CIC upgrade configuration utility

There is a new utility available to assist in upgrading your current version of the Call Interaction Client to the latest 2016 version. The process is simple to execute but may require time and a couple of reboots of your computer. The length of time will vary depending upon how many pieces of the software you utilize. This document will guide you through updating the software.

The software is called **Interactive Update Client Config**. You will first need to launch the software.

1	Interactive Update Client Config
1 app	

This will open the utility. All settings should be accurate. Click the **Check For Updates** button to start the update process.

Interactive Update Configuration			
Configuration Provider Servers Proxy Configuration			
Automatic (recommended)			
Automatically download recommended updates for my computer and install them:			
Every Day V at 2:00 AM V			
O Download updates for me, but let me choose when to install them.			
Notify me but don't automatically download or install them.			
◯ Tum off Interactive Update			
No updates will be offered or installed. This could cause your Interactive Intelligence software to become out of sync with the IC Server.			
Check For Updates OK Cancel Apply			

A pop up should appear advising you that the software is checking for updates and that another window will open when the process is complete.

Interactive Update Client Config: Information	×
Interactive Update is checking for updates. A dialog will pop with additional information when the check is complete.	
OK	

If an expected window does not appear you can force the window to appear if necessary (and available) by using the system tray. Looking at the tray (normally located in the lower right hand corner of your screen) find the arrow used to open the tray.



Click the arrow to open it and find the **Interactive Update** utility running. Clicking that will open the utility window.



The next screen will ask how you would like to install the updates. Your choices are **Express** and **Custom**. Verify **Express** is selected and click the **Install** button.

4	Interactive Update	×
	How do you want to install updates? Interactive Update found 1 update.	
	Express Install (Recommended) The easiest way to ensure that your computer has the most recent Interactive Intelligence updates.	
	O Custom Install (Advanced)	
N	lote: You may need to restart your computer for the updates to take effect.	

The next screen is informational and will show the pieces of the CIC software that the system is looking to update and will show the download process.

Inte	eractive Update	×
Updates Are Being	Applied	
Update Task	Status	
[Apply] Interactive Update Client 2016	Downloading 5615 of 96755712	
	Cance	

The screen may change multiple times showing the download and the installation process.

4	Inte	eractive Update	×		
	Updates Are Being Applied				
	Update Task	Status			
	[Apply] Interactive Update Client 2016	Updating			
		Cancel			

Once the updates have been downloaded and applied the system will prompt you to reboot.

Interactive Update		
A reboot is needed in order to finish installing updates for Interactive Intelligence products. Press "reboot" to finish installing updates, or "cancel" to continue without finishing the updates.		
Reboot Cancel		

One reboot process may be all that you need. However, if you use more than just the basic Call Interaction Client and also need to utilize items, such as the Business Manager, then you will need to

walk through the process a second time. Start by launching the updater again and click the **Check For Updates button**.

🗳 Interactive Update Configuration – 🗆 🗙			
Configuration Provider Servers Proxy Configuration			
Automatic (recommended)			
Automatically download recommended updates for my computer and install them:			
Every Day V at 2:00 AM V			
O Download updates for me, but let me choose when to install them.			
Notify me but don't automatically download or install them.			
◯ Tum off Interactive Update			
No updates will be offered or installed. This could cause your Interactive Intelligence software to become out of sync with the IC Server.			
Check For Updates OK Cancel Apply			

This time a new list of items that need to be updated will appear. Click the **Install** button to initiate the second round of updates.

4	Interactive Update	e	×
C	necking for Updates		
Applicatio	n	Version	Status
IC User Ap	plications (64-bit)	4.06.364	<u>A</u>
Interactive	Update Client 2016 R1	16.1.0.570	0
IC Busines	s Manager Applications	4.06.364	<u>^</u>
Interactive	Jpdate found 4 updates.	-	
		Install	Cancel

Again you will be asked how you want to install the updates. You will verify that the **Express** option is selected and click **Install**.

	×
How do you want to install updates?	
Express Install (Recommended) The easiest way to ensure that your computer has the most recent Interactive Intelligence updates.	
Custom Install (Advanced)	
Note: You may need to restart your computer for the updates to take effect.	

You will be shown a window advising you of what is being downloaded and installed.

La Int	eractive Update	×		
Updates Are Being Applied				
Update Task	Status			
[Install] IC User Applications (64-bit) 20	Downloading 6.5 MB of 222.1 MB			
[Apply] IC User Applications (64-bit) 20	Downloading 6.5 MB of 114.0 MB			
[Install] IC Business Manager Applicati	Downloading 6.0 MB of 303.4 MB			
[Apply] IC Business Manager Applicati	Downloading 6.5 MB of 114.1 MB			
		Cancel		

Once the updates have been downloaded and installed you will be presented with a screen showing you what was completed and that a reboot will be needed to complete the installation. Click the **Reboot Now** button to complete the process.

	Interactive Update	×
	Interactive Update Has Finished Applying Updates	
,	The following shows the results of the attempted updates:	_
	Reboot needed to finish IC User Applications (64-bit) 2016 R1. Reboot needed to finish IC User Applications (64-bit) 2016 R1. Install succeeded for IC Business Manager Applications 2016 R1. Apply succeeded for IC Business Manager Applications 2016 R1. Apply succeeded for IC Business Manager Applications 2016 R1. Apply succeeded for IC Business Manager Applications 2016 R1. Apply succeeded for IC Business Manager Applications 2016 R1. Apply succeeded for IC Business Manager Applications 2016 R1. Apply succeeded for IC Business Manager Applications 2016 R1. Apply succeeded for IC Business Manager Applications 2016 R1. Apply succeeded for IC Business Manager Applications 2016 R1.	
<u>(</u>	Change Interactive Update settings Close Close	

Once the system has rebooted you should launch the utility one last time just to verify that all necessary updates have been installed. If your system is up to date you will be presented with a screen showing you green check marks next to your necessary pieces of the CIC software.

<u>b</u>	Interactive Upda	ite	×
Left Chec	king for Updates		
Application		Version	Status
IC Business Manager Applications 2016 R1		16.1.4.20	0
Interactive Upd	ate Client 2016 R1	16.1.0.570	0
IC User Applica	tions (64-bit) 2016 R1	16.1.4.20	Ø
Your Interactive	Intelligence software is currently up to date.		
		Install	Cancel