



# Cisco Customer Response Applications Supervisor Desktop Plug-in Tasks

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This reference guide describes how to install your Cisco Customer Response Applications (CRA) Supervisor and Agent Desktops and how to install an additional plug-in, Historical Reports. This guide also explains how to configure files and how to change the language on a client system.

This reference guide includes the following topics:

- [Connecting to the CRA Supervision Web Page, page 2](#)
- [Installing and Configuring the IP ICD Supervisor and Agent Desktops, page 3](#)
- [Installing, Reinstalling, or Upgrading the Cisco CRA Historical Reports Client, page 5](#)
- [Editing the Historical Reports Configuration Files, page 9](#)
- [Changing the Client Language, page 16](#)

# Connecting to the CRA Supervision Web Page

To connect to the CRA Supervision web page, perform the following steps:

## Procedure

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- Step 1** From your web browser, enter the following URL, where *servername* is the Domain Name System (DNS) name or IP address of your Cisco CRA server:
- `http://servername/appsupervisor`
- The CRA Supervision Authentication web page appears.
- Step 2** Enter your username in the User Identification field, enter your password in the Password field, and then click **Log On**.
- The CRA Supervision Download web page appears.
- From the CRA Supervision Download web page, you can install and configure your IP Integrated Contact Distribution (ICD) Supervisor and Agent Desktop clients and install the CRA Historical Reports client.
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## Related Topics

- [Installing and Configuring the IP ICD Supervisor and Agent Desktops, page 3](#)
- [Installing, Reinstalling, or Upgrading the Cisco CRA Historical Reports Client, page 5](#)
- [Editing the Historical Reports Configuration Files, page 9](#)
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# Installing and Configuring the IP ICD Supervisor and Agent Desktops

The IP ICD Supervisor Desktop client provides you with features that are not found in the Agent Desktop client. You can, for example, silently monitor, barge-in on, and record an agent's phone call.

To install and configure the IP ICD Supervisor Desktop client or the IP ICD Agent Desktop client, perform the following steps:

## Procedure

- Step 1** In the CRA Supervision Download web page, click the **Cisco IP ICD Supervisor Desktop** hyperlink.

The Download Cisco IP ICD Supervisor Desktop web page appears.

- Step 2** Use the Windows Copy function to copy the following command line from the Download Cisco IP ICD Supervisor Desktop window. (*Servename* is the IP address of your CRA Server.)

To install the Supervisor Desktop:

```
\\servename\DESKTOP_CFG\desktop\InstallManager -f  
\\servename\DESKTOP_CFG\desktop\AdvancedManager.cfg
```

or

To install the Agent Desktop:

```
\\servename\DESKTOP_CFG\desktop\InstallManager
```

- Step 3** From the Windows Start menu, choose **Run**.

The Run dialog box appears.

- Step 4** In the Open field in the Run dialog box, use the Windows Paste function to paste the command line that you copied in Step 2, and then click **OK**.

The Enter Network Password dialog box appears.

- Step 5** Enter your user name and password, and then click **OK**.  
The Welcome dialog box appears.
- Step 6** Follow the instructions in the Welcome dialog box to install the IP ICD Agent Desktop on your computer.
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#### Related Topics

- [Connecting to the CRA Supervision Web Page, page 2](#)
- [Installing, Reinstalling, or Upgrading the Cisco CRA Historical Reports Client, page 5](#)
- [Editing the Historical Reports Configuration Files, page 9](#)
- [Changing the Client Language, page 16](#)

# Installing, Reinstalling, or Upgrading the Cisco CRA Historical Reports Client

The CRA Historical Reports client runs under the following operating systems:

- Windows 98 Second Edition (SE)
- Windows 2000 Professional
- Windows XP Professional

Before you can install the Cisco CRA Historical Reports client,

- The Cisco CRA system must be installed on the server.
- The computer on which you will install the Cisco CRA Historical Reports client must have access to the Cisco CRA server.

**Note**

To help keep the Cisco CRA server running most efficiently, it is recommended that you do not install the Cisco CRA Historical Reports client on the server. You can install the client software on as many client computers as licensed.

