

CCACCOUNTING

QUICK INSTALLATION GUIDE



Chapter 1 - CCServer Installation

Chapter 2 - CCServer Web Installation

Chapter 3 - CCServer Connection Status and Configuration

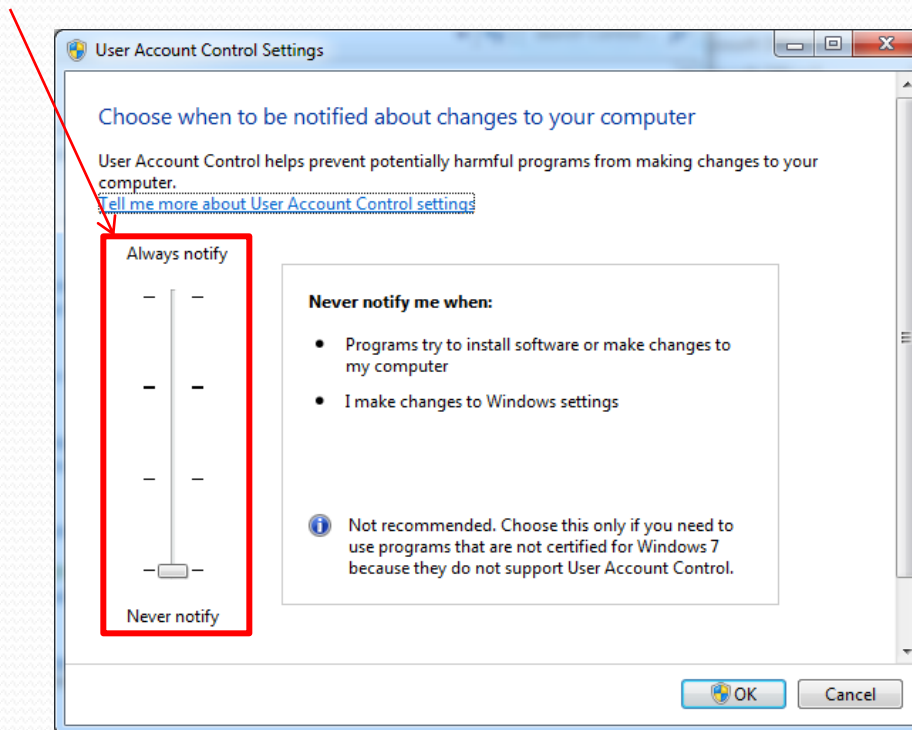
Chapter 1

CCSERVER INSTALLATION

Turn the UAC OFF in the Host Computer's OS

For all HW Systems on which the Polrys SW is installed on, disable the UAC

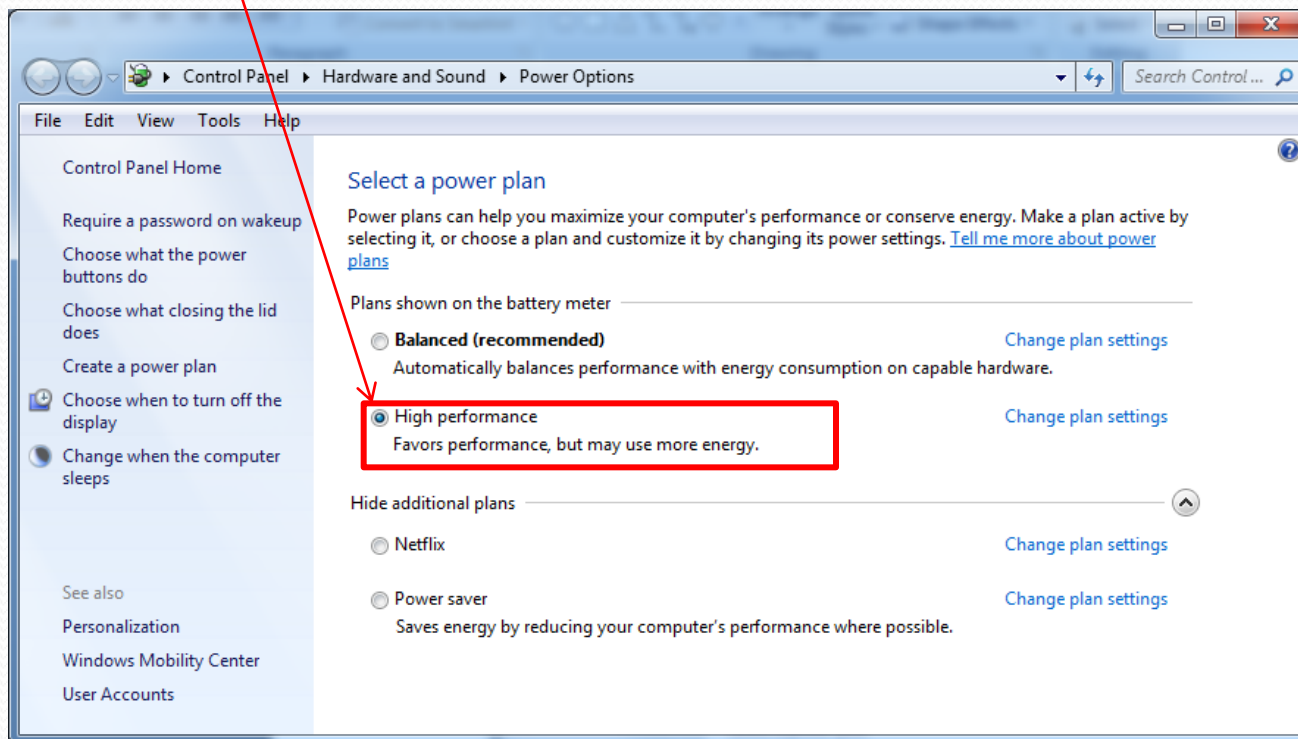
From the Control Panel | System and Security | Change User Account Control settings, turn the UAC to Never notify, click OK and reboot the computer.



