



# Installation Overview

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## Installation Tools

During installation, use one or all of the following tools, as required:

- ICM-CCE-Installer—The main Unified CCE Installer copies all files into relevant folders, creates the base registries, and installs needed third-party software such as JRE and Apache Tomcat. It uses the Microsoft .NET Framework which is an integral software of Windows Server.



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**Note** Optionally, you can update the JRE installed by the Unified CCE Installer with a later version of the JRE. See [Update the Java Runtime Environment \(Optional\)](#).

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Do not run the installer remotely. Download the installer to a local machine for installation.

- Cisco Unified Intelligent Contact Management Database Administration (ICMDBA) Tool—Used to create new databases, modify or delete existing databases, and perform limited SQL Server configuration tasks.



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**Note** The SQL Server installation disables the Windows Computer Browser service. The ICMDBA requires this service. If you need to run ICMDBA on this server, enable the Computer Browser service.

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- Domain Manager—Used to provision Active Directory.
- Web Setup—Used to set up the Call Routers, Loggers, Network Gateways, Network Interface Controllers, and Administration & Data Servers.
- Peripheral Gateway (PG) Setup—Used to set up PGs, the CTI server, Network Gateways, Network Interface Controllers, and the Outbound Option dialer.
- AdminClientInstaller—Installs the Administration Client on a system that is not running other Unified CCE components.

The AdminClientInstaller is delivered on the installation media with the ICM-CCE-Installer.

- Administration Client Setup—Used to add, edit, or remove Administration Clients and Administration Client Instances.

#### Related Topics

[Update the Java Runtime Environment \(Optional\)](#)

## Uninstallation

Unified CCE supports the uninstall option from the **Programs and Features** window in the Windows Control Panel. This option removes the patches, base version files, and the related registry. The specific option also removes Unified CCE component software installed by the ICM-CCE-Installer.

However, it does not remove the following:

- Java Runtime Environment
- Unified CCE databases

Reinstallation is also supported. To reinstall, rerun the ICM-CCE-Installer.