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# **Interaction Administrator Web Edition**

## **Installation and Configuration Guide**

### **Abstract**

This document provides a summary of the installation process, detailed steps for installing Interaction Administrator Web Edition, and instructions for starting the application.

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

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[https://help.genesys.com/cic/desktop/copyright\\_and\\_trademark\\_information.htm](https://help.genesys.com/cic/desktop/copyright_and_trademark_information.htm).

# Table of Contents

|                                                                                                                                        |    |
|----------------------------------------------------------------------------------------------------------------------------------------|----|
| Table of Contents                                                                                                                      | 2  |
| Interaction Administrator Web Edition                                                                                                  | 3  |
| Requirements                                                                                                                           | 4  |
| Web server                                                                                                                             | 4  |
| Web browsers                                                                                                                           | 4  |
| Web browser plug-in                                                                                                                    | 4  |
| Server components                                                                                                                      | 4  |
| ASP.NET                                                                                                                                | 4  |
| Prerequisites                                                                                                                          | 5  |
| Prerequisites for Windows 2012 R2                                                                                                      | 5  |
| Enable .NET Framework 3.5                                                                                                              | 5  |
| Install IIS and ASP.NET modules in Windows 2012 R2                                                                                     | 5  |
| Enable required handler mappings in Windows 2012 R2                                                                                    | 7  |
| Prerequisites for Windows 2016                                                                                                         | 7  |
| Enable .NET Framework 4.6.2                                                                                                            | 8  |
| Install IIS and ASP.NET modules in Windows 2016                                                                                        | 9  |
| Enable required handler mappings in Windows 2016                                                                                       | 10 |
| Installation                                                                                                                           | 11 |
| Installation requirements                                                                                                              | 11 |
| Install Interaction Administrator Web Edition                                                                                          | 11 |
| Set up a multi-customer deployment                                                                                                     | 12 |
| Process overview                                                                                                                       | 12 |
| Create an application pool                                                                                                             | 12 |
| Create an IIS application                                                                                                              | 14 |
| Create a separate configuration for each application                                                                                   | 14 |
| Post-Installation tasks                                                                                                                | 17 |
| Apply the latest release                                                                                                               | 17 |
| Robots exclusion                                                                                                                       | 17 |
| Configuration file                                                                                                                     | 17 |
| Start Interaction Administrator Web Edition                                                                                            | 18 |
| Use Interaction Administrator Web Edition                                                                                              | 19 |
| Frequently asked questions                                                                                                             | 20 |
| Does Interaction Administrator Web Edition require JavaScript, cookies, ActiveX, Java applets, Flash, or any other browser technology? | 20 |
| How do I enable pop-up windows?                                                                                                        | 20 |
| How do I find my log files?                                                                                                            | 20 |
| What is the 404 error that occurs when I try to start Interaction Administrator Web Edition?                                           | 20 |
| Should I enable GZIP compression on my web server?                                                                                     | 20 |
| Change log                                                                                                                             | 21 |

# Interaction Administrator Web Edition

Interaction Administrator Web Edition runs entirely on an IIS web server and is accessed by a web browser. It provides basic functionality to create and maintain users and the associated actions, such as ACD options and mailbox settings.

Users use the Interaction Administrator Web Edition when they work on a computer that has a browser, but doesn't have Interaction Administrator installed. It is appropriate for business users with limited needs and mobile workers with access only to a browser.

Like the desktop editions of Interaction Administrator, Interaction Administrator Web Edition communicates with the IC server. However, Interaction Administrator Web Edition is installed on the web server and users access it from a browser by a web address on an existing website.

# Requirements

This section describes the software requirements for Interaction Administrator Web Edition.

## Web server

- For Windows Server 2012 R2: **Microsoft IIS 8.5** and **.NET Framework 3.5**
- For Windows Server 2016: **Microsoft IIS 10** and **.NET Framework 4.6.2**
- For Windows Server 2019: Not supported because of Silverlight limitation
- Web Services only: **Apache 2.2.17**

## Web browsers

- Microsoft Internet Explorer 8 or 9
- Firefox 3.6, 4.0 or 5.0
- Safari 4.0 or 5.0 (Mac OS X)
- Google Chrome 12.0

## Web browser plug-in

- Silverlight 5 (<http://go.microsoft.com/fwlink/?linkid=149156>)  
Microsoft does not support Silverlight on Windows Server 2019 and later.

## Server components

Interaction Administrator Web Edition requires the following components:

- AdminServer
- DS Configuration Manager
- Session Manager/Bridge Host
- Configuration Library
- References Library

## ASP.NET

- For Windows Server 2012 R2: **ASP.NET 4.5**
- For Windows Server 2016: **ASP.NET 4.6**

# Prerequisites

The prerequisites for Interaction Administrator Web Edition installation depend on your Windows operating system. Before you install Interaction Administrator Web Edition, perform the steps in the following sections to ensure that the requirements are met.

**Note:** A dedicated web server for Interaction Administrator Web Edition and other web applications is recommended. Do not use the IC server as the web server for Interaction Administrator Web Edition.

- [Prerequisites for Windows 2012 R2](#)
- [Prerequisites for Windows 2016](#)

## Prerequisites for Windows 2012 R2

For Windows 2012 R2, you must prepare the .NET Framework, IIS, and ASP.NET.

- [Enable .NET Framework 3.5](#)
- [Install IIS and ASP.NET modules](#)
- [Enable required handler mappings](#)

---

### Enable .NET Framework 3.5

Before you install the IIS and ASP.NET modules, enable Microsoft .NET Framework 3.5. You can do this either through the Windows **Control Panel** or at a command prompt.

To enable the .NET Framework 3.5 through the Windows Control Panel:

1. Open the Windows **Control Panel**.
2. Click **Administrative Tools**.
3. Double-click **Server Manager**.
4. Click **Add roles and features**.
5. Click **Installation Type**. Click **Role-based or feature-based installation** and then click **Next**.
6. On the **Server Selection** dialog box, click **Select a server from the server pool**. In the **Server Pool** list, select your server and then click **Next**.
7. Click **Features**. On the **Features** dialog box, select **.NET Framework 3.5 Features** and then click **Next**.
8. On the **Confirmation** dialog box, click **Install**. Proceed through the **Add Roles and Features Wizard**.
9. When the wizard is complete, click **Close**.