Set the Power Profile to on the Host Computer's OS

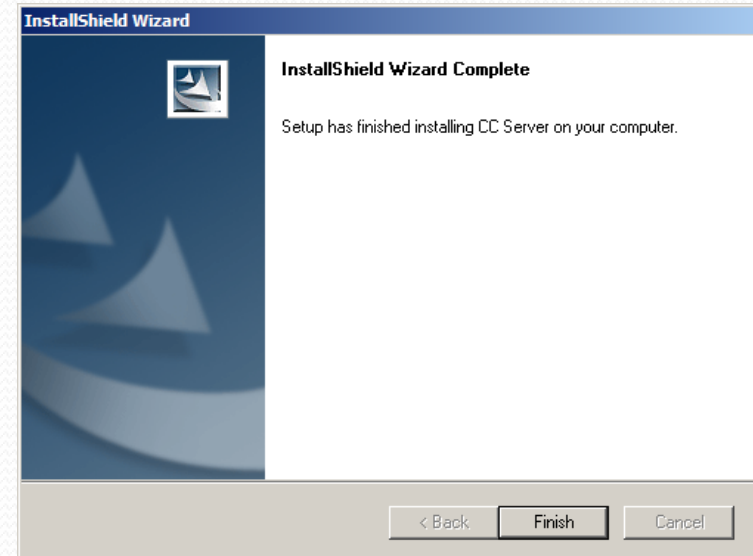
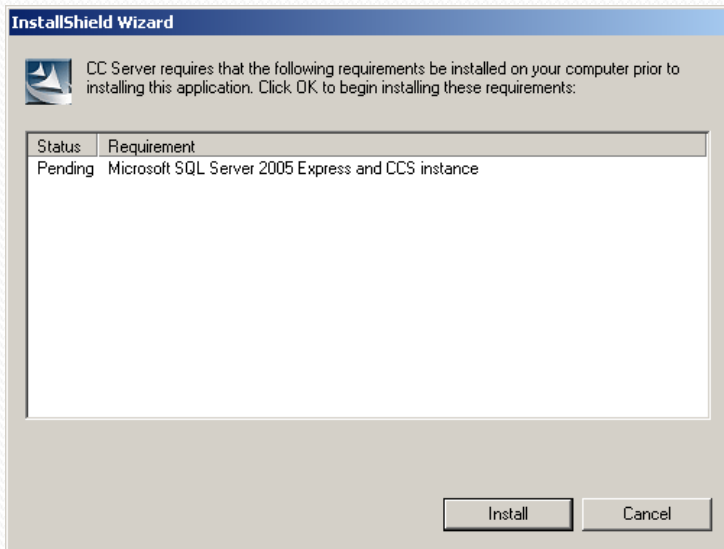
For all HW Systems on which the Polrys Server SW is installed on disable the UAC

From the Control Panel | Hardware and Sound| Power Options settings, set the Power Plan to “High Performance”



Copy the CC_ServerSetup.exe on the Host PC where it will be installed.

By running the CC_ServerSetup.exe file you will also install the Microsoft SQL Server 2005 Express database and the CCServer Config application. All you have to do is to follow the installation wizard.



This installs:

- CCServer as a windows service
- Internal SQL database
- CCServer Configuration (CCServerConfig application icon on the Desktop)

