# Cisco Customer Interaction Suite

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# Installing Trailhead on
# Windows NT Systems Running
# Internet Information Server (IIS)

Cisco Trailhead, Version 4.0

# Cisco Trailhead Version 4.0

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# System Requirements

This section describes the software and hardware required when installing Trailhead 4.0 on a Windows NT system running the Internet Information Server (IIS).

## Trailhead Server Operating System

- Windows NT 4.0
- Windows NT Service Pack 5

## Trailhead Server hardware requirements

- **Enterprise configuration**

  Dual 450 MHz Pentium II, 512 MB RAM, 4 GB disk

- **Minimum configuration**

  Single 350 MHz Pentium II, 128 MB RAM, 4 GB disk

## Other hardware/software requirements

The following figure shows the components of the ICM Web Option product:
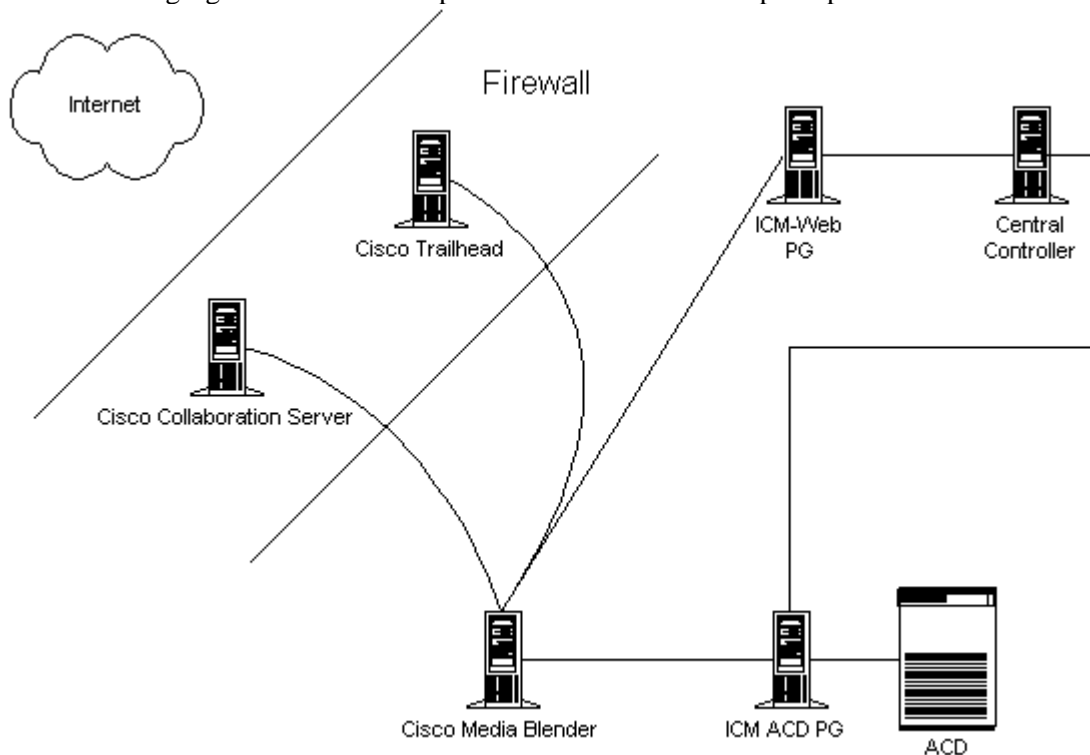


The Cisco Trailhead server must be configured as a Network Voice Response Unit (VRU) on the Web Peripheral Gateway (PG).

The Cisco Media Blender (CMB), Version 4.0, must be on a Windows NT system running the Internet Information Server (IIS).

The Cisco Collaboration Server (CCS), Version 3.01, must be on either a Windows NT platform running IIS or a Solaris platform running the Java Web Server (JWS).