To enable the .NET Framework 3.5 from a command prompt:

1. Insert the Windows 2012 Server installation media.
2. From the Windows menu, click **Command Prompt (Admin)**.
3. Enter the following command where *D* is the location of the Windows 2012 Server installation media. For the source path in the quotation marks, specify the location of `\sources\sxs` folder on the installation media. The path can either be a local drive letter or a network share.

```
DISM /Online /Enable-Feature /FeatureName:NetFx3 /All /LimitAccess /Source:"D:\Sources\sxs"
```

---

### Install IIS and ASP.NET modules in Windows 2012 R2

This section describes how to install the IIS and ASP.NET modules and then confirm that the ASP.NET extensions are enabled. Complete both sets of instructions.

To install the IIS and ASP.NET modules:

1. Open the Windows **Control Panel**.
2. Click **Administrative Tools**.
3. Double-click **Server Manager**.
4. Click **Add roles and features**.
5. Click **Installation type**. Click **Role-based or feature-based installation** and then click **Next**.
6. On the **Server Selection** dialog box, click **Select a server from the server pool**. In the **Server Pool** list, select your server and then click **Next**.

7. On the **Server Roles** dialog box select, **Web Server (IIS)**. If you are prompted to add additional features, click **Add Features** and then click **Next**.
8. On the **Role Services** dialog box, expand the **Application Development** node and select **ASP.NET 3.5**. If you are prompted to add additional features, click **Add Features**.
9. Repeat step 8 to select **ASP.NET 4.5** and then click **Next**.
10. Leave all other default role services selected.
11. On the **Confirmation** dialog box, click **Install**. Proceed through the **Add Roles and Features Wizard**. As the wizard runs, look through the list of installation items and verify that the following role services are included. These are the minimum requirements for Interaction Administrator Web Edition:
  - Common HTTP Features
  - Static Content
  - Default Document
  - Performance
  - Static Content Compression
  - Security
  - Request Filtering
  - Application Development
  - ASP.NET 3.5
  - ASP.NET 4.5
  - Management Tools
  - IIS Management Console

**Note:** You may see other dialog boxes appear as role services are installed. You may also be prompted for the location of the Windows 2017 R2 Server installation media.

12. When the wizard is complete, click **Close**.

For more information on installing and configuring IIS and ASP.NET Modules on Server 2012 R2, see the Microsoft website: <http://technet.microsoft.com/en-us/library/hh831475.aspx>.

To enable ASP.NET extensions:

1. On the web server, open the Windows **Control Panel**.
2. Click **Administrative Tools**.
3. Double-click **Internet Information Services (IIS) Manager**.
4. In the left pane, click the local computer name.
5. Double-click **ISAPI and CGI Restrictions**.
6. In the list of ISAPI and CGI Restrictions, find the entry for **ASP.NET 4.0.x** (where x is the current release).

Is this restriction allowed?

  - If yes, you have finished this procedure.
  - If no, right-click on **ASP.NET 4.0.x** and then click **Allow**.

**Note:** If you do not see **ASP.NET 4.0.x** in the list, then either you do not have the 4.0 Framework installed, or you do not have ASP.NET 4.0 extensions installed. To install the extensions, run `aspnet_regiis.exe` with the `-i` option from the 4.0 Framework directory. By default, this is located at `C:\WINDOWS\Microsoft.NET\Framework\v4.0.30319`. Then enable the extension.

For more information on installing and configuring ASP.NET on a Windows 2012 R2 server, see the Microsoft website: <http://www.asp.net>.

---

## Enable required handler mappings in Windows 2012 R2

This section describes how to enable the required handler mappings and then confirm that they are enabled. Complete both sets of instructions.

To enable required handler mappings

1. Open the Windows **Control Panel**.
2. Click **Administrative Tools**.
3. Double-click **Server Manager**.
4. Click **Add roles and features**.
5. Click **Installation type**. Click **Role-based or feature-based installation** and then click **Next**.
6. On the **Server Selection** dialog box, click **Select a server from the server pool**. In the **Server Pool** list, select your server and then click **Next**.
7. Click **Features**. On the **Features** dialog box, expand the **.NET Framework 3.5 Features** node and then select **HTTP Activation**. If you are prompted to add additional features, click **Add Features**.
8. Expand the **.NET Framework 4.5 Features** node. Expand the **WCF Services** node and then select **HTTP Activation**. If you are prompted to add additional features, click **Add Features**. Then click **Next**.
9. On the **Confirmation** dialog box, click **Install**. Proceed through the **Add Roles and Features Wizard**.
10. When the wizard is complete, click **Close**.

To confirm that the Handler Mappings are enabled:

1. Open the Windows **Control Panel**.
2. Click **Administrative Tools**.
3. Double-click **Internet Information Services (IIS) Manager**.
4. In the left pane, click the local computer name.
5. Double-click **Handler Mappings**.
6. In the list of Handler Mappings, find the entries for **svc-Integrated** and **svc-Integrated-4.0**. Verify that they are both enabled.

## Prerequisites for Windows 2016

For Windows 2016, you must prepare the .NET Framework, IIS, and ASP.NET.

- [Enable .NET Framework 4.6.2](#)
- [Install IIS and ASP.NET modules](#)
- [Enable required handler mappings](#)