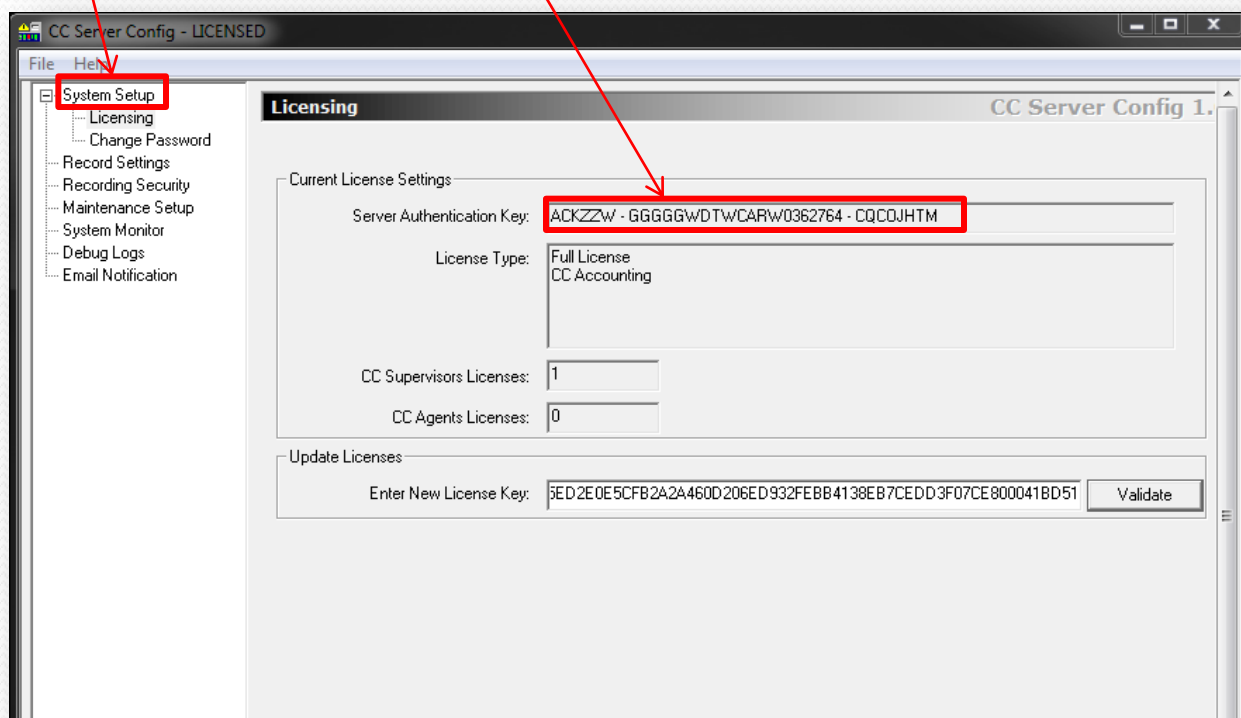
Licensing CCServer Config application

After installation Select the CC Server Config icon on the desktop



Go to the System Setup and into the Licensing section of CCServer Config application

Copy the Server Authentication Key from the field below, you will need to obtain the license from the Poltys Licensing Portal

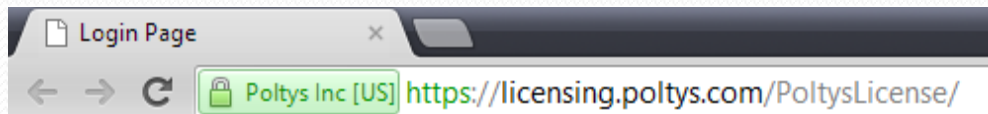


Licensing CCServer Config application (cont'd)

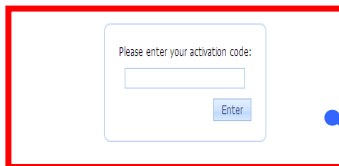
With the purchase of the product from Polrys, an **Activation Code** is provided to the Dealer who can use it to activate the license himself or pass it to the end user if the end-user does the licensing

Go to the Polrys Licensing Portal and validate the license

From any browser go to <https://licensing.polrys.com> and enter the **Activation Code**



Enter the Activation Code



A form with a red border. Inside, it says "Please enter your activation code:" followed by a text input field and an "Enter" button.

**Enter the
Activation Code**

Licensing CC Server Config application (con'd)

Enter the Server Authentication Key copied from the Server SW configuration windows



English

Polrys Inc.
Unified Communications Solutions

**GOLD
PARTNER**
Panasonic Solution
Developer Network

Enter your product's SAK:
D1PDSX - - CQCCRFTM

Get License

> Download Installation Kits

[CC_ServerSetup.exe](#)
Installation instructions : [here](#)

[CC_SupervisorSetup.exe](#)
Installation instructions : [here](#)
User's manual : [here](#)

> Dealer knowledge base

[FAQ Information](#)
Product Installation,
Product Configurations

[How To Information](#)
Updates and Additional Licenses,
UMC Purchasing,
Services Purchasing

[PBX Installation Requirements](#)
Requirements

[User data Survey](#)

Click on the Get License Button

Licensing CCServer Config application (con'd)

License key is issued

English

 **Polty's Inc.**
Unified Communications Solutions

**GOLD
PARTNER**
Panasonic Solution
Developer Network

Schedule Webex >

Enter your product's SAK:
D1PDSX - - CQCCRFTM

License Key : 02DB7303769246EB26B21E67427AF0281A242D

[User data Survey](#)

