IC Business Manager Applications	2018 R1	GA Inst...		
Turkish Plugin for IC Business Manager Applications	2018 R1	GA Inst...		

1 Page 1 of 1 (13 items)

2. If multiple updates were downloaded, a dialog lists the updates to be marked as High Priority. Click **OK**.
The **Updates** data grid refreshes. The **Status** column shows the **High Priority** designation for these updates.

View the status of an update

The **Status** column in the **Updates** data grid indicates important information about the status of an update. If nothing appears in this column, the update has not been downloaded or activated on any client machines.

Status	Description
	Indicates the CIC server is using an earlier version than this update. This update does not download to client machines.
	Indicates this update has been "activated" or downloaded at least once on client machines. Use the mouse to hover over the icon to see how many times it has been activated.
	Indicates a related install has been associated with this update.
	Indicates this update is marked as High Priority.

Change current state of updates

Each update on the CIC server has a current state that determines its status for distribution to client machines. Client machines read this state each time they connect to the local provider to determine which updates are ready to apply locally. CIC administrators can control the behavior and availability of each update by changing the **Current State**.

The **Current State** column in the **Updates** data grid shows the current state for each update.

To change the Current State of an update:

1. Highlight one or more updates, right-click, and select **Change Current State**.



Interactive Update Provider

[Status](#) [Settings](#) [Help](#)

Settings

[Configuration](#)

[Machines](#)

[Groups](#)

[Updates](#)

Updates can be added to Interactive Update Provider using the 'Action' dropdown menu on the right. To perform an operation on an existing item in the grid, select the item first and then either use the dropdown menu or use a *right mouse click* to bring up a context menu.

Product : Product : 

Action : 

Drag a column to this area to group by it.

Application	Release	Patch	Current State	Status
Dutch Plugin for IC Business Manager Applications	2018 R1	GA Inst...		
French Plugin for IC Business Manager Applications	2018 R1	GA Inst...		
German Plugin for IC Business Manager Applications	2018 R1	GA Inst...		
IC Business Manager Applications	2018 R1	GA Inst...		
Italian Plugin for IC Business Manager Applications	2018 R1	GA Inst...		
Japanese Plugin for IC Business Manager Applications	2018 R1	GA Inst...		
Korean Plugin for IC Business Manager Applications	2018 R1	GA Inst...		
Norwegian Plugin for IC Business Manager Applications	2018 R1	GA Inst...		
Polish Plugin for IC Business Manager Applications	2018 R1	GA Inst...		
Portuguese (Brazil) Plugin for IC Business Manager Applications	2018 R1	GA Inst...		
Spanish Plugin for IC Business Manager Applications	2018 R1	GA Inst...		
Swedish Plugin for IC Business Manager Applications	2018 R1	GA Inst...		
Turkish Plugin for IC Business Manager Applications	2018 R1	GA Inst...		

1 Page 1 of 1 (13 items)

Here is a description of the **Current State** modes.

Current State	Description
Pre-Approval 	The default state after an update is retrieved from the provider. New updates are not set to GA and pushed out automatically. This state indicates the update is being tested and awaiting approval.
Inactive 	The update should not be pushed out to client machines, because, for example, it is old or obsolete. (Interactive Update 2.0 SU 5 and later)
GA 	The update is ready to be pushed out to client machines the next time they connect to the local provider. Once the state is changed to GA (Generally Available), client machines that have the related applications installed will automatically download and apply the update the next time they connect to the local provider.
Remove 	The update is ready to be removed from a client machine the next time the client connects to the local provider. This state overrides local settings on the client machine and forces the application to be removed.

Mark updates to be pushed out to client machines

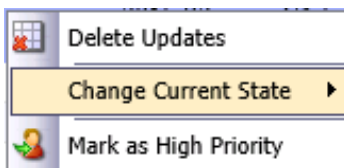
When new updates are downloaded from the provider to the local provider, they have a default state of **Pre-Approval** , awaiting confirmation to be pushed out.

You must change the updates' state to **GA**  in order to push out those updates (and any related installs) to client machines the next time those machines connect to the local provider.

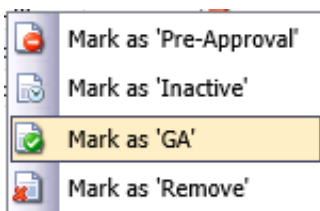
To mark an update to be pushed out to client machines:

For example, the **IC Business Manager Applications 2015 R2** and **IC Server Manager Applications 2015 R2** updates are marked **GA**, to be pushed out to client machines the next time those machines connect to the local provider.

1. Highlight the update to push out, right click, and select **Change Current State**.



2. Select **Mark as 'GA'**.



3. The **Current State** column icon for that entry changes to a document with a green check mark. The Updates data grid refreshes. The **Current State** for the selected updates changes to **GA**.

Note:

Only the latest patch for a release should be marked as GA. Mark any previously applied 2015 R1 or later patch releases as Inactive to improve the performance of a provider. A provider has fewer patches to consider when responding to a request for updates.

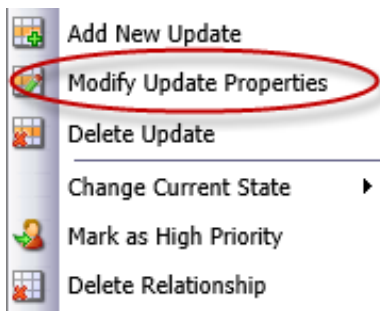
Related install relationships

Starting with Interactive Update 2016 R1, the related install feature has changed. Now, you can add a related install relationship to

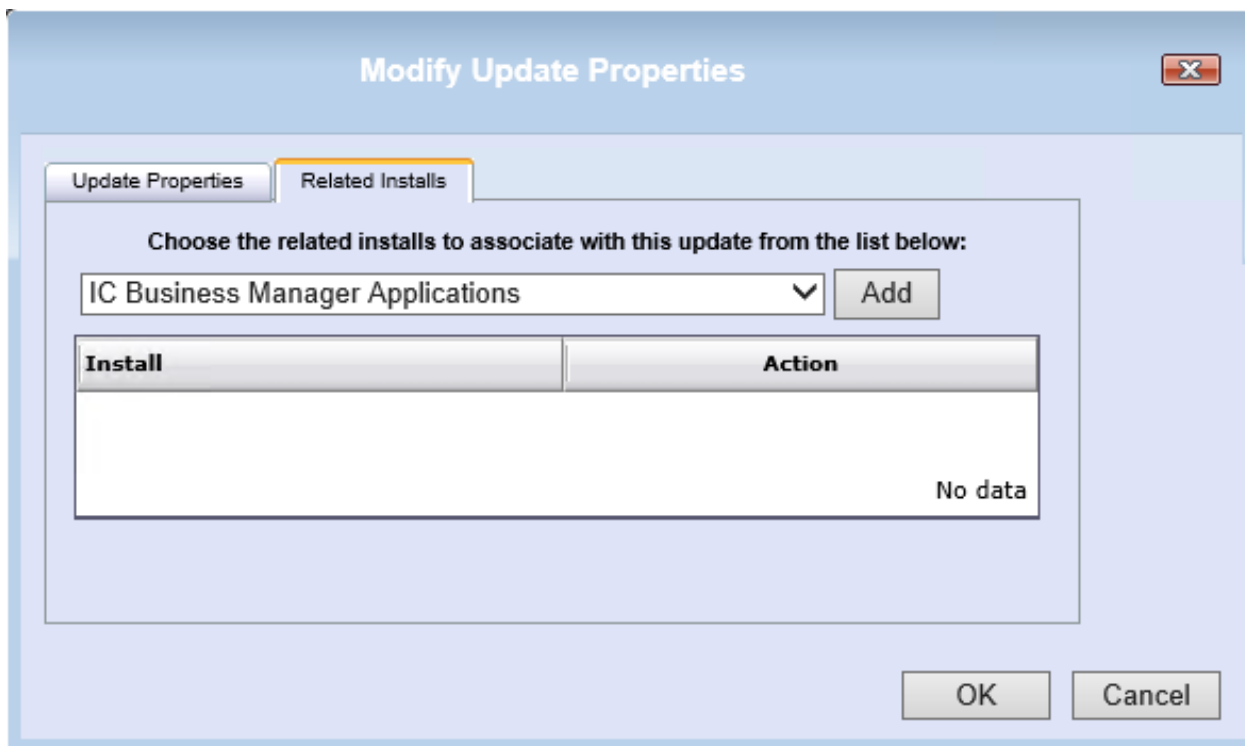
associate an update for one product with a new install of another product. When the update for the first product is pushed to a client machine, the related install for the second product is also pushed to the client machine.

To add a related install relationship:

1. Highlight the update, right click, and select **Modify Update Properties**.



2. Select the **Related Installs** tab.



3. Select the product installation to associate with the update and click **Add**.

The product you selected appears in the **Install** column.

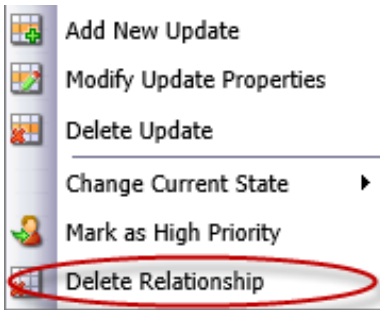
To remove a product installation from the list, click the  icon in the **Action** column.

4. Click **OK** to create the relationship.
5. Click **OK** to confirm the update was modified.

To delete a related install relationship:

1. Highlight the update with the relationship to delete, right click, and select **Delete Relationship**.

To select multiple updates, press **Ctrl** and click the updates from which to delete all relationships.