The Cisco CRA Historical Reports client installation procedure performs several operations on the client computer, including

- Installing the Cisco CRA Historical Reports client
- Creating directories in which the computer stores required files
- Installing the Scheduler (the part of CRA Historical Reports that manages and generates scheduled reports)

If you are reinstalling the CRA Historical Reports client, and if the Cisco CRA Historical Reports Client installation program (CiscoAppReportsInstall.exe) exists on your computer, you can start the reinstallation procedure by running this program. When the CRA Historical Reports Setup window appears, proceed as follows:

- If the Cisco CRA Historical Reports client software exists on your computer, you will see a dialog box asking whether you want to upgrade/reinstall the client or uninstall the client. Click the **Upgrade/Reinstall** radio button, click **Next**, and then click **Finish** to complete the installation.
- If the Cisco CRA Historical Reports client software does not exist on your computer, go to Step 4 in the following procedure.



#### Note

If you are reinstalling or upgrading the CRA Historical Reports client, exit the client application and exit the Scheduler on the client computer before proceeding.

To install, reinstall, or upgrade the CRA Historical Reports client, perform the following steps. You perform this procedure on the client computer.

#### Procedure

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- Step 1** Connect to the CRA Supervision web page and click the **Cisco CRA Historical Reports** hyperlink.
- The File Download dialog box appears.
- Step 2** Click one of the following radio buttons:
- **Run this program from its current location**—With this option, the client computer does not retain the Cisco CRA Historical Reports installation file after installation.
  - **Save this program to disk**—With this option, the client computer retains the Cisco CRA Historical Reports installation file after installation. In this case, you can reinstall Cisco CRA Historical Reports without having to log in to the Cisco CRA server.

**Step 3** Click **OK** in the File Download dialog box.

- If you clicked the **Run this program from its current location** radio button, the computer opens the installation program, and then it extracts the files that it needs for the installation. When this process completes, the Cisco CRA Historical Reports Setup window appears. If you are installing the Cisco CRA Historical Reports client for the first time on this computer, continue to Step 4.

If the Cisco CRA Historical Reports client exists on your computer, a dialog box appears asking whether you want to upgrade/reinstall the client or uninstall the client. To upgrade or reinstall the current version of the client, click the **Upgrade/Reinstall** radio button, click **Next**, and then go to Step 11.

- If you clicked the **Save this program to disk** radio button, the Save As dialog box appears. Perform the following steps:
  - Specify the directory in which you want to save the installation program (CiscoAppReportsInstall.exe) and click **Save**. If you have previously saved the installation program in the same directory, a dialog box appears asking whether you want to replace the existing installation program file. Click **Yes** to continue.
  - When the installation file completes downloading, click **Open** in the Download Complete dialog box. The computer prepares to install the application, and then it extracts the files that it needs for the installation. When this process completes, the Cisco CRA Historical Reports Setup window appears. If you are installing the Cisco CRA Historical Reports client for the first time on this computer, continue to Step 4.
  - If the Cisco CRA Historical Reports client exists on your computer, a dialog box appears asking whether you want to upgrade/reinstall the client or uninstall the client. To upgrade or reinstall the current version of the client, click the **Upgrade/Reinstall** radio button, click **Next**, and then go to Step 11.

**Step 4** Click **Next** in the Cisco CRA Historical Reports Setup window.

The Cisco CRA Historical Reports Setup window displays the License Agreement.

**Step 5** Read the License Agreement, and then click **Yes**.

The Cisco CRA Historical Reports Setup window prompts you to choose an installation folder.

- Step 6** To install the Historical Reports files in the Program Files directory on your computer, click **Next**.
- If you want to install the files in another directory, click **Browse**, choose the directory, click **OK**, and then click **Next**.
- The Cisco CRA Historical Reports Setup window prompts you to select a program folder.
- Step 7** To use the Cisco CRA Historical Reports program folder to hold program icons, click **Next**.
- To use another folder to hold program icons, enter the folder name or choose it from the list of existing folders, and then click **Next**.
- The Cisco CRA Historical Reports Setup window prompts you to identify the Cisco CRA server.
- Step 8** Enter the host name or IP address of the Cisco CRA server, and then click **Next**.
- (If you do not enter this information now, you can enter it later when you start Cisco CRA Historical Reports.)
- The Cisco CRA Historical Reports Setup window prompts you for permission to start copying files.
- Step 9** Click **Next** to continue with the installation.
- After the files are copied, the Desktop Shortcut dialog box appears.
- Step 10** Click **Yes** to create a shortcut for Cisco CRA Historical Reports on your Windows desktop.
- Step 11** Click **Finish**.
- The installation is complete. The computer restarts, if necessary.
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### Related Topics