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Product Installation,
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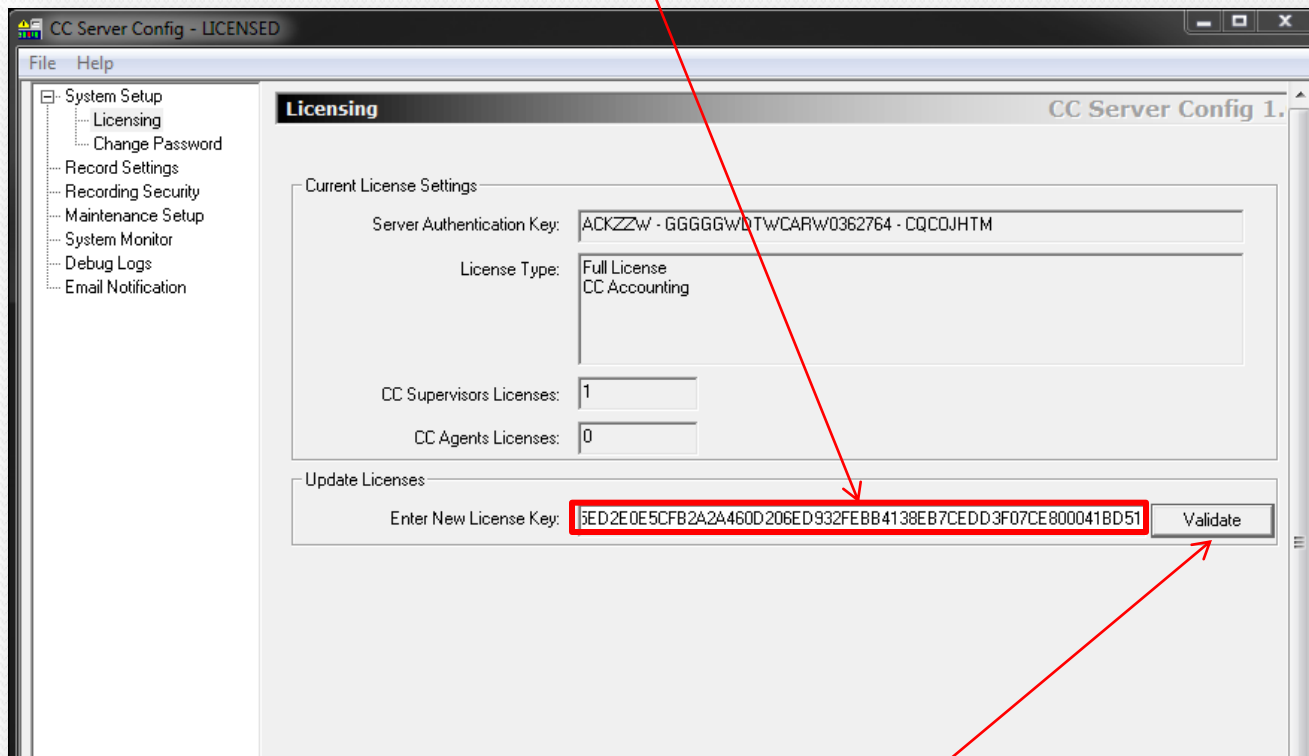
[How To Information](#)
Updates and Additional Licenses,
UMC Purchasing,
Services Purchasing

[PBX Installation Requirements](#)
Requirements

Copy the license key

Licensing CCServer Config application (con'd)

Enter the license received in the Enter New License Key field



CC Server Config - LICENSED

File Help

System Setup
Licensing
Change Password
Record Settings
Recording Security
Maintenance Setup
System Monitor
Debug Logs
Email Notification

Licensing CC Server Config 1.

Current License Settings

Server Authentication Key: ACKZZW - GGGGGWDTWCARW0362764 - CQCQJHTM

License Type: Full License
CC Accounting

CC Supervisors Licenses: 1

CC Agents Licenses: 0

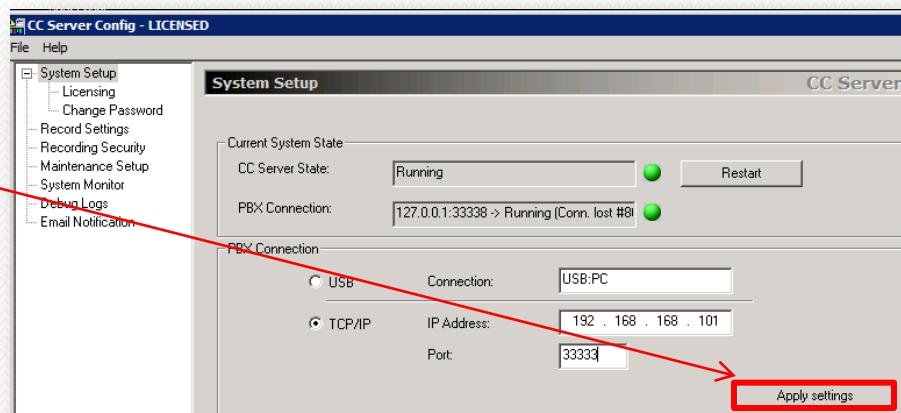
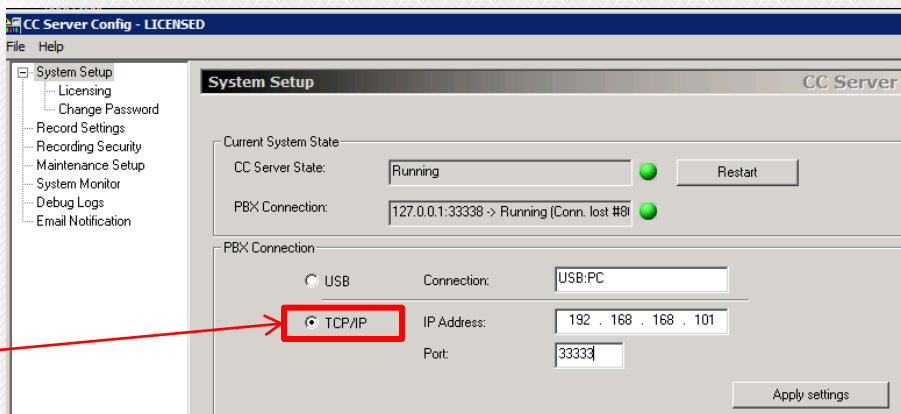
Update Licenses