2. Select **OK** to confirm that you want to delete the relationship.

Remove updates from client machines

If you want to remove previously applied updates (marked as **GA**) pushed out to client machines for troubleshooting purposes or to clean up disk space, use the **Change Current State...Mark as 'Remove'** action. The next time the client machine connects to the local provider, it will detect the updates are marked to be removed, and the updates will be uninstalled from the client machine. If an earlier update version was installed, the client machine will *roll back* to that version.

To remove updates from client machines:

1. Highlight the active (marked as **GA**) update you want to remove, right-click, and select **Change Current State...Mark as 'Remove'**.

The **Current State** column icon for the selected update changes to **Remove** .

Interactive Update Client	2015 R1	Patch1		
IC Business Manager Applications	2015 R2	GA Install		

2. The next time the client machines connect to the local provider, the selected updates will be removed and the machine will *roll back* to the earlier update version.

Interactive Update Client

Interactive Update Client is installed on the CIC server, a remote provider, and all client machines at the customer site that will receive updates. See [Interactive Update architecture](#) for descriptions of the three Interactive Update Client components: Interactive Update Client service, Interactive Update Client application, and Interactive Update Client configuration.

This section includes:

[Launch Interactive Update Client Configuration](#)

[Configuration tab: Specify how updates will be downloaded and installed](#)

[Provider Servers tab: Modify provider server list](#)

[Proxy Configuration tab: Add Web Proxy server information](#)

[Interactive Update Client application: How updates are applied](#)

[Interactive Update Client task tray icon](#)

[Interactive Update Client service](#)

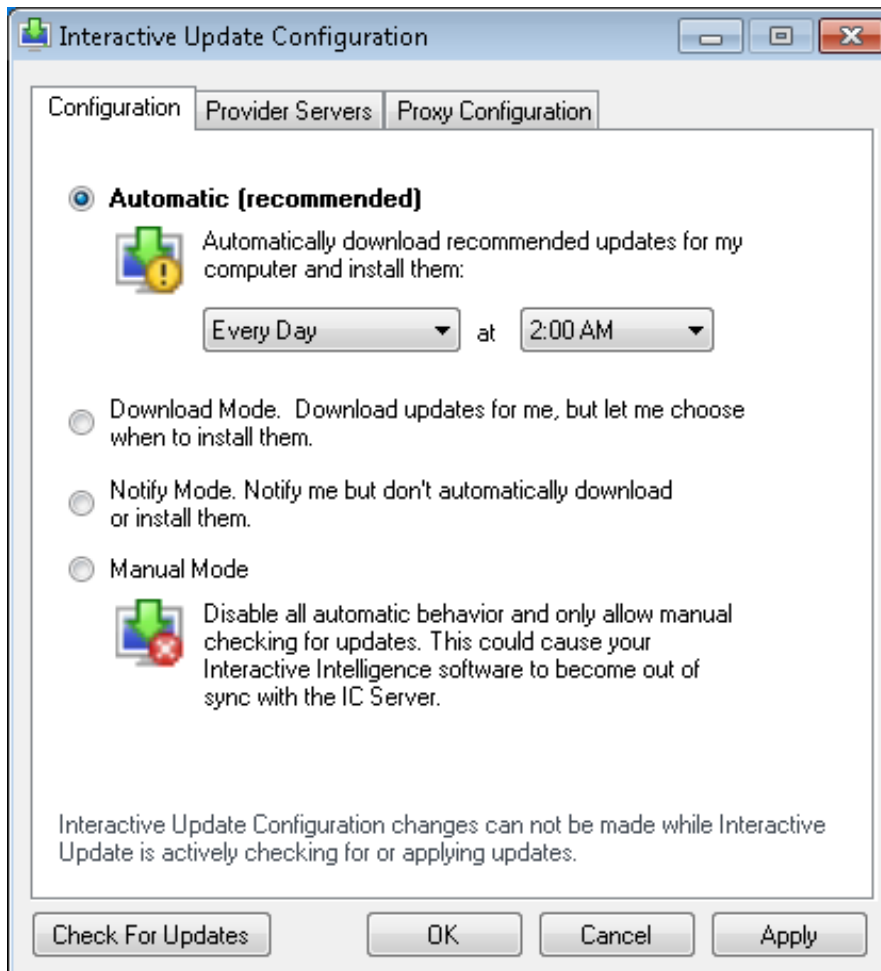
Interactive Update Client configuration details

Launch Interactive Update Client Configuration

To launch the Interactive Update Configuration on the CIC server or client machine:

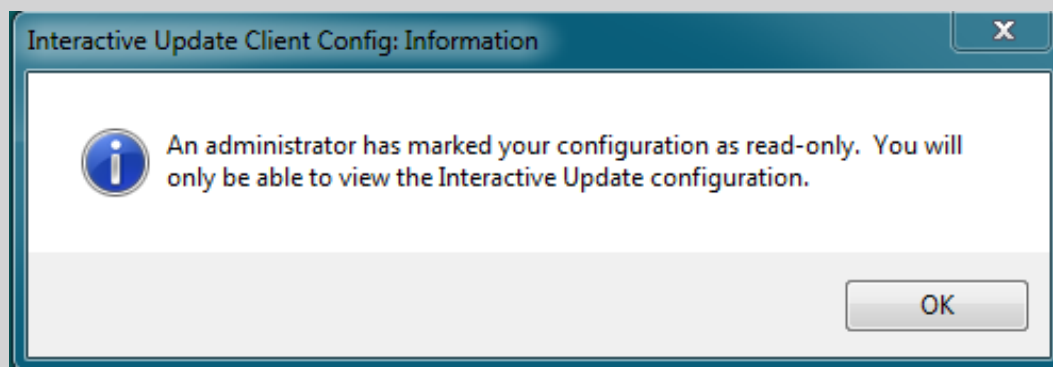
1. Launch Interactive Update Client Configuration from the **Start** menu.

The **Interactive Update Client Configuration** dialog appears.



Note:

Starting with Interactive Update 2016 R1, if the administrator includes the client machine in a group other than the default group, the following message appears each time a user launches the Interactive Update Client Configuration on the client machine and the user cannot modify the settings.



Configuration tab: Specify how updates will be downloaded and installed

The method for downloading and installing updates:

- **On the CIC server**, must be configured in the Interactive Update Client **Configuration** tab.
- **On client machines**, can be set by the administrator on the Interactive Update Provider **Groups** page if the client machine does not exist in the default Group. Can be set by a user on their own machine in the Interactive Update Client **Configuration** tab if their machine exists in the default group.

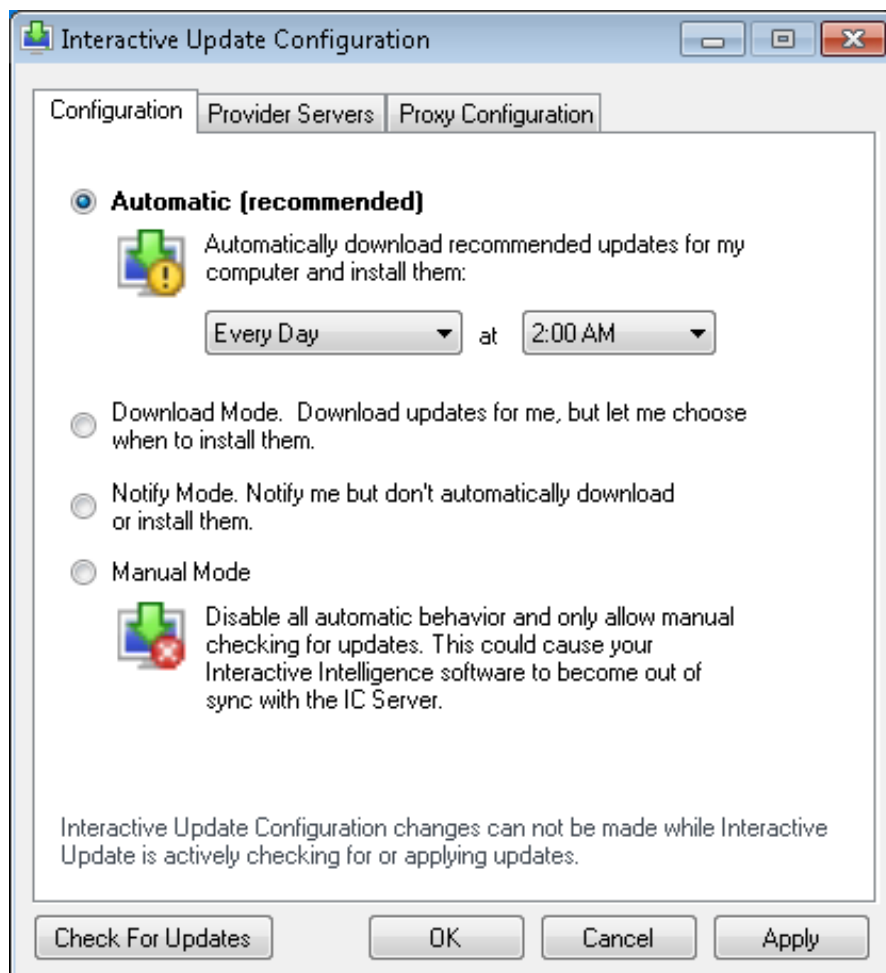
Note:

Interactive Update Client configuration settings cannot be changed while Interactive Update Client service is checking for or applying updates.

To specify how updates are downloaded and installed:

1. Launch Interactive Update Client Configuration from the **Start** menu.

The **Interactive Update Client Configuration** dialog appears.



2. In the **Configuration** tab, do one of the following:

- **(Recommended)** Select **Automatic**, and select a day and time in the drop-down lists. The update will be automatically installed on the preset day/time as specified in the accompanying dropdown lists. For additional configuration options, see [Control frequency of automatic check for updates](#).

Note:

Starting with Interactive Update 2015 R3, you can no longer select **Automatic** as the update mode when using Interactive Update Client application on the CIC server.

