SOA BPM NICE IEX

Automated Avaya Repost Installation

by

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**Installation Steps**

**Step 1: Create Directory for Batch Scripts on the NICE App Server**

Create this directory on the NICE App Server, if it doesn’t already exist

C:\maximus\NICE\scripts

**Step 2: Copy Batch Script Files to the NICE App Server**

Download:

svn://rcmxapp1d.maximus.com/maxdat/NICE/install/windows/

repost\_Avaya\_intervals\_into\_NICE.bat

repost\_Avaya\_intervals\_into\_NICE\_acd.\*.jmx

svn://rcmxapp1d.maximus.com/maxdat/NICE/alert/missed\_Avaya\_interval\_alert.sql

To the NICE App Server at:

C:\maximus\NICE\scripts

**Step 3: Set the DB\_USER DB\_PASSWORD in the Batch File for the NICE SQL Server NICE db:**

Edit C:\maximus\NICE\scripts\ repost\_Avaya\_intervals\_into\_NICE.bat

Change:

DB\_USER

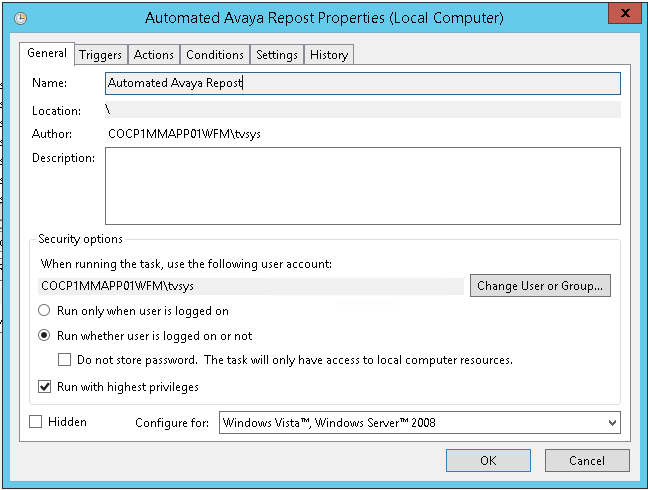
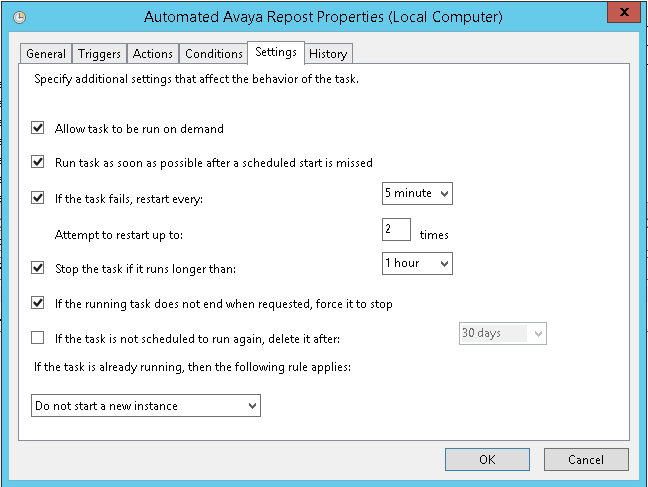
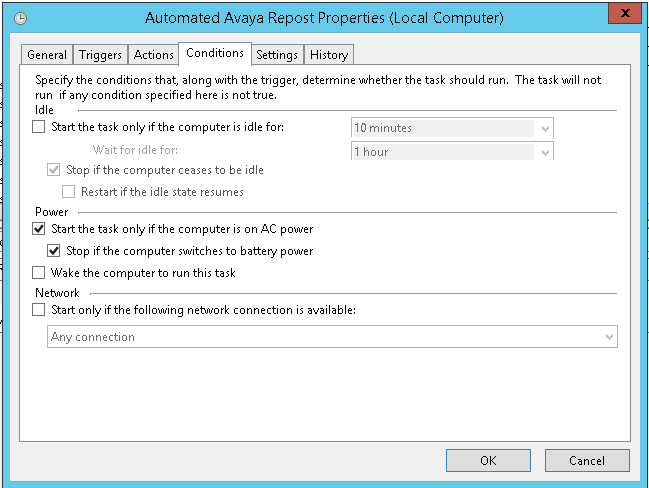
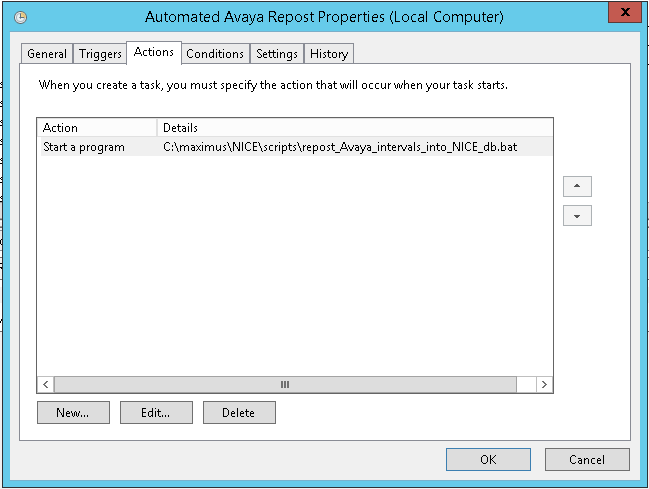
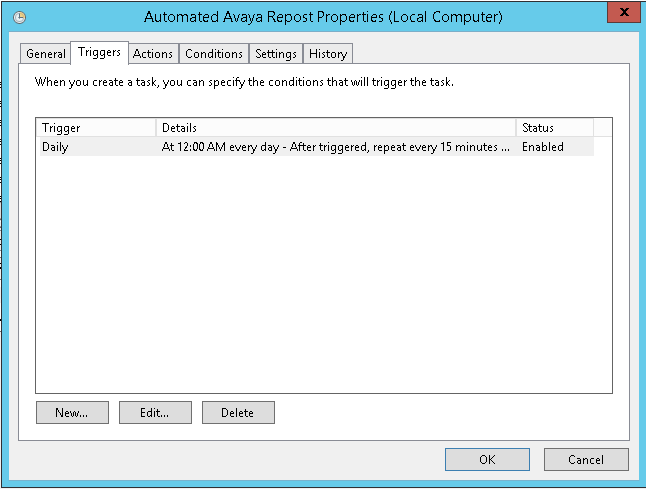
DB\_PASSWORD

To:

Username and password of NICE SQL Server user.

**Step 4: Setup the Scheduled Task**

Click the windows button in the bottom left corner and search for Task Scheduler. Right click on Task Scheduler and click “Create Task” from the menu.

Setup a new Scheduled task with the following properties****

**Installation should be complete**