Enter New License Key: jED2E0E5CFB2A2A460D206ED932FEBB4138EB7CEDD3F07CE800041BD51 Validate

Click on the Validate button to validate the license

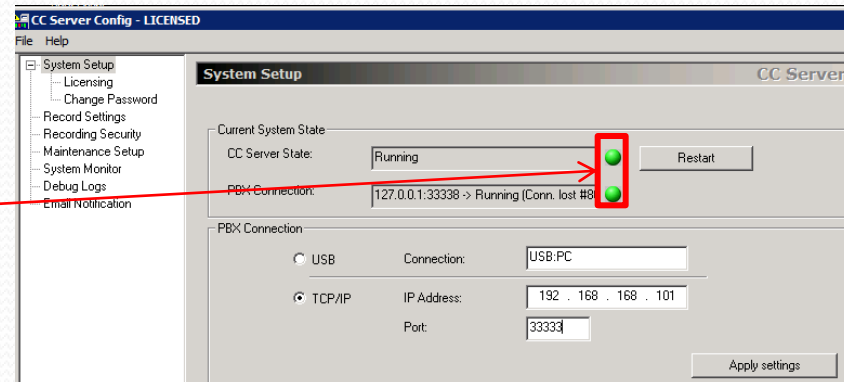
Connecting CCServer to the PBX for the first time

- Go to the System Setup
- Select the Interface through which the Host Computer where the CCServer is installed is connected to the PBX
 - In the case of IP, input the IP address
 - Input the port number. Default is 33333
- Hit the Apply Settings button

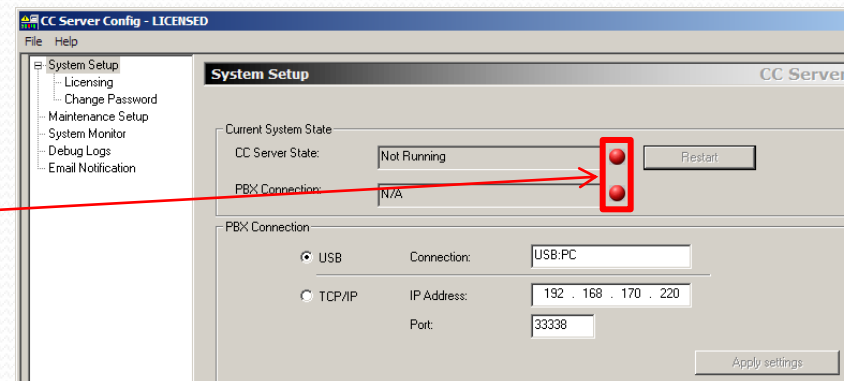


Connecting CCServer to the PBX for the first time

- Wait for the status LED buttons to turn GREEN



- If the lights will not turn green please check:
 - If the PBX is responding to ping
 - If the CTI port is correct
 - If your firewall allows the CTI port to be used



Chapter 2

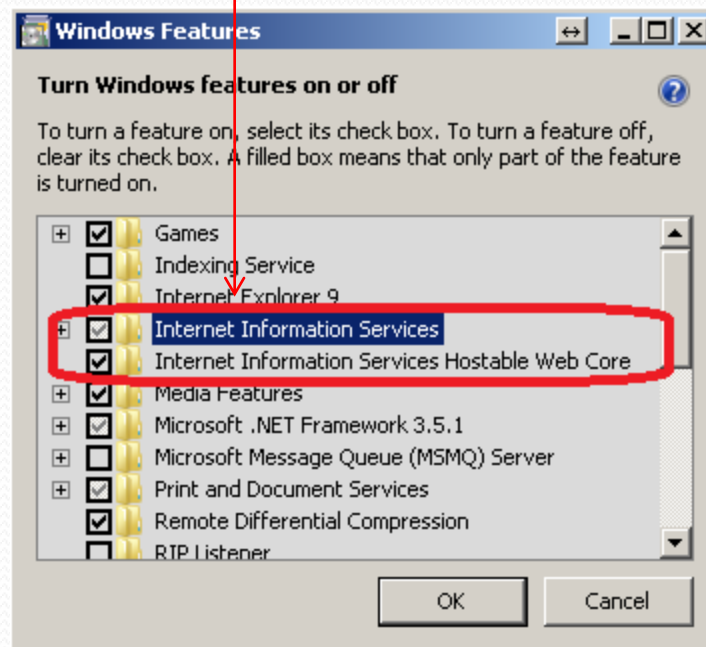
CCSERVER WEB INSTALLATION

Installing IIS (Internet Information Services)