- Select **Download Mode**. This setting automatically downloads updates to the machine, but does not install them. When updates are downloaded, the Interactive Update icon displays in the Windows taskbar. The associated tooltip reads **Updates are being downloaded**. When the download is complete, the tooltip text changes to **Updates have been downloaded and are ready to be installed**. Click the icon to install the updates.
- Select **Notify Mode**. This setting displays the Interactive Update icon in the Windows taskbar when an update is available. Click the icon to download and install the update.
- Select **Manual Mode**. When this option is selected, all automatic behavior is turned off. Users are not alerted to available updates, but they can select the **Check For Updates** button to manually check for updates. Users should select this option only if instructed to do so by their administrator or PureConnect Customer Care.

Note:

When this option is selected on the CIC server, the description notes that if this machine is used to provide updates to client machines, then the client machines will not receive updates either.

- Click the **OK** or **Apply** button to save your settings.

Note:

You can set additional Interactive Update client configuration in the Interactive Update configuration data file. See [Interactive Update configuration data file](#) in [About Interactive Update 2015 R1 or later](#).

Provider Servers tab: Modify provider server list

Administrators can modify the list of provider servers as needed in the **Provider Servers** tab.

Starting with Interactive Update 2016 R2, Interactive Update uses the following methods to identify available provider servers to display in the list on the **Provider Servers** tab:

- Interactive Update searches the network to identify available provider servers when a client machine restarts or the Interactive Update Client service restarts. For Interactive Update to search for provider servers, configure provider discovery in the **Configuration** page in Interactive Update Provider Web interface. See [Configuration page](#) in this document.
- If provider discovery fails to identify a provider or if provider discovery is turned off, Interactive Update uses the provider server that a client application (for example, IC Business Manager) identified as a backup provider server when connecting to Interactive Update.

To use the backup provider server as a provider server, complete the set up in Interaction Administrator on the **Update Service** tab in **System Configuration**. See [Interaction Administrator configuration for Interactive Update](#).

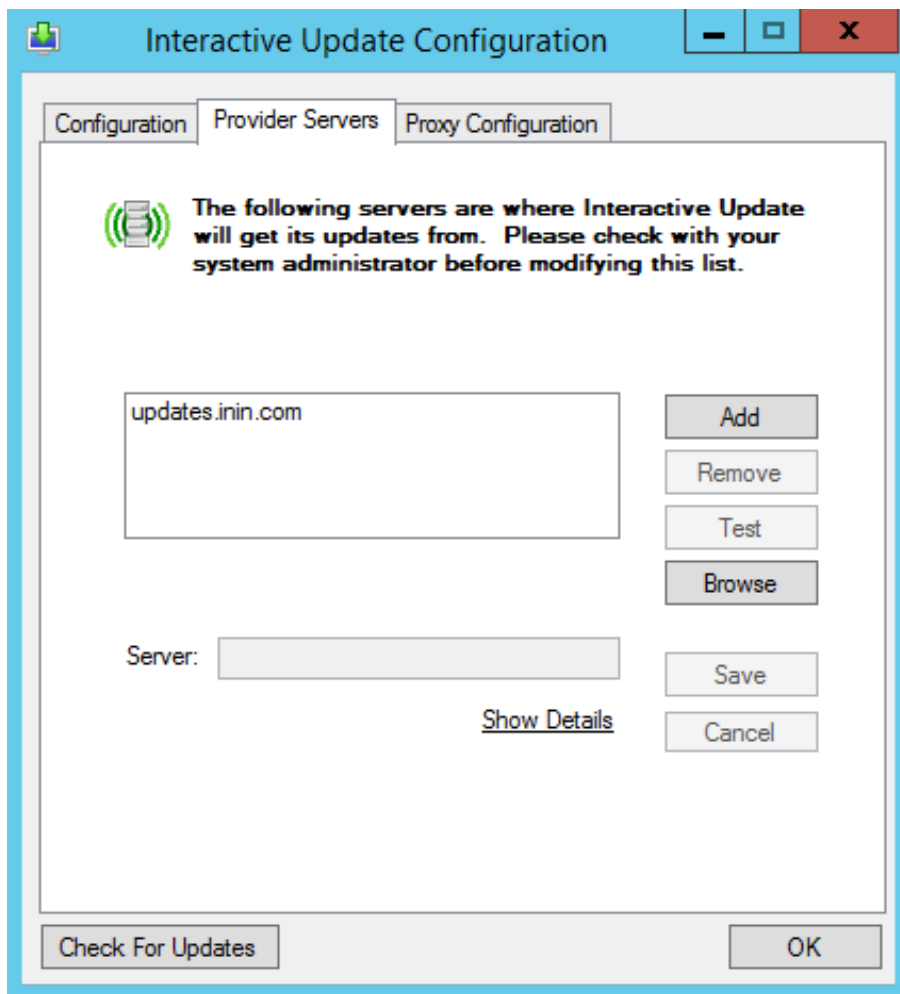
- From the **Provider Servers** tab, you can browse to locate a provider.

Note:

Users should not make any changes to the **Provider Servers** tab on their machines unless instructed by the administrator or PureConnect Customer Care.

To modify the provider server list:

1. From the **Start** menu, select **Programs > PureConnect > InteractiveUpdateClientConfig**.
2. Click the **Provider Servers** tab.



3. From the **Provider Servers** tab, you can:
 - Add a server name to the list of provider servers. To add a server name, click the **Add** button and enter the name of the server in the **Server** field.
 - Browse to locate a provider.
Starting with Interactive Update 2016 R2, you can click **Browse** to locate a provider server to add to the list.
 - Rename a server. To rename a server, highlight the current name and enter the new name in the **Server** field.
 - Remove a server from the list of local provider servers. To remove a server from the list, highlight it, and click the **Remove** button.
 - For users with an advanced configuration that uses a secure reverse proxy, click **Show Details** and complete the information.
Starting with Interactive Update 2016 R3, the **Provider Servers** tab includes **Show Details** to access the **Port**, **Secure Connection**, and **Path** fields.
 - Test the connection to the provider. To test a connection to a provider, select a server and click the **Test** button.
Starting with Interactive Update 2015 R3, the **Test** button appears in the **Provider Servers** tab.
4. Click **OK** or **Save** to save your settings.

Proxy Configuration tab: Add Web Proxy server information

If the customer site uses a Web proxy, administrators must add the appropriate Web proxy server information in the **Proxy Configuration** tab.

Note:

- Recommended Web proxy server (ISA proxy server) settings for use with Interactive Update Client will soon be available in a separate document.
- Users should not make any changes to the **Proxy Configuration** tab on their machines unless instructed by the administrator or PureConnect Customer Care.

To add Web Proxy server information:

1. From the **Start** menu, select **Programs > PureConnect > InteractiveUpdateClientConfig**.
2. In the **Interactive Update Configuration** dialog, click the **Proxy Configuration** tab.

The screenshot shows the 'Interactive Update Configuration' dialog box with the 'Proxy Configuration' tab selected. The dialog has three tabs: 'Configuration', 'Provider Servers', and 'Proxy Configuration'. The 'Proxy Configuration' tab contains a message: 'If a Web Proxy is being used to connect to the Interactive Update Provider, please specify the proxy information below.' Below this message are two checkboxes. The first checkbox is 'Use a proxy server for Interactive Update.' and is currently unchecked. To its right is a 'Test' button. Below this checkbox are two text input fields: 'Address:' and 'Port:' (with '0' entered). To the right of these fields are 'Save' and 'Cancel' buttons. The second checkbox is 'The proxy server needs user authentication.' and is also unchecked. Below this checkbox are three text input fields: 'User Name:', 'Password:', and 'Domain:'. At the bottom left of the dialog is a 'Check For Updates' button, and at the bottom right is an 'OK' button.

3. Click the **Use a proxy server for Interactive Update** check box. Type the **Address** and **Port** for the Web proxy server.
4. If the Web proxy server is set up so that users must log in every time they want to connect to the Internet, click **The proxy server needs user authentication** check box. Type the appropriate **User Name** and **Password**. If the user is a domain user, type the **Domain** name.
5. Test the proxy configuration. To test the proxy configuration, click **Test**. Starting with Interactive Update 2015 R3, the **Test** button appears in the **Provider Servers** tab.
6. Click the **OK** or **Save** button to save your settings.