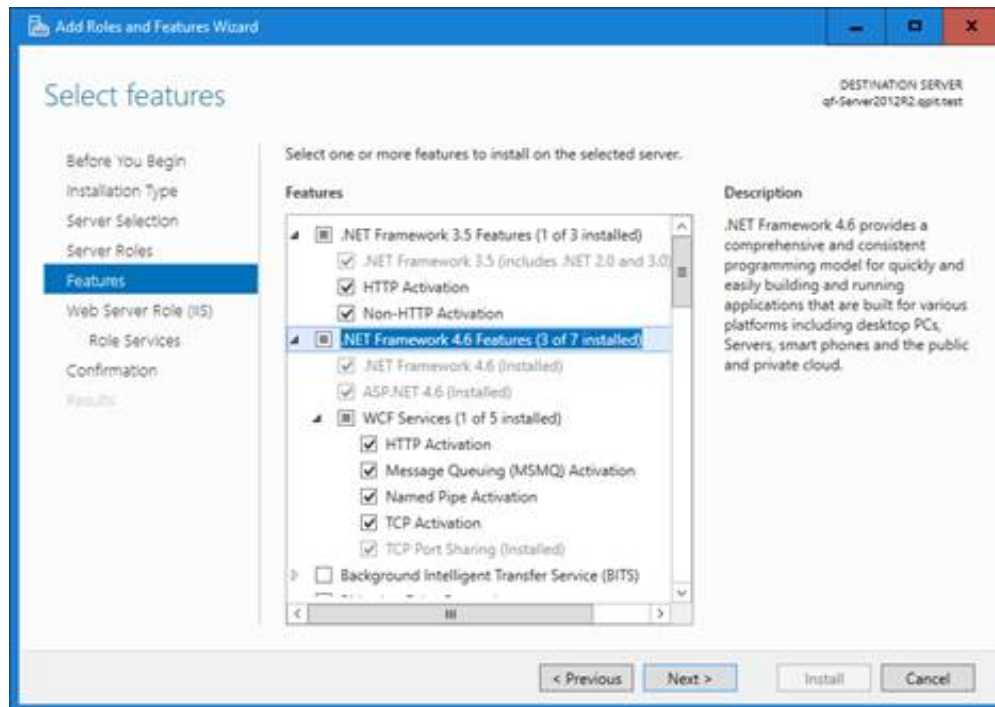
---

## Enable .NET Framework 4.6.2

Before you install the IIS and ASP.NET modules, enable Microsoft .NET Framework 4.6.2. You can do this either through the Windows **Control Panel** or at a command prompt.

To enable the .NET Framework 4.6.2 through the Windows Control Panel

1. Open **Server Manager**.
2. Click **Add roles and features**.
3. Click **Installation Type**. Click **Role-based or feature-based installation** and then click **Next**.
4. On the **Server Selection** dialog box, click **Select a server from the server pool**. In the **Server Pool** list, select your server and then click **Next**.
5. Click **Features**.
  - a. On the **Features** dialog box, select **.NET Framework 3.5 Features**. Expand the container and select all the options.
  - b. Select **.NET Framework 4.6 Features**. Expand the container and select all the options.
  - c. Click **Next**.



6. Proceed through the **Add Roles and Features Wizard**.
7. On the **Confirmation** dialog box, click **Install**.
8. When the wizard is complete, click **Close**.



---

## Install IIS and ASP.NET modules in Windows 2016

This section describes how to install the IIS and ASP.NET modules and then confirm that the ASP.NET extensions are enabled. Complete both sets of instructions.

To install the IIS and ASP.NET modules:

1. Open **Server Manager**.
2. Click **Add roles and features**.
3. Click **Installation type**. Click **Role-based or feature-based installation** and then click **Next**.
4. On the **Server Selection** dialog box, click **Select a server from the server pool**. In the **Server Pool** list, select your server and then click **Next**.
5. On the **Server Roles** dialog box select, **Web Server (IIS)**. If you are prompted to add additional features, click **Add Features** and then click **Next**.
6. On the **Role Services** dialog box, expand the **Application Development** node and select **ASP.NET 3.5**. If you are prompted to add additional features, click **Add Features**.
7. Select **ASP.NET 4.6** and then click **Next**.
8. Leave all other default role services selected.
9. On the **Confirmation** dialog box, click **Install**. Proceed through the **Add Roles and Features Wizard**. As the wizard runs, look through the list of installation items and verify that the following role services are included. These are the minimum requirements for Interaction Administrator Web Edition:
  - Common HTTP Features
    - Static Content
    - Default Document
  - Security
    - Request Filtering
  - Application Development
    - .NET Extensibility 3.5
    - .NET Extensibility 4.6
  - Performance
    - Static Content Compression
  - Management Tools
    - IIS Management Console

**Note:** You may see other dialog boxes appear as role services are installed. You may also be prompted for the location of the Windows 2016 Server installation media.

10. When the wizard is complete, click **Close**.

To enable ASP.NET extensions:

1. Open **Server Manager**.
2. From the **Tools** menu, select **Internet Information Services (IIS) Manager**.
3. In the Connections pane, select the local computer name.
4. Double-click **ISAPI and CGI Restrictions**.
5. In the list of ISAPI and CGI Restrictions, find the entry for **ASP.NET 4.0.x** (where x is the current release). Is this restriction allowed?
  - If yes, you have finished this procedure.
  - If no, right-click on **ASP.NET 4.0.x** and then click **Allow**.

**Note:** If you do not see ASP.NET 4.0.x in the list, then either you do not have the 4.0 Framework installed, or you do not have ASP.NET 4.0 extensions installed. To install the extensions, run aspnet\_regiis.exe with the -i option from the 4.0 Framework directory. By default, this is located at C:\WINDOWS\Microsoft.NET\Framework\v4.0.30319. Then enable the extension.

---

## Enable required handler mappings in Windows 2016

This section describes how to enable the required handler mappings and then confirm that they are enabled. Complete both sets of instructions.

To enable require handler mappings:

1. Open **Server Manager**.
2. Select Dashboard and click **Add roles and features**.
3. Click **Installation type**. Click **Role-based or feature-based installation** and then click **Next**.
4. On the **Server Selection** dialog box, click **Select a server from the server pool**. In the **Server Pool** list, select your server and then click **Next**.
5. Click **Features**. On the **Features** dialog box, expand the **.NET Framework 3.5 Features** node and then select **HTTP Activation**. If you are prompted to add additional features, click **Add Features**.
6. Expand the **.NET Framework 4.5 Features** node. Expand the **WCF Services** node and then select **HTTP Activation**. If you are prompted to add additional features, click **Add Features**. Then click **Next**.
7. On the **Confirmation** dialog box, click **Install**. Proceed through the **Add Roles and Features Wizard**.
8. When the wizard is complete, click **Close**.

To confirm that the Handler Mappings are enabled:

1. Open **Server Manager**.
2. From the **Tools** menu, select **Internet Information Services (IIS) Manager**.
3. In the left pane, click the local computer name.
4. Double-click **Handler Mappings**.
5. In the list of Handler Mappings, find the entries for **svc-Integrated** and **svc-Integrated-4.0**. Verify that they are both enabled.