- [Connecting to the CRA Supervision Web Page, page 2](#)
- [Installing and Configuring the IP ICD Supervisor and Agent Desktops, page 3](#)
- [Editing the Historical Reports Configuration Files, page 9](#)
- [Changing the Client Language, page 16](#)



# Editing the Historical Reports Configuration Files

The CRA Historical Reports client maintains two configuration files on each client computer. The following sections explain each file in detail. The configuration files are:

- **hrcConfig.ini**—This file is stored in the Cisco CRA Historical Reports directory, which is under the directory in which you installed the Cisco CRA Historical Reports client system. (By default, the system installs in the Program Files directory.) This file contains general instructions for the Cisco CRA Historical Reports client system.
- **SCH.ini**—This file is stored in the Cisco CRA Historical Reports\Scheduler directory, which is under the directory in which you installed the Cisco CRA Historical Reports client system. (By default, the system installs in the Program Files directory.) This file contains instructions regarding the Scheduler.

You can edit either of these configuration files and make changes, if you want. To edit a configuration file, perform these steps:

## Procedure

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- Step 1** Use any text editor to open the configuration file.
  - Step 2** Make changes to parameters as desired.
  - Step 3** Save the file and exit the editor.
  - Step 4** To cause your changes to take effect:
    - If you edit the **hrcConfig.ini** file while the Cisco CRA Historical Reports client is running, exit and restart the client program.
    - If you edit the **SCH.ini** file, right-click the Scheduler icon that appears in the status area on your Windows taskbar and choose **Stop Scheduler**. Then right-click the Scheduler icon again and choose **Run Scheduler**.
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## Related Topics

- [The hrcConfig.ini Configuration File, page 10](#)
- [The SCH.ini Configuration File, page 13](#)

## The hrcConfig.ini Configuration File

The hrcConfig.ini file contains general instructions for the Cisco CRA Historical Reports client system. [Table 1](#) shows the parameters in this file.

**Table 1**     *Parameters in the hrcConfig.ini Configuration File*

Parameter	Explanation
defaultHost	<p>IP address or host name that appears in the Server field in the Cisco CRA Historical Reports Login dialog box.</p> <p><b>Default value:</b> IP address or host name of the server most recently logged in to.</p>
defaultExportPath	<p>Path name of the default directory in which the Cisco CRA Historical Reports system stores scheduled reports that are exported to a file.</p> <p><b>Default value:</b> Cisco CRA Historical Reports\reports directory, which is under the directory in which you installed the Cisco CRA Historical Reports client.</p>
showUserNameOnReport	<p>Specifies whether the username of the user who is logged in when a report is generated appears on the report.</p> <p><b>Valid values:</b></p> <ul style="list-style-type: none"> <li>• 0—Name does not appear</li> <li>• 1—Name appears</li> </ul> <p><b>Default value:</b> 1</p>
logLevel	<p>Level of detail in which the system records events in the Historical Reports Client log file.</p> <p><b>Valid values:</b></p> <ul style="list-style-type: none"> <li>• 1—Record errors only</li> <li>• 2—Record errors and warnings</li> <li>• 3—Record errors, warnings, and debugging messages</li> </ul> <p><b>Default value:</b> 1</p>