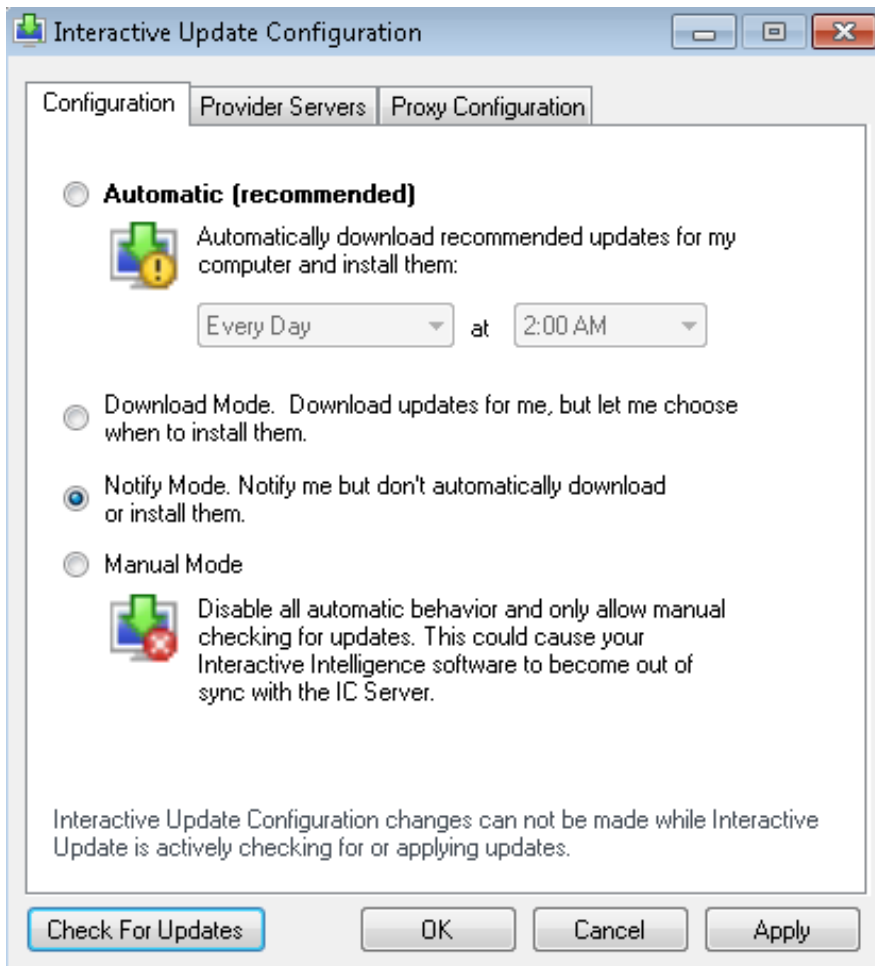
Interactive Update Client application: How updates are applied

The Interactive Update Client application displays different icons, messages, and dialogs, depending on how Interactive Update has been configured to download and apply updates to the CIC server or client machine.

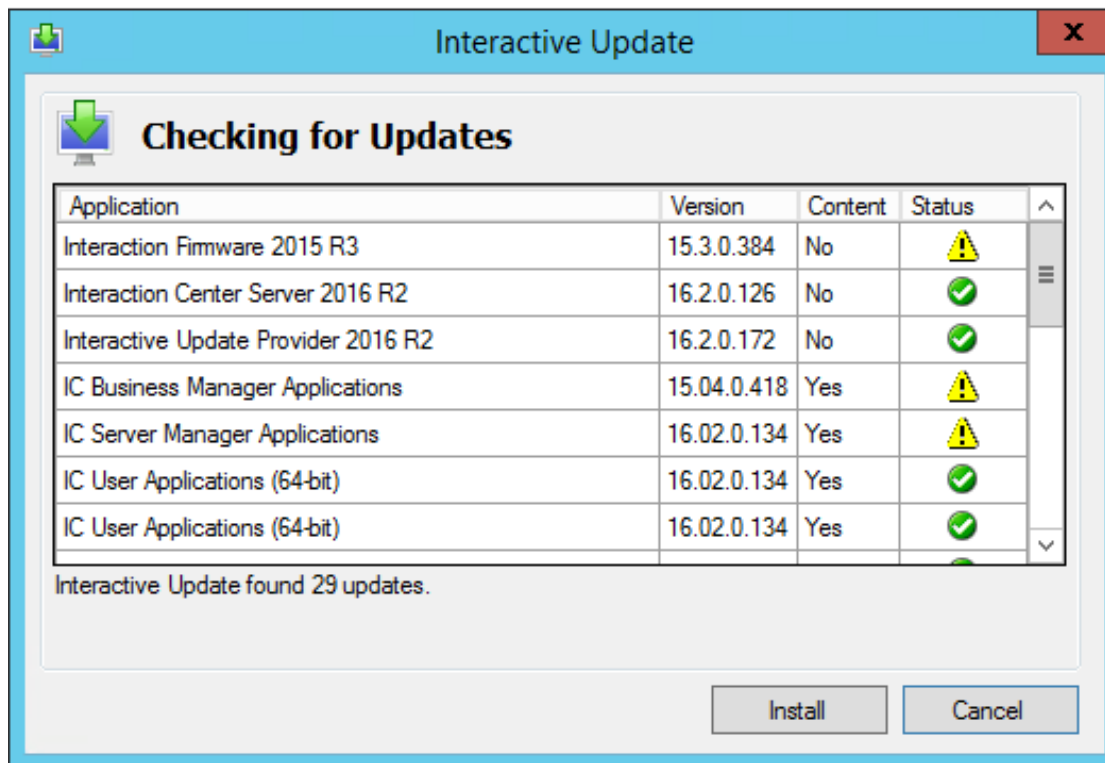
Starting with Interactive Update 2016 R2, Interactive Update will attempt to shut down client applications before updating.

As an example, the following procedure shows what the Interactive Update Client application on a client machine displays when the Interactive Update Client Configuration is set to Notify Mode.

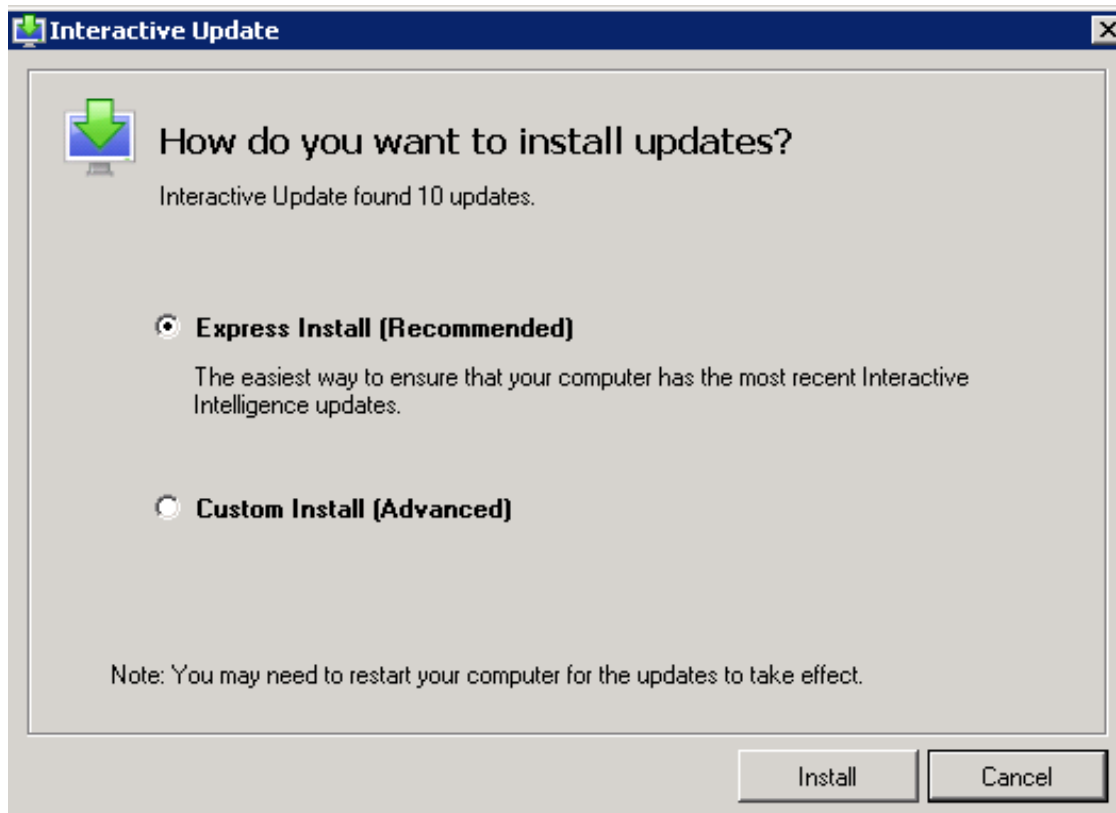
1. Click **Check for Updates** at the bottom of the **Interactive Update Client Configuration** dialog.



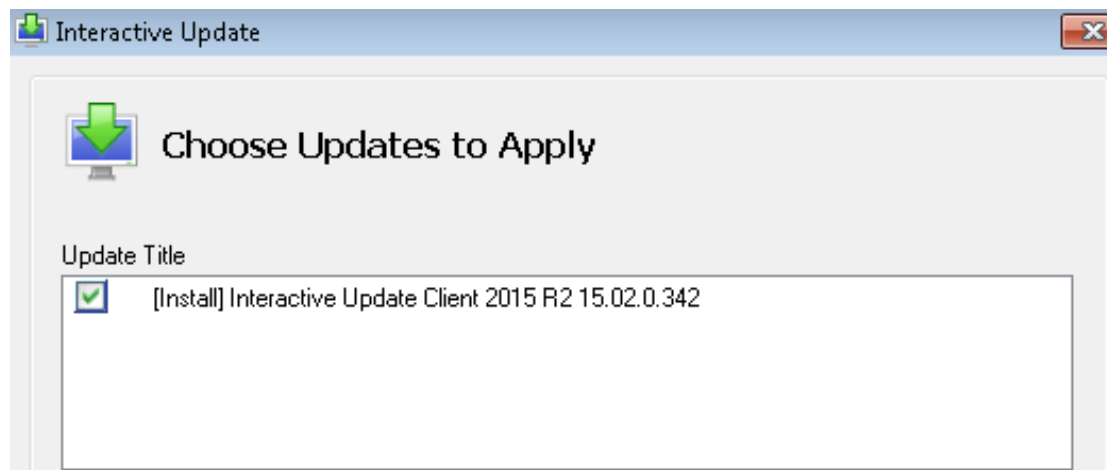
2. The **Checking for Updates** dialog appears starting with Interactive Update 2015 R3. This dialog displays messages to indicate the steps that Interactive Update executes to check for updates and a final message to indicate the number of updates available or the software is up to date. This dialog displays a list of applications currently installed. In the Status column, a:
 - o  Indicates that the application is up to date.
 - o  Indicates that an update is available for the application.