# Installation

Interaction Administrator Web Edition runs entirely on an IIS web server that is separate from the IC server. Administrators access this application from a web browser. No installation is required for end-users.

- [Installation requirements](#)
- [Install Interaction Administrator Web Edition](#)

## Installation requirements

Run the Web Administrator install program on a web server that is separate from the IC server. Do not install Interaction Administrator Web Edition on your IC server.

**Note:** Usually, the web server should be on the same subnet as the IC server. Otherwise BridgeHost may consider all the requests coming from the IC server to be MS-DOS attacks and deny them. However, you can use the **BridgeHostTrustedSites** server parameter to provide BridgeHost with a list of trusted IP addresses. In this case, the web server can be almost anywhere, including outside the firewall as long as it can communicate with the IC server. To specify the addresses, values must be in this format: <IPAddress>|<IPAddress1-IPAddress2>|...

Before installing Interaction Administrator Web Edition, make sure that Session Manager is installed on the IC server and the Interaction Center Service is running. Make sure ASP.NET 4.0 is installed on the web server. Also, make sure Microsoft .NET Framework 4.0 (Extended) and .NET Framework 3.x are installed on the web server.

## Install Interaction Administrator Web Edition

This installation creates a web address for Interaction Administrator Web Edition on an existing website.

To install Interaction Administrator Web Edition on the web server:

1. If you have not done so already, follow the procedure on the Genesys Product Information site at <https://my.inin.com/products/cic/Pages/Releases-and-Patches.aspx> to download and copy the CIC 2015 R1 or later .iso file to a file server on the CIC network.
2. On the web server, run `Install.exe` from the `\Installs` directory on the share.
3. Locate the Interaction Administrator Web Edition install in the **Off-Server Components** tab, click the check box, and click **Install**.
4. In the first page of the **Welcome to Interaction Administrator Web Edition Setup Wizard**, click **Next**.
5. In the **Custom Setup** dialog box, verify that the **Interaction Administrator Web Edition** is set to install on a local hard drive and click **Next**.
6. In the **Website Information** dialog box, from the **WebSite Name** list, select the name of the website where the web Services scripts for Interaction Administrator Web Edition will be installed.

**Note:** On startup, Interaction Administrator Web Edition checks that the website is configured correctly, and that the location is in a directory that matches this setting. It should be installed under a website, not as a website.

7. The default value in the **Application Name** box is recommended. This setting names the application in the default web site. You can change this value if you prefer.
8. The default value in the **Application Pool Name** box is recommended. You can change this value if you prefer.
9. Click **Next**.
10. In the **Ready to install...** dialog box, click **Install**. The status bar indicates the installation progress.
11. When the **Completed the Interaction Administrator Web Edition** dialog box appears, click **Finish**.

**Note:** The install program created the default web address: `http://<your web server name>/Administrator`. `Administrator` is the default virtual root name. You may have used a different name.

**Caution!** Do not move, change, or delete any files that are located under the application, except for the `appsettings.config` file, and then only in the ways specified within that file. Do not change the IIS configuration without first contacting PureConnect Customer Care. These types of changes could render the application inoperable.

# Set up a multi-customer deployment

You can install Interaction Administrator Web Edition once on a single web server and then use that installation to support multiple customers. For each customer, you can provide separate configuration files and application domains.

## Process overview

**Note:** The following instructions assume that you are starting with a clean IIS web server.

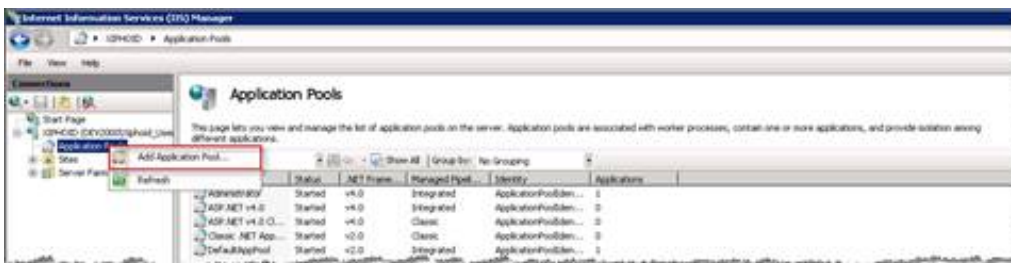
The process of setting up a multi-customer deployment involves several steps:

1. Complete the procedure, [Install Interaction Administrator Web Edition](#).
2. [Create an application pool](#) for each instance of Interaction Administrator Web Edition.
3. [Create an IIS application](#) for each instance of Interaction Administrator Web Edition.
4. Optionally, [create a separate configuration for each application](#).

If you create an application pool and application, then that instance runs in a separate process. If one application pool fails, the other instances of the application are unaffected. By completing this step, you can hide the IC server field.

## Create an application pool

1. Open IIS Manager.
2. Expand the navigation tree, right-click **Application Pools**, and then click **Add Application Pool**.



The Add Application Pool dialog box appears.



3. In the **Name** box, type the name of the company being hosted. For example, **ACME**.
4. From the **.NET Framework version** list, select the framework that is installed. For example, **NET Framework v4.0.30319**.
5. From the **Managed pipeline mode** list, select **Integrated**.
6. Verify that the **Start application pool immediately** check box is selected.
7. Click **OK**. The application pool appears in the **Application Pools** page.
8. In the **Application Pools** page, right-click the new application pool. From the shortcut menu, click **Advanced Settings**. The **Advanced Settings** dialog box appears.

**Advanced Settings** [?] [X]

**(General)**

|                            |            |
|----------------------------|------------|
| .NET Framework Version     | v4.0       |
| Enable 32-Bit Applications | True       |
| Managed Pipeline Mode      | Integrated |
| Name                       | ACME       |
| Queue Length               | 1000       |
| Start Automatically        | True       |

**CPU**

|                            |            |
|----------------------------|------------|
| Limit                      | 0          |
| Limit Action               | NoAction   |
| Limit Interval (minutes)   | 5          |
| Processor Affinity Enabled | False      |
| Processor Affinity Mask    | 4294967295 |

**Process Model**

|                                      |                         |
|--------------------------------------|-------------------------|
| Identity                             | ApplicationPoolIdentity |
| Idle Time-out (minutes)              | 20                      |
| Load User Profile                    | False                   |
| Maximum Worker Processes             | 1                       |
| Ping Enabled                         | True                    |
| Ping Maximum Response Time (seconds) | 90                      |
| Ping Period (seconds)                | 30                      |
| Shutdown Time Limit (seconds)        | 90                      |
| Startup Time Limit (seconds)         | 90                      |

**Enable 32-Bit Applications**  
 [enable32BitAppOnWin64] If set to true for an application pool on a 64-bit operating system, the worker process(es) serving the application pool will be in WOW64 (Windows on Windows64) mode. Processes in WOW64 mode are 32-bit processes...