The Intelligent Contact Management (ICM) Web PG must be configured as a VRU PG. The PG number must be enabled on the router, and the PG must be configured for Post-Routing on the ICM. The ICM Web PG, the ICM ACD PG, and the ICM Central Controller must be running ICM Version 4.1.4 (including all appropriate hot fixes).

The supported Automatic Call Distributors (ACDs) for this release are:

- Lucent Definity G3, Version 6.3
- Aspect CallCenter, Versions 6.2 and 7.2
- Nortel Meridian1, Version 24, SCCS 1.5
- Nortel Symposium, Version 1.5 and 3.0
- NEC NEAX 2400, Version 4.12

# Before you install Trailhead

Before you install Trailhead, the following must be installed on the Trailhead machine:

- Windows NT 4.0 Option Pack
- Java Development Kit (JDK) 1.1.8

## About installing Windows NT 4.0 Option Pack

When you install Windows 4.0 Option pack, you must ensure that the Scripting Host component is installed. The following screen illustrates where, in the IIS install, you specify this installation:
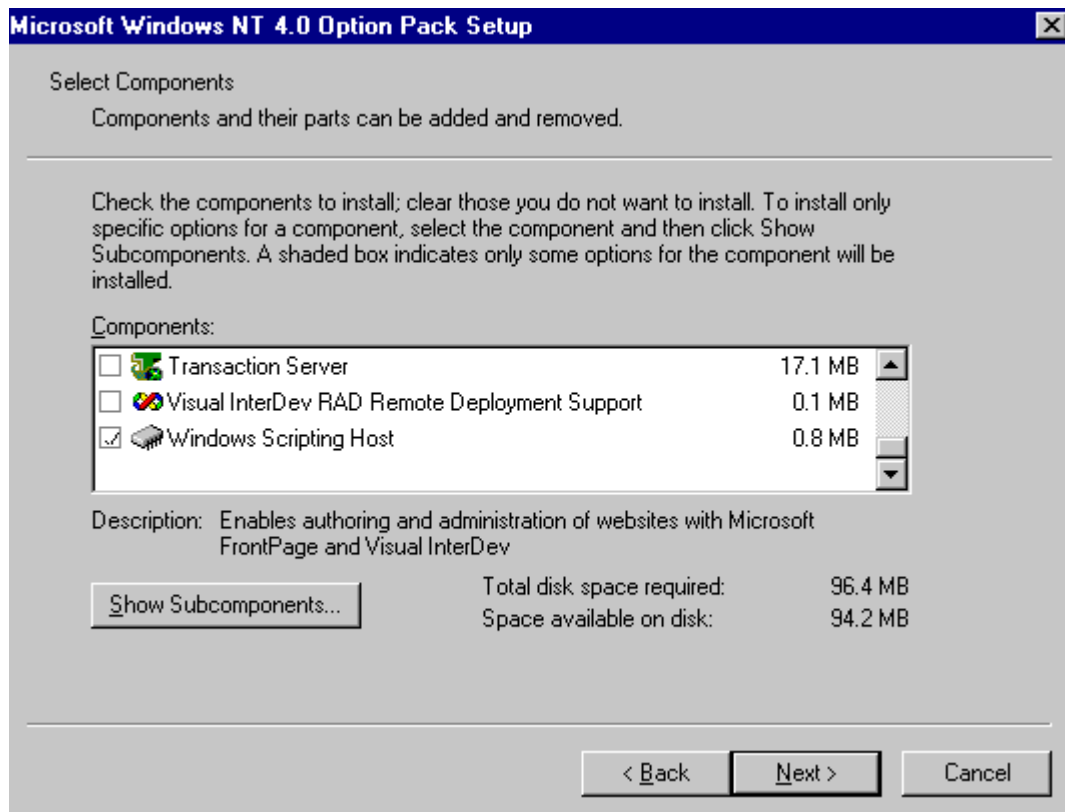


## Verify IIS is running

To verify that IIS is installed properly:

1. Go to: **Start->Settings->Control Panel->Service**.
2. Click **IIS Admin Service**.
3. Click **Start**.
4. Click **World Wide Web Publishing Service**.
5. Click **Start**.
6. Close the window.