3. Click **Install**.
4. The Interactive Update Client application prompts for the type of install – **Express** (default) or **Custom** – available to install. In this example, **Express** is selected. Click **Install**.

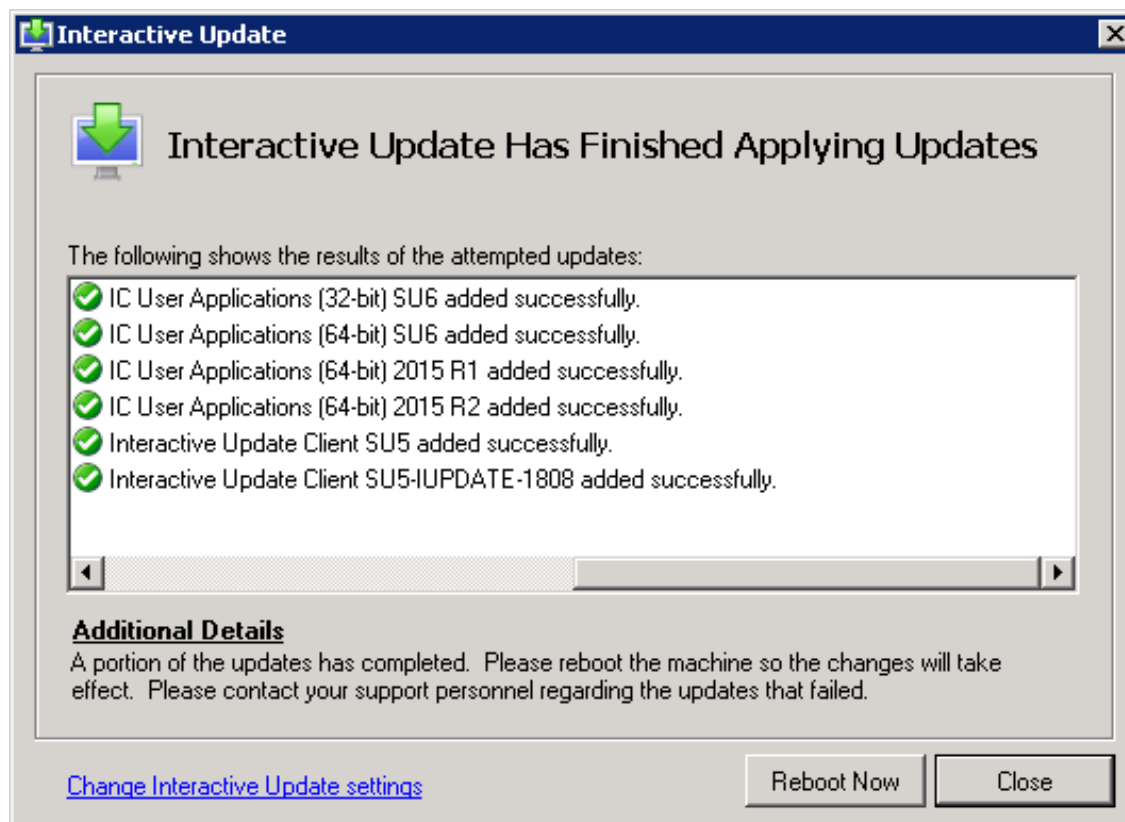


5. The Interactive Update Client application lists the updates available to install. Click **Install**.
 - If you chose **Express Install**, you are notified when Interactive Update has finished applying the updates.
 - If you chose **Custom Install**, you are prompted to choose the updates to apply, for example:



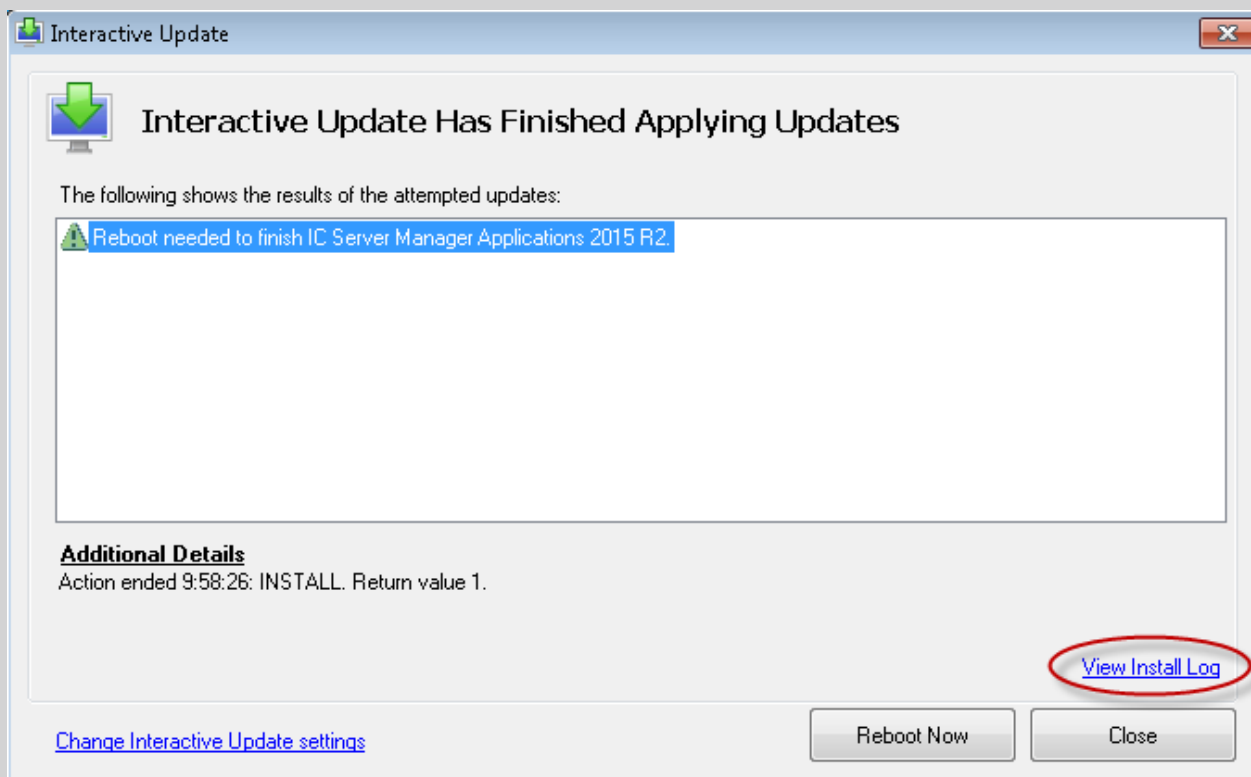
Starting with Interactive Update 2015 R1, the update version number is displayed to aid in identifying the correct updates to apply.

6. The Interactive Update Client application indicates the installation was completed and successful. Click **Close** to exit the Interactive Update Client application.



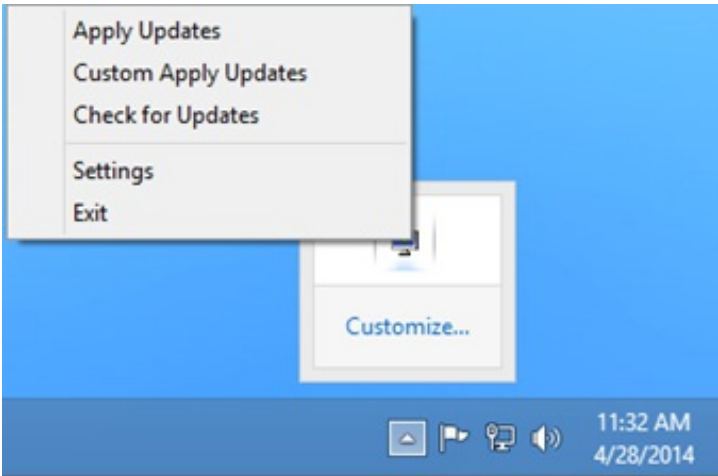
Note:

- If the installation was not successful, view **Additional Details** for further actions to take, for example, restarting an application or restarting the machine.
- Starting with Interactive Update 2.0 SU 5, the following two notifications may appear in this dialog:
 -  Appears if an update is waiting for another update to complete or if Interactive Update Client Configuration is in Download Only mode.
 -  Appears if an update has locked files or needs a restart.
- Starting with Interactive Update 2015 R3, you can view the Install Log to diagnose an issue that occurred during the installation of an update. To access the Install Log for an update, select an update and the **View Install Log** link appears. To view the log file, click the **View Install Log** link.



Interactive Update Client task tray icon

Starting with Interactive Update 2.0 SU 5, the Interactive Update Client task tray icon has a right-click menu that displays a variety of options, depending on the current status of Interactive Update Client. For example:



The following table describes the Interactive Update Client right-click menu options:

Option	Occurs when...	Description
Apply Updates	Interactive Update Client configuration is set to Download Mode.	When updates are finished downloading, select this option to install the updates in the background.
Custom Apply Updates	Interactive Update Client configuration is set to Download Mode.	When updates are finished downloading, select this option to choose the updates to install.
Check for Updates	No updates are available or are being applied.	Select this option to manually check for updates.
Cancel Updates	Updates are being applied.	Select this option to: - Prevent any new tasks from starting. - Cancel current and pending downloads. - Display a dialog with the status of the current updates Note: Canceling an update while it is in progress can cause issues that require uninstalling and reinstalling the application.
Settings	Always available.	Select this option to display the Interactive Update Client configuration dialog.
Exit	Always available.	Select this option to close the Interactive Update Client task tray icon.

Double-click the task tray icon to open a dialog that relates to the last activity Interactive Update Client performed. For example, starting with Interactive Update 2016 R2 if a client machine requires a restart after an update, double-click the task tray icon and a dialog appears requesting that you restart to finish applying the updates.