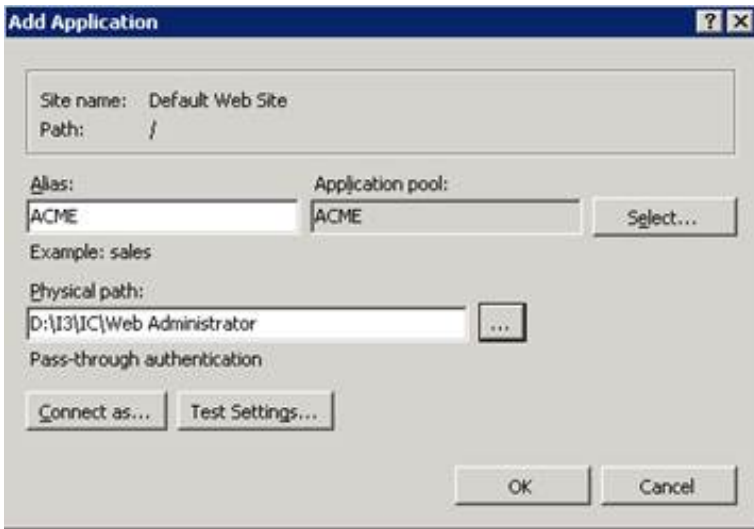
OK Cancel

9. Under **General**, set **Enable 32-Bit Applications** to **True**.
10. Click **OK**.

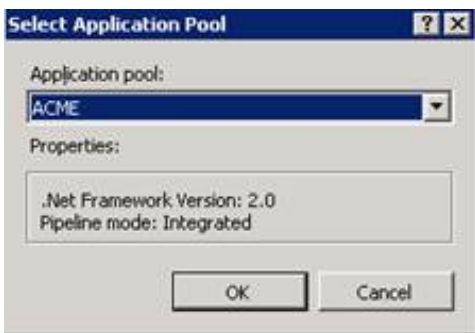
## Create an IIS application

1. In the IIS Manager tree, expand the **Sites** folder.
2. Right-click **Default website** and click **Add Application**.

The **Add Application** dialog box appears.



3. In the **Alias** box, type a name that matches the Application Pool name specified in step 3 of [Creating an application pool](#). For example, **ACME**.
4. In the **Application Pool** box, select the application pool you specified in step 3 of [Create an application pool](#).



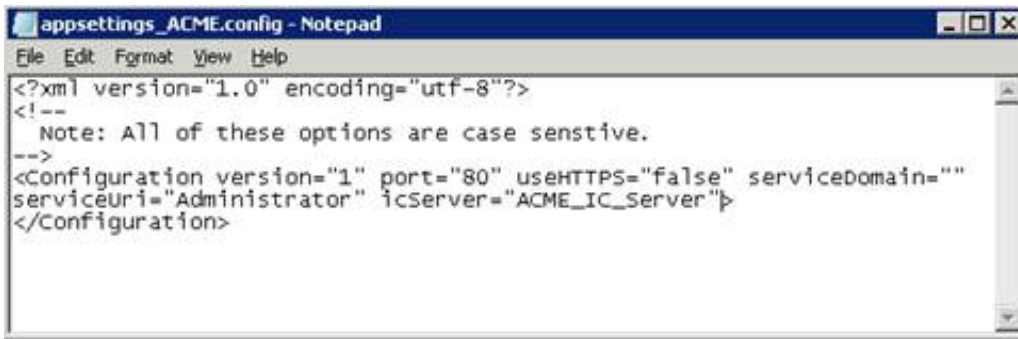
5. In the **Physical path** box, type (or browse to) the path where Interaction Administrator Web Edition is installed. Typically this path is **D:\I3\IC\Web Administrator**.
6. Click **OK**.

## Create a separate configuration for each application

1. In Windows Explorer, browse to the physical location of the Interaction Administrator Web Edition installed files.
2. In the App\_Data directory, make a copy of the appsettings.config file.
3. Name the new file `appsettings_[name].config` where *[name]* is the application created for this instance (for example, `appsettings_Acme.config`).
4. Open the file in a text editor such as Notepad.exe and add the XML attribute `icServer`. The value of this XML attribute contains the name of the IC server to connect.

**Note:** This XML attribute is case-sensitive.

For example, in order for Acme to connect to the IC server named `ACME_IC_Server`, then the `appsettings_Acme.config` must look like the following example:



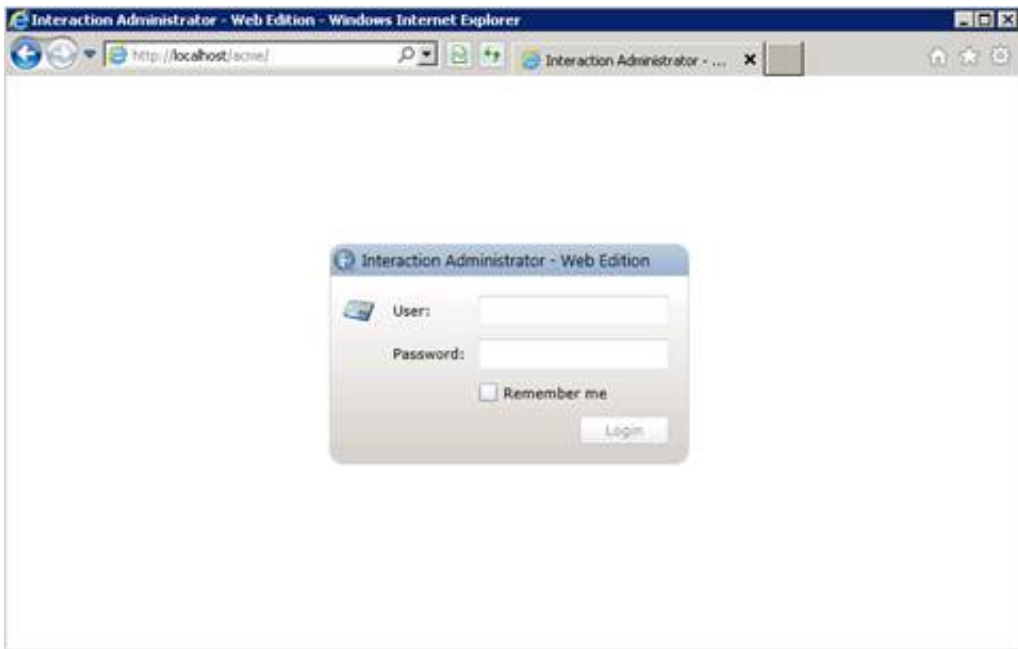
```
<?xml version="1.0" encoding="utf-8"?>
<!--
  Note: All of these options are case sensitive.
-->
<Configuration version="1" port="80" useHTTPS="false" serviceDomain=""
serviceUri="Administrator" icServer="ACME_IC_Server">
</Configuration>
```