In Control Panel | Programs and Features | Turn Windows features on or off

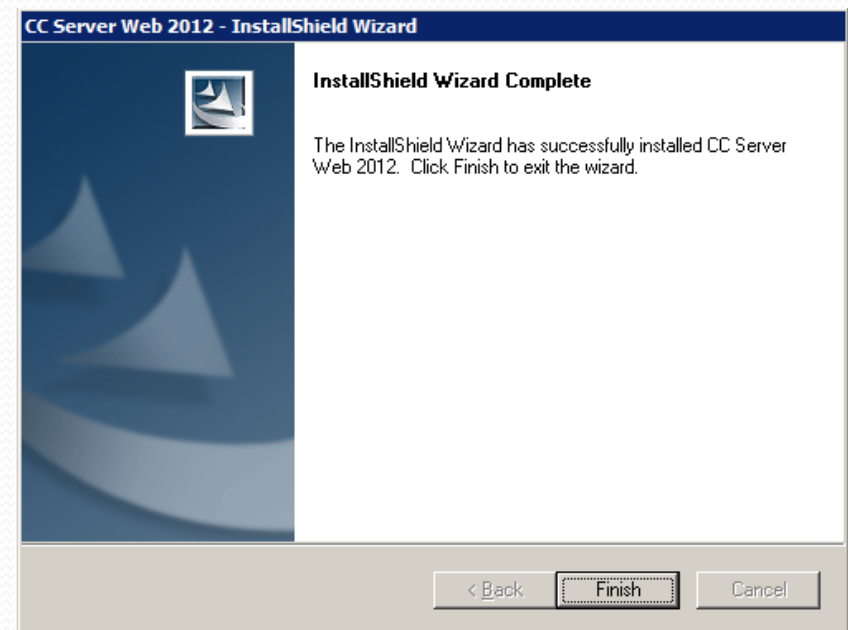
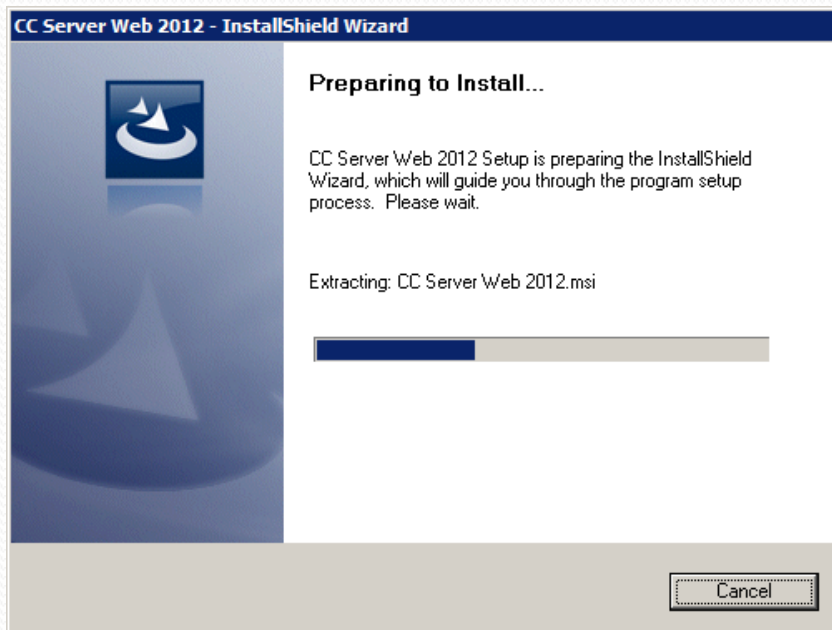
Make sure that the following option are checked:

- **Internet Information Services (and all subcategories)**
- **Internet Information Services Hostable Web Core**



Execute CCSWeb.exe and install the application by following the wizard.

After the application is installed, please restart your computer.



Chapter 3

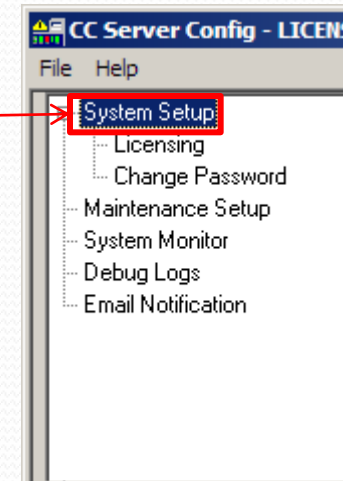
CCSERVER CONNECTION STATUS AND CONFIGURATION

Start the CCServerConfig application from the CCServer host desktop



Select "System Setup" from the menu

There are two status buttons

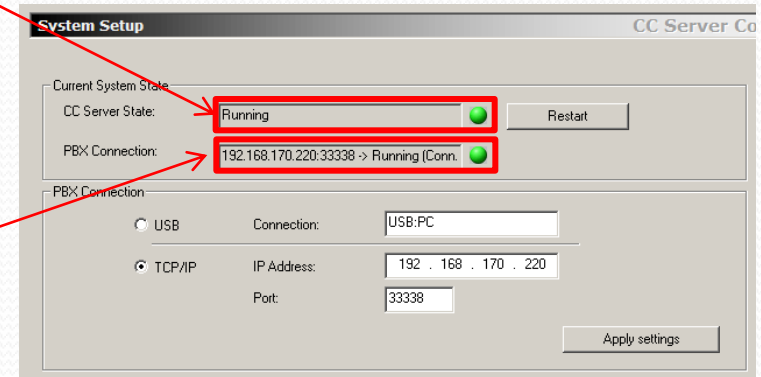


CC Server State

GREEN - Running – means the server is up and running correctly

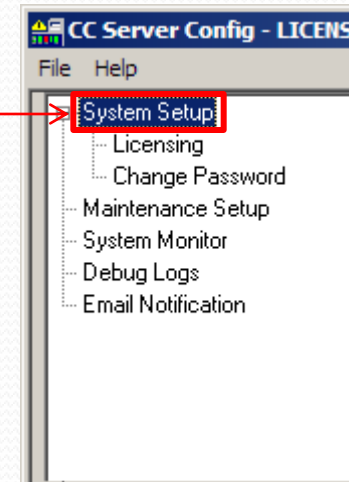
PBX Connection

GREEN - IP address -> Running... - means that the CCServer is connected and communicating with the PBX

