Mitel MiContact Center Enterprise

Mitel®

NOTICE

The information contained in this document is believed to be accurate in all respects but is not warranted by Mitel Networks™ Corporation (MITEL®). The information is subject to change without notice and should not be construed in any way as a commitment by Mitel or any of its affiliates or subsidiaries. Mitel and its affiliates and subsidiaries assume no responsibility for any errors or omissions in this document. Revisions of this document or new editions of it may be issued to incorporate such changes.

No part of this document can be reproduced or transmitted in any form or by any means - electronic or mechanical - for any purpose without written permission from Mitel Networks Corporation.

TRADEMARKS

The trademarks, service marks, logos and graphics (collectively "Trademarks") appearing on Mitel's Internet sites or in its publications are registered and unregistered trademarks of Mitel Networks Corporation (MNC) or its subsidiaries (collectively "Mitel") or others. Use of the Trademarks is prohibited without the express consent from Mitel. Please contact our legal department at legal@mitel.com for additional information. For a list of the worldwide Mitel Networks Corporation registered trademarks, please refer to the website: http://www.mitel.com/trademarks.

MiContact Center Enterprise Master Installer Overview

Release 9.2 – November 2016

INTRODUCTION

The Mitel Master Installer is used to install, upgrade, and uninstall products from Wizards or from a Browse Packages view. This document provides an overview of the layout and Graphical User Interface (GUI) of the Mitel Master Installer.

PREREQUISITES

Before using the Mitel Master Installer, Microsoft .NET Framework 2.0 (SP2) or higher must be installed

MITEL MASTER INSTALLER OVERVIEW

To start the Mitel Master Installer, run the `Install.exe` file in the top-level directory. The Master Installer main window is displayed.
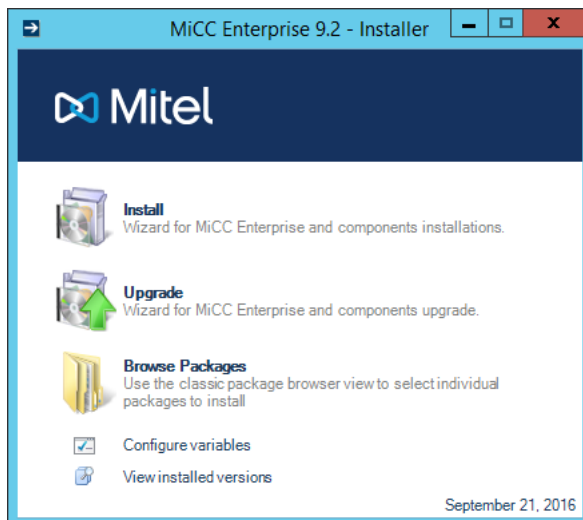
The Mitel Installer main window includes the following items:

- **Install:** To install one of the MiCC Enterprise components.

- **Upgrade**: To upgrade MiCC Enterprise components from a previous version.

- **Browse Packages**: To install, uninstall or upgrade software components individually from the classic package browser view.

- **Configure variables**: To configure all variables that are used during the installation.

- **View installed versions**: To view the versions of currently installed software.

INSTALLATION

To begin installation of MiCC Enterprise and its related components, click on **Install** from the main window. The following window will appear:

This window displays all the components in the MiCC Enterprise product suite, in the order in which they should be installed.

To install a component, click on that particular component. An overview window of the component and its prerequisites will appear:

OVERVIEW WINDOW
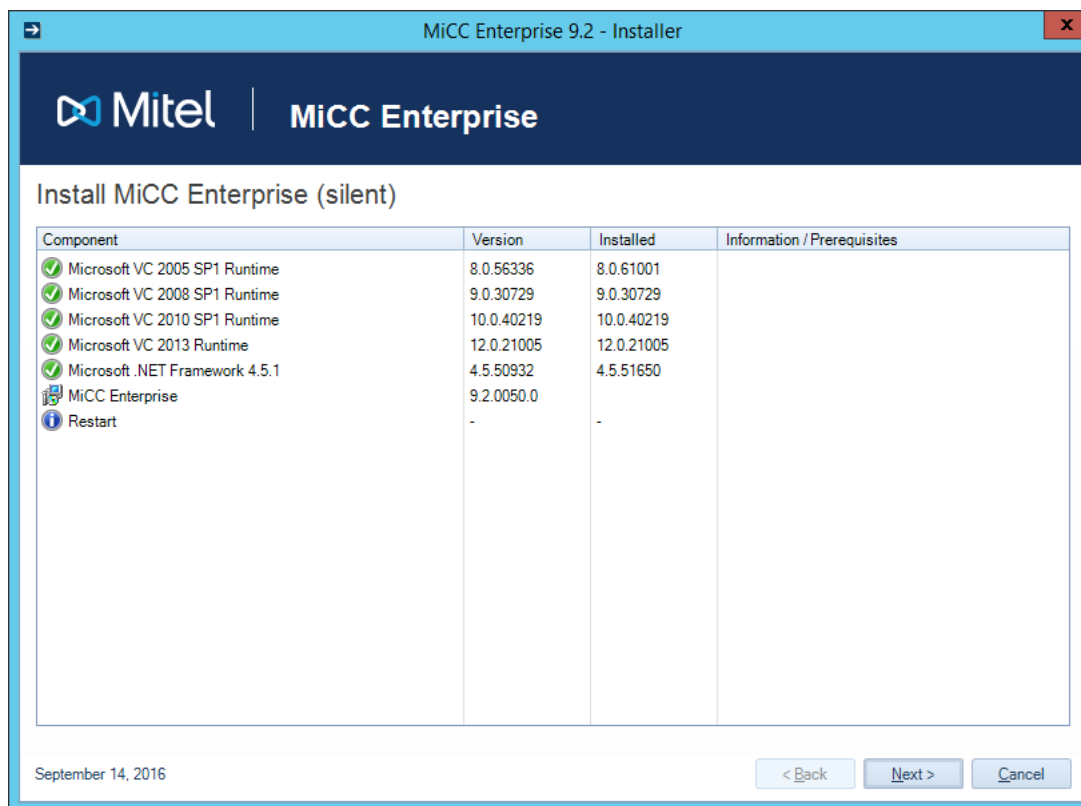
The version of each prerequisite and the software component are displayed. If the component has a prerequisite which is not installed, the **Next** button is disabled.

Each software component has a symbol next to it displaying the status of that component. For a description of the symbols, see Symbols.
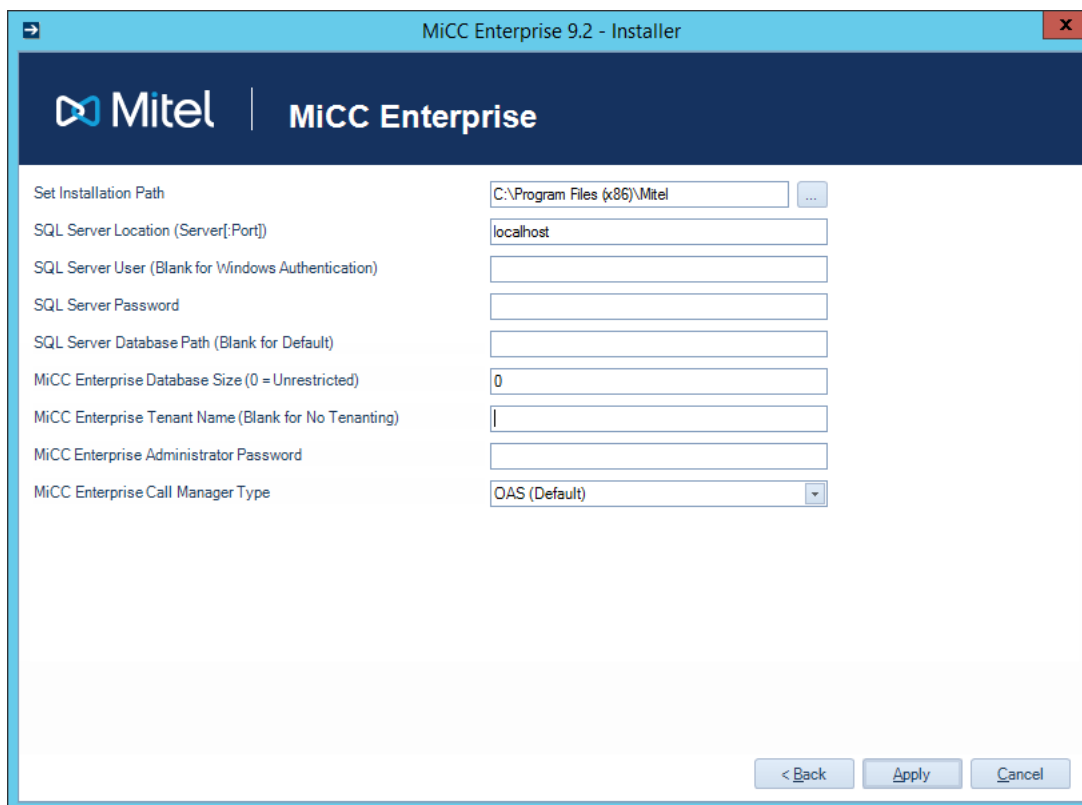
For each software component, the following information is available:

- **Version:** Displays the version number of the installed component or the version to be installed

- **Installed:** Displays the currently installed version, if the component is installed.

- **Information/Prerequisites:** Displays important information and prerequisites for each component.

Press the **Next** button to continue to install the component.

CONFIGURE VARIABLES

If there are any installation specific settings to be configured when installing the component, a configuration window will appear, as shown below.

It is also possible to configure all available settings related to the installation from the Master Installer main window. See section Configure Variables for details.

After entering values for the settings, press the **Apply** button to store the settings. The installation will continue.

Press the **Back** button to return to the Installation window without storing any settings. Press the **Cancel** button to return to the main window without storing the settings.

INSTALLATION PROGRESS

As installation progresses, the software component will display a window similar to the following:
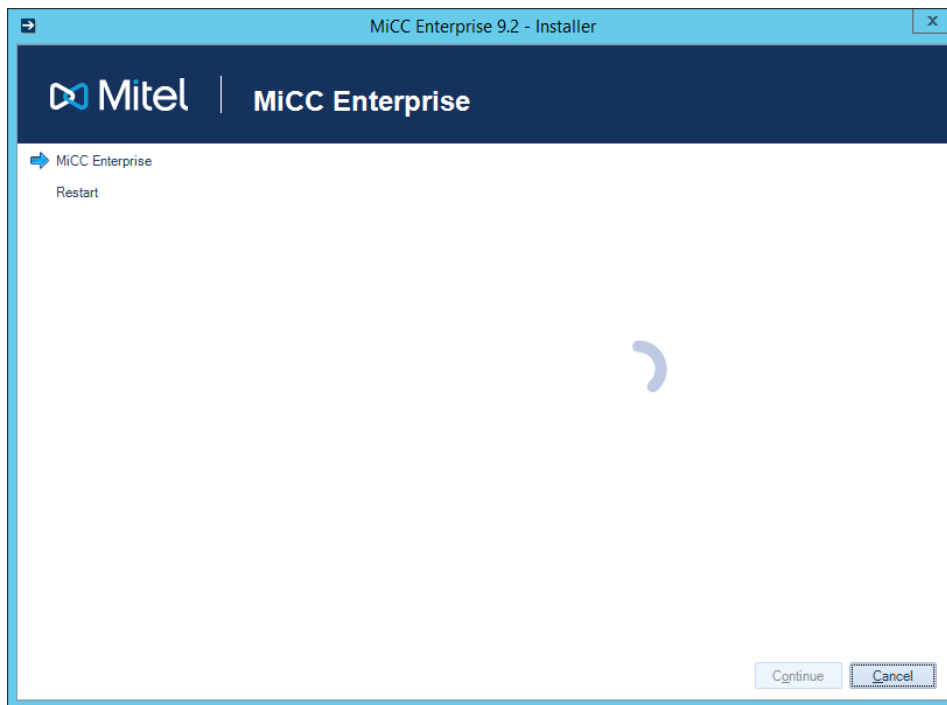
INSTALLATION COMPLETE

When all software components have been installed, the Finish window is displayed. This window indicates whether the installation was successful. In some cases, a machine restart may be required to complete installation of the component. If you do not wish to restart, press the **Continue** button.