Point to the task tray icon to display tooltips that indicate the status of Interactive Update Client. For example, after Interactive Updates finishes installing updates, the Successful Activation tooltip appears.

Interactive Update Client service

This section describes miscellaneous Interactive Update Client service functionality.

License verification

Interactive Update Client service checks for the existence of the `I3_FEATURE_SU_ALLOWED` feature license key and will only allow the installation if it is present. The `I3_FEATURE_SU_ALLOWED` feature license key signifies a current Licensing, Maintenance, and Support contract with Genesys.

Release, patch, and ES deployment

Starting with Interactive Update 2015 R1, the Interactive Update Client service deploys all updates (release and patch components, plus any ESs related to the latest patch) marked as GA for a specified PureConnect product SU release in a single check for updates.

Note:

Only the latest patch for a release should be marked as GA. Mark any previously applied 2015 R1 or later patch releases as Inactive to improve the performance of a provider. A provider has fewer patches to consider when responding to a request for updates.

Interactive Update Partner Portal

Genesys partners can use the Interactive Update Partner Portal to configure their customers' Interactive Update Client service which connects to the Interactive Update provider (<https://updates.inin.com>) to get updates. Partners can specify which updates are available for specific machines at individual customer sites, determine which machines at a customer site should not be able to receive updates until the partner has manually marked updates as available for that machine, and select to be contacted when updates become available.

Interactive Update troubleshooting

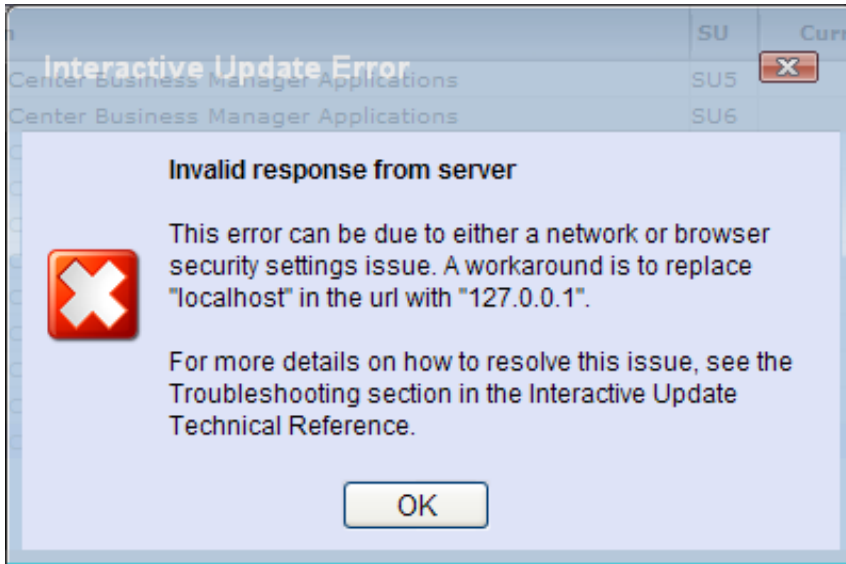
This section provides troubleshooting tips for Interactive Update.

Customer Interaction Center Server update failed to apply

If a CIC server update fails to apply, make sure to check the Application Event Log for any specific error messages pertaining to the failure.

Invalid response from server

Certain operations in the Interactive Update Provider Web interface result in a request being sent from the browser to the server. When a request does not reach the server as expected, Interactive Update displays the following error message:

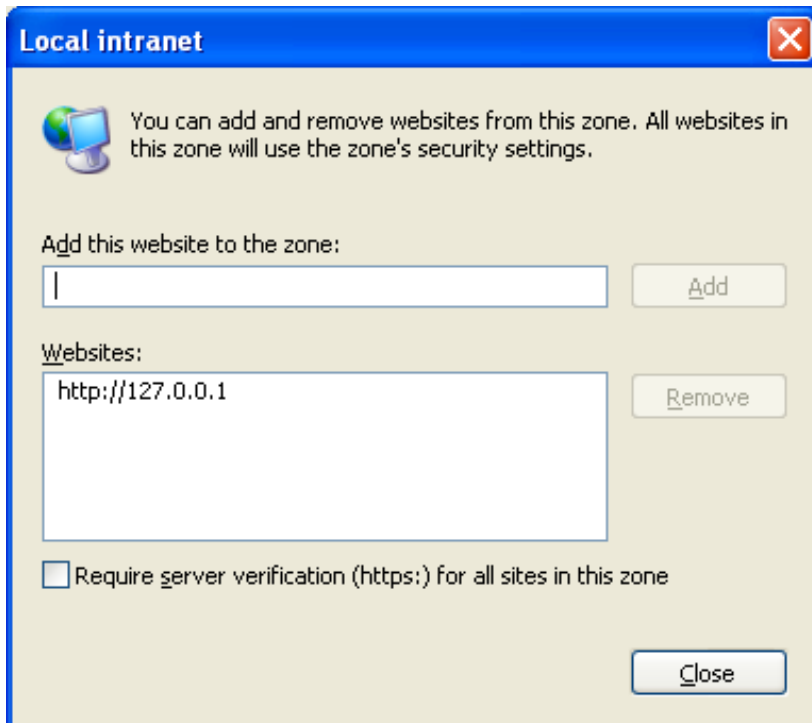


There can be several reasons why this error occurred, anywhere from network configuration to a browser security settings issue, due to recently tightened browser security settings. In most circumstances, adding `http://localhost` or `http://127.0.0.1` to the Local Intranet zone resolves the issue.

To add this setting in Internet Explorer:

1. In the **Tools** menu, select **Internet Options**.
2. Select the **Security** tab and click the **Local intranet Sites** button.
3. In the **Local intranet** dialog, click the **Advanced** button.
4. In the **Add this website to the zone** text box, enter `http://127.0.0.1` and click the **Add** button.

The added web site appears in the **Websites** text box.



5. Close the dialogs and restart the browser for the settings to take effect.

Refresh doesn't work when uploading multiple updates

If you select **Refresh** when uploading updates in Interactive Update 2.0 SU 5 and Interactive Update 2015 R1 or later, the **Invalid response from server** message may appear, or **Refresh** may simply not work.

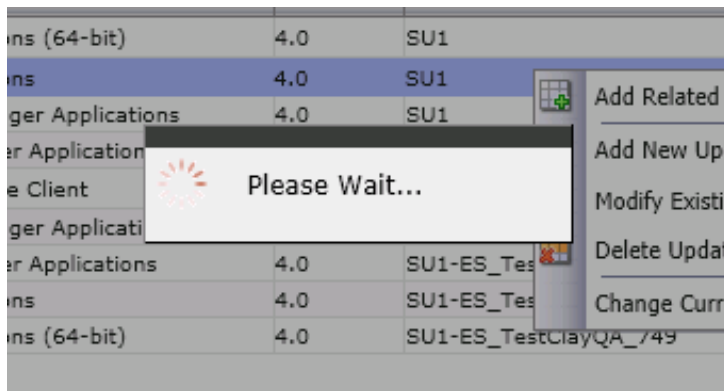
As a workaround, follow the instructions in the "Invalid response from server" troubleshooting topic to change the web address to 127.0.0.1.

Cannot download updates from a CIC server in a domain outside of ISA proxy server

If you experience issues with downloading updates in a Web proxy configuration, the problem may be due to an ISA proxy server configuration that PureConnect does not support. Recommended Web proxy server (ISA proxy server) settings for use with Interactive Update Client will soon be available in a separate document.

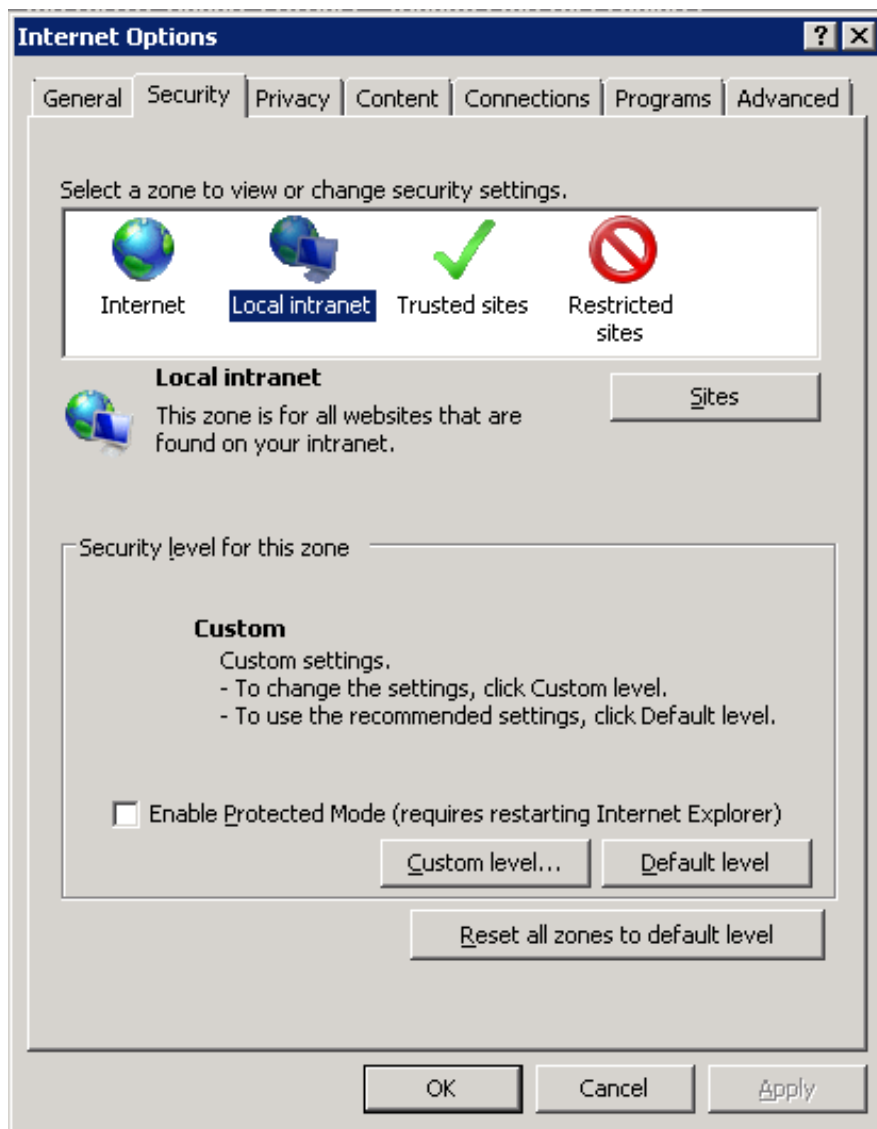
Interactive Update Provider Config gets stuck on the "Please Wait" message

When using Internet Explorer to view the Interactive Update Provider Config, it gets stuck indefinitely on the **Please Wait** message.