5. Save the new `appsettings_[name].config` file.
6. In a browser window, open `http://localhost/[name]`.

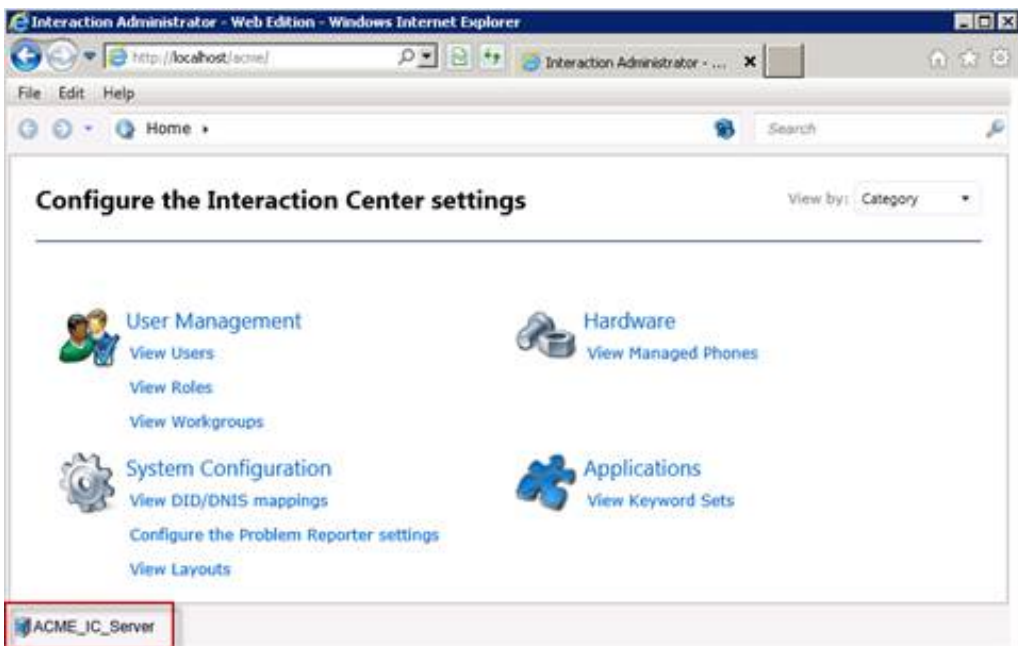
Example:

`http://localhost/acme`

7. Verify that the IC server field is not visible:



8. After you log in to CIC, verify that you are logged in to the IC server specified in your `appsettings_[name].config` file.







# Post-Installation tasks

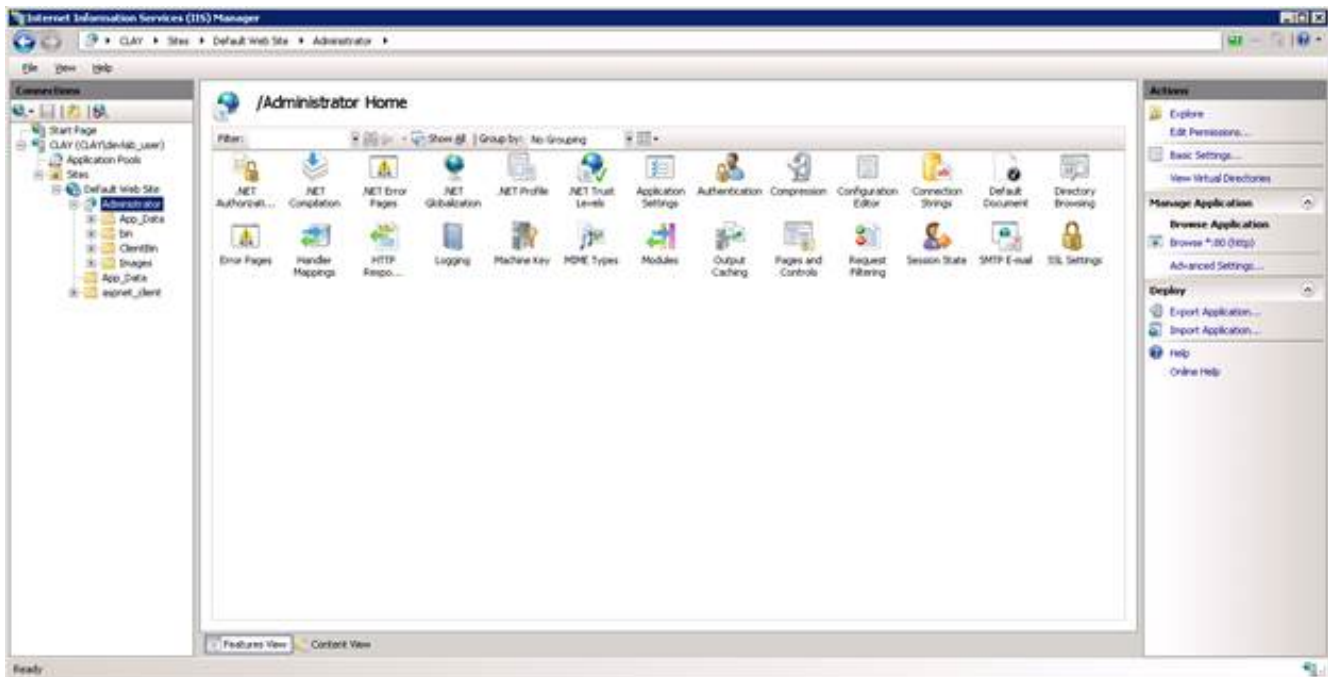
## Apply the latest release

For instructions on applying the latest release of Interaction Administrator Web Edition, see the Product Information site, <https://my.inin.com/products/Pages/Downloads.aspx>.