Press the **Finish** button to close the component installer and return to the main installation window.
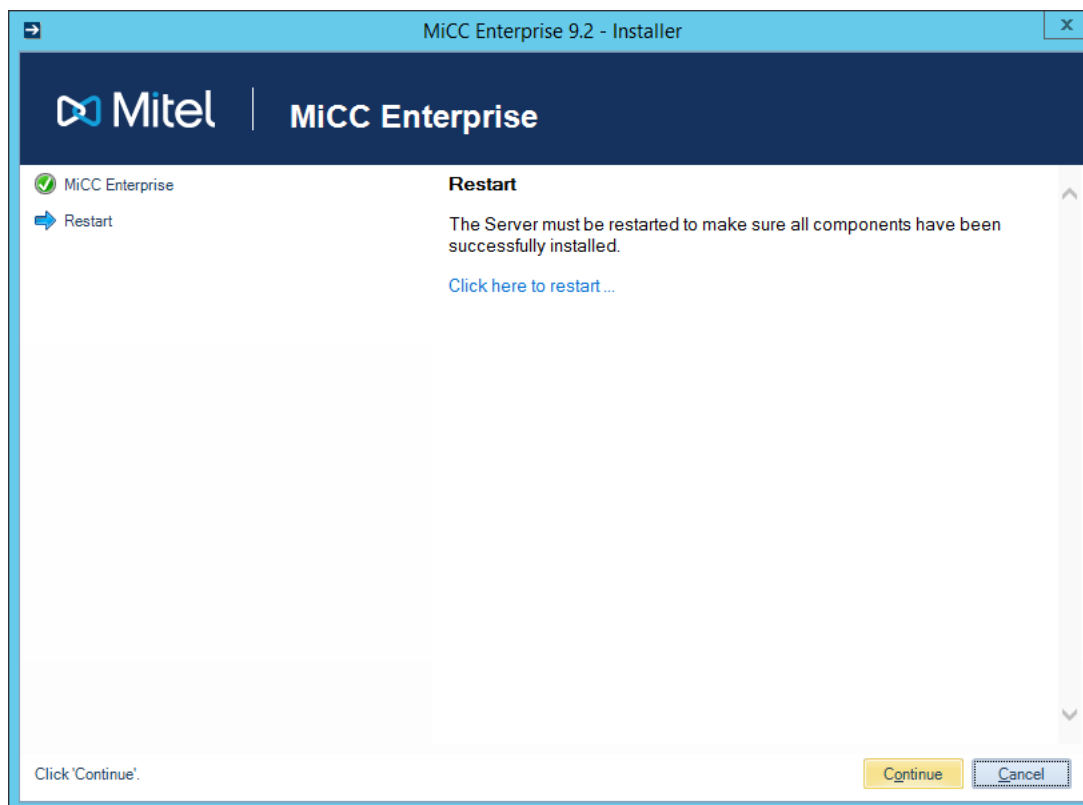
BROWSE PACKAGES

In the Browse Packages window, individual software components can be installed, upgraded, or uninstalled, using the classic package browser view.

The package browser provides step by step directions regarding installing, upgrading, and uninstalling each component. It also includes links to setup files and related documents.