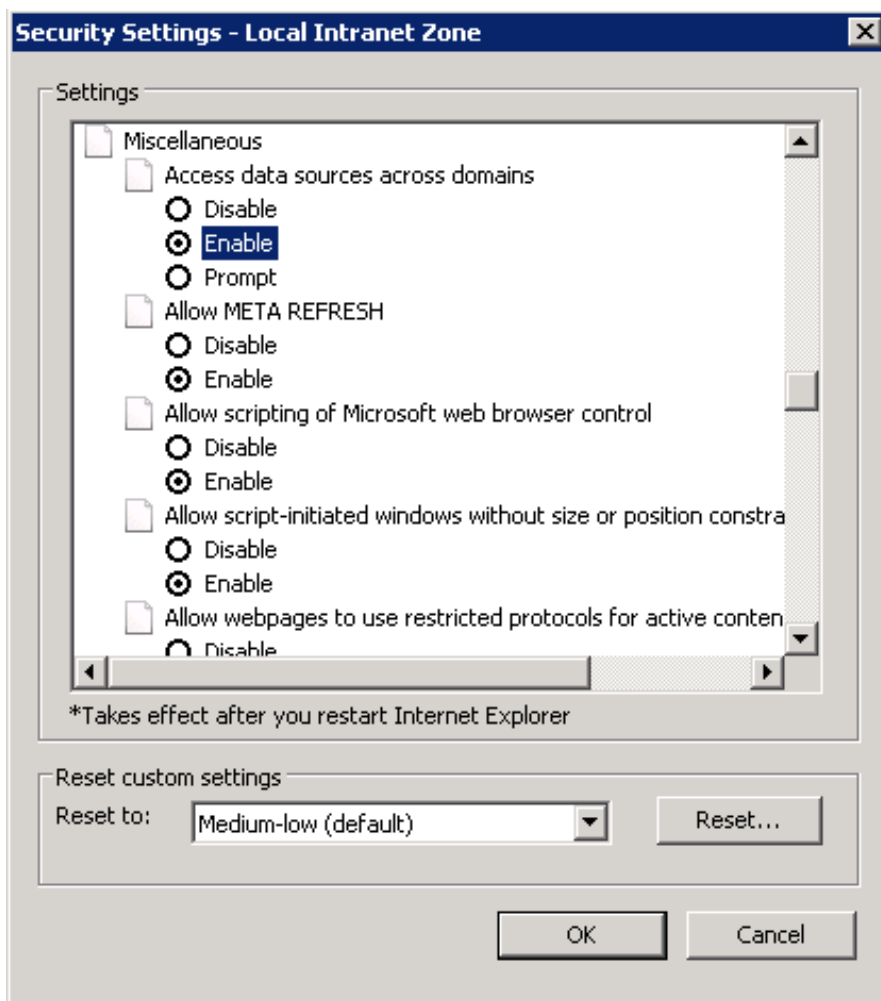


To avoid this issue, modify the Internet Explorer settings:

1. From the **Internet Options Security** tab, select **Local Internet**, and click **Custom Level**.

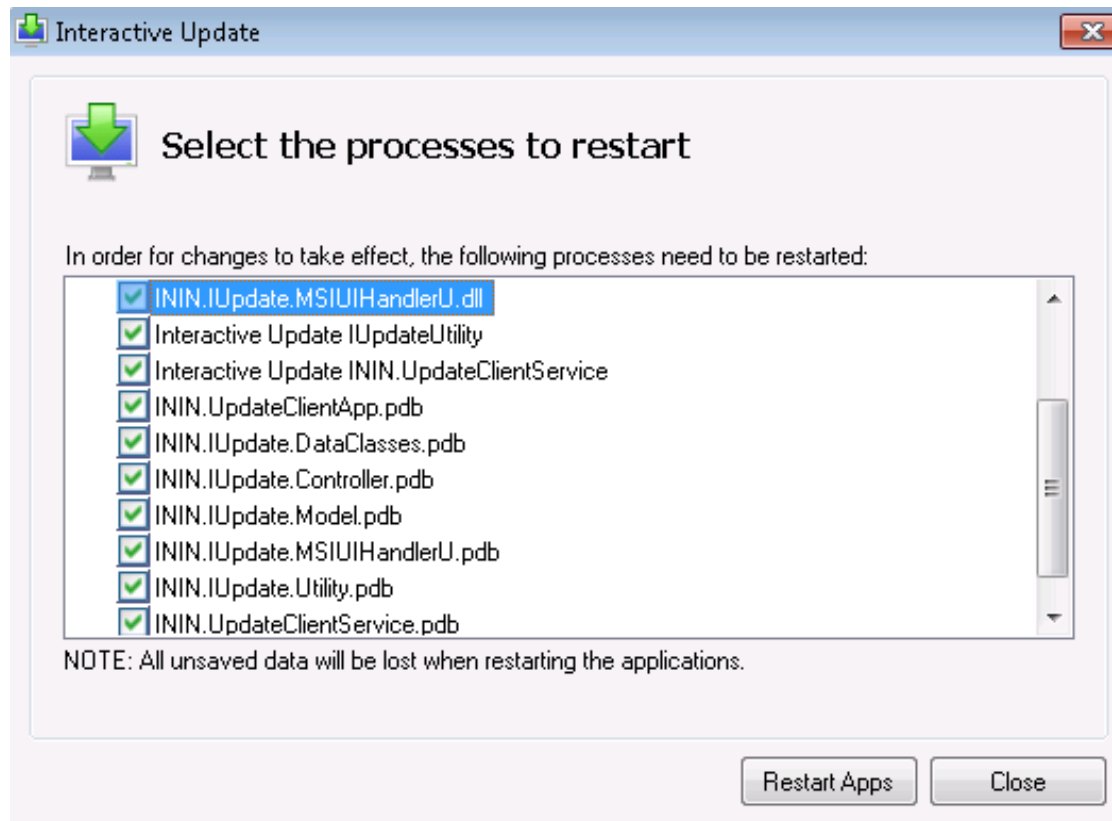


2. Scroll down to **Access data sources across domains** and select **Enable**.



Processes need to be restarted when updates are being applied

If Interactive Update Client displays a message stating that processes need be restarted while it is applying updates to client workstations, close any PureConnect applications or services, and click the **Restart Apps** button. You may be prompted to restart.



CIC 3.0 to 2015 R1 or later client workstation migrations

A CIC 2.4/3.0 to CIC 2015 R1 or later migration package containing tools and documentation for existing CIC systems to migrate to CIC 2015 R1 or later is available on the Product Information site at <https://my.inin.com/products/cic/Pages/Migrations.aspx>.

As part of the migration strategy, Interactive Update is the recommended method for migrating CIC 3.0 client workstations to CIC 2015 R1 or later.

CIC Migration Guide is included with the CIC 2.4/3.0 to CIC 2015 R1 or later package. It provides the planning considerations and procedures for migrating CIC 2.4/3.0 systems to CIC 2015 R1 or later. You can access *CIC Migration Guide* directly at https://help.genesys.com/cic/mergedProjects/wh_tr/desktop/pdfs/migration_icg.pdf.

The following sections in *CIC Migration Guide* cover general client workstation migration planning and the complete instructions for migrating CIC 3.0 client workstations to CIC 4.0 using Interactive Update:

- "Workstation Migration Planning"
- "Migrate CIC 3.0 Workstations Using Interactive Update"

This section includes:

- [Required CIC and Interactive Update versions](#)
- [CIC 3.0 to CIC 2015 R1 or later client workstation migration overview](#)

Required CIC and Interactive Update versions

This section describes the minimum requirements for migrating CIC 3.0 client workstation applications to CIC 4.0. The required CIC and Interactive Update Service Update (SU) versions contain the functionality necessary for the migration/upgrade. For additional information, see *CIC Migration Guide*.

CIC 3.0 server

- CIC 3.0 SU 14 or later
- (If applicable) CIC 3.0 SU 14 or later Language Packs
- Interactive Update Provider and Interactive Update Client 1.0 SU 12 and IUPDATE-1890 ES

CIC 3.0 client workstation

- CIC 3.0 SU 14 or later CIC workstation applications
- (If applicable) CIC 3.0 SU 14 or later localized workstation applications
- Interactive Update Client 1.0 SU 12 and IUPDATE-1890 ES

CIC 4.0 server

- CIC 2015 R1 or later
- (If applicable) CIC 2015 R1 or later Language Packs
- Interactive Update Provider and Interactive Update Client 2015 R1 or later

CIC 3.0 to CIC 2015 R1 or later client workstation migration overview

This section presents an overview of the client workstation migration tasks performed on Interactive Update Provider 1.0 (CIC 3.0 Server) and Interactive Update Provider 2015 R1 (CIC 2015 R1 or later Server). For complete instructions, see *CIC Migration Guide*.