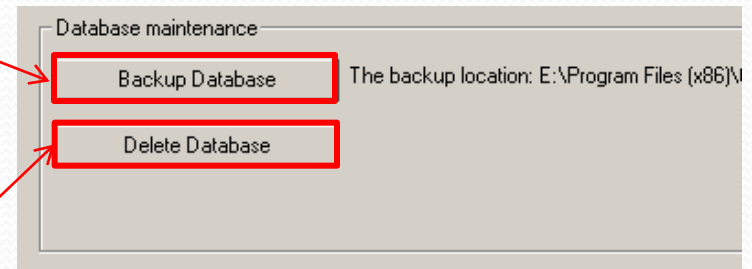


Maintaining the Database

Select “System Setup” from the menu



1. Backup Database – it is recommended to periodically create a Database backup to protect all the information stored in the system. Click on Backup Database button to create a duplicate of the current CC Database. If necessary, you can restore the CC Database any time overwriting it with a previous Database backup.



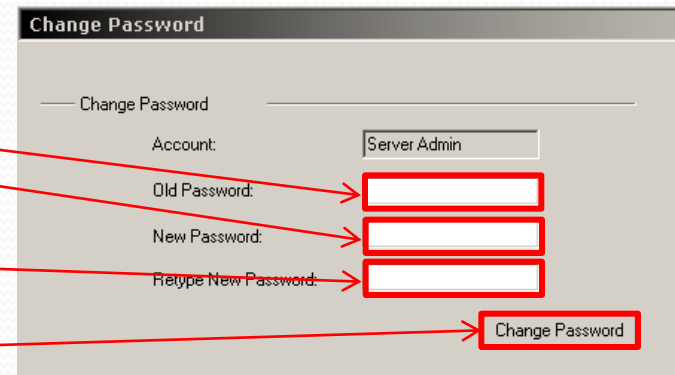
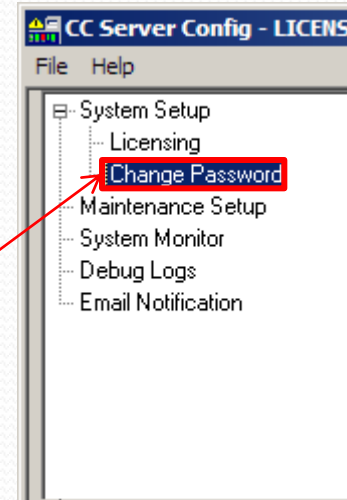
2. Clear Database – delete all the results in the database.

Changing the Server Login Password

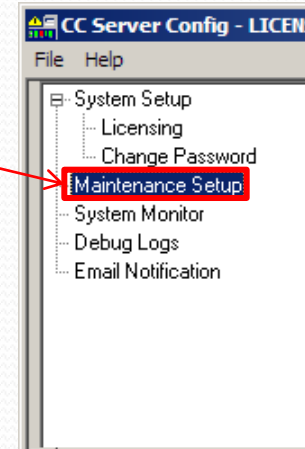
The default password used to enter the CCServer application is 1234.

To modify the password, follow the steps:

1. Inside the CCServer Config window, click the Change Password tab under the System Setup section
2. Enter old and new password:
 - Old Password – type the old password
 - New password – type the new password at your choice
 - Retype New Password – retype the new password
3. Click the Change Password button to save the new password.



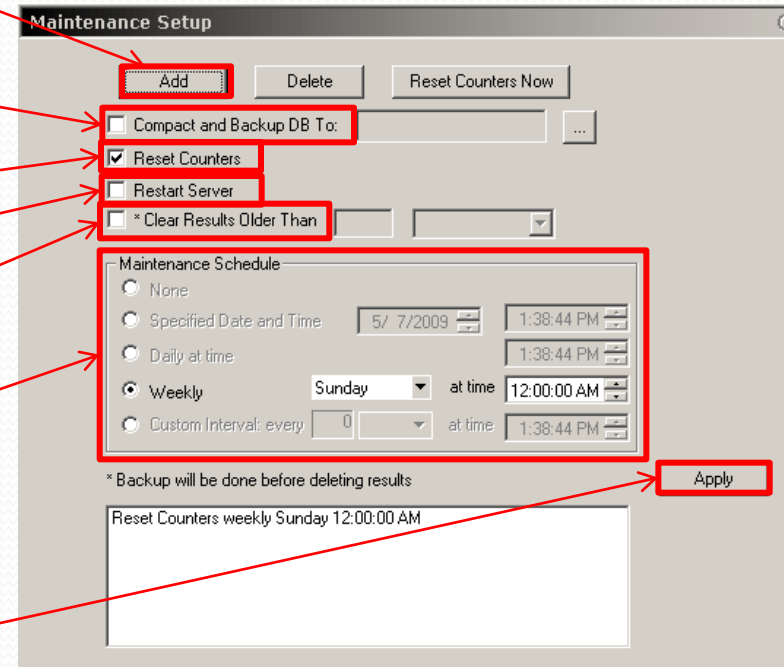
Inside the CCServer Config window, click the Maintenance Setup tab