# About ServletExec™

When you install Trailhead, you also install ServletExec from New Atlanta Communications. ServletExec is a Java-based Web application server that implements the Java Servlet API and JavaServer Pages (JSP) standards defined by Sun Microsystems.

The Trailhead Administrator pages are served through ServletExec, and the pages are set as access-controlled resources (URLs). If you have any questions about ServletExec, see the *ServletExec User Guide* that is packaged with the software.

# Install and Configure Trailhead

To configure and install Trailhead, you must complete four basic steps:

1. Install the Trailhead software
2. Configure Trailhead
3. Start Trailhead
4. Verify communication between Trailhead and Media Blender

## Step 1: Install the Trailhead software

1. Close all application windows except Windows Explorer.
2. From the Cisco Media Blender CD, double-click **\Cisco Trailhead\Trailhead.exe**.
3. Select the destination location and install Trailhead to the directory of your choice. (There should be NO spaces in the path.)
4. Select Next. The Servlet Exec installation program begins. Note that the user name is `Administrator`.
5. Ensure that the Destination Folder correctly points to the folder you set up for IIS.
6. Click **Next** and follow the prompts to install ServletExec.
7. Select **Finish**. The setup is complete.

## Step 2: Configure Trailhead

You configure the behavior of the Trailhead servlet in a property file that resides in the `\CiscoTH\servlet\properties\trailhead` directory. This file is typically called `Trailhead.server.properties`.

In addition, a Trailhead medium is installed automatically with Media Blender on the Media Blender server. You must configure this medium if you intend to use Trailhead in any kind of callback-only situation. You configure the Trailhead medium using the `\CiscoMB\servlet\properties\blender\Trailhead.properties` file on the Blender server. For information about both Trailhead properties files, see *Cisco ICM Web Option: Trailhead Configuration and Administration Guide*.

**Note:** You can configure Trailhead to automatically start whenever the JWS is started (using the autostart property in your Blender properties file.) Be sure not to set this autostart property to true until you are sure that all of your media are properly configured. See Configure Trailhead for AutoStart.

## Step 3: Start Trailhead

Start Trailhead using the following steps:

1. Open a browser and go to this URL:
   `http://<servername>/TrailheadAdmin`
   The Trailhead log in page appears.
2. Type your username and password to log in to Trailhead Administration. The Trailhead control panel appears.

## Trailhead Menu

Summary
Statistics
Properties

View Log Buffer
Clear Log Buffer

Insert Log Comment

[ Add Comment ]

[ Set Logging Level ]
Urgent ▾

Startup/Shutdown

Log out

3. Click **Startup/Shutdown**. The Startup screen appears:
4. Click **Startup**. You can now monitor Trailhead's behavior.

# Step 4: Verify communication between Trailhead and Media Blender

1. Start Media Blender.
2. Go to `http://<trailheadserver>TrailheadAdmin`
3. Enter your user name and password to log in to Trailhead.
4. Click **Summary**.
   Ensure that the destination that communicates with Media Blender has received a poll from the Media Blender.

# Post-Installation Tasks

Once installation is complete, you can ensure that Trailhead and all media automatically start when the Java Web Server is started. To ensure automatic start of Trailhead, you must set the autostart property to true in `Trailhead.server.properties` on the Trailhead server.

**Important**: Until you have created all of the HTML files referenced by the Trailhead system, ensure that the checkurls property in the `Trailhead.properties` file on the Media Blender server is set to false when using autostart. The checkurls property verifies that all HTML files referenced in `Trailhead.server.properties` exist at startup. Once you have created all of your Web pages, you can set this property to true.

**Note**: Do not set the autostart property to true until you are sure that all of your media have been properly configured.

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