**Table 1** *Parameters in the hrcConfig.ini Configuration File (continued)*

Parameter	Explanation
NumOfLogFiles	<p>Number of Historical Reports Client log files the system maintains. The system creates a new Historical Reports Client log file whenever the current Historical Reports Client log file reaches the size specified by MaxSizeOfLogFiles. (See the next parameter.)</p> <p><b>Valid values:</b> Integers 1 or greater</p> <p><b>Default value:</b> 10</p>
MaxSizeOfLogFiles	<p>Specifies that the system should create a new Historical Reports Client log file when the current log file reaches this size in KB.</p> <p><b>Valid values:</b> Integers 1 or greater</p> <p><b>Default value:</b> 1000</p> <p><b>Note</b> 1000 KB is the recommended value for this parameter because a log file that is much larger than 1000 KB can be difficult to read, and several large log files can take up significant disk space.</p>
database (under SCH)	<p>Database file in the Cisco CRA Historical Reports\Scheduler directory in which scheduling information is stored. If you change this parameter, you must also change the database parameter in the SCH.ini configuration file to the same value.</p> <p><b>Valid value:</b> HistoricalReportsScheduler.mdb</p>
DRIVER (under [CRA_DATABASE])	<i>Display only.</i> Name of the database driver.
SERVER (under [CRA_DATABASE])	<i>Display only.</i> IP address or host name of the Cisco CRA server on which the Cisco CRA databases reside.
DATABASE (under [CRA_DATABASE])	<i>Display only.</i> Name of the main Cisco CRA database on the Cisco CRA server.
UID (under [CRA_DATABASE])	<i>Display only.</i> User identification used to log in to the Cisco CRA database on the Cisco CRA server.
NETWORK (under [CRA_DATABASE])	<i>Display only.</i> Network library used by the Cisco CRA Historical Reports client when connecting to the Cisco CRA database.

**Table 1**     *Parameters in the hrcConfig.ini Configuration File (continued)*

Parameter	Explanation
DRIVER (under [CRA_DATABASE_ALTERNATIVE])	<p>If you want the Cisco CRA Historical Reports client to access databases on a computer other than the Cisco CRA server, specify the name of the alternative database driver here.</p> <p><b>Valid value:</b> Name of the alternative database driver</p>
SERVER (under [CRA_DATABASE_ALTERNATIVE])	<p>If you want the Cisco CRA Historical Reports client to access databases on a computer other than the Cisco CRA server, specify the IP address of host name of the alternative computer here.</p> <p><b>Valid value:</b> IP address or host name of the alternative server on which the Cisco CRA databases are duplicated</p>
DATABASE (under [CRA_DATABASE_ALTERNATIVE])	<p>If you want the Cisco CRA Historical Reports client to access databases with names other than the default Cisco CRA database names, specify the alternative name of the main database here.</p> <p><b>Valid value:</b> Name of the alternative main database</p>
NETWORK (under [CRA_DATABASE_ALTERNATIVE])	<p>If you want the Cisco CRA Historical Reports client to access databases using a network library other than the default network library (dbmsocn for TCP/IP), specify the name of the alternative network library here.</p> <p><b>Valid value:</b> Name of the alternative network library (for example, dbnmpntw for named pipes)</p>

**Related Topic**

- [The SCH.ini Configuration File, page 13](#)

## The SCH.ini Configuration File

The SCH.ini file contains general instructions for the Scheduler, including the location of the Scheduler database, the level of detail in which to record log file information, and how to handle missed schedules. [Table 2](#) shows the parameters in this file:

**Table 2** *Parameters in the SCH.ini Configuration File*

Parameter	Explanation
database	<p>Database file in the Cisco CRA Historical Reports\Scheduler directory in which scheduling information is stored. If you change this parameter, you must also change the database parameter in the hrcConfig.ini configuration file to the same value.</p> <p><b>Valid value:</b> HistoricalReportsScheduler.mdb</p>
NumOfMissedScheduleRuns	<p>If one scheduled report is missed because the Scheduler is not running, or if several consecutive occurrences of a report are missed because the Scheduler is not running, specifies up to how many of the missed reports should be generated if you choose to execute missed schedules.</p> <p><b>Valid values:</b> Zero or greater</p> <p><b>Default value:</b> 1</p>
Missed_daily	<p>For reports that are scheduled to run daily, specifies whether the reports should be generated if they are missed and you choose to execute missed schedules.</p> <p><b>Valid values:</b></p> <ul style="list-style-type: none"><li>• 1—Generate the report</li><li>• 0—Do not generate the report</li></ul> <p><b>Default value:</b> 1</p>

**Table 2**     *Parameters in the SCH.ini Configuration File (continued)*

Parameter	Explanation
Missed_weekly	<p>For reports that are scheduled to run weekly, specifies whether the reports should be generated if they are missed and you choose to execute missed schedules.</p> <p><b>Valid values:</b></p> <ul style="list-style-type: none"><li>• 1—Generate the report</li><li>• 0—Do not generate the report</li></ul> <p><b>Default value:</b> 1</p>
Missed_monthly	<p>For reports that are scheduled to run monthly, specifies whether the reports should be generated if they are missed and you choose to execute missed schedules.</p> <p><b>Valid values:</b></p> <ul style="list-style-type: none"><li>• 1 —Generate the report</li><li>• 0—Do not generate the report</li></ul> <p><b>Default value:</b> 1</p>