Click **Browse Packages** from the Master Installer main window to display the Browse Packages window.
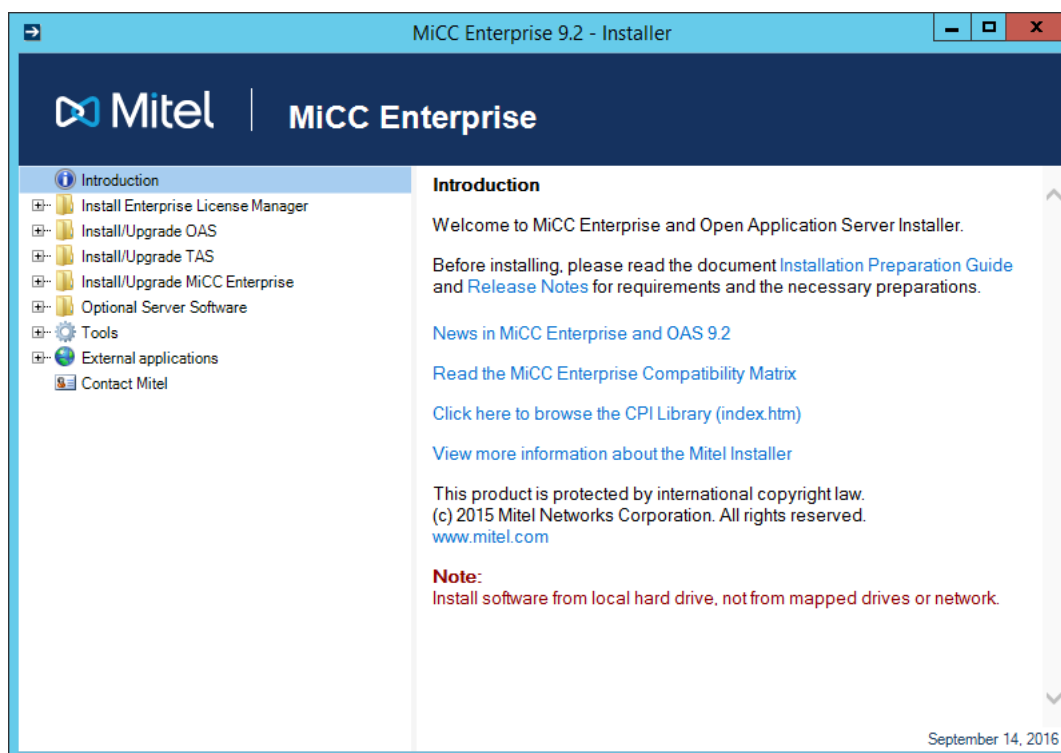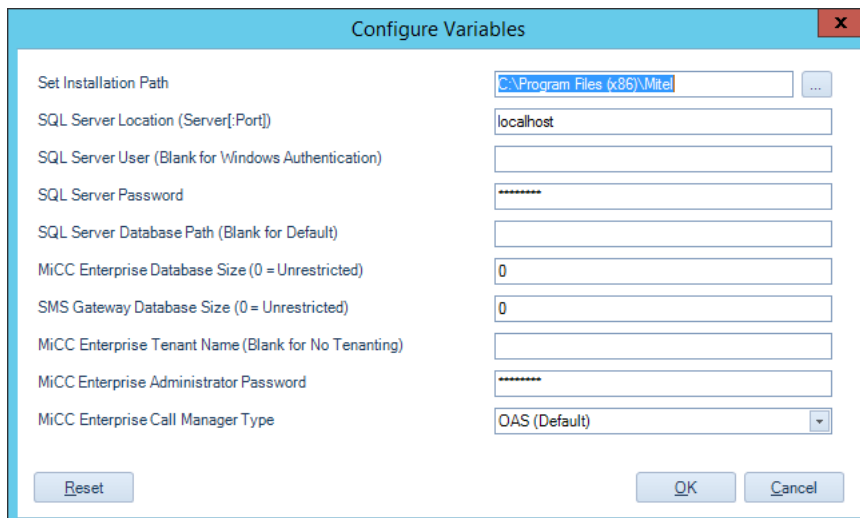
For all software components, a setup program guides the user through the installation process to ensure that installation is completed in the correct order.

It is also possible to view product documentation, such as the News document, listing new features in MiCC Enterprise 9.2, and the Compatibility Matrix.