## Robots exclusion

Interaction Administrator Web Edition pages contain the Robots `META` tag that prevents compliant indexing robots from indexing these pages or using them to harvest links.

We also recommend that you add `robots.txt`, as described in <http://www.robotstxt.org/robotstxt.html> to exclude the Administrator folder from being indexed. This file must be at the top level of the website, as shown in the following example:



## Configuration file

**Warning!** As with all configuration files, changing default settings without understanding the purpose and impact of each setting can have serious consequences. Before changing a setting, carefully consider and evaluate its possible effect on system performance. Note the values for these attributes are case-sensitive.

# Start Interaction Administrator Web Edition

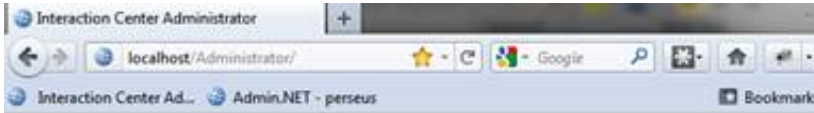
Users can follow these instructions for starting Interaction Administrator Web Edition on their browsers.

To start Interaction Administrator Web Edition:

1. Point your web browser to the web server on which Interaction Administrator Web Edition was installed.

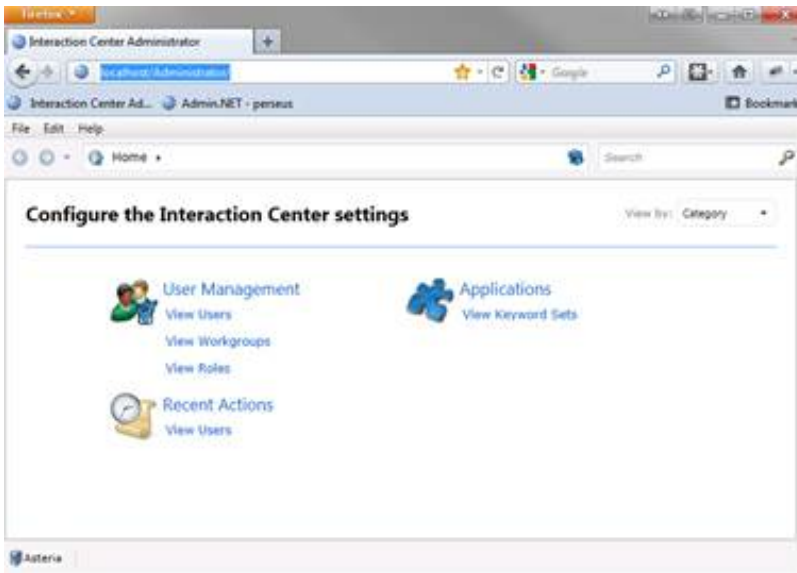
The default web address is `http://<your web server name>/Administrator`.

The **Interaction Center Administrator** logon page appears.

A login form with a light gray background and a thin border. It contains four input fields: 'Name:', 'Password:', 'Host:', and 'Remember Me:'. The 'Remember Me:' field is a checkbox that is checked. Below the fields are two buttons: 'Help' (a small blue link) and 'Login' (a gray button).

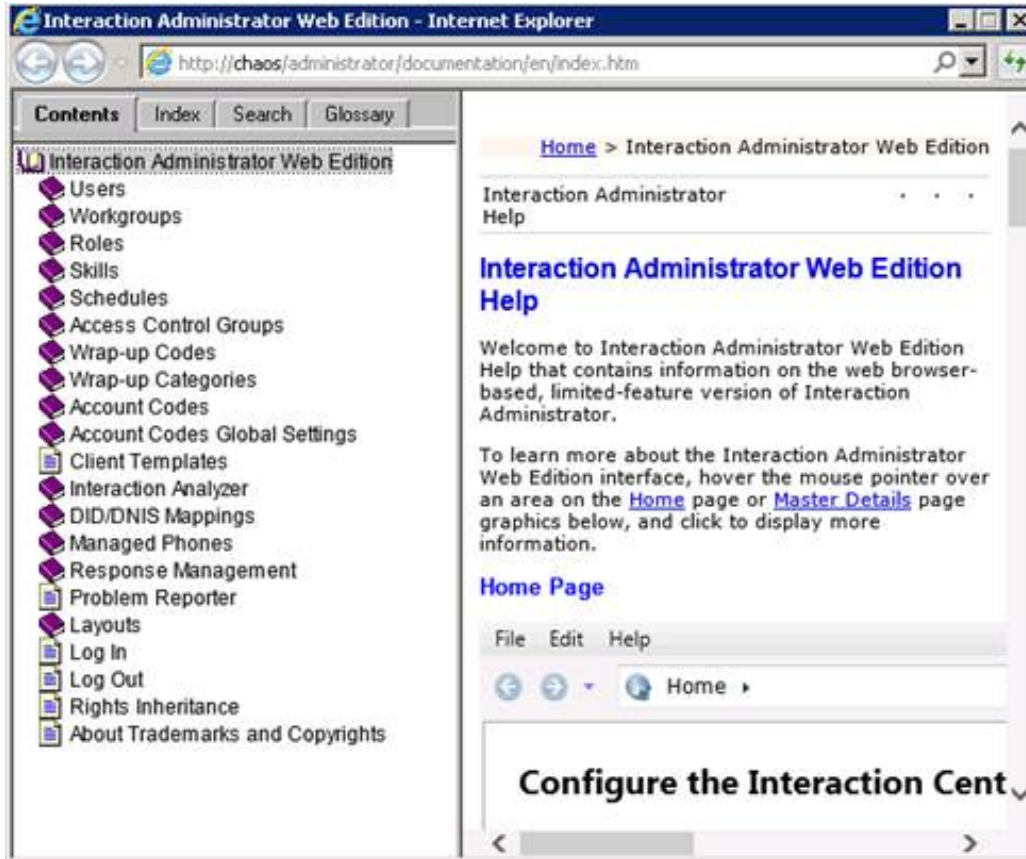
2. In the **Name** and **Password** fields, type either your CIC user name and password or your Windows NT user name and password.
3. If you want the system to remember your user name and password, select **Remember Me**.
4. In the **Host** field, type the name of the host server.
5. Click **Login**.