Part 1: Client workstation migration tasks on Interactive Update Provider 1.0:

This procedure performed on the Interactive Update Provider 1.0 server (**CIC 3.0 server**), consists of the following tasks:

- Add the Interactive Update Client 2015 R1 or later install as a new update (major version upgrade), pulled from the `IC_IUpdate` share on the IC 2015 R1 or later server.
- Set an MSI parameter to change the local provider from the CIC 3.0 server to the CIC 2015 R1 or later server. This action changes a configuration setting on all workstations receiving the Interactive Update Client 2015 R1 install so the Interactive Update Client service on those workstations will start receiving updates from the Interactive Update Provider 2015 R1 or later on the CIC 2015 R1 or later server.
- Create a machine group for the client workstations to be migrated for testing purposes. (One or more additional groups can be created later for a phased or full deployment.)
- Mark the Interactive Update Client 2015 R1 or later install as GA and push it out to the client workstations in the migration machine group.

Part 2: Client workstation upgrade tasks on Interactive Update Provider 2015 R1 or later:

This procedure, performed on the Interactive Update Provider 2015 R1 or later server (**CIC 2015 R1 or later server**) consists of the following tasks:

- If you use the PureConnect provider (updates.inin.com) to get updates on the CIC server, the latest Interactive Update 2015 R1 or later update is automatically added to Interactive Update Provider.
-OR-
If you manually download and apply updates to the CIC server, add the latest Interactive Update 2015 R1 or later install as a new update in Interactive Update Provider, pulled from the `IC_Update` share on the CIC 2015 R1 or later server.
- Add the CIC 2015 R1 or later client workstation application installs as new updates, pulled from the appropriate shares on the CIC 2015 R1 or later server.
- If applicable, add the Client Language Plugins for the CIC 2015 R1 or later client workstation applications as new updates, pulled from the appropriate shares on the CIC 2015 R1 or later server.
- Mark the Interactive Update 2015 R1 or later and CIC 2015 R1 or later client workstation application installs as GA and push out to client workstations.

Change Log

The following changes have been made to this document since it was first published.

Date	Changes
10-April-2012	Updated the document for IC 4.0 SU 1 and Interactive Update 2.0 SU 1.
03-October-2012	Added new section "IC 3.0 to IC 4.0 Client Workstation Migrations".
15-October-2013	- In "Interactive Update 2.0 for IC 4.0", updated the "Requirements" section to add Microsoft Windows 8 support, added in IC 4.0 SU 3 and later. - In "About Interactive Update": - Updated "Ports used by Interactive Update". - Added new section "Interactive Update configuration data file". - In "IC 3.0 to IC 4.0 Client Workstation Migrations", updated "Required IC and Interactive Update versions". - In "Interactive Update Client" in "Interactive Client service ", added item about deploying all SU components and related ES's for a product service update release in a single check for updates.
02-July-2014	- In "Interactive Update Client" in "Interactive Client Configuration, "made the following updates for changes implemented in Interactive Update 2.0 SU 4 and SU 5: - Updated "Configuration tab: Specify how updates will be downloaded and installed" to add note that Interactive Update Client configuration settings cannot be changed while Interactive Update is checking for or applying updates. - Updated "Configuration tab: Specify how updates will be downloaded and installed" for replacement of "Turn off Interactive Update" option with "Manual Mode" option. - Removed reference to "Offer updates again that I've previously disabled" as this option was removed. - In "About Interactive Update" in "Ports used by Interactive Update," changed port 8099 to port 8094 for the port used for the Interactive Update Client Service to listen to messages from the Interactive Update Client Application, made in Interactive Update 2.0 SU 5. - In "About Interactive Update" in "Interactive Update configuration data file", added descriptions of options added in Interactive Update 2.0 SU 4 and SU 5: "CheckForUpdates," "MaximumMessageSize", and "SendTimeout". - In "Interactive Update 2.0 for IC 4.0," added new section "Stand-alone provider", supported in Interactive Update 2.0 SU 5 and later. - In "Interactive Update Provider", updated section "Updates page: Manage updates and installs" for Interactive Update 2.0 SU5 including these new or modified features: - High Priority update - Inactive state - Delete Relationship - Multiple Uploads - Added or modified the following sections for the stand-alone provider, available in Interactive Update 2.0 SU 5 or later: - In "About Interactive Update," modified the "Local provider "section. - In "Interactive Update 2.0 for IC 4.0," added new section "Stand-alone provider, including note about license file prompt." - Updated "Interactive Update Client application: How updates are applied," for additional icons available in the Finished dialog in Interactive Update 2.0 SU 5 and later.
07-January-2015	- Updated document to reflect changes required in the transition from Interactive Update 2.0 SU# to Interactive Update 2015 R1 or later, such as updates to product version numbers, system requirements, installation procedures, references to Interactive Intelligence Product Information site URLs, and copyright and trademark information. - Updated document for Interactive Update 2015 R2. Includes enhanced functionality for adding multiple updates in "Interactive Update Provider," section "Updates page: Add New Update."

23-February-2015	• Updated copyright and trademark page. • For 2015 R3, in the "Interactive Update Client application: How updates are applied" section updated screen shot in step 1, updated step 2 to show new Checking for Updates dialog, updated step 3 to click Install. • For 2015 R3, in the "Interactive update Client application: How updates are applied" section, step 6, added information about View Install Log link. • For 2015 R3, in the "Provider Servers tab: Modify provider server list" section updated screen shot before step 3 and updated text in step 3 to include Port field and Test button. • For 2015 R3, in the "Launch Interactive Update Client Configuration "section, "Configuration tab: Specify how updates will be downloaded and installed" section, and the "Interactive Update Client application: How updates are applied" section, updated the screenshot showing the Configuration tab. Also in the "Interactive Update (recommended): section, added information that a user can no longer select automatic update mode with IC Server." • For 2015 R3, in the "Using Activity Details for Troubleshooting" section, updated Activity Details screen shot in step 1 to show new fields Application, Release, and Patch.
04-March-2015	• For 2015 R3, in the "Launch Interactive Update Client Configuration "section and the "Specify how updates are downloaded and installed" section, updated first step to launch from Start menu so applies to any version of Windows. • Updated "Apply CIC and Interactive Update release updates to existing installations" section to include note about Interactive Update 2.0 SU 5 is required.
19-June-2015	• Updated "IC Server (Provider server)" section to include requirements for ASP.NET. • Updated title page for rebranding.
10-July-2015	• For 2016 R1 Updated "Machines page" section and "Updates page ", added "Groups page" section, "Install remote provider "section, "Verify content on remote provider" section, updates through out to include remote provider. • Updated screen shots throughout for rebranding.
27-July-2015	• For 2016 R1 Updated "Provider Servers tab: Modify provider server list" section and "Proxy Configuration tab: Add Web Prosy server information" section to include new screen shots. • Changed text to remove Apply button and use Save and OK buttons. • For 2016 R1 updated "Mark as High Priority" section to include note that when manually checking for updates, user can select to update high priority update now or later. • For 2016 R1 updated "Updates Page" section. • Updated "Action" section about related install relationships. • Removed "Add Related Install", "Modify Related Install", and "Delete Related Install" sections. • Replaced with "Related Install Relations ships" section and add and delete procedure.
01-September-2015	• For 2016 R1, from Troubleshooting section, removed "Interactive Update Provider does not push out updates if they are higher than the IC Server version" section. • Updated "Install Remote Provider" procedure to show correct screen in step 3.
29-September-2015	For 2016 R1, Updated "Install Remote Provider" section to show correct screen in step 3.
06-October-2015	For 2016 R1, updated "Requirements" section.
10-November-2015	For 2016 R2: • Added "Configuration page" section. • Removed "Update Servers page" and "Administration page" sections. • Updated screenshots throughout. • Added Report page section. • Added "Interaction Administrator configuration for Interactive Update" section. • Updated task tray icon information. • Updated Provider Servers tab section to include provider discovery.
27-January-2016	For 2016 R3: • Updated "Report Page: Display Interactive Update status report", "View the servers in a switchover pair", "Add a server", "Create a group", "Modify the provider server list". • Updated copyright and trademark information.

10-March-2016	For 2016 R3, updated requirements section for Windows 10 version 1511.
08-April-2016	For 2016 R3, removed change for advanced connection dialog in "Install a remote provider".
03-August-2016	Updated Groups page section to indicate that administrator can change settings for default group.
15-February-2017	Added important note to "Switchover Pair" section to explain granting read/write NTFS permissions if using a shared database or shared location for static content.
11-July-2017	Updated Microsoft .NET Framework 4.5.2 requirement to Microsoft .NET Framework 4.5.2 or later.
10-October-2017	Rebranding - Updated title page, copyright page, terminology, screen captures.
26-October-2017	Updated requirements to include Windows Server 2016.
07-December-2017	For Interactive Update Client service to recognize updates to product components, apply one of the following patch updates to Interactive Update Provider and Interactive Update Client: 2018 R2, 2018 R1 patch 3, 2017 R4 patch 8, 2017 R3 patch 15, 2017 R2 patch 20, 2017 R1 patch 26, 2016 R4 patch 30, 2016 R3 patch 36
02-February-2018	Conversion to HTML.
05-February-2018	Updated requirements to remove Windows Server 2008.
22-May-2018	Updated requirements for Microsoft .NET Framework 4.7.
10-July-2018	Removed 2016 R3 patch 36 from list of required patches for Interactive Update Client service to recognize updates to product components.
19-February-2019	Update for separate Language Pack .iso
30-July-2019	Reorganized the content only, which included combining some topics and deleting others that just had an introductory sentence such as, "In this section..."