CONFIGURE VARIABLES

The Master Installer detects all settings related to the installation so that they can be configured by the user and applied to the installation process. This option is available from the Master Installer main window.

Click **Configure Variables** in the Master Installer main window. The Configure Variables dialog is displayed.

Press the **Reset** button to reset the values to their defaults. Press the **OK** button to store the variable configurations to the database, or press the **Cancel** button to cancel the configuration and leave the variables unchanged.

VIEW INSTALLED VERSIONS

The Master Installer allows you to view versions of previously installed software components. This provides an overview of the complete system, which can be useful for troubleshooting.

Click **View installed versions** from the Master Installer main window. The View installed versions window is displayed.
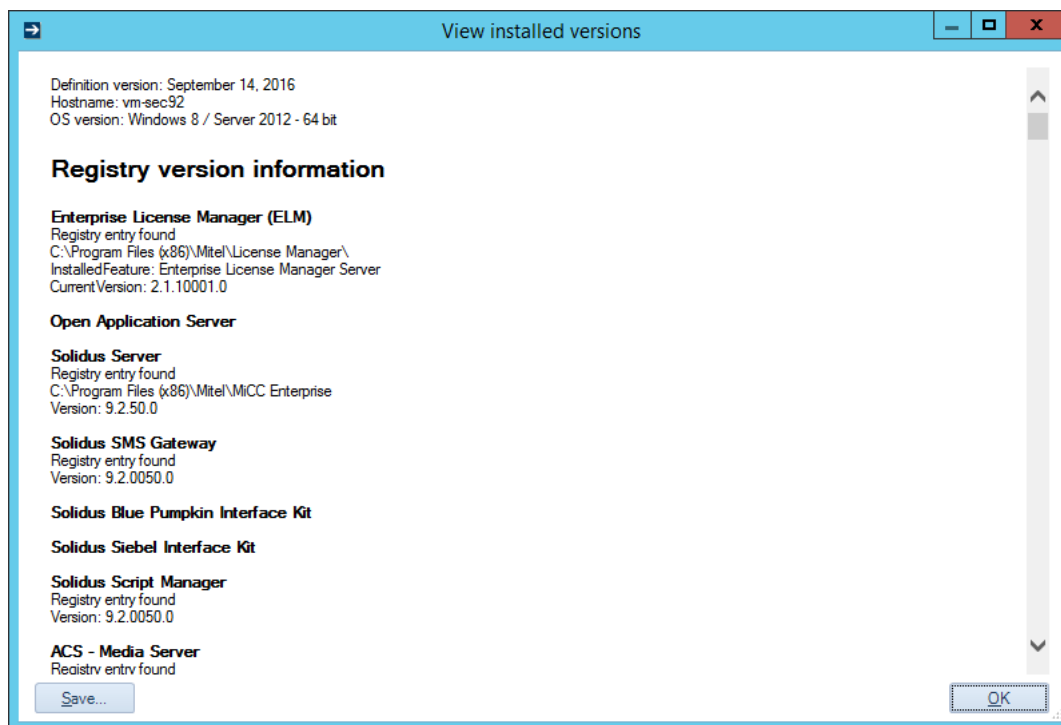
Press the **Save…** button to save the information in an HTML format. Press the **OK** button to close the window and return to the Master Installer main window.

SYMBOLS

In the Master Installer windows, software components have an associated symbol to indicate the status of the component. The symbols are the following:

An already installed component
Note: Configuration steps are not check marked.

An already installed component, with a newer version available

A component to be installed

A component with unmet requirements
Note: This symbol is only shown in the Browse Packages view.

A component with unmet requirements
Note: This symbol is only shown in the Wizard view.

A component currently being installed

A component to be uninstalled

11

A generic step during installation, for example, for a system restart or a test step

Setup information, like introductory text or getting started information

Logical organization when sub items are required

A configuration step

Grouping of external applications

Installation and information intended for a single computer

Installation and information intended for servers

Contact information

Adobe Reader installation