**Table 2**     *Parameters in the SCH.ini Configuration File (continued)*

Parameter	Explanation
Missed_once	<p>For reports that are scheduled to run once, specifies whether the reports should be generated if they are missed and you choose to execute missed schedules.</p> <p><b>Valid values:</b></p> <ul style="list-style-type: none"><li>• 1—Generate the report</li><li>• 0—Do not generate the report</li></ul> <p><b>Default value:</b> 1</p>
logLevel	<p>Level of detail in which the system records events in the Scheduler log files.</p> <p><b>Valid values:</b></p> <ul style="list-style-type: none"><li>• 1—Record Scheduler errors only</li><li>• 2—Record Scheduler errors and Scheduler warnings</li><li>• 3—Record Scheduler errors, Scheduler warnings, and schedule information</li><li>• 4—Record Scheduler errors, Scheduler warnings, and detailed schedule information</li></ul> <p><b>Default value:</b> 3</p>

**Related Topic**

- [The hrcConfig.ini Configuration File, page 10](#)

# Changing the Client Language

You can use the Windows Regional Options settings to set the language for the Cisco CRA Historical Reports client. You can set any of the languages that are supported by your Cisco CRA system. If you set a language that is not supported by your Cisco CRA system, the client system will default to English.

When you set a language, the Cisco CRA Historical Reports client displays the following information in that language:

- Information displayed in windows and dialog boxes, including field names and button names
- Menu names and menu options
- Field names, headings, and other static items in reports

The client language does not affect the language of the data in reports.

To set the language for the Cisco CRA Historical Reports client, perform the following steps if your computer is running Microsoft Windows 2000 Professional. If your computer is running another version of Windows, the procedure will be slightly different. Refer to your Windows documentation for more information.

**Note**

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Setting the language may affect the display language of other applications that are running on the client computer.

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**Procedure:**

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**Step 1** Choose **Start > Settings > Control Panel**.

The Windows Control Panel appears.

**Step 2** Double-click **Regional Options**.

The Regional Options dialog box appears.

**Step 3** Click the Your Locale drop-down arrow and choose a language.

This choice specifies how numbers, times, and dates appear. You can choose any language that is supported by your Cisco CRA system.



**Step 4** Click **Set Default**.

The Select System Locale dialog box appears.

**Step 5** Click the drop-down arrow and choose a language.

This choice specifies the language for windows, menus, and fields. Choose the same language that you chose in Step 3.

**Step 6** Click **OK** in the Select System Locale dialog box.

**Step 7** Click **OK** in the Regional Options dialog box.

**Step 8** If necessary, follow the prompts to install the required files.

**Step 9** Click **OK** to restart the computer.

When the computer restarts, the new language is set.

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#### Related Topics

- [Connecting to the CRA Supervision Web Page, page 2](#)
- [Installing and Configuring the IP ICD Supervisor and Agent Desktops, page 3](#)
- [Installing, Reinstalling, or Upgrading the Cisco CRA Historical Reports Client, page 5](#)
- [Editing the Historical Reports Configuration Files, page 9](#)

# Obtaining Documentation

These sections explain how to obtain documentation from Cisco Systems.

## World Wide Web

You can access the most current Cisco documentation on the World Wide Web at this URL:

<http://www.cisco.com>

Translated documentation is available at this URL:

[http://www.cisco.com/public/countries\\_languages.shtml](http://www.cisco.com/public/countries_languages.shtml)

## Documentation CD-ROM

Cisco documentation and additional literature are available in a Cisco Documentation CD-ROM package, which is shipped with your product. The Documentation CD-ROM is updated monthly and may be more current than printed documentation. The CD-ROM package is available as a single unit or through an annual subscription.

## Ordering Documentation

You can order Cisco documentation in these ways:

- Registered Cisco.com users (Cisco direct customers) can order Cisco product documentation from the Networking Products MarketPlace:

[http://www.cisco.com/cgi-bin/order/order\\_root.pl](http://www.cisco.com/cgi-bin/order/order_root.pl)

- Registered Cisco.com users can order the Documentation CD-ROM through the online Subscription Store:

<http://www.cisco.com/go/subscription>

- Nonregistered Cisco.com users can order documentation through a local account representative by calling Cisco Systems Corporate Headquarters (California, U.S.A.) at 408 526-7208 or, elsewhere in North America, by calling 800 553-NETS (6387).