Click on the Add button and the new Schedule is added to the list (name is created automatically)

Check the desired actions:

- Compact and Backup Database To – compacts the Database and saves a backup copy at the user defined destination
- Reset Counters – resets all counters from the CC Supervisor > ACD Monitor window
- Restart Server – restarts the CC Server
- Clear Results Older Than – deletes the results older than the chosen period of time



Select the desired recurrence

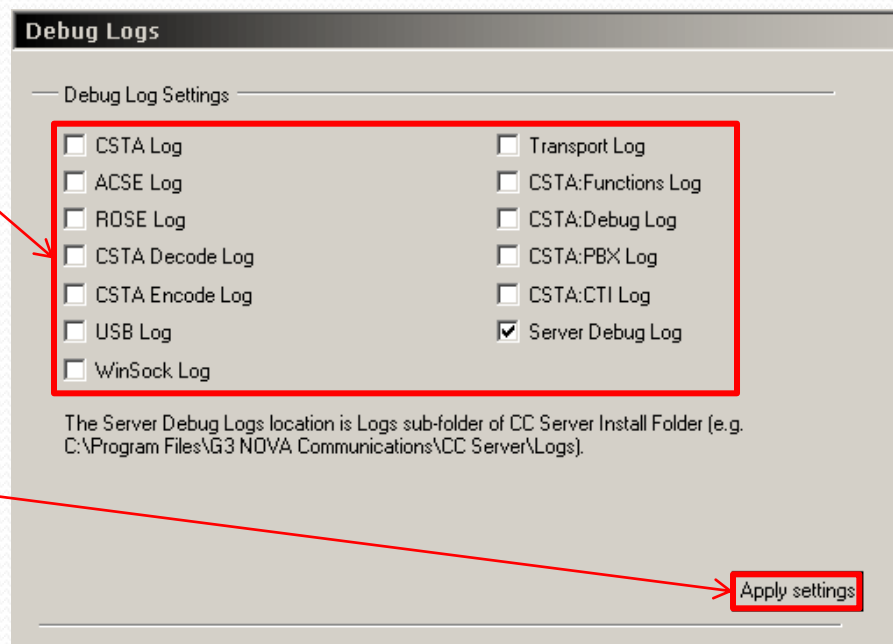
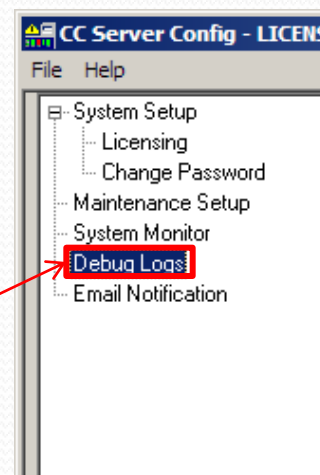
Click on Apply for changes to take effect

If errors occur while using the CCSuite system, enable debug logs, run the scenario that reproduces the issue, email logs to Poltys Tech Support

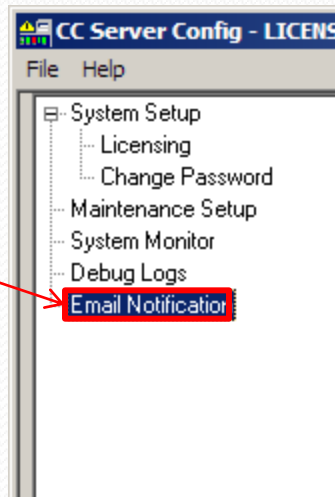
Inside the CCServer Config window, click the Debug Logs tab

Check the desired debug logs you want enabled (if in doubt contact Poltys tech support and ask them what logs to enable)

Hit the Apply Settings button for changes to take effect

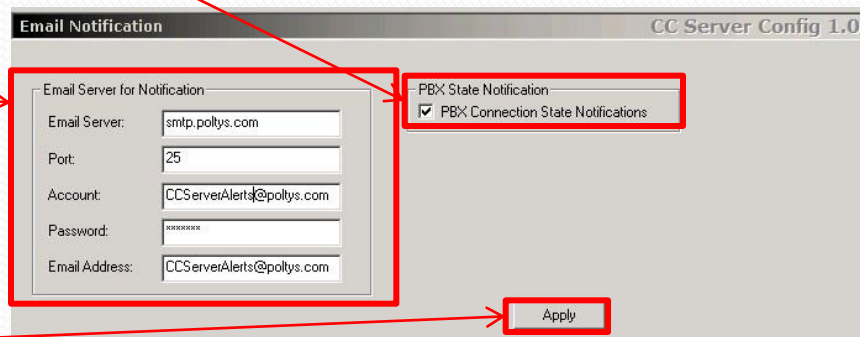


Inside the CCServer Config window,
click the Email Notification tab



Check the Email Notification checkbox

Enter the Email Server information



Click the Apply button for changes to
take effect

THANK YOU!