You are logged on to Interaction Administrator Web Edition. The **Interaction Center Administrator** page appears.



# Use Interaction Administrator Web Edition

Interaction Administrator Web Edition contains a Help system, which you can reach by selecting **Show Help** from the **Help** menu or from the Help links throughout Interaction Administrator Web Edition. Direct users to this valuable resource.



# Frequently asked questions

This topic contains answers to frequently asked questions about Interaction Administrator Web Edition.

## Does Interaction Administrator Web Edition require JavaScript, cookies, ActiveX, Java applets, Flash, or any other browser technology?

Only JavaScript and cookie support are currently needed.

## How do I enable pop-up windows?

Some Interaction Administrator Web Edition features require pop-up windows. In order to use these features, users must set their browser to allow pop-up windows. Consult the documentation for your particular web browser for instructions on enabling pop-up windows.

### Example:

In Firefox 3.6, users should enable the **Block pop-up windows** setting. In Internet Explorer 8.0, users should enable the **Turn on Pop-up Blocker** setting.

## How do I find my log files?

The log files are installed in directories defined by the `ININ_TRACE_ROOT` and `ININ_TRACE_TOPIC_ROOT` environment variables. Typically, the path defined by `ININ_TRACE_ROOT` is the `Logs` folder where you installed Interaction Administrator Web Edition (for example, `D:\I3\IC\Logs\`). The path defined by `ININ_TRACE_TOPIC_ROOT` is `C:\Program Files (x86)\Common Files\Interactive Intelligence\inin_tracing`. To determine where your log files are stored, type `set i` at the command prompt.

The ASP process runs under a machine account with restricted rights. These accounts do not have write rights to those directories by default. These rights must be assigned before logs are written. The default log locations can be changed by setting the system-wide environment variables, `ININ_TRACE_ROOT` and `ININ_TRACE_TOPIC_ROOT`.

## What is the 404 error that occurs when I try to start Interaction Administrator Web Edition?

A 404 error usually means that a resource cannot be found. Usually this error occurs because the URL that requests the resource is incorrect. However, another less obvious reason can cause this error. By default, IIS 7.5 comes with ASP.NET extensions unavailable for security reasons. "ASP.NET extensions" is the ISAPI filter that renders ASP.NET pages. After you enable ASP.NET extensions, you can browse to the logon page.

To enable ASP.NET extensions:

1. On the IC server, from the **Start** menu, click **Programs > Administrative Tools > Internet Information Services (IIS) Manager**. The **Internet Information Services (IIS) Manager** dialog box appears.
2. Double-click the IC server name, and then click the **webService Extensions** folder.
3. In the **Web Service Extension** list, right-click **ASP.NET v4.0** and select **Allow**.

**Note:** If you do not see **ASP.NET 4.0** in the **Web Service Extension** list, then either you do not have the 4.0 Framework installed, or you do not have ASP.NET 4.0 extensions installed. To install the extensions, run `aspnet_regiis.exe` with the `-i` option from the 4.0 Framework directory. By default, this is installed at `C:\WINDOWS\Microsoft.NET\Framework\v4.0.30319`. Then enable the extension.

## Should I enable GZIP compression on my web server?

We have realized significant performance gains when we use GZIP compression on the web server. We recommend enabling GZIP compression and setting it to the maximum level. The explanation of how to enable GZIP compression is beyond the scope of this document. Only a qualified IIS administrator should perform this work because it entails manual modification of the IIS metabase.

# Change log

The following changes have been made to *Interaction Administrator Web Edition Installation Guide*, since Customer Interaction Center 4.0 product availability.

| Change Log Date   | Changed...                                                                                                                                                                                                                                                                                                         |
|-------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 14-February-2013  | Added Silverlight 5.0 requirement.                                                                                                                                                                                                                                                                                 |
| 17-November-2013  | Added "Setting Up a Multi-Customer Deployment."                                                                                                                                                                                                                                                                    |
| 09-December-2013  | Ran Acrolinx.                                                                                                                                                                                                                                                                                                      |
| 25-January-2014   | Updated copyright.                                                                                                                                                                                                                                                                                                 |
| 07-August-2014    | Updated title and copyright .                                                                                                                                                                                                                                                                                      |
| 21-August-2014    | Updated documentation to reflect changes required in the transition from version 4.0 SU 6 to CIC 2015 R1, such as updates to product version numbers, system requirements, installation procedures, references to Interactive Intelligence Product Information site URLs, and copyright and trademark information. |
| 03-September-2014 | Added prerequisite information for Windows 2012 R2.                                                                                                                                                                                                                                                                |
| 10-September-2014 | Removed <i>How Do I Know if I Have a Documented Feature</i> section.                                                                                                                                                                                                                                               |
| 23-July-2015      | Updated title and copyright information. New logo (rebranding). Changed or removed references from "version" to new terminology, where applicable. Verified that there are no references to SU. Verified that references to CIC clients are accurate.                                                              |
| 16-November-2017  | Rebranded this document to apply Genesys lexicon.                                                                                                                                                                                                                                                                  |
| 27-November-2017  | <ul style="list-style-type: none"><li>• Updated for Windows Server 2016 Support.</li><li>• Updated Requirements and added Prerequisites for Windows 2016 section.</li></ul>                                                                                                                                        |
| 01-February-2018  | Content converted to HTML format.                                                                                                                                                                                                                                                                                  |
| 16-March-2018     | Removed all mention of Windows Server 2008. It is no longer supported.                                                                                                                                                                                                                                             |
| 07-May-2019       | Reorganized content, adding links where needed. For more details, see <a href="#">CICDOC-178</a> .                                                                                                                                                                                                                 |
| 03-March-2020     | Updated requirements to include Windows Server 2019.                                                                                                                                                                                                                                                               |