## Documentation Feedback

You can submit comments electronically on Cisco.com. In the Cisco Documentation home page, click the **Fax** or **Email** option in the “Leave Feedback” section at the bottom of the page.

You can e-mail your comments to [bug-doc@cisco.com](mailto:bug-doc@cisco.com).

You can submit your comments by mail by using the response card behind the front cover of your document or by writing to the following address:

Cisco Systems  
Attn: Document Resource Connection  
170 West Tasman Drive  
San Jose, CA 95134-9883

We appreciate your comments.

## Obtaining Technical Assistance

Cisco provides Cisco.com as a starting point for all technical assistance. Customers and partners can obtain online documentation, troubleshooting tips, and sample configurations from online tools by using the Cisco Technical Assistance Center (TAC) Web Site. Cisco.com registered users have complete access to the technical support resources on the Cisco TAC Web Site.

### Cisco.com

Cisco.com is the foundation of a suite of interactive, networked services that provides immediate, open access to Cisco information, networking solutions, services, programs, and resources at any time, from anywhere in the world.

Cisco.com is a highly integrated Internet application and a powerful, easy-to-use tool that provides a broad range of features and services to help you with these tasks:

- Streamline business processes and improve productivity
- Resolve technical issues with online support
- Download and test software packages

- Order Cisco learning materials and merchandise
- Register for online skill assessment, training, and certification programs

If you want to obtain customized information and service, you can self-register on Cisco.com. To access Cisco.com, go to this URL:

<http://www.cisco.com>

## Technical Assistance Center

The Cisco Technical Assistance Center (TAC) is available to all customers who need technical assistance with a Cisco product, technology, or solution. Two levels of support are available: the Cisco TAC Web Site and the Cisco TAC Escalation Center.

Cisco TAC inquiries are categorized according to the urgency of the issue:

- Priority level 4 (P4)—You need information or assistance concerning Cisco product capabilities, product installation, or basic product configuration.
- Priority level 3 (P3)—Your network performance is degraded. Network functionality is noticeably impaired, but most business operations continue.
- Priority level 2 (P2)—Your production network is severely degraded, affecting significant aspects of business operations. No workaround is available.
- Priority level 1 (P1)—Your production network is down, and a critical impact to business operations will occur if service is not restored quickly. No workaround is available.

The Cisco TAC resource that you choose is based on the priority of the problem and the conditions of service contracts, when applicable.

## Cisco TAC Web Site

You can use the Cisco TAC Web Site to resolve P3 and P4 issues yourself, saving both cost and time. The site provides around-the-clock access to online tools, knowledge bases, and software. To access the Cisco TAC Web Site, go to this URL:

<http://www.cisco.com/tac>

All customers, partners, and resellers who have a valid Cisco service contract have complete access to the technical support resources on the Cisco TAC Web Site. The Cisco TAC Web Site requires a Cisco.com login ID and password. If you have a valid service contract but do not have a login ID or password, go to this URL to register:

<http://www.cisco.com/register/>

If you are a Cisco.com registered user, and you cannot resolve your technical issues by using the Cisco TAC Web Site, you can open a case online by using the TAC Case Open tool at this URL:

<http://www.cisco.com/tac/caseopen>

If you have Internet access, we recommend that you open P3 and P4 cases through the Cisco TAC Web Site.

## Cisco TAC Escalation Center

The Cisco TAC Escalation Center addresses priority level 1 or priority level 2 issues. These classifications are assigned when severe network degradation significantly impacts business operations. When you contact the TAC Escalation Center with a P1 or P2 problem, a Cisco TAC engineer automatically opens a case.

To obtain a directory of toll-free Cisco TAC telephone numbers for your country, go to this URL:

<http://www.cisco.com/warp/public/687/Directory/DirTAC.shtml>

Before calling, please check with your network operations center to determine the level of Cisco support services to which your company is entitled: for example, SMARTnet, SMARTnet Onsite, or Network Supported Accounts (NSA). When you call the center, please have available your service agreement number and your product serial number.

